

PATRON SURVEY: KEY RESULTS

YEAR: 2017

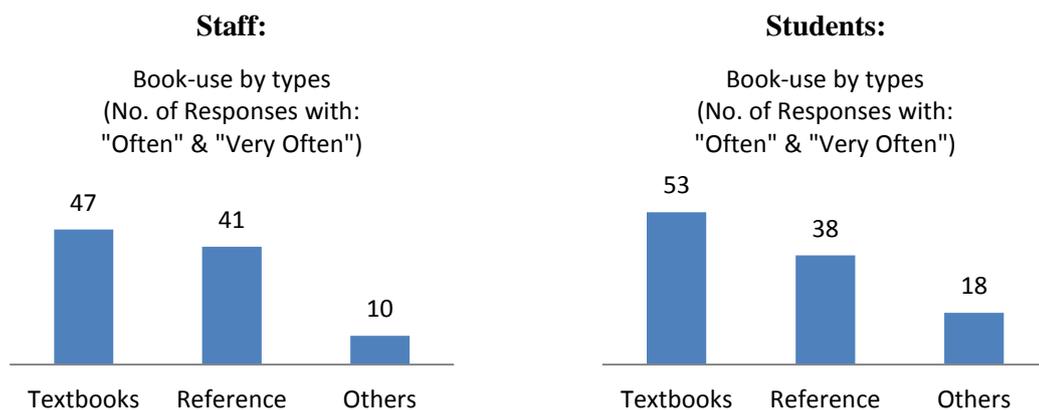
Date of Survey: April 2017	Surveyed Population: Staff & Students
Survey Focus: Book-Use & Loan Policy	Forms Delivered: 150 (staff) + 150 (students)
Survey Site(s): IU Campus	Forms Received: 77 (staff) + 100 (students)

The emphasis of the 2017 Patron Survey is the Loan Policy. The reason is the current policy, issued in 2012, could be outdated. If the demands of patrons have changed, proposals for updating policy are needed. Apart from loan policy, this survey would like to get other feedbacks from users regarding different aspects of library collections/services.

KEY FINDINGS

➤ **Needs of patrons, by types of books:**

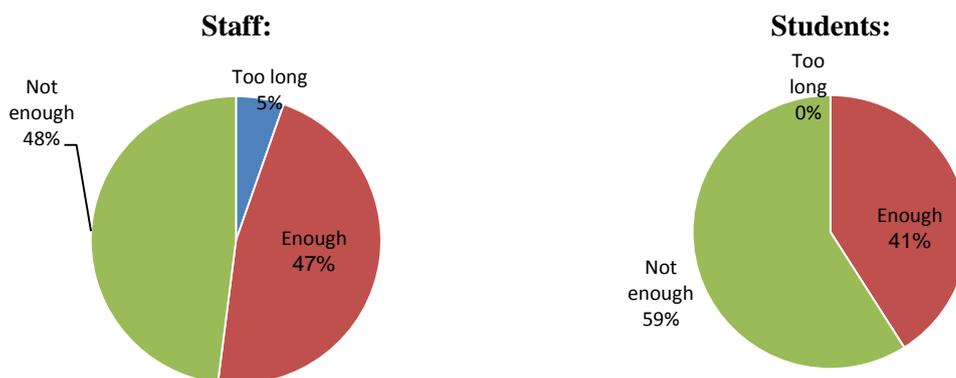
A clear pattern is that staff and students often use textbooks and reference materials than other types of books, with a priority is given for textbooks. There are **47/77** surveyed staff members and **53/100** students reported using textbooks regularly (Graph 1).



Graph 1: Patrons' Behaviors in Using Library Collections

➤ **Opinions/proposals on current loan-policy [General]:**

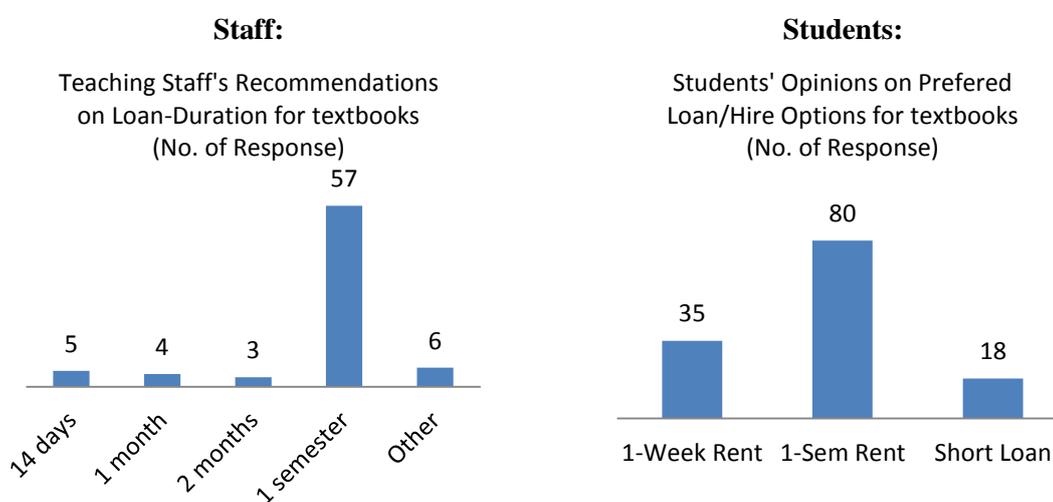
Approximately half of the respondents evaluated the current loan-period policy is appropriate while the other half said it is not enough. In Graph 2, there is 48% staff and 59% students believed the library needs to increase the number of days that patrons can borrow. The recommended median number is 37 days for staff and 10 days for students.



Graph 2: Opinions on Current Policy: Loan-Period

➤ **Opinions/proposals on loan-policy [Textbooks]:**

When being asked for recommendations on textbook loan-policy (*Graph 3*), a remarkable number of teaching staff (57) desired the *1-Semester Loan* for primary titles they use in teaching. Besides, a large number of students (80) indicated their preferred option for hiring textbooks is *one semester*. Some students also stated that they had a demand to borrow textbooks in *short periods [with no fees applied]* if the library has this option (under the current Policy: new textbooks are to be rented, or can be used/read in the library only).



Graph 3: Recommendations on loan-period policy for textbooks

➤ **Other Recommendations:**

The table below shows other feedbacks/recommendations from respondents (open-ended question). Some notable points include increasing the number of copies per item; increasing loan-period; improving the online searching tools; providing subscription to Vietnamese law-documents database; providing more books on life-skills, literature, and some specialized areas, etc.

Staff	Students
<ul style="list-style-type: none"> • Increase number of copies per item • Increase loan-period policy • Should have subscription to Luatvietnam.vn for Business Law and Vietnamese Legal System • Books specialized for English are not enough [linguistics/english-teaching] • Should have induction sessions for staff to instruct on how to use the library • Should have online tools for searching resources • Teaching staff rarely borrows books from the library as they purchase the books themselves • Better support staff in using teaching resources (IMs) 	<ul style="list-style-type: none"> • Need longer loan-period policy • Should have an option for borrowing books in 3 months • Books are not enough, there is almost no books in some subjects • Many books are not allowed for checking out • More books on Literature, CAD/CAM, and Matlab • More books on life skills • Very hard to find books • Have instructions on how to use the library • Allow students to borrow new items • Loan-duration policy should be based on an item's number of pages. Simplify the procedure for hiring books: students should be able to pay at the library. Apply a hire scheme in which a student pays 500.000 vnd per semester for hiring all books s/he needed.

IU LIBRARY TO FOLLOW-UP

Based on the above findings, IU Library should take actions on the following issues:

- Propose updates/adjustments in loan policy (proposal sending to Board of Rectors is needed).
 - The proposal should focus on increasing the general loan-period for both staff and students.
 - For textbooks, the library should consider having the *1-semester loan* option for those [staff] who need to use a particular textbook for teaching a given subject (if the book has multiple items).
 - For textbooks, the library should consider having the *short-loan* option for students.
- Compile a list of textbooks regularly requested by patrons but having few copies; then propose a purchase to get more copies.
- Consider a subscription to Luatvietnam.vn (staff).
- Inform the English Department and support it in purchasing more resources.
- Review CAD/CAM and MatLab items and their policies. Policy adjustments and purchase applied if needed.
- Acquire popular books [non-academic] to serve general reading needs.