



2017 LIBRARY LIBQUAL SURVEY: our response to your comments

We're pleased you gave us an overall satisfaction rating of 83%, an increase from 81% in 2012.



COLLECTIONS

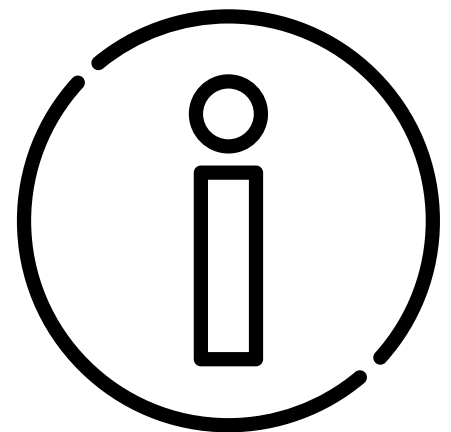
You asked for more online textbooks & more books on specific areas. Some of you had issues with broken links to online resources.

- Online textbooks are often not available to libraries, but we are working with publishers to trial models as they become available.
- We released the new 'Report a Problem' catalogue functionality to make reporting broken links easier.
- Please [recommend an item](#) if you find a gap in our collection.

TRAINING SESSIONS

You asked for more training for PhD students.

- We offer a range of workshops to meet the needs of academics, researchers and HDR students. Check the [workshops page](#) for upcoming session details.
- PhD students are welcome to contact the [Faculty Librarians](#) or visit our [research support guides](#) for further assistance.

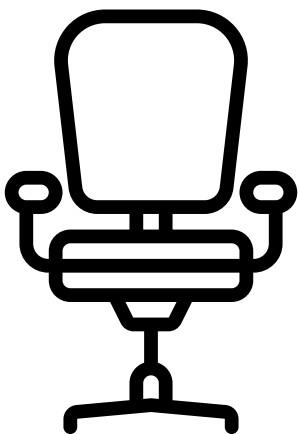


COMPUTERS

You asked for more computers, reported issues with wireless access, & had concerns about other students taking up workstation space when using a laptop.



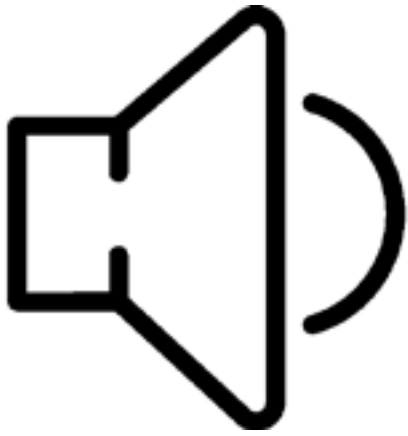
- Computers are currently available in all feasible locations. Long term building upgrades may address this issue further.
- An additional recharge station will be installed.
- We have added powerboards to tables to allow more devices to be charged.
- As funds become available, powerpoints are being adapted to include USB capability.
- Wireless access points were replaced during the 2017 summer break, with more upgrades to the infrastructure planned.
- There are a variety of reasons why students may have a laptop at a computer workstation. For example, students may be using special software on laptops while writing their assignments on computers.
- We do monitor and suggest to students that they free up computers where possible. We ask you to let us know when there's an issue so we can investigate further.



FURNITURE AND SPACE

You asked for tables, seats & whiteboards. You would like more casual seating & ergonomic work stations. There were many comments about a lack of space.

- Additional tables and chairs have been placed in various locations.
- Whiteboards are now available in group study rooms.
- We have attempted to provide as many ergonomic chairs as possible, however changing the desks is very expensive. This issue may be considered in future refurbishment plans.
- We would like to address issues with lack of space in the building as part of future planning.



NOISE

You told us that some areas are not well soundproofed & the Library is a noisy place. You would like staff to actively monitor noise levels & provide more silent study spaces.

- We have adapted Robertson Library level 6; promoting a quieter environment by reducing group study spaces and making it a silent area during exam periods.
- Signage has been updated to clearly indicate appropriate noise levels in different areas.
- We have installed signage asking for quiet near the energy pods.
- We would like to implement better sound insulation, and will take this into account in future planning.
- At Robertson Library we are increasing general patrols, and we dedicate additional staff time to this task during exams periods.

POLICIES AND RULES

There were a number of behaviours that students provided negative feedback about – staff removing your belongings if you left the workstation for a long time, theft & stricter rules for group study rooms.

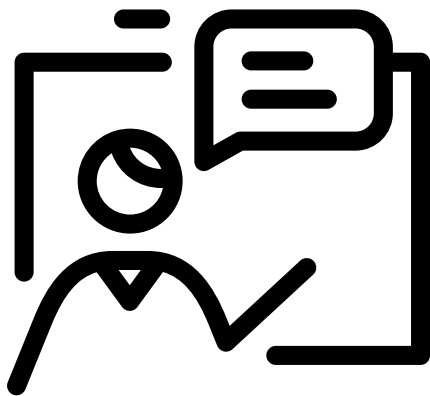


- A new policy for left items will be trialled during semester 2, 2017; staff will only remove items if requested by other students.
- It is each person's responsibility to look after their belongings and prevent theft by not leaving items unattended. We will continue to promote this message.
- Information on group study rooms and the terms of use are advertised on our website and displayed in each room. You are asked to contact staff if immediate assistance is required by coming to the Enquiries Desk or emailing LibraryEnquiries@curtin.edu.au.

TOILETS & CLEANING

You raised many issues with toilets, equipment & furniture not being cleaned properly.

- We have increased the cleaning frequency and have made improvements to how cleaning staff maintain the toilet facilities.
- We have started a schedule where all computer mice and keyboards get special cleaning.
- We'll continue to work with our cleaning contractors to adapt the building's cleaning requirements.



CUSTOMER SERVICE

While most of the feedback about staff was positive, we did receive comments about particular customer service issues.

- We aim to deliver exemplary services and support for students and staff, with an expectation that staff will be courteous and helpful. Individual feedback is reviewed with staff and regular training is undertaken to maintain and improve customer service.
- Please visit [our website](#) if you have any concerns or would like to make a suggestion.

THANKS FOR YOUR FEEDBACK

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