



UCD Library

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www.ucd.ie/library

Value and Impact: The 2011 UCD Library User Survey

In a Nutshell

You have a high expectation regarding quality library services across the whole range of spaces, collections and services.

Overall, you rate UCD Library services as acceptable but not exceptional.

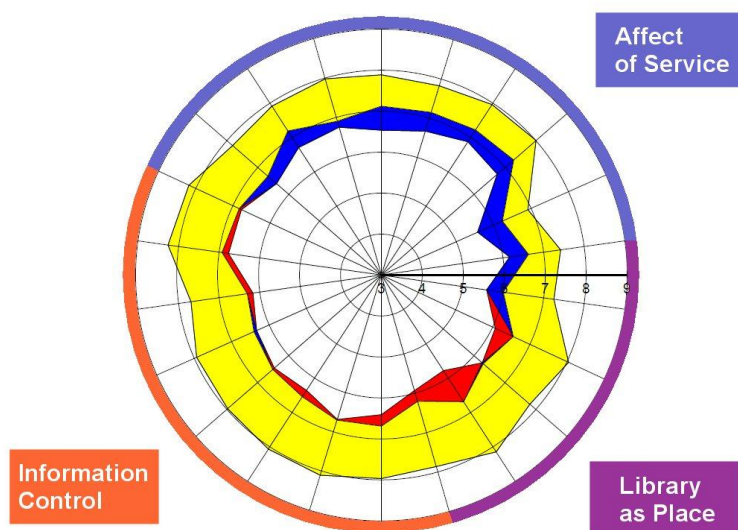
"Great service, lots of room for improvement"

When asked "How would you rate the overall quality of the service provided by the library?" the mean score was 6.67 out of 9.

Library staff and the services that they mediate and provide are viewed positively.

The collection is found wanting by many, both students and researchers.

Aspects of library space require attention, most notably dealing with noise, and providing laptop enabled study desks.



In the summary radar chart above, the red area indicates that a few of you consider that we fall below a minimum acceptable standard in aspects of the collection and our physical space: the blue area indicates that our staff service is satisfactory.

The yellow shaded area is a positive challenge for us in the current economic climate, showing that you value and have a high expectation of the library service across the board and would like to see every aspect of our service enhanced.

Surveys: why do them?

Your feedback is key to the Library's continuous improvement cycle. A formal user survey is one important feedback method and allows us to:

- Provide quantitative and qualitative evidence on user satisfaction
- Identify where we are doing well and which aspects of our service are falling short of user expectations
- Benchmark our library against other libraries worldwide
- Measure improvement over time

The 2011 survey

- UCD Library ran this web-based survey from October 17th – November 4th 2011, using the LibQUAL survey method (www.libqual.org)
- We received a total of 1404 valid responses

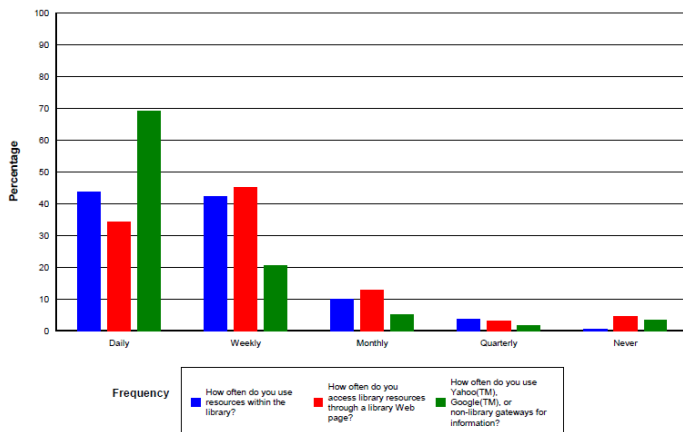
Valid Surveys by Position:			
Position	Valid	Percentage	Count
Undergraduate:	861	61.32 %	
Postgraduate:	340	24.22 %	
Academic Staff:	150	10.68 %	
Library Staff:	25	1.78 %	
Staff:	28	1.99 %	
Total:	1404		

- 53% of those who completed the survey took time to leave a free text comment
- With a few exceptions the spread of user types and years of study is a reasonable match with the population of UCD
- 75% of respondents indicated that they used the James Joyce Library most often, with 15% indicating most frequent use of Health Sciences Library and smaller numbers using our other libraries

Where we are doing well

The Library's role as an information and study centre

The Library maintains an important role in the Google age, with some 40% of respondents using the Library in some form daily and a further 40% using it weekly, as shown below.



- Undergraduates from all disciplines are intensive users of the print collection and study space
- Academic staff are heavy users of the online collection, with 60% of these respondents citing daily use of library online resources via web interfaces

"The library is absolutely central to both my teaching and research. This year I will teach two undergraduate modules with a joint enrolment of almost 500 as well as graduate modules and PhD supervision. The main research resource for all these students is the Library."

The role of the Library Staff

Library staff and the services they provide directly to you are highly valued: a general question regarding interactions with Library staff gained a mean score of 7.22 out of 9.

"...the library staff are very helpful and the human side of the library and the obvious effort being put into providing a valuable service ..."

Areas for improvement

Your main areas of concern are the collections to support both teaching and research, and the study spaces that we provide.

"Resources are urgently needed to allow the acquisition of new books and databases."

"Could patrol a bit more to make sure noise and chat doesn't get out of hand."

The collection for students and researchers

You indicated a strong awareness of the resources shortfall at UCD Library with numerous comments on the collection shortcomings at all levels.

"... we have a real problem in getting enough new books in the field fast enough. These are resource problems, but they are ones that are absolutely central to good research and also to teaching. .. I have nothing but praise for library staff"

"... in an ideal world I should be able to find at least 80% of what I need in my University's library but unfortunately this is far from the case and I feel lucky when I can find 3 or 4 from any relevant bibliography in UCD library."

"In summary: great people, good online resources, atrocious re. provision of basic course texts, secondary material, key monographs etc. in field of research."

The Library response

The Library has made representations to the University and has now been able to obtain additional funding for books.

For students, we have already been able to purchase considerable numbers of reading list materials over the last year and will continue to do so.

For many researchers, journals are the key resource: academic staff gave a desirability rating of 8.95 out of 9.00 to journal provision. Additional resource funding has enabled the Library to retain the most essential journal subscriptions following a

partnership exercise with the Schools to identify these titles.

The Library will purchase more books to support research and will focus on ebooks to address collection development in the most cost-effective way with our limited resources, supporting you in adapting to this format in the coming years.

We will be progressing work to ensure that all Schools have in place an information resources policy by 2013/14.

Library as Place

LAPTOP PRIMED STUDY SPACE

The survey indicated that you would like more plugs for laptops and more desks with both plugs and data points. This is a dominant theme in free text comments and the single most important improvement to the facility that you highlighted.

You would also like more reliable wi-fi, more IT Services workstations, printing facilities and laptops for loan.

"If the library could do two things to improve, I would say: firstly, more access to plugs at more study desks (laptops are essential to study); and secondly, improved wifi which can handle heavy usage. The busy times are busy for a reason, because that is when students need these resources the most."

"The only real problem in the library is the lack of plug spaces. Every desk should have a plug space as I know hardly anyone who doesn't work on a laptop, and there are far too few in the library."

"The library fails in a very basic capacity: having enough desks and especially power outlets for all the people who want to study there. It's quite behind the times in adapting to how people study these days (often with a laptop)."

PROBLEMS WITH NOISE

Diverse requirements emerged strongly, with many of you asking for more individual and quiet study space and noise

control. A smaller number expressed a need for more group study and social space.

"The efforts to create more flexible learning/studying spaces in the library over the past number of years is also a welcome development. And a meaningful one from what I hear from the students."

"Level of noise in the Health Sciences Library reaches unacceptable levels on many occasions."

"It is like trying to study on Grafton St. on a busy day. The resources and overall systems are very good, but personally I just can't wait to get out of the place as soon as I walk in as the constant chatting of other students makes study impossible. The staff are, generally really helpful and professional, the problem is, other students!"

The Library response

Large scale alterations are difficult to resource and achieve. It is our strategy, in the shorter term, to progressively enhance areas around our five libraries to address these issues and to introduce more defined zones.

By the end of 2012 users will benefit from:

- A new social learning zone in James Joyce Library enabling group study work, laptop use and conversation. This will facilitate easier maintenance of quiet study elsewhere*
- We hope to review and enhance the type of group study rooms available*
- More clearly marked electronic device free and quiet study zones*
- More radical re-zoning of the James Joyce Library is under consideration*
- We will consider, in collaboration with IT Services and the University, how we may address the key issue of laptop primed study desks and power sockets, having received this clear indication of the centrality of this issue*

Finding resources more easily

You would like a simpler website and catalogue system, with easy off-campus access and all resources available from one single search.

"... looking for different types of information can get very confusing with the amount of different tabs or areas you are brought to, to search for books, journals etc. ... needs to be tidied up."

"Not having one point of access for everything means our systems are complicated and off putting to students."

The Library response

We introduced a new catalogue in July 2012 which will be further enhanced in 2013. We believe this addresses some issues raised regarding resource discovery. We will continue to obtain feedback on the e-Library and make adjustments to further improve this service.

The UCD Digital Library went live and the UCD research repository interface was re-designed in 2012.

By the end of 2012/2013 you will be able to discover most of our resources, both physical and digital, including database and e-journal titles, from a single catalogue search.

We aim to integrate database searching into the same single system, funding allowing, by the end of 2014.

Off-campus access to most of our online collection is available now, but responses suggest that you need more guidance in this area.

- *The University Single Sign-On system should make this easier for users, combined with our new catalogue interface*
- *We will introduce an online tutorial to assist in this area*

Information Skills for Library users

Helping you to discover, evaluate and manage information is one of the Library's core services. A set of questions about information skills training found users valuing this at 7.89 out of 9.00 and giving a current rating of 6.42.

"The library staff ... provides excellent teaching and support for staff and students ... also embeds information skills learning into modules thereby offering students an opportunity to apply their learning in a meaningful way"

"Better information, accessible to new students from staff with an inherent helpful and interested approach, on the extent of resources available through the library system, is needed"

The Library response

We will continue to work in partnership with academic programmes: we will help your lecturers to help you.

We will continue to support Orientation Week activities and will be proactive in providing a welcoming environment for new and continuing students.

We will continue to develop our e-Learning programme of support materials and strive to provide access links via Blackboard.

What next?

We value your feedback. It has helped us to identify your key areas of concern.

We aim to run the survey again in 2013, and every 2 years thereafter.

Our current Library Strategic Plan runs until 2014 and the next survey results will feed into formulation of its successor.

Survey information provides us with longitudinal data, enabling us to gauge the success of our strategic implementation in meeting your needs.

If you have any queries or comments about this summary please get in touch with UCD Library communications outreach@ucd.ie.