



**Vilnius
University
Library**

Jonė Šulcaitė-Brollo

Head of Communication and Information Office at VUL
Tartu, 2019

AFTER THE SURVEY:

MOVING FROM ANALYSIS TO ACTIONS

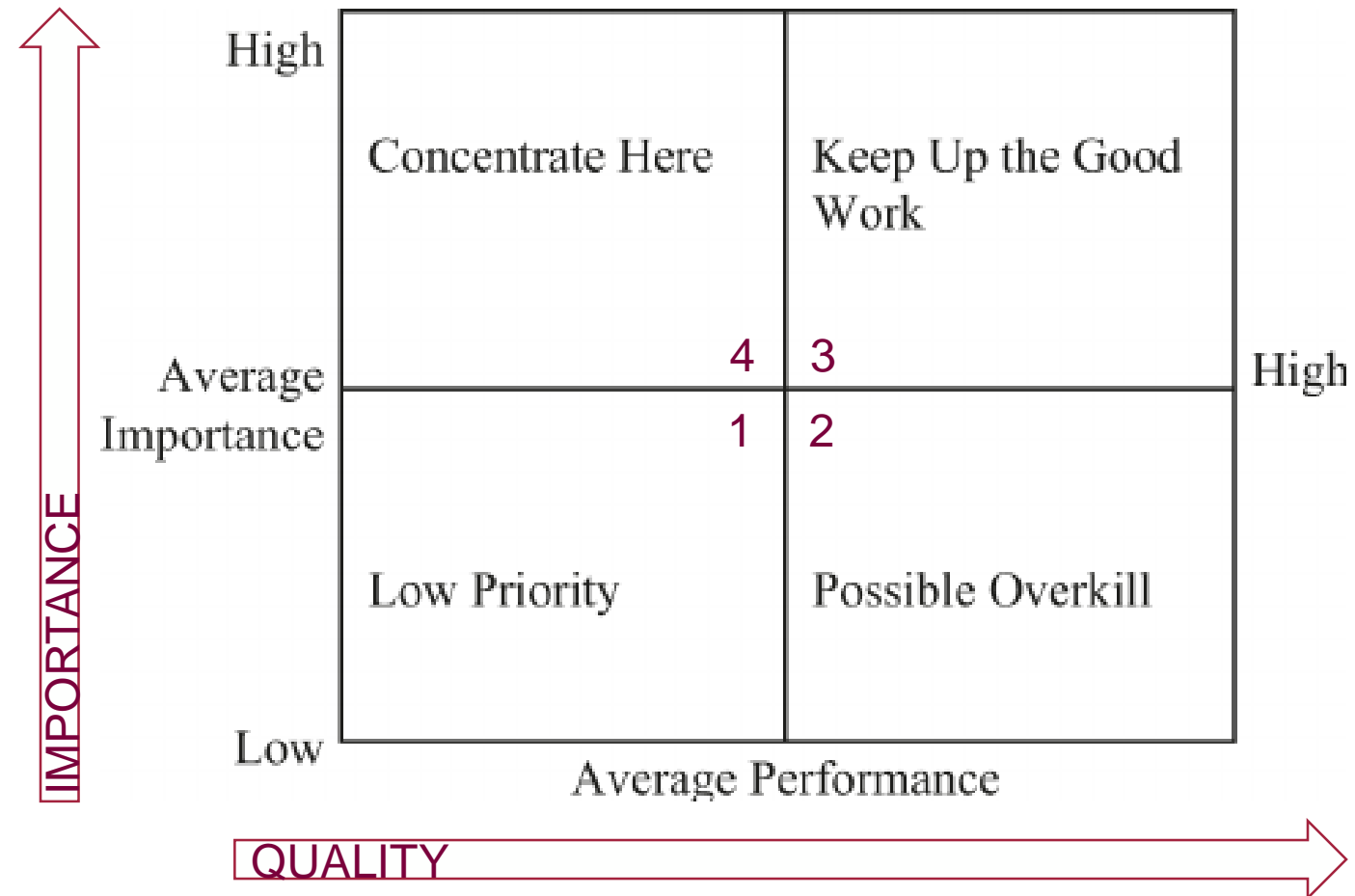
VILNIUS UNIVERSITY LIBRARY CASE

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



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?”



PRACTICAL SEMINAR

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PART ONE THEORY



PRACTICAL SEMINAR

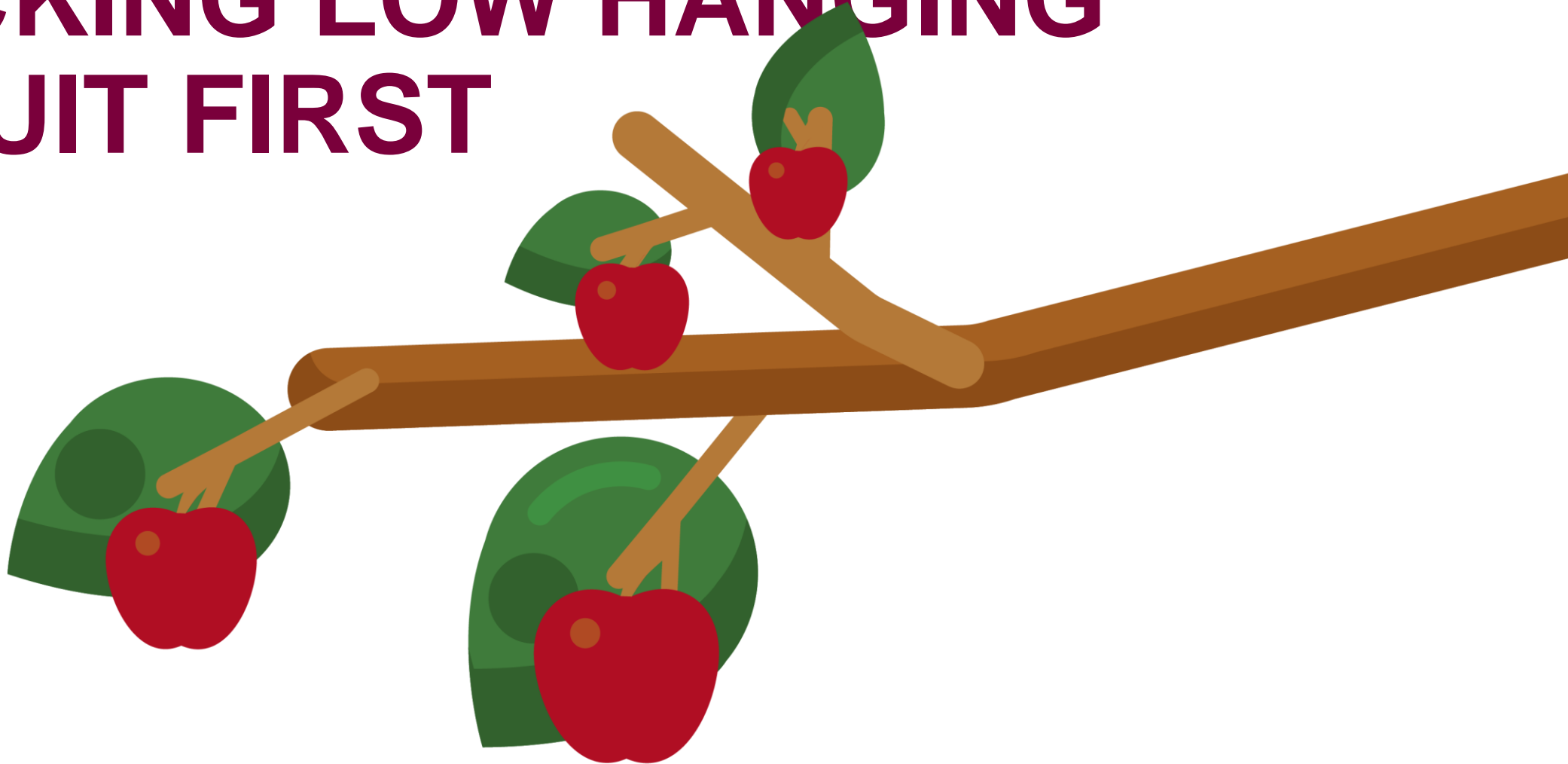
“ORIENTATION TOWARDS CLIENT: WHAT DOES IT MEAN?”

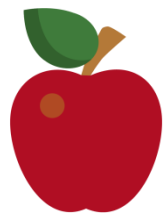
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PART TWO WORKSHOP



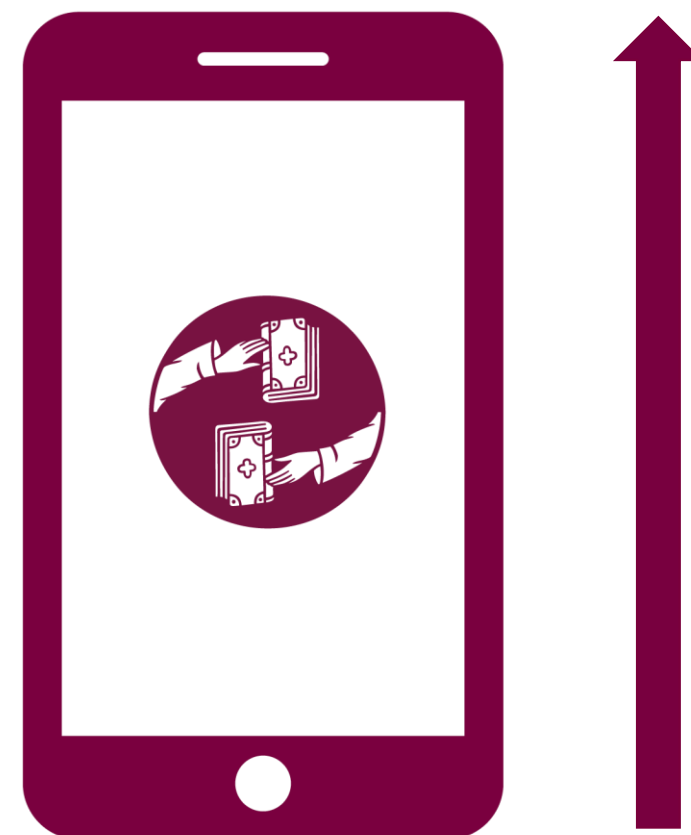
PICKING LOW HANGING FRUIT FIRST

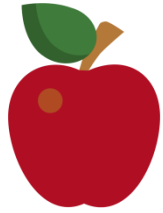




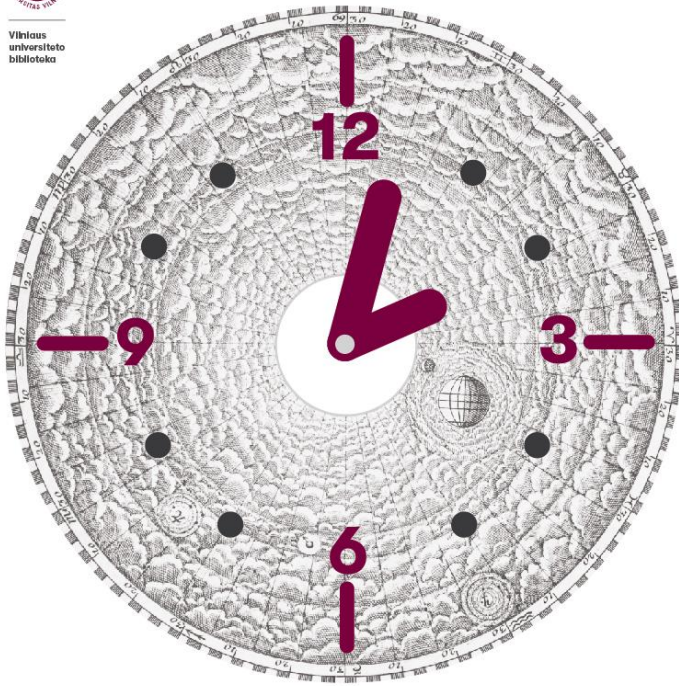
APP PROMOTION

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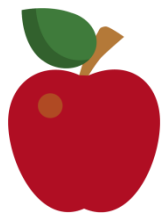




PHONES IN READING ROOMS



DARBUOTOJAS SUGRĮŠ/LIBRARIAN WILL BE BACK



“SUGGEST A BOOK”

You are welcome to offer purchasing books that are necessary for your studies and research. Decision whether to acquire offered book will be made by librarians experts with regard to Library's Collections Development Policy. List of books that have already been offered.

Book information

ISBN

Author

Title

Year of publishing

Subject

Please indicate what
study programmes,
subject or research areas
would benefit from book
you have offered

Your information:

Your contact information will only be used to inform you about decision

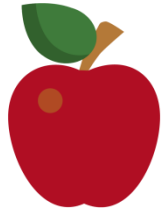
Name

Surname

Email

Faculty/Department

Submit



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MEET SIMAS: LIBRARY'S SOCIAL MEDIA PERSONA



AFTER THE SURVEY

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**Thank you for your
attention!**





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