



**LA TROBE**  
UNIVERSITY



## What do La Trobe students think about the Library?

During September – October 2016 we invited all coursework students to participate in the library client survey. Thanks to all who responded – we had a great response of 3,949, 58% up on the previous survey.

The survey is essential to gathering feedback about the student experience and satisfaction with library services, and results are used to shape and improve our services based on the needs and expectations of our students. Your responses have been analysed and they tell us -

### **You value the library and the contribution it makes to your study outcomes, and sense of place and connectedness with life on campus**

It's great to hear that the library:

- Has a positive impact on your research / study success (97%), and
- Is a place where you feel connected and part of university life (90%)

This was illustrated with many positive comments and experiences about the library's learning environment, its impact on individual study success and the benefits of studying with fellow students as a motivator to study. Results also tell us that 60% of students who use the library more frequently (daily or more than once a week) achieve an A or B grade average.

Sample of comments include:

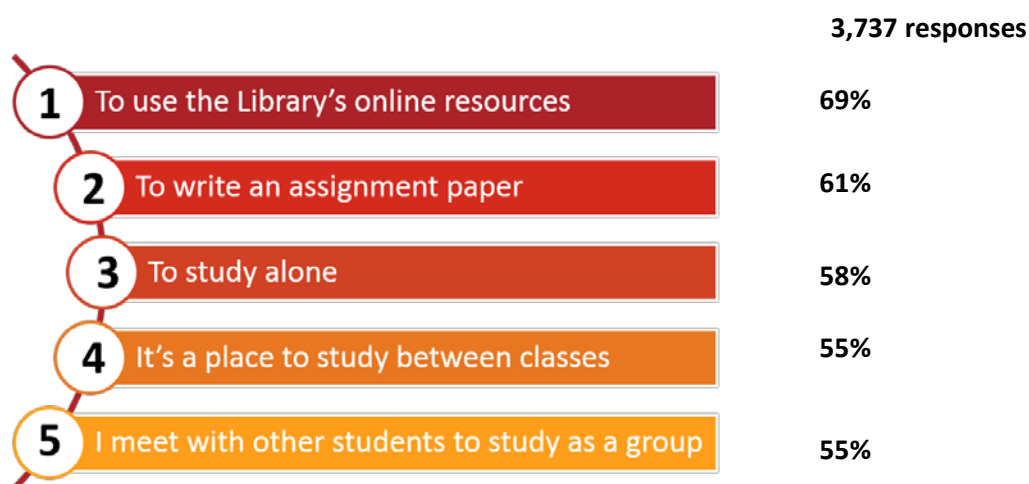
*"The value to the library to me in enabling successful completion my course are immeasurable. Without this wonderful resource I doubt that I would have passed my course, let alone achieved an 80+ average."*

*"The library is a very useful place to study and meet up as a group. It has all the resources needed to be successful at university." "I definitely recommend it to new students – it was essential to my early uni success."*

## Even though you do more things in life online (including study), you are entering the physical library in growing numbers. Why?

Use of the physical library space has grown by 8.6 % over the past 3 years (2014-16)\*. That's an additional 521,621 people.

The survey tells us that you are satisfied with the library opening hours and extended opening hours leading to and including exam periods. You also demonstrated that library usage is primarily related to study and 52% nominate it as your preferred place to study on campus. You said the top 5 reasons for using the library are:



## We are responding to your concerns

Comparing results to the 2014 survey we have improved or maintained strong performance in areas consistently identified by you in the top 10 importance ranking, including the provision of:

- Reliable wireless access
- Library learning resources (especially online) that meet your learning and research needs, and
- An easy to use Library catalogue / search system.

New entrants in the top 10 importance ranking include opening hours, facilities to use mobile devices, printing, scanning and photocopying and the library considered as a good place to study.

## You said we are performing best in

- Wireless access (# 1)
- Opening hours (# 2)
- Excellent resources (especially online) that meet learning and research needs (# 3) and are accessible when away from campus (# 4)
- Library staff provide clear and accurate answers to enquiries (#5)
- Facilities for use of mobile devices for study (# 6) and printing, scanning and photocopying facilities (#7).

## But you also said where we can do better

While we performed strongly in 24 out of 26 areas, your feedback tells us that we could do better particularly during peak demand and we are listening.

You said there is room for improvement	Our response
♦ Group study spaces to meet demand especially during busy periods	♦ The addition of group study booths at selective campuses
♦ Availability and performance of computers to meet demand	♦ Upgrade of all student computers over the semester break
♦ Finding a quiet place to study	♦ Additional quiet study spaces on level 2 at Melbourne
♦ Finding books identified in the catalogue on the shelf	♦ Library staff rovers assisting students to locate books at Melbourne

Sample of comments: *“Biggest problem is finding a computer during peak times.” “There are many students who occupy computer desks with their own laptop when someone else can use that computer.” “Not enough collaborative spaces to meet demand during busy periods.” “Sometimes I can’t find the books that I targeted on the shelves.”*

## What next?

In addition to developing further actions and initiatives to address the areas identified for improvement, feedback from the survey has been incorporated into two planned redevelopments at Bendigo and Melbourne which will provide students with more modern and engaging spaces.

- The planned redevelopment and expansion of the Bendigo Library by 2018 will create increased and stimulating study spaces for individuals and groups with an additional 2000 square meters of space.
- A redesign of the ASK La Trobe Help Zone at Melbourne will provide students with a more welcoming, flexible and integrated student-centred support zone and self-help facilities.

## Further opportunities for feedback

You don’t need to wait for the next survey to tell us how we are going, you can give [feedback](#) anytime.

If you have any comments or questions about the survey and its results, please contact [library@latrobe.edu.au](mailto:library@latrobe.edu.au)