

ISC10D005

Title: ISD Survey and the NSS
Circulation: Information, Strategy and Services Committee – 11 November 2010
Agenda: ISC10A001
Status: Open

ISD survey 2010 and NSS 2010: Executive summary

ISD Survey

The ISD survey ran from 14th May 2010 to the 2nd June 2010. The survey was sent to all staff, undergraduates, PGRs and PGTs.

We received 1001 responses to the survey which equates to a response rate of 5.7%. The open questions generated a total of 3100 comments from all respondents. The best response rate was from research postgraduates at 10.7% with the lowest response rate being from undergraduates at 4.9%.

Category	No. of Survey responses	Headcount for 2009-10	Response rate
Undergraduate	573	11804	4.9%
Taught postgraduate	108	1655	6.5%
Research postgraduate	91	854	10.7%
Staff Academic/Research/Teaching	118	1626	7.3%
Staff – Admin/Clerical/Technical	96	1642	5.8%

Analysis of the ISD Survey 2010

Of comments received in the survey, the majority were related to resources. Users rated the resources provided by ISD as being important, but they would like to see more of them. Specifically, they wanted a greater availability of books, PCs and study spaces at the point of need.

Library Resources

- Users rated the resources provided by the library as being important. In particular, electronic journals, books and databases were strongly favoured by the majority of library users.
- The comments made by users in reference to all types of library resources indicated their main concern related to both the accessibility and the number of resources available.

Books and Shelving

- Negative comments regarding the accessibility of books indicated that users had specific concerns regarding the quantity and availability of books in the library.
- There was similar concern regarding the time it took to get returned books back on shelves.
- These dual concerns highlighted that books were not considered to be available in high enough quantities, and suggests that, even when books might have been in the library, they were not always easy to find due to the time taken to return them to their proper shelves.
- The need to prioritise the improvement of the shelving process was also highlighted in question 6 where it rated as the third most important facility or service in need of improvement.

Electronic Resources

- Electronic journals were rated as the most important resource by users.
- A third of comments relating to journals outlined concerns of accessibility/usability.

Library and ITCS Study Facilities

- Respondents rated our group study areas highly, ranking them for quality ahead of other study facilities.
- Although group study areas were rated highly, users want more of them.
- Individual study areas were rated less highly and respondents wanted to see further development of the quiet and silent areas.
- It was felt that the zoning areas did not work and that they required greater enforcement by library staff.

Developing the Facilities

- Respondents most wanted to see ISD prioritise the number of PCs available.
- This theme of users requiring more PCs and better printing facilities ran throughout the survey.
- Respondents want to see 24/7 access to the main library building.

Bibliographic Software

- The majority of respondents did not use a bibliographic tool to manage their references.
- Of those that do use a bibliographic software tool, the majority use Endnote.

- Of those that do not use a bibliographic software tool, the majority manage their references manually.

Loans

- The majority of respondents were not in favour of longer loan periods.
- Most users were not in favour of increasing the number of items which can be borrowed.

Library Reception and Help Desk

- All groups of users rated the Library Reception and Helpdesk with a high score.

What one change would you make to the Library?

- The two most popular areas for change were related to more PCs and changes to study facilities.
- Increased opening hours and providing an area for food and drink were also frequently commented upon.

Laptops and Portable Devices

- The process of registering a computer or device onto the UEA network required better support than on offer at the time of the survey.
- Users requested improved communications about the process.

IT Services

- Email was the IT service which is most important to respondents.
- Email was also perceived as the IT service of highest quality.
- Most users wanted a larger email quota to secure data backups.

IT Helpdesk

- Users wanted to see improvements to the effectiveness and customer service offered by the IT Helpdesk.

Additional IT services to support teaching, learning, research or work at UEA

- Respondents wanted to see better support offered; with online training and more friendly and polite support staff.

Help and support facilities

- Users rated the Library helpdesk as the most useful help and support facility.
- Faculty Librarians were highly rated.

Any other comments?

- The highest category of responses outlined the need for improving teaching spaces.

National Student Survey

The National Student Survey ran from January – April 2010 and generated a total of 167 open comments relating to:

Q 16: “The library resources and services are good enough for my needs”

Q 17: “I have been able to access general IT resources when I needed to”

Q18: “I have been able to access specialised equipment, facilities or rooms when I needed to”.

Analysis of the NSS 2010

NSS Scores 2009 and 2010:

Q 16: 2010: 85% satisfaction 2009: 81% satisfaction – a rise of 4 percentage points

Q 17: 2010: 84% satisfaction 2009: 84% satisfaction – no change

Q18: 2010: 82% satisfaction 2009: 76% satisfaction – a rise of 6 percentage points

Last year the Library targeted schools that showed particularly low library satisfaction in 2009 for Q 16 and the results are encouraging:

DEV: 2010: 88% satisfaction 2009: 63% satisfaction - up 25 percentage points

FTV: 2010: 80% satisfaction 2009: 56% satisfaction - up 24 percentage points

PSI: 2010: 75% satisfaction 2009: 60% satisfaction - up 15 percentage points

HIS: 2010: 70% satisfaction 2009: 57% satisfaction - up 13 percentage points

Within the 1994 group of libraries, UEA made encouraging progress this year, moving from 10th to joint 5th place out of 19. UEA was also joint first in terms of the greatest overall percentage improvement in library resources and services from the previous year.

The National Student Survey highlighted very similar issues to those raised in the ISD survey. With availability and accessibility of resources and study spaces being the major theme raised by respondents throughout the survey.

Library Resources

- There were 32 comments relating to Library resources, 15 of which were positive and 17 negative. The majority of negative comments related to requests for increased resources (books and PCs) and more study spaces.

Books and Shelving

- 48 negative comments related to books, the majority relating to availability of books on reading lists and insufficient copies of books that are held by the Library.

Electronic Resources

- There were 4 comments related to Electronic resources in the NSS, 2 were negative and 2 positive. The negative comments related to accessibility and insufficient resources.

Library and ITCS Study Facilities

- There were 6 negative comments relating to Library building/space, some specific comments were that the library was too small for the number of students at the university and that the library building was too cold.

Developing the Facilities

- There were 39 comments related to access to computers, 2 which were positive and 37 of which were negative, the overriding theme of the negative comments being that there were insufficient PCs available in the Library. It is not clear whether this specific reference to 'PCs in the library' was also owing to a lack of awareness of other places where PCs are available on campus.
- There were 2 comments related to printing, both of which were negative with one suggestion that users be able to print from laptops.

Loans

- There were 5 negative comments relating specifically to fines; one comment regarding availability of books suggested an improved loans and request system.

Library Reception and Help Desk

- There were 8 comments related to Library/IT staff, 1 of which was positive and 7 negative. There were no specific comments related to the Library Helpdesk.

Laptops and Portable Devices

- There were no comments specifically related to laptops and portable devices.

IT Services

- As noted above there were 39 comments relating to PCs, 37 were negative with the majority of the comments relating to insufficient PCs.
- There was 1 comment about UEA webmail being down often.

IT Helpdesk

- There were 8 comments related to Library/IT staff, 1 of which was positive and 7 negative.
- Of these 7 negative comments, 2 were aimed at the IT Helpdesk and were specifically related to the attitude and service provided by IT Helpdesk staff.

Summary and recommendations

Top 5 issues raised in the ISD Survey

1. Availability of books in the library
2. Insufficient PCs
3. Lack of group work areas
4. Further development of quiet and silent areas
5. Improved printing facilities

Top 5 issues raised in the National Student Survey

1. Availability of books in the library
2. Insufficient PCs
3. Library building is too small
4. Improved access to electronic resources
5. Improved printing facilities

Actions and recommendations

Availability of books in the library

- In 2009/2010 the Library streamlined its shelving and missing book procedures and allocated funding for missing books. This work will continue during 2010/2011.
- Further promotion of book requests and recall facilities to increase user awareness of the options in place to improve book availability.
- We will continue to liaise with schools through meetings with Heads of Schools and Staff Student Liaison Committees to ensure we have access to a higher proportion of reading lists with core titles prioritised.
- Improve 'book recommendation' online form to cover requests for additional copies and missing books.
- There will be a review of resource ordering processes to streamline the current system in 2010/2011.

Insufficient PCs / better printing facilities

- Increase awareness of other PC areas (e.g. HUM, ITCS) using appropriate marketing tools.
- We plan to increase user awareness of web printing from laptops.
- Development of real time PC availability on web and mobile apps (for 2011/12).

Improved access to electronic resources

- We will provide targeted information skills sessions (including online) to improve user experiences of electronic resources.
- A CIS-led authentication/authorisation project for improving access to resources should help to resolve some of the e-resource accessibility issues raised (for 2011/12).

Space

- We have re-zoned study areas in the library by floor for the start of the year.
- The re-purposing of Floor 0 has provided more study spaces and group-working areas.

Other

- The heating and ventilation system has been repaired over the summer although work is outstanding on balancing the system.
- Further review of underdue notices and implementation when possible.
- An eating and drinking area has been provided on Floor 0 of the Library.
- Review and further amend registration processes to offer better support.
- We will plan to build on the work of developing customer care skills already started for front line staff.
- The structure of the IT Helpdesk and issues around staff retention are also being addressed.