

Executive Summary

LibQual is an international library survey which provides sector comparison and individual university detail which is endorsed and promoted for use by UK universities. The BU Student Voice Committee approved undertaking the survey to facilitate a greater understanding of NSS, SES and SUBU feedback about the library service and facilities. The survey took place over three weeks in November 2012.

Survey results from the 567 respondents are representative of the University profile for UG & PG students and staff in all respects except for gender where more females (66%) responded compared to males (33%).

Our responses are comparable to the 12 Universities in the UK who undertook the survey during 2012. Our UG results are very similar; our PG results indicate we are doing better than most but our staff results indicate less satisfaction.

The top concern from students was physical space availability, both silent and group. For staff the major concern was on improving access to resources particularly from off campus. Comments from all respondents on more resources were equal between e-resources and print resources. Comments about PCs covered availability and functionality.

The information garnered has enabled an action plan to be developed for the top seven topics. It is worthy of note that of the 283 respondents who gave time to write qualitative comments 106 were positive about the staff, services and facilities. The comments about opening hours were inconclusive and require further investigation.

Notes:

In the following charts: **Blue** and **Yellow** are within limits perceived as acceptable to respondents; **Red** indicates where service or facilities fall short of minimum expectations; **Green** indicates service perceived to be greater than the desired. The charts exclude any additional information from the qualitative comments or the five additional questions added from the approved question set.

The full set of questions is given on page 5.

The action plan is on pages 6 & 7 based on both the 567 quantitative and 283 qualitative responses.

Selected quotations from the positive qualitative comments are given on page 8.

1. Survey responses (excluding qualitative comments)

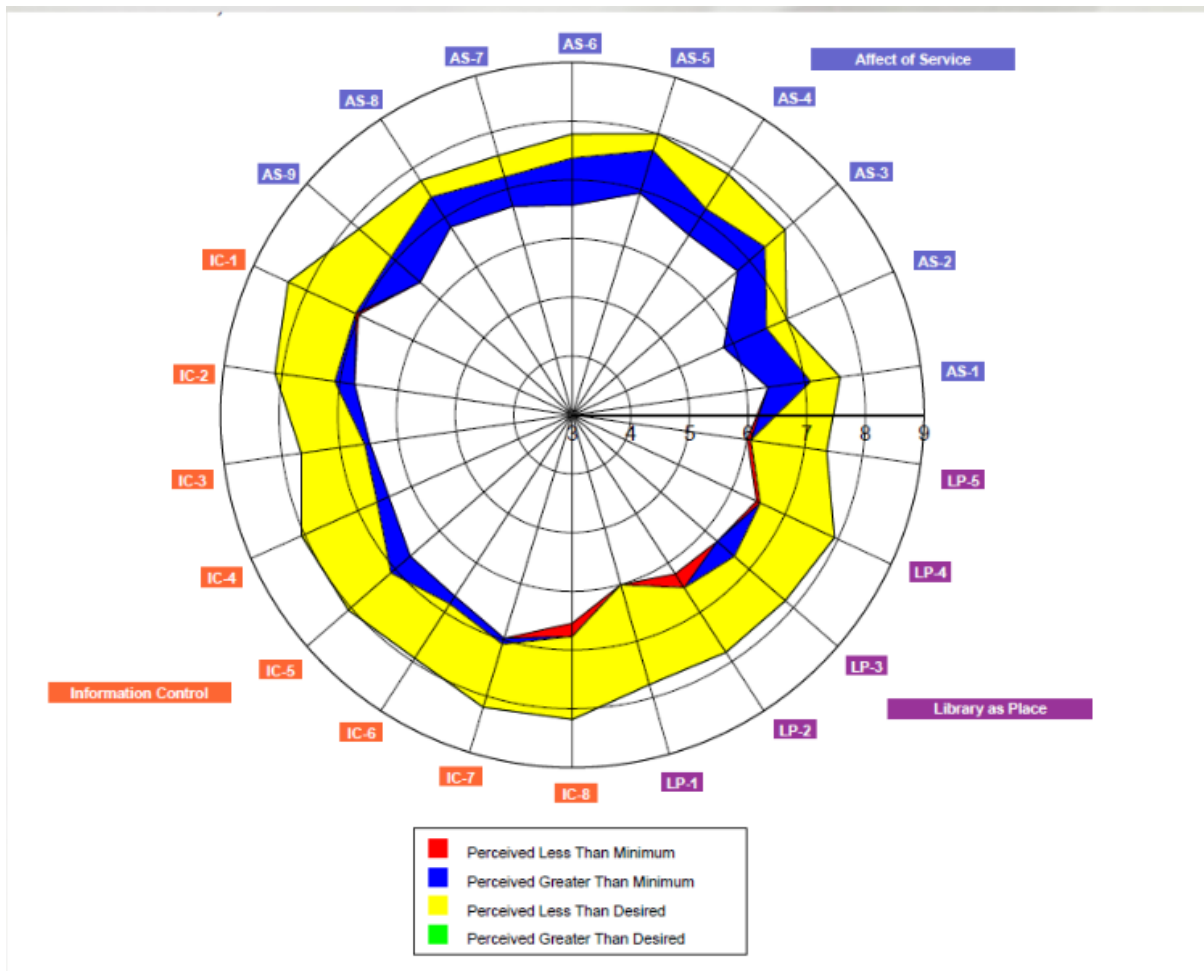


Chart 1. Overall combined student and staff results for BU

The overall responses are comparable to the sector comparison.

The **Red** dissatisfaction falling short of the minimum expectations are:

1. The slightest hint of red for *Information Control* IC1 “making electronic resources accessible from my home or office.”
2. *Information Control* IC8 “Print and/or electronic journal collections I require for my work”
3. *Library as Place* responses to LP2 “quiet space for individual activities”; LP4 “a getaway for study, learning or research”; LP5 “community space for group learning and group study”.

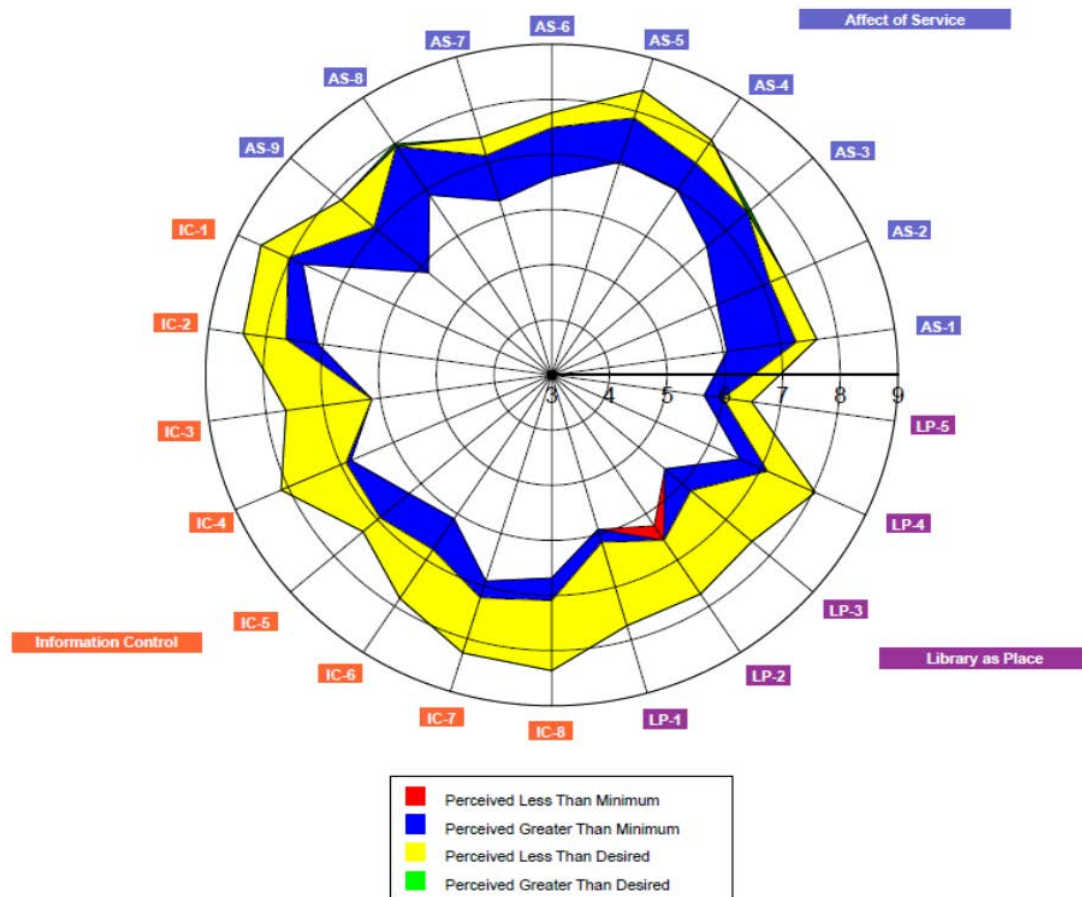


Chart 2: Postgraduate response for BU

It is pleasing to note the hint of **Green** for *Affect of Service* AS3 “employees who are consistently courteous” & AS8 “willingness to help others”.

Red dissatisfaction is for *Library as place* LP2 “quiet space for individual activity”.

The overall response for **Blue** greater than minimum and **Yellow** less than desired is better than the sector comparison.

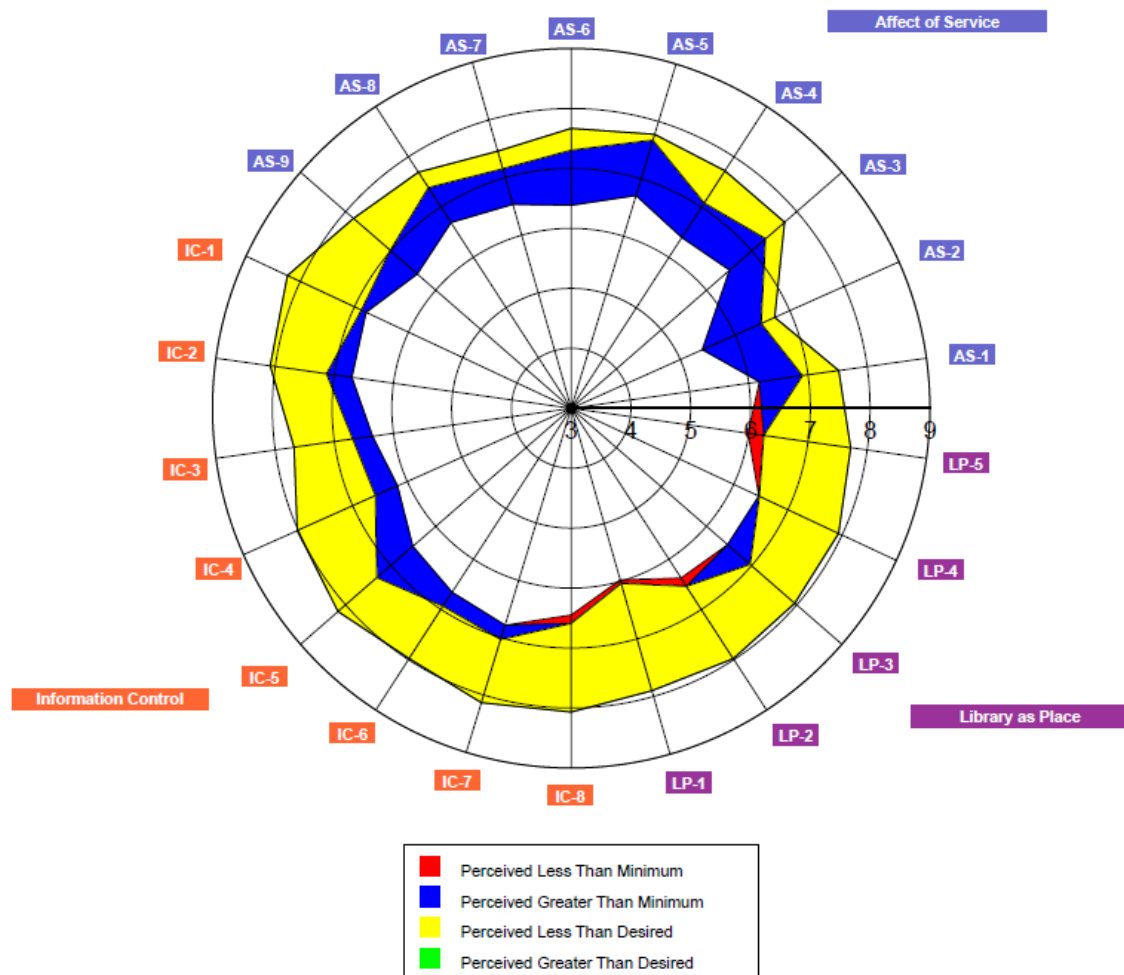


Chart 3: Undergraduate response for BU

Four questions have a **Red** response

1. *Information Control* IC8 “Print and/or electronic journal collections I require for my work”
2. *Library as Place* LP1 “library space that inspires study and learning”; LP2 “quiet space for individual activities” & LP5 “community space for group learning and group study”.

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

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

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

Five additional questions were chosen from the databank of approved questions.

1. Ready access to computers/internet /software.
2. Access to photocopying and printing facilities.
3. Availability of online help when using my libraries electronic resources.
4. Convenient service hours
5. Helpfulness in dealing with users IT problems

Chart 4: The full set of questions (each respondent randomly received some questions from each topic group)

Reference LibQUAL+® 2012 <http://www.libqual.org/>

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2. Survey responses from qualitative and quantitative feedback with action plan

283 qualitative responses were received and the following table lists the top seven topics with action plan. All action points will be communicated through multiple channels.

Topic	Number of responses	Action	Progress
More Space	77 (31 silent; 14 group; 29 general; 3 PG) [Survey response to "Library as Place LP 2, 4 & 5" perceived as less than minimum acceptable]	<ol style="list-style-type: none"> 1. Change group room 2nd floor TSMCL to silent (with 15 PCs) & add more group spaces to ground and 1st floor to compensate 2. Project request to change fourth floor special collections area to 34 silent study spaces with 14 PCs ; add compact rolling stacks to ground floor and open up café entrance to create more social spaces 3. Promote the LLZs 	<ol style="list-style-type: none"> 1. Completed January 2013 2. Scheduled for summer 2013 3. On-going
More PCs	54 (mix of more, working, knowing they are free with some references to more in silent areas) [survey response where perceived by 70 UG respondents to be less than minimum; 17PGs rated as above their minimum]	<ol style="list-style-type: none"> 1. 48 more PCs 2. 4 more added and 15 changed to silent study use 3. At least 20 more to be added if summer space project agreed 4. Off campus booking of silent PCs 5. Promotion of the free PC app in iBU 6. Promote power and Wi-Fi availability at all study desks for laptop use 7. Introduce automatic log out after 15 minutes of inactivity. 8. Recommend refurbishment to OAC area 	<ol style="list-style-type: none"> 1. 11-12 AY 2. January 2013 3. Scheduled for summer 2013 4. Working with IT to find solution 5. On-going 6. On-going 7. IT solution Planned for February 2013 8. Estates request made January 2013
More resources	49 (26 more e-resource including 10 more e-books and 14 more e-journals, 23 more print resource including 20 more and 3 more up-to-date) [Survey response	<ol style="list-style-type: none"> 1. First (in UK) E-text book pilot with ST; HSC; MS and BS 2. Continued e-resource increase 3. Continued print text purchase 4. Work with academics to ensure the items on 	<ol style="list-style-type: none"> 1. January 2013 (questions about v.f.m to be explored Feb 2013) 2. 1600 more ejournals by Jan 2013; more patron plan e-books

	perceived as a mix of greater than minimum and less than desired.]	their reading lists are available and reflected in the reading list app on i-BU.	3. On-going 4. On-going
Simpler access to e-resources	28 (10 all resource, 14 e-journals, 4 e-books) [Survey response IC1 perceived as less than minimum acceptable by academic staff]	1. Create video clip to explain off campus access 2. Improve Library staff awareness of what it is like to access resources from off campus. 3. Promote written help sheets when giving advice through CHAT service. 4. Improve access to support for academic staff 5. Continue to work with suppliers to simplify access	1. FebruaryY2013 2. January 2013 3. January 2013 4. On-going 5. On-going
Longer opening hours	19 (13 general, 4 weekend, 2 24hr) [survey response from 113 respondents indicate the desired level to be second only to access from off campus but it is perceived the library nearly meets that aspiration and is top of the perceived service levels]	1. Explore with SUBU how to get more information about need (voting campaign and focus group)	1. January 2013
Easier to find resources	16 (both print and e) [survey response to q IC6 & 7 perceived as less than minimum desired for academic staff]	1. Continue to improve search tools 2. Review signage 3. Work with Academic staff to improve understanding	1. On-going 2. On-going 3. On-going
Printing and associated activity	11 (5 printing general, 1 Scanning, 2 more software, 3 better value loader access) N.B no comments were received about power or Wi-Fi for laptop use the top comment from 2011-12 [no issues from survey responses]	1. Contribute to University re tender for print services 2. Continue to promote Wi-Fi & pull printing	1. Spring 2013

3. Qualitative Feedback – some positives from the 283 comments received

106 comments were received about the helpfulness of library staff

Typical comments are:

“Thank you for being there for us and supporting our educational needs”

“The library provides an efficient and friendly service; it is reassuring to know there are library assistants available who are willing to help in a polite and friendly manner”

“The library is doing great/wonderful. Keep it that way with friendly and helpful staff”

“Librarians are always helpful and cheery”; “Excellent service”; “overall very good”

9 positive comments were received about the benefits of the library CHAT service

89 first year students took the survey and the following comment from a first year mature student bodes well for the future direction of service

“The online library services have proven to be indispensable. Remote access has been a great support for my studies; I use the ‘real world’ library as backup”

121 Second Year students completed the survey and the two following comments are representative of those choosing to take time to write positive comments

“There are a huge number of resources available from books to online journals, and it’s a pleasant atmosphere to work in”

“The Library service is very good!”

176 Finalists completed the survey and these two comments in particular give a response that shows an awareness of service improvement. It will be important to build on our communication about improvements, already delivered and to be introduced to the wider finalist group.

“The library has improved massively; it’s a comfortable and inspiring learning space with excellent resources and technology. It’s difficult to find a computer for use at times but it is easily resolved by the booking system which is clearly explanatory on the website... the online librarians are excellent, polite and very helpful. I personally find it very difficult to fault anything about the library and its services”

“I believe that the library at Bournemouth University has provided me with a great super mechanism in order to carry out my work. The resources are brilliant and the availability of information is excellent”