



# THANK YOU FOR TAKING THE LIBRARY CLIENT SURVEY

The Library and Information Service wishes to thank clients who participated in the recent client survey. We value your time and the constructive feedback received.

The objectives of this survey were to:

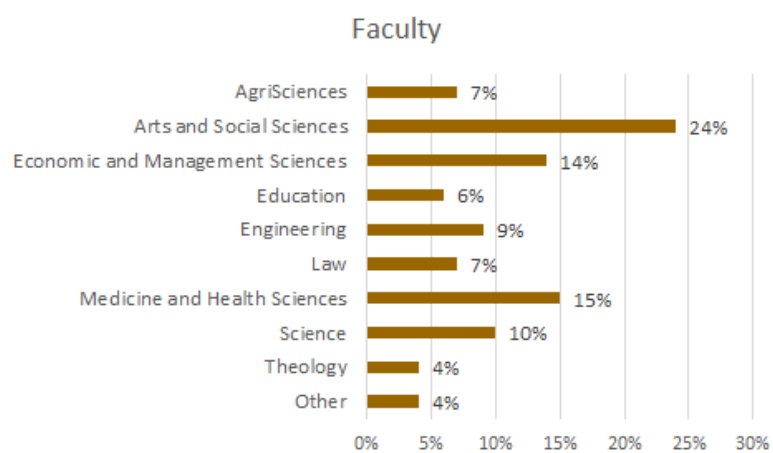
- identify clients' library needs while working off-campus in an online environment;
- determine clients' experience of the library's online services and resources while working off-campus;
- establish clients' challenges in using the library's online services and resources while working off-campus.

Below is a summary of the survey responses:

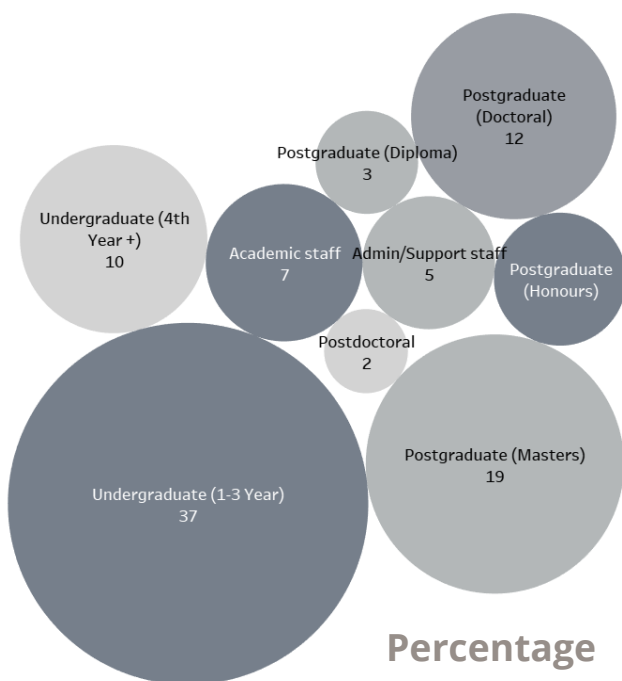
## Completed responses: 1149



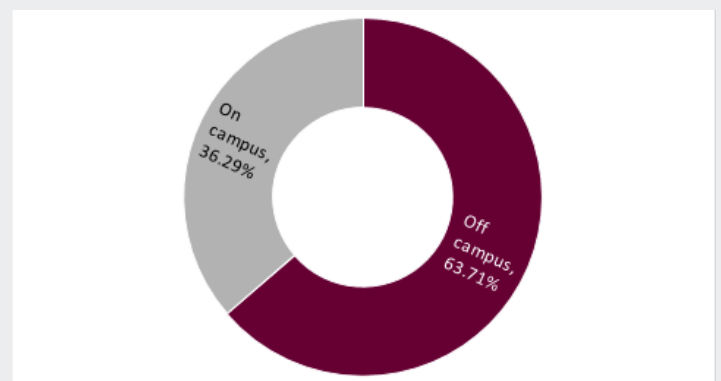
## Responses by Faculty



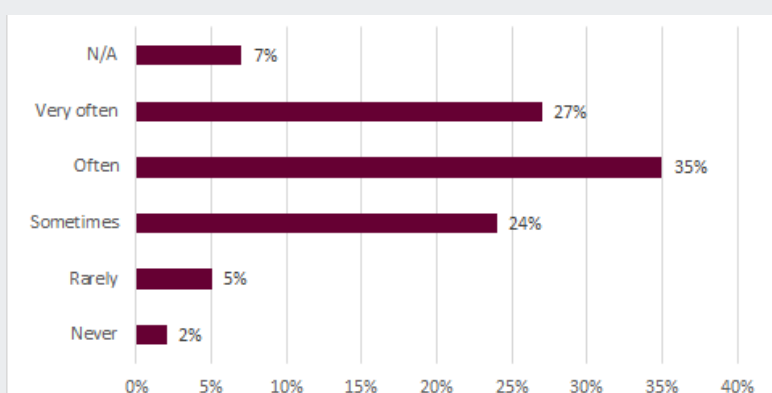
## Responses by client type



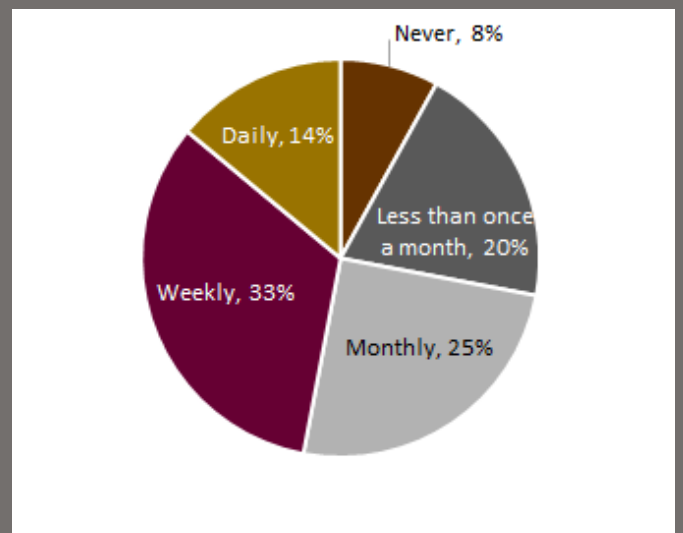
## From where do you access the online services?



## Do you find what you need?



## How often do you use the online services?



## Open ended questions

We received valuable feedback. Challenges identified include the following: navigation of the library website, complex search functionalities, accessing resources from off-campus, limited search capabilities and the need for more training and limited e-material, including e-books.