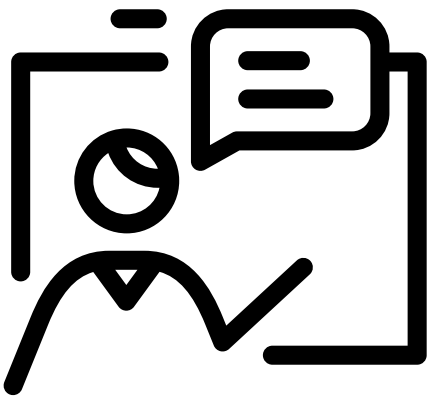


YOU ASKED, WE ACTED...



Curtin University

The Library's response to your 2017 CASS feedback relating to the Robertson Library



STUDY SPACES

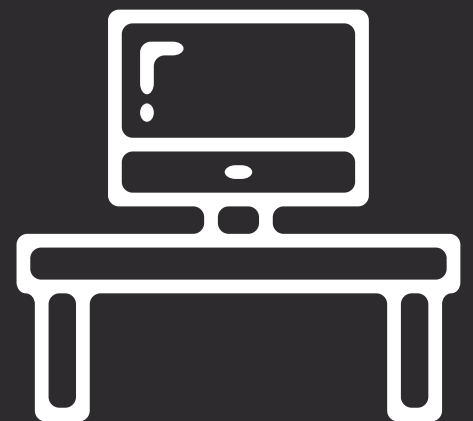
You asked for individual and group spaces, reported noise issues and had feedback on how we could improve availability of study rooms and desks during busy periods.

- We make as much space as possible available for student use within the constraints of the building infrastructure and resourcing. In particular, we are looking for ways to make more group seating available at busy times of semester.
- We will continue to create an all silent level on level 6 during study weeks and exam periods. We're also looking for ways to make more silent, individual seating available during exam periods.
- Due to demand, group study rooms on Robertson Library level 4 and 5 will now be bookable. Staff are available to assist with locating available rooms.
- Your feedback on spaces is invaluable in future planning.

COMPUTER EQUIPMENT

You asked for more computers. You had concerns about the length of log on time and with students using workstations for non-study purposes.

- We're working with Curtin IT Services to refresh all software on Library computers, including laptops, before the start of semester one 2018.
- Library Student Assistants will be on the lookout for people not using the computer spaces appropriately.





FURNISHINGS

You asked for more tables, seats and study areas.

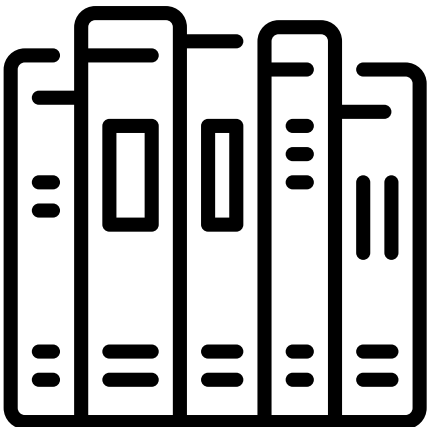
- New desks and chairs are being purchased.
- As the physical collection is reduced (with the increase of our electronic collections), more study spaces will become available.
- Over the coming years we are planning changes to the physical building, which should brighten up study areas.

CATALOGUE

You raised concerns about the new catalogue, including issues with navigation, searching, timeouts, and broken links.



- We appreciate that it is difficult to learn and use a new interface to the Library catalogue. One aim of the recent upgrade was to provide an updated look and feel with responsive design for use with mobile devices. We also made improvements to journal title search and managing favourites.
- Since the transition we have made a number of changes to improve the readability of the displays and the usefulness of search results, and updated the catalogue help pages.
- We are addressing the issue with timeouts and are continuing work to minimise the number of broken links.



COLLECTIONS

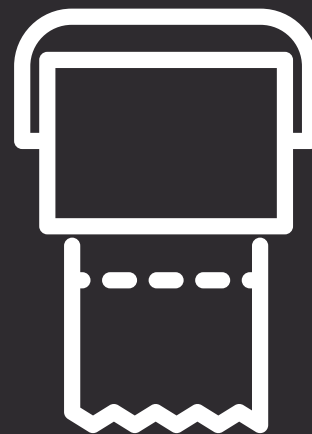
You asked for more electronic books, more up to date books, and more online textbooks.

- We have been working to explore ways to purchase eTextbooks. Unfortunately many textbooks are not available for purchase by libraries in electronic format, or are only available with restricted access.
- We purchase books in electronic format whenever practicable to ensure the widest possible access.
- If you find items which would support teaching and research, please make a request using the 'Recommend an Item' link from the catalogue.

TOILETS

You provided feedback on the lack of cleanliness of the toilets, and requested upgraded facilities.

- Significant work has been undertaken to improve the toilets however we acknowledge that we simply do not have enough toilets to cater for the population. Upgrades to the toilets are planned as part of future Library improvements.
- Additional specialist cleaning is now being done multiple times throughout the year.



FACILITIES

You asked for a range of equipment and facilities that are not currently in the Library – including a microwave, more hot water facilities, access to a range of charging cords, changes to the energy pods, and access to more stationery. There were comments on food options offered by the café.

- Requests for microwaves and kettles cannot be accommodated due to the University's Occupational Health & Safety guidelines. However, we added a zip tap in the Level 2 Lounge area last year in response to student feedback.
- With regards to equipment, we provide loan packs of whiteboard marker pens on request.
- We are looking at providing additional charging stations.
- Energy pods are located in an open, public area for safety reasons.
- Feedback on food options will be passed to the Curtin Student Guild, as they manage the Bookmark Café and the vending machines.

THANKS FOR YOUR FEEDBACK

Further suggestions and feedback can be submitted via the Library Suggestion Box: <http://bit.ly/librarysuggestionbox>