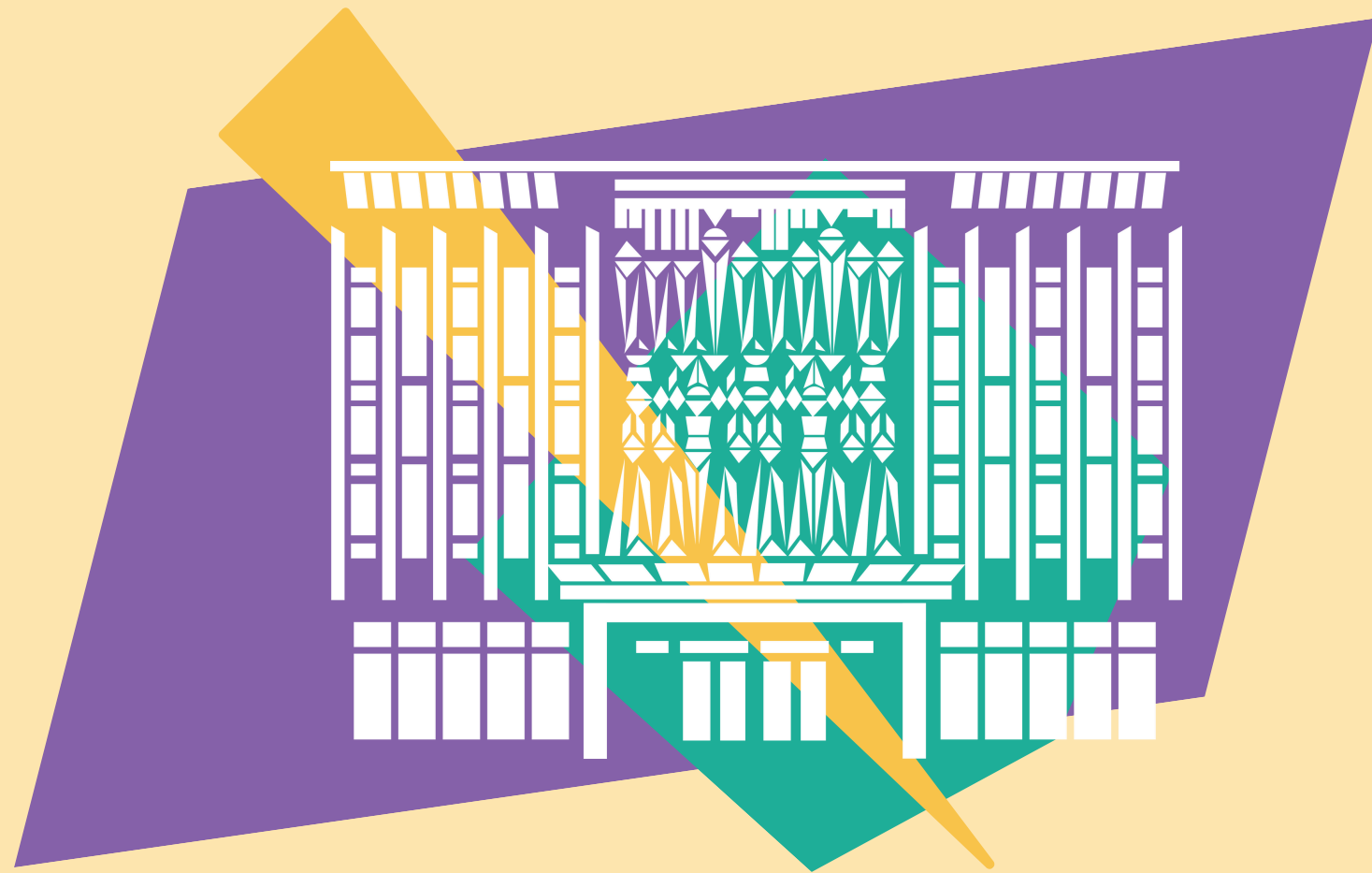


# Nearly **2,500** users responded to our 2024 Library User Survey!

## YOU SPOKE



## WE LISTENED!



**UVIC** | LIBRARIES

### WHAT WE HEARD

#### Spaces

- Study spaces can be overcrowded at peak hours
- Workspace seating needs replacement
- Washrooms are inaccessible

### WHAT WE HEARD

#### Services

- Finding information about our services is challenging
- Students need more information about the library in other UVic platforms - e.g. Brightspace

### WHAT WE HEARD

#### Collections

- Fines are a barrier for students and limit use of our physical materials
- Faculty want more information about collections-related services and how to suggest new resources

### WHAT WE'RE DOING

- Doubled our number of TekBooth study rooms
- Refreshed 191 workstations with ergonomic chairs
- Updating our library space plan to prioritize changes

### WHAT WE'RE DOING

- Launching an improved library website, summer 2025
- Working with campus partners on more cross-promotion of our services and workshops

### WHAT WE'RE DOING

- Removed late fees for loans of regular items and reduced rates for media equipment and reserves.
- Launched a new search tool to find library support for OA publishing
- Improving discoverability in our main Library Search tool