Victoria University Library

2022 Library performance survey

The survey is normally conducted every few years to provide VU Library with a way to identify key student and staff concerns, and act on them.

The survey was conducted in May 2022 during a period still impacted by the COVID pandemic, so it retained a focus on the delivery of digital resources and services to match the digital learning experience facing most students.

The survey results revealed that the services reported as most important to students are online information resources including online readings and texts within VU Collaborate combined with access to online Library support when needed. The lower performing areas included accessing Library resources via mobile devices, greater availability of online texts and accessing items from other libraries.

Following an analysis of the results an action plan (below) has been identified to address the top concerns around access to digital, course and unit-specific resources (e-journals, e-books, full-text) in the context of ongoing digital learning.

Action Plan

What we will improve	How we will improve	When it will occur by
1. **Library website is old and difficult to navigate**	• Refresh the library website to simplify content and improve navigation	Dec 2022
2. **Greater awareness of library services**	• Improve participation in centrally organised Student Services programs and Open Day	Dec 2022
	• Expand range of supported referencing styles	Jul 2023
	• Provide instructional sessions and online guides to support obtaining research materials from outside VU	Dec 2022
	• Develop and implement Research Data Management (RDM) guide, online training, and supporting sessions	Jul 2023
	• Library Executive to meet with VUPA Association President	Dec 2022

3.	**e-text availability and loan periods**	• Assess the acquisition of additional e-book subscription packages that better meet student access requirements • Support academics to use alternative resources within library collection	Mar 2023
4.	**More extensive library opening hours**	• Activate and promote weekend study space in Footscray Park, Building P	Sept 2022
5.	**Discovery and access to online resources in the VU Library**	• Improve the library discovery search service to ensure more effective linking to the full text of library resources: explore acquiring BrowZine and the EBSCO experience manager • Revise and simplify Discovery search box design on the library website	July 2023
6.	**Difficulties faced in using library services on mobile devices**	• Create web or Library Guide content assisting with mobile access • Identify and promote publisher mobile apps	May 2023

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