

Libraries Survey – what you said and what we’re doing about it

In March 2010 the University of Manitoba Libraries participated in the LibQUAL+ survey, a web-based survey developed by the Association of Research Libraries.

The results of the survey provided the Libraries with a rich source of information from our community which will help to inform the Libraries’ future service plans. The 2010 survey has also helped assess the effectiveness of changes introduced since the 2007 survey to improve our resources, services and facilities.

There were 1,353 valid survey responses, notably more than the 965 responses in 2007. In 2010, 46% of total respondents were undergraduate students, 30% were graduate students and 21% were faculty.

Client services

The survey results indicated that users were very happy with the Libraries’ customer service. Library employees are viewed as being consistently courteous but some respondents, in particular faculty, were not as satisfied with the question: *“Employees who have the knowledge to answer user questions.”* Many laudatory comments about library staff across the system were received.

What we have done:

- Provided staff training sessions in new technology and services
- Added a roving reference librarian in the Elizabeth Dafoe Library
- Expanded virtual reference hours until 11 p.m. during the fall and winter terms
- Assigned responsibility for services for disabled patrons to Liaison Librarians on both the Fort Garry and Bannatyne campuses

What we plan to do:

- Improve services to disabled patrons
- Enhance orientation and customer service training for all staff

Resources & access to resources

Resources and access to resources remained the area of highest user demands and expectations but survey respondents ranked the questions with the lowest performance scores. While the University of Manitoba Libraries’ overall scores in this area improved since 2007, many of the questions were still ranked below the minimum service level.

The question with the lowest satisfaction was for print and/or electronic journal collections required, an area in which all participating research libraries experienced low ratings. All user groups also ranked the question *“A library Web site enabling me to locate information on my own”* lower than in 2007. Undergraduate students indicated dissatisfaction with accessing electronic resources from home.

While respondents generally praised the availability of the Libraries’ e-journal collections, one of the more common requests continued to be more electronic journals. Responses were mixed regarding the growth of

ebooks in 2010. Some respondent comments indicated a desire for more ebooks while other comments indicated dissatisfaction with ebooks.

Comments also indicated a desire for a single search system to search databases, a more user-friendly catalogue and an easier system to navigate to online articles.

What we have done:

- Implemented One Stop Search which searches both journal articles and books in the Libraries
- Acquired 43 new journals and 6 new databases
- Purchased more ebooks, some of which were purchased based on user input
- Increased funds for digitization projects
- Added more funds for books, reference sets, and specialized format material (online sheet music, DVDs, CDs, videos)
- Added a “related article” feature to the GetIt@UML menu
- Added ebooks to the [New Books](#) notification list
- Conducted use studies of print and ebooks to understand user preferences
- Held focus groups for undergraduate students to better understand their needs

What we plan to do:

- Conduct ongoing usability studies of the Libraries website
- Improve access to resources through new subject hubs on our website
- Standardize the loan periods for library material and improve borrowing privileges
- Introduce a new version of the library catalogue with several new features
- Work towards allowing access to electronic resources using UMnet IDs
- Continue to expand access to electronic information
- Increase digitization of print materials, especially of unique local resources
- Improve the process for locating journals by adding print journal holdings to our GetIt@UML menu
- Add wireless Internet access to the St. John’s College Library
- Hold a Library Summit for graduate students and faculty to better understand their needs

Library as Place

Undergraduate students valued the library’s physical space more than graduate students and faculty. All user groups indicated a dissatisfaction with “*space that inspires study/learning*” and “*quiet space*”. There were numerous comments about lack of quiet spaces, lack of sufficient group study space and an overall lack of seating, particularly in the Elizabeth Dafoe Library. The Starbucks café in the Dafoe Library had mixed response with some students praising it, while others identify it as a source of noise and garbage. Also noted were a need for more electrical outlets, more comfortable seating and a desire for more aesthetically pleasing areas like the Icelandic and the Archives and Special Collections Reading Rooms.

What we have done:

- Several libraries underwent major renovations:
 - A new wing on the third floor of the Neil John Maclean Health Sciences Library was added and the main floor redesigned
 - The Elizabeth Dafoe Library graduate student study carrel space was renovated
 - The basement of the Architecture/Fine Arts Library has a new structural floor, bright lighting and better environmental controls
- New group study rooms have been added:
 - A new multimedia group study room is now available in the Sciences and Technology Library
 - Twelve new high-tech seminar rooms were added to the Neil John Maclean Health Sciences Library
- The Music Library and St. John's College Library were painted.
- New furniture was added to the Neil John Maclean Health Sciences Library and the Elizabeth Dafoe Library
- Added a new one-stop service desk to the St. Paul's College Library
- Added more power outlets for laptop users in the Sciences and Technology Library
- Added plants to the main floor of the Sciences and Technology Library

What we plan to do:

- Add more power outlets in selected locations
- Add more computers and new furniture to the Sciences and Technology Library
- Add a new one-stop service desk in the Elizabeth Dafoe Library
- Continue to find ways to improve the Libraries' physical spaces