Your Library - Your Voice: LibQual+ Lite Pre-Survey Results

Summary

The Your Library-Your Voice Survey (a pre-survey for 2014 LibQual+ Lite Survey) ran from October 1-31, 2013 and received 276 responses. Each response contained one to five comments addressing the question, “What more could the libraries do to support you?” Survey was open to all affiliations and libraries, including branch campuses and Carnegie Mellon University satellite programs, and all are represented. Respondents contributed close to 600 comments. Comments were divided into broad categories, then subcategories.

The six (6) broad categories -and summary of responses/comments - are listed below in order of priority, from high to low:

I. SPACE
II. GENERAL SERVICES (includes comments related to Café, Instruction, Staffing, GCC, Osher and Research Showcase)
III. COLLECTIONS
IV. HARDWARE/SOFTWARE
V. HOURS
VI. WEBSITE

Qatar Campus: Responses from Qatar were excluded from the below analysis. Qatar results are attached as Appendix A.

Results

I. SPACE: accounted for 25% of the total responses

   a. Study Room Areas & Seating: 47 responses; respondents want/indicated need for
      ▪ More rooms with whiteboards and a computer - for group study and project work
      ▪ Space for individual study
      ▪ More space in general; many complained of not being able to find a seat anywhere on certain occasions

   b. Quiet & Noise: 25 responses; respondents want/indicated need for
      ▪ More enforcement in the existing quiet spaces
      ▪ Additional areas be converted to quiet study

   c. Rest & Sleep: 25 responses; respondents want/indicated need for
      ▪ Napping pods or sofas; massage and/or ergonomic study chairs.
d. **DESKS / TABLES / SEATING:** 20 responses; respondents want/indicated need for
   - More study tables, study areas, seating, and carrels.
   - “Comfortable” furniture; view library as place for study & working and require furniture to support this need.

e. **LIGHTING:** 15 responses; respondents want/indicated need for
   - Natural lighting; basement of Hunt and Sorrells E&S Library were specifically mentioned for not having any natural lighting.
   - Move collections away from the windows and replace with study desks/tables/carrels.
   - Task lighting in the carrels
   - Better lighting throughout the libraries; complaints about existing lighting included finding it “harsh” or “dim”. One student mentioned that “dim” lighting tires the eyes and diminishes productivity.

f. **AMBIENCE/DÉCOR:** 11 responses; respondents want/indicated need for
   - Uncleanliness of the bathrooms was specifically mentioned, but comments on the overall “grubby” look of the library were also included.

Undergraduate: 60
Masters: 33
Doctoral: 11
Staff: 0
Faculty: 0
Other: 1
SPACE TOTAL = 93 responses/comments

II. **GENERAL SERVICES:** accounted for 25% of total responses; respondents want/indicated a need for
   - Improved cleaning & general orderliness (messy book shelves, supply disinfecting wipes)
   - More security
   - Reservation alerts waitlists for study rooms, pay late fees online, locker facilities
   - Headphones at computers, supply earplugs
   - Other: hammocks, games...including a ball pit, etc.

a. **MISC = 75**

b. **CAFE/FOOD = 20**
   - expensive, want healthier choices, issue with smell of food

c. **STAFFING = 2**
   - excellent research support, upgrade chat staffing

d. **INSTRUCTION = 2**
   - mandatory resource courses, new book lists, staff tours

e. **GCC = 4**
   - more marketing, move to other space on campus, noise

f. **RESEARCH SHOWCASE = 1**
   - update the site

g. **OSHER = 1**
   - move out of Hunt Library

Undergraduate: 22
Masters: 29
Doctoral: 12
Staff: 9
Faculty: 3
Other: 2
GENERAL SERVICES TOTAL = 105 responses/comments
III. COLLECTIONS print & electronic accounted for 21%* of total responses; respondents want/indicated need for
*= 11% = electronic / 10% for print

- More books; both paper and eBooks
- More journals; primarily online

a. eCollections: responses = 46
   - eBooks = 17
   - Online Journals = 19
   - Databases/Commercial Digital Collection resources: =7
   - eBook problems/better eBook support = 3
   - More open access journals, provide www.manager-tools.com; use better vendors; better collaboration with University of Pittsburgh for resources = 4

b. PRINT COLLECTIONS: responses = 38
   - books = 27
   - textbooks = 6
   - journals = 7
   - Move books out of storage, collection arrangement (like things with like things) = 2

Undergraduate: 9
Masters: 27
Doctoral: 34
Staff: 8
Faculty: 5
Other: 1
COLLECTIONS TOTAL = 84 responses/comments

IV. HARDWARE / SOFTWARE: accounted 16% of total responses respondents want/indicated need for

- More outlets = 13
- Improved website and search = 13
- More computers = 11
- Google Chrome= 6

Undergraduate: 37
Masters: 17
Doctoral: 5
Staff: 4
Faculty: 0
Other: 1
HARDWARE/SOFTWARE TOTAL = 64 responses/comments
V. HOURS: accounted for 13% of total responses; respondents want/indicated need for

- Additional service hours, but didn't specify a library (93%)
- Asked for additional hours at Sorrells and Mellon (3.2% & 1.6% respectively)

Undergraduate: 33
Masters: 11
Doctoral: 2
Staff: 1
Faculty: 1
Other: 0
HOURS TOTAL = 48 responses/comments

VI. WEBSITE: accounted for 4% of total responses; respondents want/indicated need for

- Improved CAMEO features: searching; holds, etc.

Undergraduate: 4
Masters: 1
Doctoral: 2
Staff: 2
Faculty: 0
Other: 0
WEBSITE TOTAL = 9 responses/comments

CONCLUSION

We were fortunate to receive sincere responses to the Your Library-Your Voice survey. Our stakeholders provided comments that raised many issues that are reasonable and actionable. Some of the suggestions may take more time and resources than others, but many can be acted upon promptly or in the near future.

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APPENDIX A: QATAR LIBRARY RESULTS

Teresa MacGregor

The Your Library-Your Voice survey received 43 responses from Qatar Library users (out of 276 total responses); so just over 15.5% of responses came from Qatar. Responses ranged across six major categories: Space, Hours, Services, Collections, Hardware/Software and Website

- 21 users (49%) referred to Space
- 17 users (40%) referred to Hours
- 16 users (37%) referred to Services
- 14 users (33%) referred to Collections
- 8 users (19%) referred to Hardware/Software
- 2 users (5%) referred to the Website

Note that most respondents provided suggestions in more than one category.

The vast majority of responses (35/81%) came from undergraduates. There were four responses each (9.5% respectively) for staff and faculty.

The top (a.k.a. most frequent) responses for each category are listed below. All verbatim responses can be viewed in the Library’s Survey Monkey account or can be provided on request by Teresa Mac.

Qatar – Space
- Reduce noise levels
- Add more group study space
- Add more private individual study space
- Improve lighting
- Add more comfortable seating (sofas and sleep pods)

Qatar – Hours
- Extend hours on week days
- Add weekend hours

Qatar – Services
- Provide more workshops, training sessions, online tutorials and author events
- Provide more staplers
- Ability to checkout textbooks
- Opportunity to sell back used textbooks
- Offer recommendations and “staff picks”

Qatar – Collections
- Increase fiction collection
- Increase overall print collection (incl. biology and math)
- Increase Kindle collection
- Increase video collection (entertainment and academic)
- Add more scientific journals (math and engineering)
Qatar – Hardware/Software
- Provide more chargers
- Improve VPN access
- Add a computer to group study room 1153
- Maintain printers and copiers more closely
- Provide more Kindles, iPads and laptops for checkout

Qatar – Website
- Improve search engine
- Provide mapping feature for the Stacks

Many of these same requests have been received in person by Library staff outside of the official survey. The Qatar Library team will work with Facilities and IT on the short-term solutions that can be implemented in or before Spring 2014 (such as providing more staplers, improving lighting, maintaining printers/photocopiers and adding computers in the group study room).

Other requests will require longer-term and possibly “outside the box” solutions, including the desire for extended opening hours and more (and quiet) work spaces. However, this survey – along with the results from the LibQual+ survey to be delivered next year – provide us with the necessary user-driven suggestions to make positive tactical and strategic plans for the Qatar Library.

One lesson learned for the upcoming LibQual+ survey is to more actively promote the survey amongst faculty and staff to ensure that the needs of those populations are also being met by the Library.