

Library Survey 2007 Results and Action Taken

Centennial College Learning Resource Centres (LRC) recently conducted a LibQUAL+ Library Survey throughout the college from April 3 – April 18, 2007. Our thanks to everyone who took time to respond to the survey. The response was excellent: 1,162 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 our LRC services.

What you told us

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What you told us

Areas where we are doing well

Affect of Service

Participants gave high praise to the Learning and Resource Centre 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 7.33.

Sample Survey Comments

Overall, visiting the library is a pleasant experience and the staff are knowledgeable and some of the most courteous members of our college. (HP STC Campus)

Everyone in our library is so friendly and always willing to help. They are willing to guide us to look for the right material for study or willing to put a book on hold, or willing to truck down other materials from another location. I am glad that Centennial College has nice librarians working there. (HP STC Campus)

I really find the staff at the progress campus to be engaging and very helpful, especially in finding appropriate materials for research projects (Progress campus)

The library personnel are very friendly, courteous and extremely helpful. (Ashtonbee campus)

The library staff at the ccc campus are very helpful and reliable when it comes to getting help with research. (Centre for Creative Communications)

From my knowledge, many students are aware of the services offered at the LRC, however, I feel that more librarians are need[ed] on the floor to deal with student's enquiries. (Progress campus)

We lack the access to OVID full text that is standard [at] other universities. We also lack any search services. My colleagues at universities can request a search and do not have to perform all searches on their own. (HP STC campus)

The entire library staff is extremely helpful and always positive and approachable. (Ashtonbee campus)

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

Library space that inspires study and learning
Quiet space for individual activities

LP-1

LP-2

Sample Survey Comments

I wish the library had more space for quiet individual study. (HP STC campus)

Generally the library service is acceptable but there is still room for improvement..... like the group study room. (Progress campus)

I think there should be more space for group work. (HP STC campus)

Overall, the library is a very useful and professional environment. More space for group study is needed at the hp campus. The group rooms are not sound proof, if you are in the silent area, you can hear what the groups are discussing. (HP STC campus)

Over all service is good. The only thin[g] I suggest to expand the group study space. (Ashtonbee campus)

I believe that the CCC campus needs a larger library with more room to run group studies and conversations. Every time I go into the CCC library there are never any free computers, lineups for the photocopier and no tables or work stations free. As the CCC campus is shared with Boreal thus the space is very limited, and we are often forced to go off campus to conduct group work. My advice would be to potentially re-work the design of the space to allow for more tables and work areas. (Centre for Creative Communications)

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. One question was rated as falling below users' minimum expectations:

Modern equipment that lets me easily access needed information IC-5

Sample Survey Comments

The services that the library delivers to the students are very helpful, but an upgrade to the computer systems [is] very important in order to maintain proper efficiency. (Progress campus)

The CCC's Learning & Resource Centre (Library) has a very competent and effective staff who [are] quite knowledgeable and very friendly in their interactions with the students. Where this library could improve would be in giving them a larger space with more current technology (i.e. Computers - pc's and mac's, larger A/V library, more photocopy machines, etc.) so that they can help students keep up with the demand of their workload. (Centre for Creative Communications)

More books! More magazines, particularly in the arts (there is NO Canadian or foreign art magazine!). (Centre for Creative Communications)

Applied degree students require more advanced textbooks than what is currently available and most of us have to go to UTSC to find the print resources we need. (HP STC campus)

The staff has always been very helpful to me and I am aware that you have limited resources and support from the college (fewer dollars and fewer people) to do your jobs and maintain the facility. (Progress campus)

It's not so much the staff, for the most part they are courteous and willing to help most of the time. There is just little in the way of resources, space and up to date technology as well as decent quantities of it. Also there is not a large enough selection of books for a campus this size. (Ashtonbee campus)

I am very dependent upon databases and would love for more articles to be available to my students through these databases. (HP STC campus)

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

- Developed information literacy module to support the Signature Learning Experience and are providing this instruction for students in the GNED 500 course, *Global Citizenship: From Social Analysis to Social Action*.

Library as Place

- Renovated the north end of the LRC at HP Science and Technology Centre to create a silent study area. The periodical shelves and soft seating have been moved to provide a reading area adjacent to the small group study rooms.
- Documented (through the college strategic space planning process) the need to enhance student space in the LRC's at Progress, Ashtonbee and Centre for Creative Communication.

Information Control

- IT installed new computers for students in the LRC's and in the IT computer labs situated inside the LRC's.
- Offering RefWorks, an online personal database and bibliography creator, with librarians providing individual instruction and classroom tutorials on request for members of the college community. RefWorks helps you to keep track of references/abstracts to books, articles, reports, Web sites, etc.
- Moved video collections into the libraries so students and faculty will be able to browse the video collections. We are continuing to provide video booking service for faculty to support classroom teaching.
- Initiated a project to develop new LRC website that will feature an improved research interface and research help pages geared to facilitate students doing online library and Internet research.
- Participating in the Ontario Community College Libraries Resource Sharing Direct Borrowing Agreement. This allows Centennial students and employees to borrow materials directly from other Ontario community college libraries. This complements the interlibrary loan and document delivery services already offered by the LRC's.
- Initiated Centennial AutoService Training Program: a research project funded by the Ontario Government to enable the LRC and School of

Transportation to identify new and improved resources and processes for automotive programs at the Ashtonbee campus.

- Survey comments requesting the purchase of resource materials in various subject areas are being reviewed by the librarian responsible for collection development in each subject area.
- Media Services purchased 50 new digital projectors to replace old projectors in classrooms and multimedia carts.

Survey Results

Learning Resource Centres Library Survey 2007

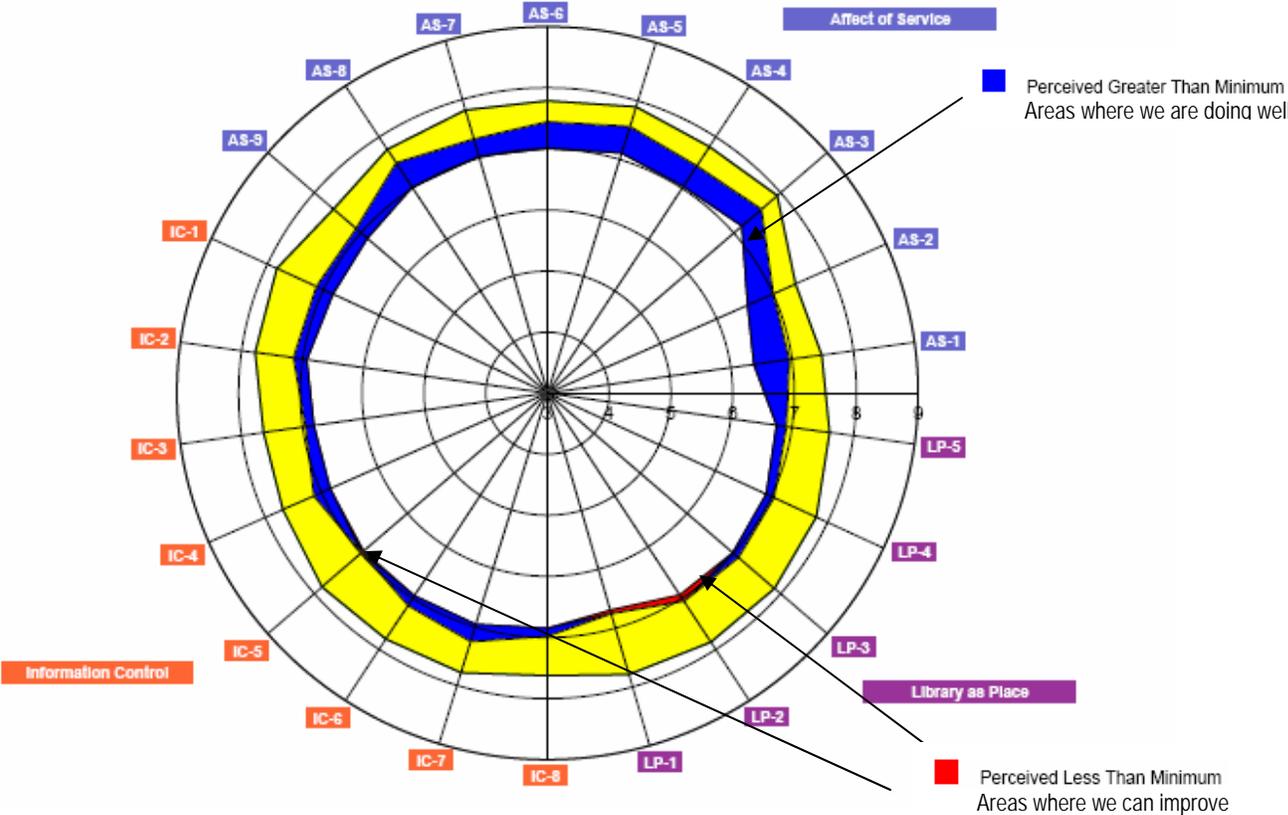
Results Summary

(Excluding library staff)

Core Questions Summary	Perceived Service Performance								
	(low) 1	2	3	4	5	6	7	8	9 (high)
Affect of Service								7.33	
Library as Place						6.94			
Information Control								7.09	
Overall								7.15	

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

Learning Resource Centre Library Survey 2007 Radar Graph Results Summary (Excluding Library Staff)



	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://www.libqual.org/Information/Tools/libqualpresentation.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 Learning and Resource Centres Libqual+ 2007 Survey Report refer to <http://www.lrc.centennialcollege.ca/surveyreport>
This report was produced by LibQUAL+ for Centennial College Learning Resource Centres. 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://www.lrc.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: librarysurvey@centennialcollege.ca or contact:

Carol Bonair, Librarian
Centennial College Learning and Resource Centres
cbonair@centennialcollege.ca
(416) 289-5000 ext. 7007

Gladys Watson, Director of
Learning and Resource Centres
gwatson@centennialcollege.ca
(416) 289-5000 ext. 2601

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