



## Library User Survey during Covid-19 Lockdown 2020

### THE LIBRARY'S RESPONSES TO THE 2020 USER SURVEY RECOMMENDATIONS

	2020 Survey Questions	2020 Survey Recommendations based on Findings	LIBRARY RESPONSES
1	How did you learn that the library was going to close?	To maintain and affirm sending communications to library users through 'Tukutuku' which remains the best medium to use even though the library has a very engaging social media page.	<b>1.0 Promoted the continually changing library opening hours through emails in 'Tukutuku' and on the library social media page as well as library website.</b>
2	Were you aware that 2hr loan items could have been borrowed for the period we were closed? i.e. if you borrowed on the 27 <sup>th</sup> March they would be due back when we re-opened.	To ensure that any message for users to benefit library services must be communicated quickly to them with planned timelines for borrowing and schedules for return.	<b>2.0 As library services adapted in Semester 2, 2021, all new changes were advertised to students/library users by 'Tukutuku' emails (multiple emails throughout semester), social media, and on the library website. Such services included the temporary Books by Courier, book return chute at security gate, fine payments online, and IRS zoom classes.</b>
3	If you had items on loan were you aware of our online renewal service?	To consider that the 'new norm' is in place and students are encouraged to learn online through the Liaison Librarians work who should announce this at the BOS, Faculty or School meetings they participate. This message should also be announced at all levels of IRS.	<b>3.0a Library staff were communicated with by email to promote the new temporary library services at School Committee meetings with academic staff.</b>  <b>3.0b Demonstrated the At IRS classes (both PG and UG), showed the new library Covid-19 service website and informed students that attended of the enhanced services.</b>
4	The image above is from our Covid-19 updates page. Did you consult this page at all during the library closure?	To ensure that all students are informed at the Information Desk and the IRS session the importance of referring to the library COVID-19 webpage for updated information when such	<b>4.0 Links to the page were included in all library promotional emails and on social media as well as to students who sent questions to AskALibrarian – so that they could learn more about the new library services/changes.</b>

		situations for closure of the Library occur.	
5	If you used our <a href="mailto:askalibrarian@usp.ac.fj">askalibrarian@usp.ac.fj</a> enquiry service how useful was it to you?	To strengthen publicity of the service at the IRS sessions, Information Desk, through LL work and by word-of-mouth to users, library colleagues who champion the library and its services.	<b>5.0 Publicized the askalibrarian service via IRS sessions, social media posts, and included with 'Tukutuku' advertisements. During semester 2 lockdown, the askalibrarian email was the main point of contact with students and library users for reference/research questions, library services, etc.</b>
6	Were you able to use our online search tool?	To enhance the teaching of online tools through LL work with faculty, FYE Coordinators, student association groups through the Students Association and during faculty orientation by referral to the online brochure.	<b>6.0 Promoted usage and teaching of tools with IRS sessions both UG &amp; PG. Zoom classes were advertised by 'Tukutuku' and social media. In February, ran two Library Support Sessions for academic and support staff including CFL &amp; SAS with overview of library services. In early April had targeted IRS sessions for regional students advertised to the Student Associations.</b>
7	If you used any individual databases or library web pages please list them and tell us whether they were working as expected.	To hold more specific database searching classes to target the 16% who do not use/ are not aware of the databases that exist to support their learning.	<b>7.0 Using the PG IRS module 3 which includes specific database searching with IRS attendees locating specific databases and practicing using different databases.</b>
8	Did you have any technical issues with our online resources?	To include a visible help contact, email, phone number on the library homepage if technical issues are being experienced with our online resources.	<b>8.0 While phone numbers were not listed, for every type of query there was a name and email given of who to contact.</b>
9	How often did you use our services/ resources?	To engage more outreach to faculty through LL work so that the library increases its visibility through social media to assist students on a daily to weekly basis.	<b>9.0 During lockdown increasing visibility was restricted to online communication. Library staff still maintained their email communication and discussions through zoom with faculty and promoting library services in this way.</b>
10	Finally... please add any other comments you might have.	To encourage students to give feedback through multiple short surveys, suggestion box, 'chalk your thoughts board' so that we can better gauge the access of services we provide to our users.	<b>10. Included in Library annual plans are continued online user surveys complemented by 'chalk thoughts board' and 'online and print suggestion box.'</b>

**Customer Services  
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