

LibQUAL+™ 2007 Survey @ Lakehead

Brief Summary of Results

Lakehead University Library participated in its first LibQUAL+™ survey in February/March of 2007 as part of the LibQUAL+™ Canada 2007 Consortium. In 2007, over 50 Canadian libraries administered the LibQUAL+™ survey to their user communities.

The LibQUAL+™ instrument measures library users' perceptions of their libraries' service quality and identifies gaps between minimal, desired and perceived levels of service. For more information on the LibQUAL+™ survey, read the [LIBQUAL FAQ](#).

The survey consisted of 22 core items and a comments box for open-ended user views. All students (undergraduate and graduate), faculty and staff of Lakehead University's Thunder Bay campus were asked to participate in the survey.

Below is a brief summary of the results and the comments from the survey. The full results report provided to us by the Association of Research Libraries and Texas A&M University is available here -> [Full Results Report](#)

Demographics of survey respondents by user group:

Undergraduates - 1,071 respondents

Graduates - 134 respondents

Faculty - 124 respondents

Staff – 47 respondents

Total: 1,376 valid surveys completed

Respondents whose main library is:

The Chancellor Paterson Library	88%
Education Library	12%

Survey respondents by discipline:
(1,329 respondents completed this question)

Social Sciences and Humanities	351	27%
Education	295	22%
Professional Schools	226	17%
Science and Environmental Studies	211	16%
Engineering	110	8%
Business Administration	78	6%
Forestry	40	3%
Undecided	18	1%

Summary of Comments:

Open comments provided 673 (47% of respondents)

Browse or search complete set of comments [here](#)

Comments by Undergraduate Students

A total of 138 respondents made specific comments related to "Space/Physical Facility." Overall the comments from the undergraduate students related to lack of study space, noise, lack of cleanliness and an overall feeling that the library was unwelcoming. Specific comments pertaining to The Chancellor Paterson Library focused on the lack of tables for group work, high noise levels, the lack of comfortable reading areas and furniture and a general feeling that the library is "old" and "falling apart." Specific comments pertaining to the Education Library focused on the high noise levels and the lack of quiet space for study and group study rooms. Undergraduate students also commented that the library does not have sufficient or adequate print resources to support their work.

Comments by Graduate Students

Close to one third of the comments from graduate students expressed the need for more electronic journals and newer print book collections. Several made positive comments about the service we provide, with specific reference to the Interlibrary Loan service in many cases.

Comments by Faculty

The comments made by graduate students were echoed by the faculty respondents. Although they appreciate the service we provide, expanding the electronic journal collection is a priority.

Survey Results

Service

What you said:

Overall, the library scored well for all questions in the Affect of Service category. Our strength is in our staff and the services we provide.

The open comments did tell us however that there are some inconsistencies in the level of service we provide and there were instances when we could have provided better service.

What we've done so far

- Reviewed all results and comments regarding customer service with staff in service areas with the aim of improving our service to you.
- Expanded our services:
 - Circulation Desk staff at both libraries are now able to add funds to STORM accounts for printing.
 - Reference Desk staff are participating in an Ontario wide pilot project providing chat reference assistance to academic students/faculty through a service called askON. This will provide an additional access point for assistance particularly for those students working at home or at a distance.
- Extended library hours to midnight during exam periods.

What we plan to do

- Continue to offer chat reference assistance through the askON service.
- Examine the ongoing training needs of staff at all service points, including customer service.

Collections

What you said:

While respondents appreciate the large number of electronic resources we have added to our collection in the past few years, their expectations for increased access to electronic resources are very high. This is particularly true for faculty and graduate students.

A large number of respondents are also concerned with the lack of or age of the materials in our print book collections.

What we've done so far

- Purchased more than 2,500 electronic journal titles this past year. The total number of electronic journal titles now exceeds 30,000.
- Expended almost half a million dollars for the 2007/08 fiscal year on print books and purchased over 12,000 electronic books from Springer.

What we plan to do

- Work with departments, faculty and graduate students to identify collection deficiencies.
- Develop communication strategies to build awareness of existing resources and new acquisitions.
- Add a "suggest a purchase" form to the Library's website.
- Work with the Faculty of Graduate Studies on a pilot project to accept and provide access to Lakehead University theses and dissertations in electronic format.

Physical Space

What you said:

Undergraduate students were most concerned about the survey items in the "Library as Place" category. This was also reflected in their comments which focused on the following areas:

- more group study areas
- designated quiet study areas
- lack of cleanliness in the library buildings
- new, more comfortable furniture

What we've done so far

- Added 5 tables and 30 new chairs for group work in The Chancellor Paterson Library and 10 new chairs in the Education Library.
- Created a casual seating area on the main floor of The Chancellor Paterson Library.

What we plan to do

- Work with Physical Plant services to ensure cleanliness standards are maintained.
- Conduct ongoing space planning to address areas of high demand for additional quiet and/or group space.

Library Website

What you said:

Although we scored well on the library website questions, you told us that there is room for improvement. In the comments, several people mentioned that they find our website complicated to navigate through and they sometimes have a difficult time finding what they are looking for.

What we've done so far

- Conducted usability testing in January 2007 and held focus groups to help us pinpoint sections of the website that students find complicated and difficult to understand.
- Redesigned our website with a fresh new look, several different ways to retrieve information and better navigational features like bread crumb trails and drop-down menus. Look for it in May 2008!

What we plan to do

- Continue to assess the usage and features on our website and introduce improvements and changes to better help you.

Noise

What you said:

The noise levels in both the Chancellor Paterson and Education libraries were a concern to many respondents. Comments specifically referred to the need for designated quiet study areas and the need for sound-proofing in our group study rooms.

Specific comments made about the level of noise in the libraries include:

- some enforcement of sound levels throughout the library required; “quiet” areas not enforced; “loud talking students” not respectful of the need for quiet by other students
- main floor is far too noisy
- Study rooms would be appreciated in the Education Library
- The Education Library lacks a comfortable, quiet reading area
- cell phones by far the biggest problem
- music players distracting
- study rooms need to be monitored

What we’ve done so far:

- Increased signage throughout the 2nd and 3rd floors of The Chancellor Paterson Library , including the Current Issues Reading Room designating these areas as quiet study areas.

What we plan to do

- Assess feasibility and cost associated with sound-proofing the group study rooms.
- Review and promote Library policies regarding noise, cell phones, etc.
- Evaluate the current layout of the Education Library student work area and reconfigure arrangement (shelving and furniture) for optimal use by students.

Computing, Printing and Other Equipment

What you said:

Our users were asked to comment on the availability of modern equipment that lets them easily access needed information. At the time, our computer workstations were outdated and in need of replacement. Many were also concerned about the reliability of the equipment in the computer labs and the level of service provided.

What we have done so far:

- Replaced all public computer workstations with new, faster networked stations and 22” flat-screen monitors and the full MS Office suite of software.

- Simplified the printing system – all stations in the library now use the STORM account system as do stations in all other labs on campus.
- Added more internet connections for laptop use: 19 in The Chancellor Paterson Library, including 2 in Northern Studies Resource Centre, and 4 in the Education Library bringing the total number of connections to 99 in the Main Library and 6 in the Education Library.
- Purchased two DVD players and one USB headset which can be signed out at the Circulation Desk in the Chancellor Paterson Library.
- Added 3 more laptops for signing out at the Circulation Desk in the Chancellor Paterson Library and 1 additional laptop at the Education Library bringing the total to 10 in The Chancellor Paterson Library and 3 in the Education Library.

What we plan to do

- Work with the Technology Services Centre to improve service to computer labs in the Libraries.
- Add more Internet connections for laptops on the 4th floor of The Chancellor Paterson Library, both in the group study rooms and in the open study area.
- Continue to explore means of providing access to media.