

Felicity McGregor
CAUL Convenor
Friday, September 01, 2006

Re: CAUL Communications Portal

Good afternoon Felicity,

This is a quick update regarding the CAUL Library Survey Communication Portal.

Firstly, please pass on our humble thanks for all the great feedback we received from your members. There were some great suggestions that we hadn't thought of, which will help us provide you with a high class and useful portal.

We have acted upon some of your feedback already, implementing changes suggested for the benchmark charts. They are now bigger, more attractive, have better colour contrast and a larger font. We tried to add numbers indicating the values of the quartiles and scores achieved, but I think you'll agree, from the image attached, that this will require some more development. We haven't given up though. We have some exciting plans for the CAUL website over the next 6 months, so this is just a taster.

We have also updated the benchmark criteria based on the changes made in consultation with CAUL members late last year. You will notice that there is a new category, "Virtual Library". You may also notice that the scores previously reported on the other categories have changed to reflect the new criteria, and to better reflect the needs of Australian University Library customers. This will stabilise over time, as we collect more data based on the new survey template.

And of course, we have updated the database with the six universities which surveyed in first semester. The usual email has been sent to your members to notify them of such.

I will keep you updated as further improvements to the Portal are made

Once again thank you for your help and support

Kind regards

Ivan Palos
Research Project Manager
Ambit Insights

Cc: Diane Costello – Executive Officer, CAUL
James Garriock – Chief Operating Officer
Stan Rodski – Head of Research

