Library Survey 2010 Results and Action Taken

Centennial College Libraries recently conducted the LibQUAL+ Library Survey throughout the college from March 15 – 29, 2010. Our thanks to everyone who took time to respond to the survey. The response was excellent: 1,345 participants. The 22 core questions* focused on three categories of library service quality:

Affect of Service — Quality of service to users & knowledge and skills of staff.

Library as Place — Extent to which library facilities meet the various needs of students, faculty and other members of the college community.

Information Control — Quality, quantity and scope of the information resources in electronic, print and other formats and the ease of access to these resources.

Here is an overview of what you told us and the actions we will take to further improve Library services.

What you told us
Areas where we are doing well
Areas where we can improve

How we are responding
Action taken

Survey results
Results Summary
22 Core Questions
View the complete library survey report

Comments … Questions?

What you told us

Areas where we are doing well

Affect of Service

Participants gave high praise to the Library staff for the quality of service provided.

> The overall perception was that service was greater than the minimum expectations. On a rating scale of 1 to 9 the Affect of Service category received a favorable overall rating of 7.32, compared to the mean minimum expectation of 6.86.

Sample Survey Comments

"Ashtonbee staff is knowledgable with their resources, attentive to student questions and pro-active to inform students "

"The service at the CCC is amazing. I would recommend each and every library staff member to anyone. I have worked with many libraries and many people, and they are the friendliest, most service-oriented individuals I've ever met!"

"The staff at the progress campus are very polite and knowledgeable and are always willing to assist me whenever I am having trouble finding information on something that I am researching."

"I appreciate the great work the librarians [at STC] do for us, they are welcoming, understanding and ready to help. "

Areas where we can improve

Library as Place

Overall, participants indicated the area that needs the most improvement is the Library facilities.

On a rating scale of 1 to 9 the Library as Place category received an overall rating of 6.73, compared to the mean minimum expectation of 6.84.

Two questions were rated as falling below users' minimum expectations:

Library space that inspires study and learning   LP-1
Quiet space for individual activities   LP-2

Sample Survey Comments

"This library [Ashtonbee] has limited space for people to quitely study. Mostly i find the library to be full having no space for people wanting to sit and prepare themselves for classes."

"I find the environment too loud, too many students talking, and too much going on. It would be nice if it could be a quiet place to study, since at the CCC Campus, there aren't many of those."

"I find that the current atmosphere at the Progress Library is too noisy and is not conducive to facilitating my studies or research activities. I am surprised and distracted at the high noise level in a library setting, seems more like a market."

"this library is just way too small for the vast amount of students that this campus has. It is extremely difficult to get a study room, and there is no space in the silentb study room. I find that I have to be sitting on the benches in the hall way which is extremely uncomfortable as there is no brace to lean on, there is constant noise and movement and this makes for a horrible experience when it comnes to library access at the HP campus. My rating for this location overall is an "F", failure when it comes to adequate spacing."

Information Control

Another area where we can improve is the quantity and scope of information resources and the equipment to access them.

> On a rating scale of 1 to 9 the Information Control category received an overall rating of 7.09, compared to the mean minimum expectation of 6.88.
> One question was rated as just meeting the users' minimum expectations:
>
> Modern equipment that lets me easily access needed information **IC-5**

Sample Survey Comments

"[Ashtonbee] Library should have more fast computer. Computr we have right now are much slower and it very hard to explore on. Also computer that students borrow are also very slow. Needed a course realated CD which wasn't availabe, But the teacher said you should be able to get from library, but it wasn't there."

"It would be very very helpfully to students if there was some sort of application/platform that could allow the computers to access excel or word programs [at CCC]. I feed it difficult saving work and transferring from the C.A.R.D. online platform to a file that I can save/open on a lab computer. I could only imagine what it would be like for other students."

"[Progress] Library needs to expand it's number of computer as most of the time many students don't have the access to use computer and this is in a way is very much frustrating."

"I would like to see more space for computer access [at STC]. To many students are waiting to use computers, and or labtops"

How we are responding

We have reviewed the survey results and user feedback. The information from the survey process is a valuable guide for our service and collection development and supports our annual planning and budgeting process. Here are some of the initiatives we have taken to date.

Action taken

Affect of Service

- ➢ The survey results and anonymous comments were distributed to all Library employees for input to improvements for service.
- ➢ Staff received training in "roving reference" (mobile reference services).
- ➢ Two full-time librarians and five full-time library technicians were hired.
- ➢ The Learning Centre has increased the number of tutors.
- ➢ In spring 2011, two students will be hired to provide peer technology help, and one full-time faculty will be hired for the Tutoring Centre.

Library as Place

- ➢ Feedback was useful in the request for a Library renovation at Ashtonbee. Survey results and comments will be used for planning the construction.

- ➢ A new group study room was created at CCC. The upper mezzanine carrels were demarcated for quiet study. Staff have been monitoring the noise levels and reminding people to respect the needs of others for silence. A space was created for tutoring.

- ➢ At Progress Library, the individual study carrels were grouped together and moved away from the group study rooms. Electrical outlets were installed in most carrels, and where they could not be added, extension cords and electrical power bars were made available. A large, open study area was created in front of the computer lab which includes a couch, coffee tables and other comfortable seating. During exams in the month of December, a silence period was piloted. Survey feedback was incorporated into the plans for the new Library and Academic Facility, expected to open in 2011. The new Library will have more computers on the first floor, study carrels in quiet areas on the third and fourth floors, and several group meeting rooms that can be booked by students. There will be an expanded Tutoring Centre with a large classroom on the second floor, and new gallery space on the first floor. Three technology studios will be available to students for practicing presentations and experimenting with new technology.

➤ Since the Library Survey in 2007, a computer area was created in front of the Library at STC, and a quiet study area was identified in the back. Staff are monitoring usage of both areas and exchanging ideas for further improvements.

➤ The Library has acquired more netbook laptops for loan at each campus, and will be adding more in spring 2011. Even more laptops will be purchased when the new Library opens on Progress campus.
➤ An e-book reader loan service was created.
➤ Headsets with microphones were purchased for loaning to students.
➤ All Library computers were switched to the College network to address issues of access to applications and printing.
➤ The Library is investigating a loan program for mobile devices, such as tablet computers and phones, and planning is underway for offering mobile services.
➤ Self-check machines will be installed in the new facility at Progress campus.
➤ The Library is in the process of acquiring a new catalogue system which will search both books and other physical items, as well as digital information such as research databases, electronic books and journals, repositories and web sites.
➤ Research databases were analysed for content and usage, with some cancellations of low demand databases (Choice Reviews, Global Books in Print Index) and the purchase of others (IEEE Wiley Technical Books, online ESL tutorials, CDX Online, Mitchell databases).
➤ A new acquisition system is being used by staff to purchase books and other materials more quickly and efficiently.
➤ Centennial Libraries, in partnership with libraries in 23 Ontario community colleges, is doing preliminary work to purchase more electronic books and create an information literacy repository for students.
➤ A large collection of First Nations literature and artefacts was purchased to support College programs.
➤ The loan period for audiovisual materials was increased in order to allow students and employees to borrow items for viewing outside of the Library.
➤ The Library successfully delivered the Human Library event, which included a custom database for student bookings.
➤ Working with the College IT Department, a new Tutor Booking System, and Media and Room Booking System are in the planning stages.
➤ The Library has been actively involved in College initiatives that support and promote Global Citizenship, such as Holocaust Education Week, the International Café, and the Philosophers Café events.

Survey Results

Library Survey 2010
Results Summary
(excluding Library staff)

Core Questions Summary	Perceived Service Performance								
	(low) 1	2	3	4	5	6	7	8	9 (high)
Affect of Service								7.32	
Library as Place						6.73			
Information Control							7.09		
Overall							7.11		

Summary Thermometer Chart
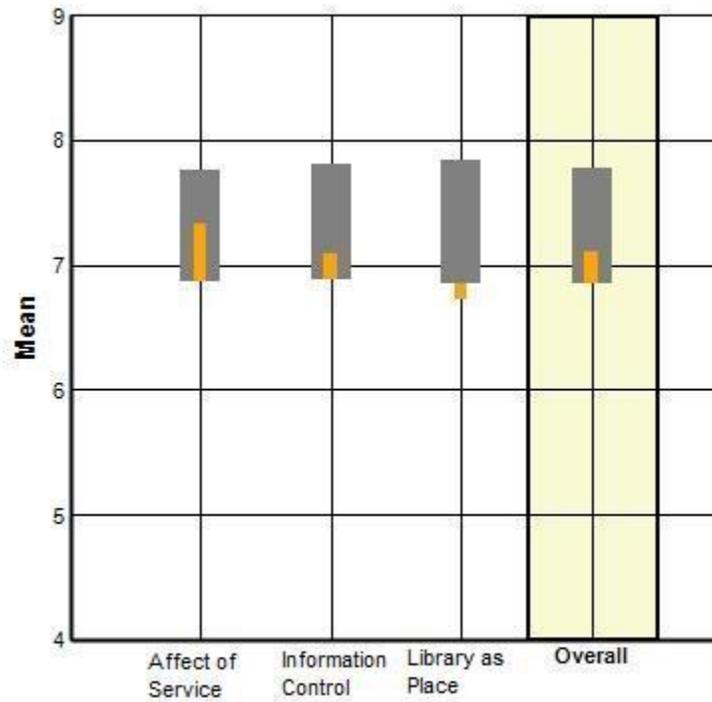
Another method of viewing the overall results is with a radar graph.

Library Survey 2010
Radar Graph Results Summary
(excluding Library staff)

Perceived Less Than Minimum
Areas where we can improve
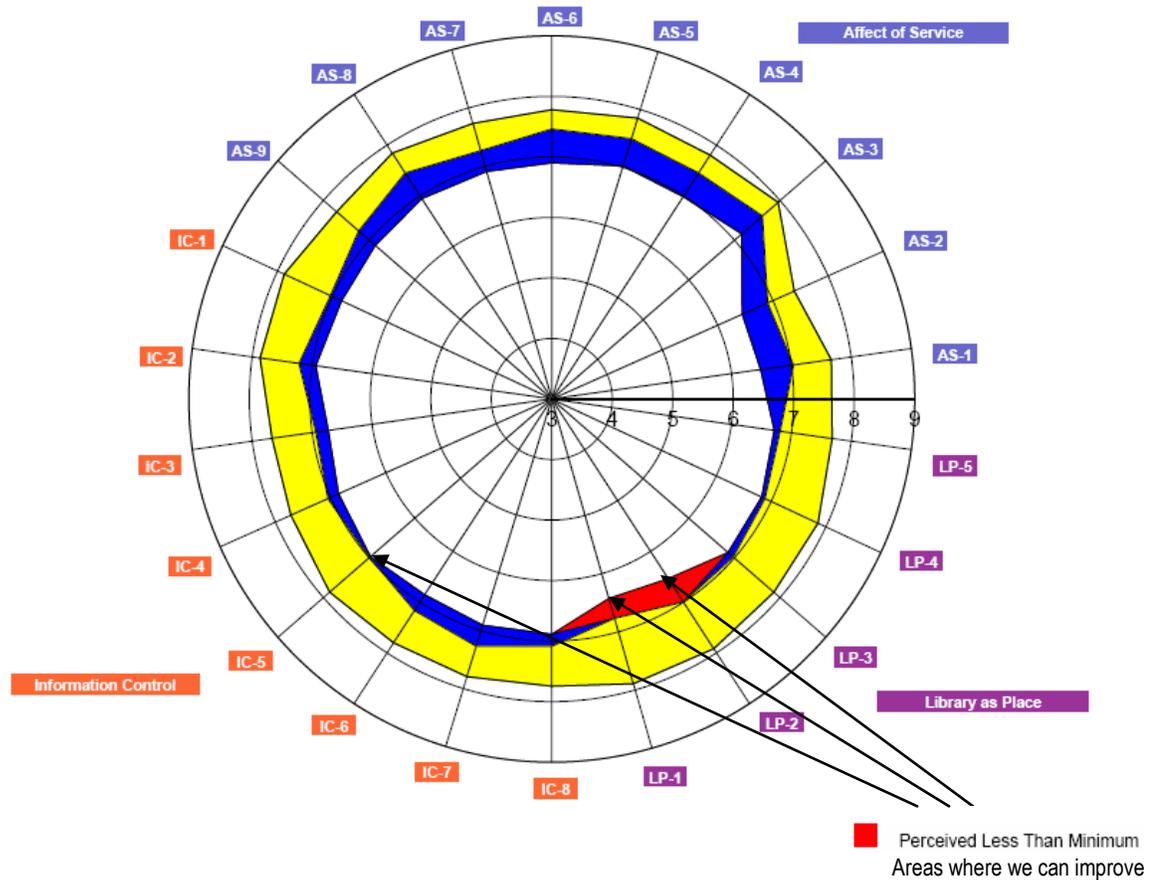
🟥	Perceived Less Than Minimum
🟦	Perceived Greater Than Minimum
🟨	Perceived Less Than Desired
🟩	Perceived Greater Than Desired

Link to LibQUAL Flash Tutorial to learn how to read LibQUAL charts.
http://old.libqual.org/Information/Tools/index.cfm

*22 Core Questions

Affect of Service

AS-1 Employees who instill confidence in users
AS-2 Giving users individual attention
AS-3 Employees who are consistently courteous
AS-4 Readiness to respond to users' questions
AS-5 Employees who have the knowledge to answer user questions
AS-6 Employees who deal with users in a caring fashion
AS-7 Employees who understand the needs of their users
AS-8 Willingness to help users
AS-9 Dependability in handling users' service problems.

Library as Place

LP-1 Library space that inspires study and learning
LP-2 Quiet space for individual activities
LP-3 A comfortable and inviting location
LP-4 A getaway for study, learning or research
LP-5 Community space for group learning and group study

Information Control

IC-1 Making electronic resources accessible from my home or office
IC-2 A library Web site enabling me to locate information on my own
IC-3 The printed library materials I need for my work
IC-4 The electronic information resources I need
IC-5 Modern equipment that lets me easily access needed information
IC-6 Easy-to-use access tools that allow me to find things on my own
IC-7 Making information easily accessible for independent use
IC-8 Print and/or electronic journal collections I require for my work

View the complete library survey report

For the complete Centennial College Libraries Libqual+ 2010 Survey Report refer to http://library.centennialcollege.ca/surveyreport2010.

This report was produced by LibQUAL+ for Centennial College Libraries. LibQUAL+ is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). For more information, visit http://www.libqual.org

Comments … Questions?

Your comments are always welcome. Even though the library survey is now closed, we are always interested in your comments and suggestions on our services. Use the suggestion box located at each campus library's circulation desk or go online to http://library.centennialcollege.ca and click on "Ask the Library" to submit your feedback.

If you have further questions about the Library Survey send a note to: library@centennialcollege.ca or contact:

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