



User Survey 2011

The User Survey 2011



Introduction

The Library carries out a biannual survey open to all SGUL staff and students. Results from the survey form a vital part of our service evaluation and planning activities.

This year the LibQUAL+ online survey was open from the 21st March-11th April. Utilising LibQUAL+ Lite, the survey participants were presented with a selection from the 22 statements given in the full version.

These statements assess the Library's performance in three areas:

- Library as Place - our space
- Affect of Service - our staff
- Information Control - our resources

663 people completed the survey, only 8% of the potential respondents. Respondents were also invited to submit their own comments, and we received a total of 269 comments broadly covering 14 topics.

Key facts from the survey and comments:

- 81% of responses came from undergraduates
- Affect of Service (staff) scores best in all categories of user
- Both students and academic staff are concerned about access to print and electronic resources
- Students request more printed text books
- Clear trends requesting improvements in:
 - Information control (collections of and access to both print and electronic resources)
 - The physical library space

The Results in Detail

Library Staff

All categories of user, from undergraduate through to academic staff, expressed satisfaction with the library staff. Satisfaction levels are particularly strong in the Faculty of Health and Social Care Sciences.

- Respondents said:

"Library staff are wonderful - ever willing to help"
- 3rd year Nursing

"Friendly staff"
- MBBS5

"Librarians who support the programmes I work on are excellent"
- Academic staff

"Staff are excellent"
- MBBS5

- The Library's response:

We are very pleased that the hard work of Library staff has been recognised, and is benefitting our users.

However, not all comments on this topic were positive and we will be working on our customer care at the Library through a new Staff Development Programme; this programme will utilise staff training, review and management to (among other things) improve the service we offer all users.

Library Resources

The predominant concern in this area is with “making electronic resources available from my home or office.”

- Respondents told us:

“I would like access to more electronic journals”

- Physiotherapy

“Poor coverage of electronic journals”

- Academic staff

“More journal access”

- MBBS5

Availability of books was also raised as a concern - students still use printed text books and some feel the:

“Library often runs out of so called ‘core books’”

- Physiotherapy

- The Library’s response:

We spend a huge proportion of our budget on electronic resources. We are working to make access to these resources easier, and raise awareness of the full range of our resources, which are extensive.

We try to stock all items on reading lists and operate a reservations system to ensure effective circulation, giving all library users fair access to printed resources. We also purchase e-book editions where possible to create continuity of access at times when no print copies are available.

If you cannot get hold of what you need, either electronically or in print, please talk to

Library Space

Noise, which was also an issue raised by the 2009 survey, is still a concern; while there have been improvements in the main library study areas, the 2011 survey highlights this as a particular concern in relation to the computer rooms. The quality of physical library space was also raised - with the statement: “library space that inspires study and learning” scoring poorly in the survey questions; many of the comments we received in this area related to a lack of access to computers.

- Respondents reported:

“Library space is not big enough”

- MBBS5

“Too much noise generally”

- MBBS4

“students leave computers logged on”

- MBBS4

“[Computer] stations saved all day with coats”

- Postgraduate

“A shortage of computers particularly at peak times”

- Postgraduate Certificate

- The Library’s response:

We will be increasing the number of laptops for loan to users to develop flexibility in the provision of computing access: laptops can be used in silent study areas, group discussion rooms or taken out of the Library. We are also investigating PC booking systems in order to manage PC use in the computer rooms. Plans for Phase II of the Library Refurbishment are being developed and consulted on, which will result in an improved physical environment and enable us to address some of the issues.

What happens now?

- We are developing a closer collaboration with the SGUL Students Union to tackle social/ behavioural concerns raised by participants, in particular noise. The initial result of this was a strong campaign for silence in the computing rooms for the duration of the summer 2011 exam period.
- Summer 2011 saw the implementation of a Central Printing Service at SGUL, resulting in improvements to the printing, copying and top-up facilities, cost and environmental impact.
- We are currently investigating options for implementing PC booking systems to manage the pressure on computer resources.
- Promotion and marketing initiatives are being developed with a focus on raising awareness of resources and how to access them.
- A review of off-site access to electronic resources will be instigated and improvements made to the website, with a view to creating an improved experience of the library for staff and students who utilise the library and our resources remotely.
- The Library’s request for completion of Phase II of the Library Refurbishment project has been approved, enabling us to plan improvements to the study environment.

Comments

We welcome feedback; so, tell us what you think:
- In person at the Library - fill out a Comments form
- Online - email: library@sgul.ac.uk