



Client Satisfaction Survey 2005

Summary of Library Responses to the top 5 issues identified for each Branch

The analysis of the responses to the Client Satisfaction Survey identified gaps between clients' perceptions of the importance of an item and their perception of the Library's performance for that item. The "Top five gaps" for each of the Branch Libraries are listed below, with indications of the action to be taken in response.

Architecture and Music Library	
Opening hours meet my needs	<ul style="list-style-type: none"> From First Semester 2006 the ARMUS Library will be open for an additional three hours on Wednesdays, closing at 8pm instead of 5pm.
Photocopying and printing facilities are adequate	<ul style="list-style-type: none"> A review of copying and printing facilities will be undertaken in 2006.
Number of computer workstations is adequate	<ul style="list-style-type: none"> Staff will monitor the pressure on workstations during 2006.
Library collection is adequate for my needs	<ul style="list-style-type: none"> A considerable amount of the 2005 budget was spent on filling gaps in the score collection. This increased rate of spending on scores will continue in 2006.
Computer facilities and electronic equipment are adequate	<ul style="list-style-type: none"> All public workstations were replaced or upgraded at the start of 2006.

Biological Sciences Library	
Number of computer workstations is adequate	<ul style="list-style-type: none"> The new refurbished Biological Sciences Library will have double the number of computer work stations, due to be available in September 2006. The Library has supplied staff to extend the opening hours of the OLC in the BACS Faculty (9-5 Monday-Thursday, 9-5 Saturday & Sunday). This has made a lot more work stations available. A limited number of workstations will be designated 'express catalogue only' and this should enable students to undertake quick catalogue searches.
Computer facilities and electronic equipment are adequate	<ul style="list-style-type: none"> In the refurbished Biological Sciences Library there will be an increased number of laptop ports, and wireless network has been planned for the building. All public workstations were replaced or upgraded at the beginning of 2006 which will improve access.
Library space is adequate	<ul style="list-style-type: none"> Due to the refurbishment of the Biological Sciences Library, unfortunately seating has been reduced; however, when the refurbishment is complete more space will be available.
Photocopying and printing facilities are adequate	<ul style="list-style-type: none"> A review of the copying and printing facilities will be undertaken during 2006.
Group study facilities are adequate	<ul style="list-style-type: none"> Extended opening hours will provide increased access. The refurbished Biological Sciences Library will provide more group rooms and a graduate area that allows for group study.

Dentistry Library	
Number of computer workstations is adequate.	<ul style="list-style-type: none"> • Four new public computers were installed in the library at the end of 2005. • A new computer training room, the KF Adkins Learning Centre, was completed for the beginning of semester 2006 with 12 new public computers, data projector and printer.
Computer facilities and electronic equipment are adequate	<ul style="list-style-type: none"> • As above
Photocopying and printing facilities are adequate	<ul style="list-style-type: none"> • An extra network printer was installed in the KF Adkins Learning Centre for student use
Opening hours meet my needs	<ul style="list-style-type: none"> • It is planned that students will be able to access the KF Adkins Learning Centre with 12 public computers and a network printer for longer hours than the Library is open. • Library opening hours are extended during study and exam periods
Individual seating is adequate	<ul style="list-style-type: none"> • Extra seating has been created in the new KF Adkins Learning Centre

Dorothy Hill Physical Sciences and Engineering Library	
Number of computer workstations is adequate	<ul style="list-style-type: none"> • From First Semester 2006, a limited number of workstations will be designated 'Express Catalogue Only' and will enable students to undertake quick catalogue searches. • The remainder will be available for normal library use, eg email, Microsoft office applications, catalogue searches. • From First Semester 2006 five laptops will be available for loan to students.
Computer facilities and electronic equipment are adequate	<ul style="list-style-type: none"> • All public workstations were upgraded at the start of 2006.
Opening hours meet my needs	<ul style="list-style-type: none"> • Extended opening hours are being trialled in First Semester 2006 when the DHPSE Library will be open on weekdays at 7.30am. • In First Semester 2006 access to Library resources will be extended by the availability of a 24/7 computer facility in the EZone. This facility will be on a trial basis and will include 16 workstations and a printer.
Photocopying and printing facilities are adequate	<ul style="list-style-type: none"> • Photocopying and printing facilities are being upgraded in 2006. This will include the provision of printer/copiers on levels 4 and 5.
Information resources (books, electronic etc) are easily accessed.	<ul style="list-style-type: none"> • Access to information resources is continuously monitored and updated as appropriate.

Fryer Library	
Opening hours meet my needs	<ul style="list-style-type: none"> • A review of opening hours is being conducted in 2006.
Individual seating is adequate	<ul style="list-style-type: none"> • In the Fryer Library Graduate Study Centre there are 60 individual study desks and 12 private study rooms. An online booking system for the rooms was introduced in 2005 to ensure equitable access to these facilities.
Computer facilities and electronic equipment are adequate	<ul style="list-style-type: none"> • All public workstations were upgraded in early 2006.
Library space is adequate	<ul style="list-style-type: none"> • In addition to the 60 desks and 12 rooms there are 168 lockers. • The Fryer Reading Room provides adequate space for clients using collection material.

Number of computer workstations are adequate	<ul style="list-style-type: none"> The Fryer Library Graduate Study Centre now has wireless connectivity on levels 4 and 5 and additional power points on Level 5 will be provided to allow more students to use their personal laptops in this study area.
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Gatton Library	
Library collection is adequate for my needs.	<ul style="list-style-type: none"> Library fund allocation continues to develop the collection. Extra funding will be sought to support any new courses.
Information resources (books, electronic etc) are easily accessed.	<ul style="list-style-type: none"> Inter-campus document delivery for undergraduates is to be investigated in 2006. A Requesting feature in the catalogue allows students greater access to collections in other UQ libraries. More resources, especially journals, are available electronically.
Photocopying and printing facilities are adequate.	Current printing and photocopying facilities are being monitored. (1 network printer, 1 photocopier and 1 share printer/photocopier.)
Opening hours meet my needs.	<ul style="list-style-type: none"> No change in opening hours is planned, due to insufficient use, staffing numbers and availability of online access.
Number of computer workstations is adequate.	<ul style="list-style-type: none"> Wireless network became available from late 2005. 5 laptops available for student loan in 2006.

Graduate Economics and Business Library	
Opening hours meet my needs	<ul style="list-style-type: none"> Branch hours were increased in 2005 and will be maintained in 2006. Percentage of collection available electronically continues to increase.
Library collection is adequate for my needs	<ul style="list-style-type: none"> Copies of all text books on postgraduate reading lists are available both in the Graduate Economics and Business Library and the Social Sciences and Humanities Library More texts are becoming available as ebooks.
Computer facilities and electronic equipment are adequate	<ul style="list-style-type: none"> New Dell computers have been installed throughout the branch New photocopy machines will be installed in June 2006
Prompt corrective action is taken regarding missing books and journals	<ul style="list-style-type: none"> Library has shelf checked for missing items. Procedures adjusted to ensure prompt replacement of missing items. Missing books are checked for monthly.
Individual seating is adequate	<ul style="list-style-type: none"> Additional seating is planned in 2006.

Herston Medical Library	
Library collection is adequate for my needs.	<ul style="list-style-type: none"> Systematic review of collection is to be undertaken. Priority collection areas for development will be determined in consultation with hospital and University liaison contacts.
Number of computer workstations is adequate.	<ul style="list-style-type: none"> Twelve new lap top ports have been installed as well as laptop access in the five group rooms.
Information resources (books, electronic, etc) are easily accessed	<ul style="list-style-type: none"> Signage for books has been improved. Clients are encouraged to attend information skills classes to improve understanding of electronic information access. Library website has been redesigned based on feedback from clients and library staff.
Access to electronic databases is easily	<ul style="list-style-type: none"> Priority is being given to investigation of a new health

available.	portal to facilitate efficient access to databases.
The library's website is easy to use.	<ul style="list-style-type: none"> Library's website has been improved. Redesign of catalogue, course materials, e-journals and layout enhancements.

Ipswich Library	
Photocopying and printing facilities are adequate.	<ul style="list-style-type: none"> The UQ Ipswich Library currently has three black and white printers over two floors and a colour printer. There are two photocopiers. These are sufficient for our current student numbers.
Number of computer workstations is adequate.	<ul style="list-style-type: none"> The ratio of computers to students is high. The library has 15 laptops available for borrowing with an additional 5 in the 2006 budget, all with wireless connectivity. The building is also wireless enabled. There are also numerous roaming ports available on Level 2.
Opening hours meet my needs.	<ul style="list-style-type: none"> The UQ Ipswich Library is currently open 79 hours a week during the semester. Current statistics for the evenings and weekends do not warrant longer opening hours.
The Library's website is easy to use.	<ul style="list-style-type: none"> In 2005, the Library website was changed to reflect responses made in focus groups. It is being continually updated and improved including an improved course materials interface for semester one 2006.
Library collection is adequate for my needs.	<ul style="list-style-type: none"> The use of the requesting function for inter-campus loans by students has grown significantly since its introduction. The collection is being developed in the area of health sciences and the nursing collection is continuing to expand. Extra funds were made available to develop the collection in the new course areas introduced in 2006.

Law Library	
Photocopying and printing facilities are adequate.	<ul style="list-style-type: none"> New photocopiers and printers will be installed throughout the branch in June 2006. Changes to printing software have improved the speed of copying.
Computer facilities and electronic equipment are adequate.	<ul style="list-style-type: none"> New Dell computers have been installed throughout the branch. New photocopiers and printers will be installed in June 2006
Number of computer workstations is adequate.	<ul style="list-style-type: none"> New Dell computers have been installed throughout the branch. Email access will be extended to all workstations except 6 designated express catalogue workstations by Semester 1 2006.
Opening hours meet my needs.	<ul style="list-style-type: none"> There will be no change for 2006. Opening hours in Law are already almost at capacity and the turnstile figures indicate that current hours are adequate. The loan of High Use items overnight extends the availability of texts to outside of opening hours.
Library collection is adequate for my needs.	<ul style="list-style-type: none"> The Library will continue to ensure that as many copies of texts and recommended books are purchased as possible. Library staff monitor usage and ensure that there are 3 day loans, as well as High Use loans and standard loans of the most popular texts, an effort to share the

	usage amongst all students.
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Mater McAuley Hospital Library	
Opening hours meet my needs.	<ul style="list-style-type: none"> There will be no change for 2006 as turnstile figures indicate that current hours are adequate.
Library collection is adequate for my needs.	<ul style="list-style-type: none"> Mater Library was allocated an additional \$25,000 to support teaching and learning in 2005, which considerably improved the collection.
Information resources (books, electronic etc) are easily accessed.	<ul style="list-style-type: none"> Mater Library will be made accessible through the Hospital Intranet giving access to all Mater staff
Library catalogue provides clear and useful information.	<ul style="list-style-type: none"> Complaints about keyword searching as the default have now been addressed by a reversion to title default. Work on the website after focus group feedback has resulted in a cleaner, more accessible presentation.
Access to electronic databases is easily available.	<ul style="list-style-type: none"> UQ databases have been made available on the Hospital Intranet, giving access to all Mater staff.

Princess Alexandra Hospital Library	
Number of computer workstations is adequate.	<ul style="list-style-type: none"> Ten additional computers to be installed in 2006
Computer facilities and electronic equipment are adequate.	<ul style="list-style-type: none"> As above
Opening Hours meet my needs.	<ul style="list-style-type: none"> Opening hours to be reviewed early in 2006
Information resources (books, electronic, etc) are easily accessed.	<ul style="list-style-type: none"> UQ Library webpage is available on the PAH intranet.
Access to electronic databases is easily available.	<ul style="list-style-type: none"> As above

Social Sciences and Humanities Library	
Number of computer workstations is adequate.	<ul style="list-style-type: none"> Additional laptop ports are to be installed on levels 2,3 and 4. The public computers have all been replaced with new faster machines.
Computer facilities and electronic equipment are adequate.	<ul style="list-style-type: none"> New Dell computers have been installed throughout the branch. New autoloan machines have been ordered. New photocopy machines will be installed in June 2006.
Photocopying and printing facilities are adequate.	<ul style="list-style-type: none"> New photocopiers and printers will be installed throughout the branch later this year
Prompt corrective action is taken regarding missing books and journals.	<ul style="list-style-type: none"> Library has backshelved and partly shelf checked to identify items misplaced. Procedures changed to allow for regular checks
Individual seating is adequate.	<ul style="list-style-type: none"> Additional seating has been added to the Newly received area and in the study areas