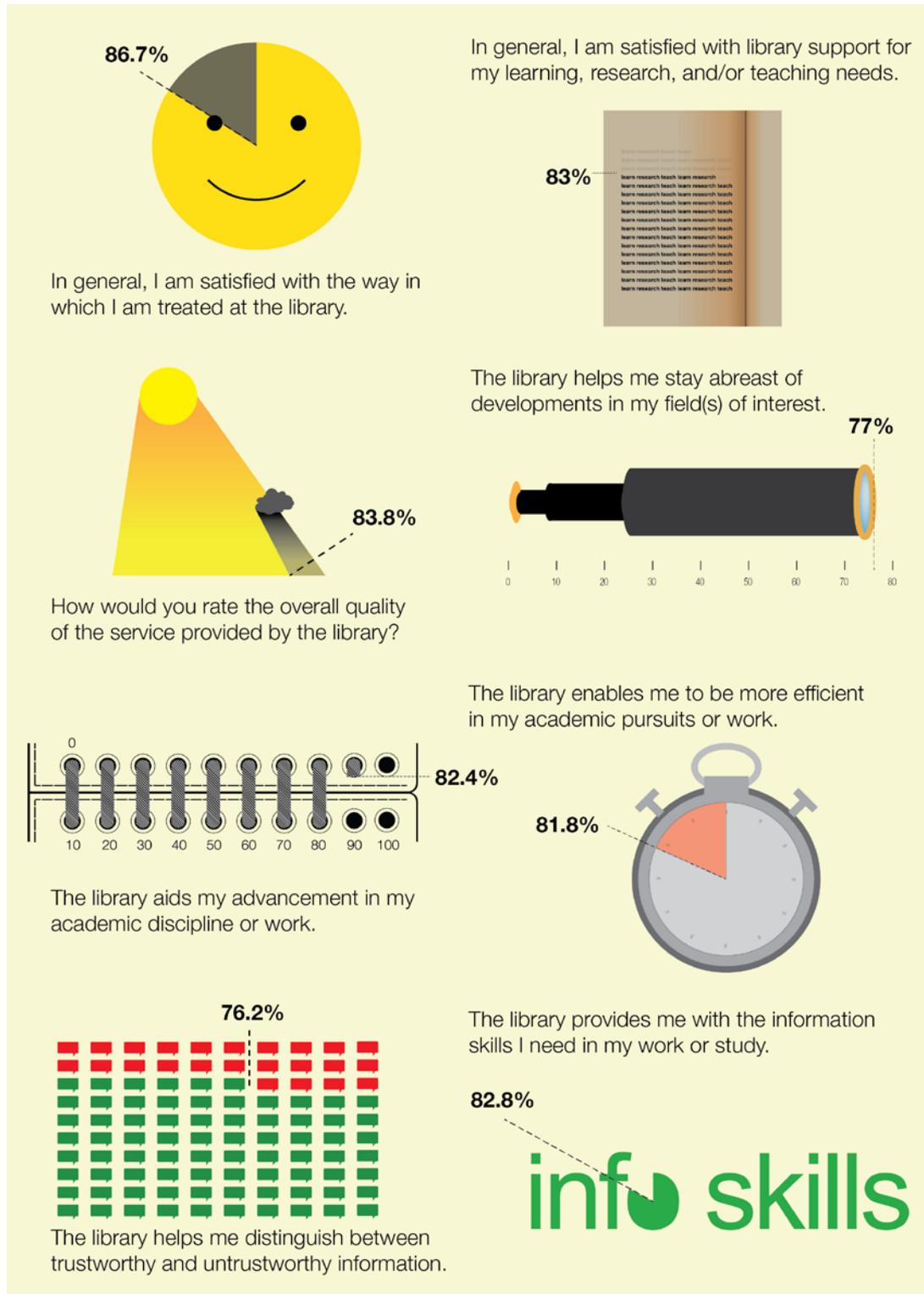# UAL Library Services LibQUAL Survey 14 November – 4 December 2016
What did you tell us?

Thanks to all 1,058 of you who filled in the survey. 444 people also gave us comments, which have been really valuable to pinpoint what you do and don't like about Library Services.

How satisfied were you?

86.7%

In general, I am satisfied with the way in which I am treated at the library.

In general, I am satisfied with library support for my learning, research, and/or teaching needs.

83%

The library helps me stay abreast of developments in my field(s) of interest.

77%

83.8%

How would you rate the overall quality of the service provided by the library?

The library enables me to be more efficient in my academic pursuits or work.

81.8%

82.4%

The library aids my advancement in my academic discipline or work.

76.2%

The library helps me distinguish between trustworthy and untrustworthy information.

The library provides me with the information skills I need in my work or study.

82.8%

info skills

Key areas for improvement and development from your feedback

- Opening hours
- Local space issues, including planning for new Library Services spaces
- IT provision and support
- Resources in college Library Services spaces and for your courses

What has your feedback helped us to change?

- We have increased opening hours across Library Services, both across the weekends and overnight. The pilot for Monday – Friday 24 hour opening at Kings Cross in 2015/16 was continued for 2016/17, and increased from 15 to 19 weeks. We are exploring the potential to offer 24/7 opening for the new Learning Zone at Camberwell from 2017/18. See our full opening hours
- We are making the best use of our current space and adding more seating / furniture where possible. We know our spaces are very busy and so it can sometimes be difficult to find a space to sit. At CSM we have a pilot to dissuade people from saving spaces then leaving them. We may introduce this in other libraries.
- We are working with colleges in planning new builds. The new Library at Camberwell will open next academic year and be will be bigger and better! There will also be a new Camberwell Learning Zone in the Halls of Residence.
- We shared your comments with UAL IT Services to improve IT services within Library Services spaces. We have been working hard together and have significantly improved IT provision. Read about our recent IT improvements .
- We are improving access to information resources with targeted stock selection for those courses where we have received negative feedback as well as buying items which you suggest. Our inter-site lending service means that you can have items sent to your home site for collection. We also buy e-resources to provide anytime and anywhere access to information.
- Library Services Customer Services Group are considering this feedback alongside other feedback, to make further recommendations.
- Your feedback has helped to shape our Library and Academic Support Strategy and our service planning.

What did you say?

You answered a random selection of 22 questions. Overall we met your expectations except:
- Library staff teaching me how to find information (we met your highest expectations)
- Library staff who are consistently courteous (we exceeded your highest expectations)
- Adequate hours of service (we did not meet your lowest expectations)

Undergraduates: There was overall satisfaction with Library Services, but we did not meet your lowest expectations for:
- Quiet space for individual work
- Adequate hours of service

Postgraduate: there was overall satisfaction with all aspects of Library Services, particularly:
- Library staff who are consistently courteous (we exceeded your highest expectations)
but did not meet your lowest expectations for:
- Modern equipment that lets me easily access needed information

- Quiet space for individual work
- A haven for study, learning, or research

Academic staff: This was the most satisfied group, with overall satisfaction, and we exceeded your highest expectations for:
- Library staff who instil confidence in users
- Library staff who deal with users in a caring fashion
- Library staff who understand the needs of their users
- A library Web site enabling me to locate information on my own
- Space for group learning and group study

but did not meet your lowest expectations for:
- Modern equipment that lets me easily access needed information

Key Themes from LibQUAL survey comments:

Likes

- Staff: helpful and friendly staff
  - *I think the staff are the ones who make the library what it is. the only times I am disappointed with the library staff is when they are too busy to spend enough time answering my question or when I have to queue up or wait at the desk.*
  - *I think allocating a librarian for each subject is great, I received so much help for my final year project with my allocated librarian.*
- Access: library opening hours; being able to use all UAL libraries
- Collections / circulation services: relevant stock; wide-ranging stock; like autorenewal / intersites
  - *I love our libraries! In particular, I'm really pleased with the inter-site loans service, and automatic renewals. I confess I don't usually use the library for research purposes - but I am confident that library staff would help me if I needed anything.*
  - *I think the borrowed book can be automatically renewed that's really useful. And I can borrow books from other colleges, that's convenient. As an international student, I'm looking forward to more academic support.*
- Space / environment: good study environment; good facilities
  - *It's a nice and calm environment, you can bathe in the comfort of others or have the opportunity to hide away - whatever suits you.*
  - *I love the library. It is a comfortable environment to do your work in and just relax.*

Dislikes

- Access / opening hours: libraries are not open long enough (evening / weekend / holidays); requests for 24/7; need more access outside standard undergraduate terms.
  - *I enjoy my time in the library and I stay often until it will be closed. For me it's nice and comfortable place to work. It helps to focus and push my work further. I wish the library opening hours were earlier. (I know about 24hrs service At CSM and I'm using it from time to time)*
- Collections / circulation: need more books in specific subject areas; more periodicals; more e-books; difficulty in finding books / messy shelves / missing items; want newer stock; autorenewal notices confusing (1) / does not like system (1).
- Online resources: want easier access to website / library catalogue / e-resources; more access to full-text journals / difficulty with accessing full text;
  - *more access to online libraries would be the cherry on a pie. i love the library!!*

- Space / environment: libraries are too small; too busy; not enough of every type of study space; not enough furniture; food and drink policy; temperature; air quality; noise.
    - *Favourite place in the university! but more seating would be good!*
    - *The library could have a more stimulating visual environment and a cleaner air to work in.*
- Open access IT: not enough computers / not enough Macs; equipment out-of-date / slow equipment; more software; infrastructure / wifi issues, high cost / low quality of printing.
    - *Computers are hilariously outdated.*
    - *I always found not working computers within the library. Sometimes without any notice, which wastes students' time to wait for them to boot up. The situation improved a bit after the automatic laptop lending system was set up though.*
    - *The IT help is particularly good*
    - *It's good, love the new laptop scheme!*

There were 23 comments about the survey being difficult to understand. We appreciate this, but it's different to most surveys as it asks you what your highest and lowest expectations are of us, then how you think we score in relation to this. This helps us to gauge where we need to concentrate on improving, but it is a bit tricky to fill in! We'll make sure we add a bit more information on how to do the survey next time we run it, in 2018.

A couple of you also commented on the fact there are only options for male and female genders. We fed this back to the survey owners (external) back in 2014, and have done so again. If they do not change this we may not include gender next time.

Thanks again to you all for your feedback. This helps us to be the best we can be. Please feel free to tell us what you think in our spaces, or online.