THE UNIVERSITY OF WESTERN AUSTRALIA

Library Student Survey Feedback

You said. We listened. Here's what we've done – and what's next.

Topic	You Said	We Did	We Will
Air temperature in the Library	Some Library spaces are too cold or feel stuffy.	• Reported problem areas to UWA Facilities. • Used student feedback to identify locations needing attention.	Continue to monitor these issues through our Please Assist Me (PAM) service and other channels.
Cleanliness in the Library	Libraries need more regular cleaning, particularly toilets and bins.	• Worked with UWA Cleaning on larger bins, extra cleaning and reported problem areas. • Planned regular deep cleaning and a review of the Library Food and Drink Policy.	Continue working with our Cleaning team and monitor ongoing needs.
Lack of available seats	It can be difficult to find a study space, especially during busy periods.	• Extended opening hours during peak study and exam periods. • Added more seating and reviewed spaces for additional seats, improved layouts and privacy.	Continue to monitor our spaces and explore more seating options as funding becomes available.
Equipment	You want better access to power, computers, monitors, charging points and loan equipment.	• Added 23 BYOD workstations at Beasley Law Library and improved access to power and equipment information. • Reviewed charging options, loan equipment, laptop lockers and opportunities for more workstations.	Continue to identify opportunities to expand equipment and charging options, subject to power and data availability.
Noise in Library spaces	Noise can be disruptive, particularly in quiet and silent study areas.	• Developed updated signage for quiet and collaborative study zones. • Increased Library and UWA Security patrols, particularly during peak periods and after hours.	Review allocation of study zones in 2027.
Library services	You value support from Library and IT staff, but want clearer signage and information about our services.	• Updated tours, Book-a-Librarian information and promotion of Library services. • Improved wayfinding information and began reviewing floor plans, guides and the Reid information desk.	Continue to improve signage, information and the user experience across our library.
Concerns with high school students	You raised concerns about noise, study space availability and after-hours use by high school students.	• Contacted local schools before peak study periods about appropriate Library use. • Increased UWA Security patrols and campus card checks after hours.	Continue working with local schools and UWA Security during peak periods.
OneSearch and Information Resources	OneSearch is improving, but finding and accessing some ebooks, textbooks and other resources can still be difficult.	• Expanded access options, including more DRM-free ebooks and promotion of LibKey. • Reviewed OneSearch relevance and information to help students find resources more easily.	Continue to improve search relevancy, access to resources and support information.

Thank you

for sharing your feedback and helping us make our Library better.

University Library