



2016 CURTIN ANNUAL STUDENT SATISFACTION SURVEY LIBRARY RESPONSE

93% overall satisfaction rating



Thank you for the positive feedback regarding our 24/7 opening hours at the Robertson Library and the availability of more power points in the building.



COLLECTIONS

You asked for more up to date books, copies of textbooks and electronic versions of books.

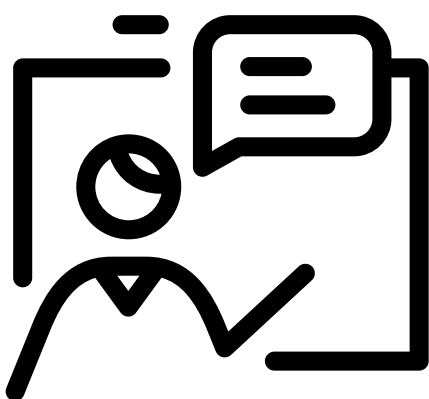
- We have reviewed the Library's approach to purchasing multiple copies, to increase the availability of textbooks.
- You can request specific titles using the 'Recommend an Item' link in the Catalogue.
- The Library is working with publishers to trial various models for electronic textbooks.
- We have tried to address this by adding more than 20,000 new books to the collection in 2016, most in electronic formats. Please contact Library staff if you need assistance with finding eBooks.

FACILITIES

You asked for more study rooms, group study areas, tables and seats and improved soundproofing.



- The Library will continue to plan to make as much space as possible available for student use within the constraints of the building infrastructure and available resourcing. Your feedback on the demand and popularity of Library spaces is invaluable in planning for future Library facilities and spaces.
- A reminder that Group Study Rooms on Levels 4 and 6 of the Robertson Library are non-bookable and can be used at any time.
- We take on board your requests for 24/7 opening hours outside semester periods at Robertson Library, and will continue to look for opportunities to expand non-semester opening hours within our existing resources.
- We have upgraded the ventilation system in Robertson Library toilet facilities and the cleaning regime has been increased.
- We increased patrols of silent areas in the lead up to exams and introduced an all silent level on Level 6 during study week and exam periods. This was well received, and we intend on repeating this during 2017.
- The Library is piloting relaxed rules on eating and allows snack foods to be consumed anywhere in the Robertson Library.
- A hot water tap has been provided in the Robertson Library Lounge on Level 2.
- Requests for microwaves and kettles cannot be accommodated at present due to OH&S guidelines.



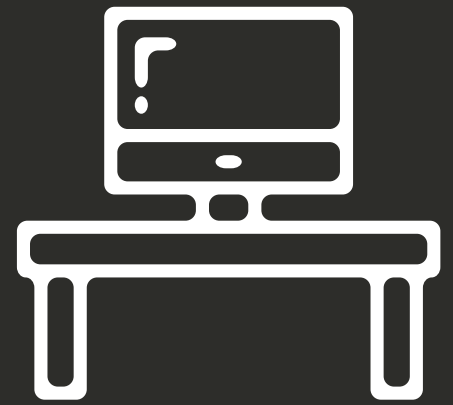
WORKSHOPS

You asked for more workshops to be held earlier in the semester, in evenings and on weekends.

- The Library will look into scheduling more workshops earlier in semester and in evenings and weekends.
- As an alternative to workshops, you can access our online training anytime - Library training videos, LibGuides on research and study skills and Learning Centre resources.

COMPUTERS AND WIRELESS ACCESS

You asked for more computers, computers in quiet study areas, issues with Wireless performance and stability and log in issues.



- We have avoided adding computers to the quiet study areas as this makes it difficult to maintain the area as quiet.
- We are looking at increasing our charging stations, including USB-C functionality.
- A reminder that printing from your own device is available via OASIS.
- We will continue to look for opportunities to increase the number of computers and data points within the limits of the building infrastructure.



CATALOGUE

You told us the Library Catalogue is not user-friendly, there are broken links and some of you have difficulties coming up with search terms.

- We are considering your feedback in preparing for the new Catalogue to be launched in mid-2017.
- We have introduced a 'report a problem' web form to help identify and fix broken links.
- The Library Catalogue LibGuide and other help tools are being revised. Regular 'Catalogue Tips' are posted to the Library blog.

THANKS FOR YOUR FEEDBACK

Further suggestions and feedback can be submitted via the [Library's Suggestion Box](#)