AFTER THE SURVEY:
MOVING FROM ANALYSIS TO ACTIONS
VILNIUS UNIVERSITY LIBRARY CASE
ABOUT THE SURVEY

• CONDUCTED ONLINE

• 4 MANDATORY QUESTIONS

• 1 OPTIONAL QUESTION

• MAIN PURPOSE – ASSESSMENT OF THE SERVICES PROVIDED BY THE LIBRARY: IMPORTANCE VS QUALITY
SURVEY MODEL

High

Concentrate Here  Keep Up the Good Work

Average Importance

Average Performance

Low Priority  Possible Overkill

Low

High

IMPORTANCE

QUALITY
RESULTS

• 854 RESPONSES
• 514 RESPONSES TO OPEN QUESTION
• PROBLEM IDENTIFICATION

• GENERAL SATISFACTION SCORE: 8,5 / 10
AFTER THE SURVEY
WHAT’S NEXT?
PRACTICAL SEMINAR
“ORIENTATION TOWARDS CLIENT: WHAT DOES IT MEAN?”
PART ONE
THEORY

PRACTICAL SEMINAR
“ORIENTATION TOWARDS CLIENT: WHAT DOES IT MEAN?”

Vilnius University Library
PART TWO
WORKSHOP
PICKING LOW HANGING FRUIT FIRST
PHONES IN READING ROOMS

DARBUOTOJAS SUGRIŠ/LIBRARIAN WILL BE BACK
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Subject

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AFTER THE SURVEY
Thank you for your attention!
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