

Yeats Library Student Survey 2013

The library conducted a survey in April 2013. Previous surveys have helped us monitor students' satisfaction with library services and resources. In 2013 the survey questions were designed to discover how students use and value the library, the library website and various library services.

Where possible ranking scale questions were used to give more meaning to the final analysis. The concluding free text question gave students an opportunity to draw our attention to aspects of the service that were not specifically covered in the structured questions. Students have provided very sincere and valuable responses. Where possible library management will endeavour to implement some recommendations.

The survey was sent by email to all students and the survey link was put on the library website. The Centre of Online Learning also promoted the link through Moodle.

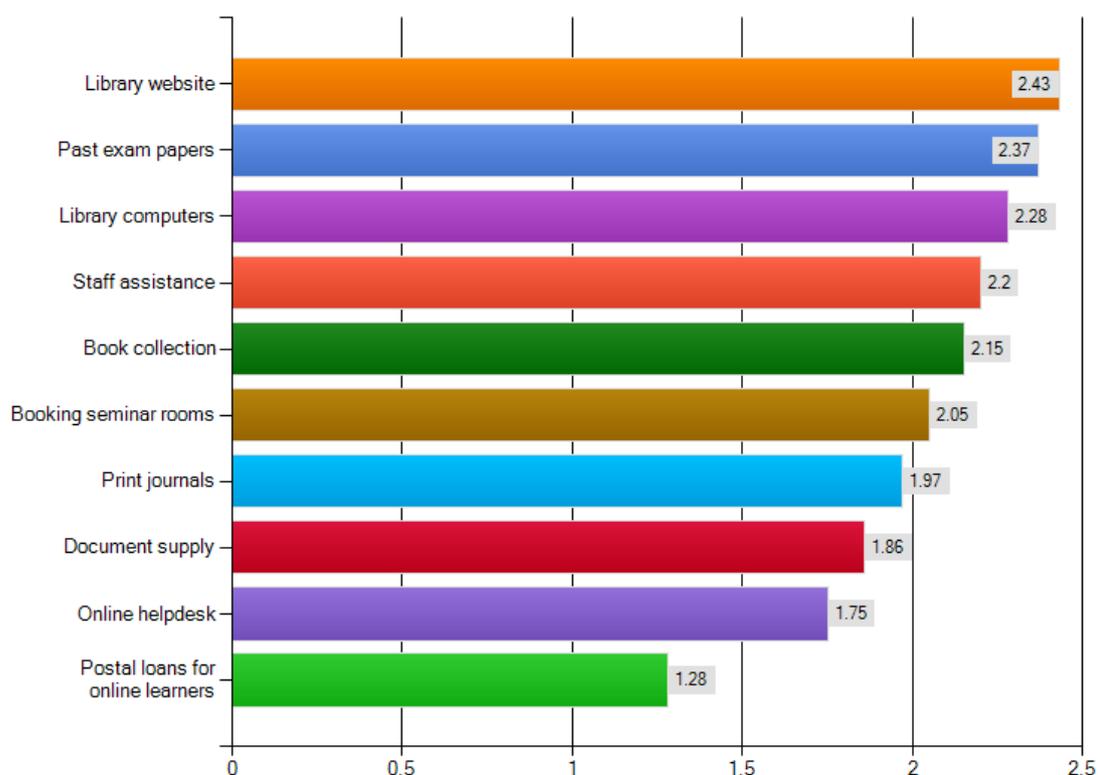
We would like to sincerely thank the 319 students who took the time to respond providing us with some very relevant insights.

This chart displays the demographic profile of the respondents.

Yeats Library Student Survey 2013

Pick the categories that best describe you :				
Answer Options	Business	Engineering & Design	Science	Response Count
Undergraduate	88	45	113	246
Postgraduate	17	11	22	50
Online Learner	4	21	11	36
<i>answered question</i>				319
<i>skipped question</i>				0

How important are the following library services to you ?



Importance of library services

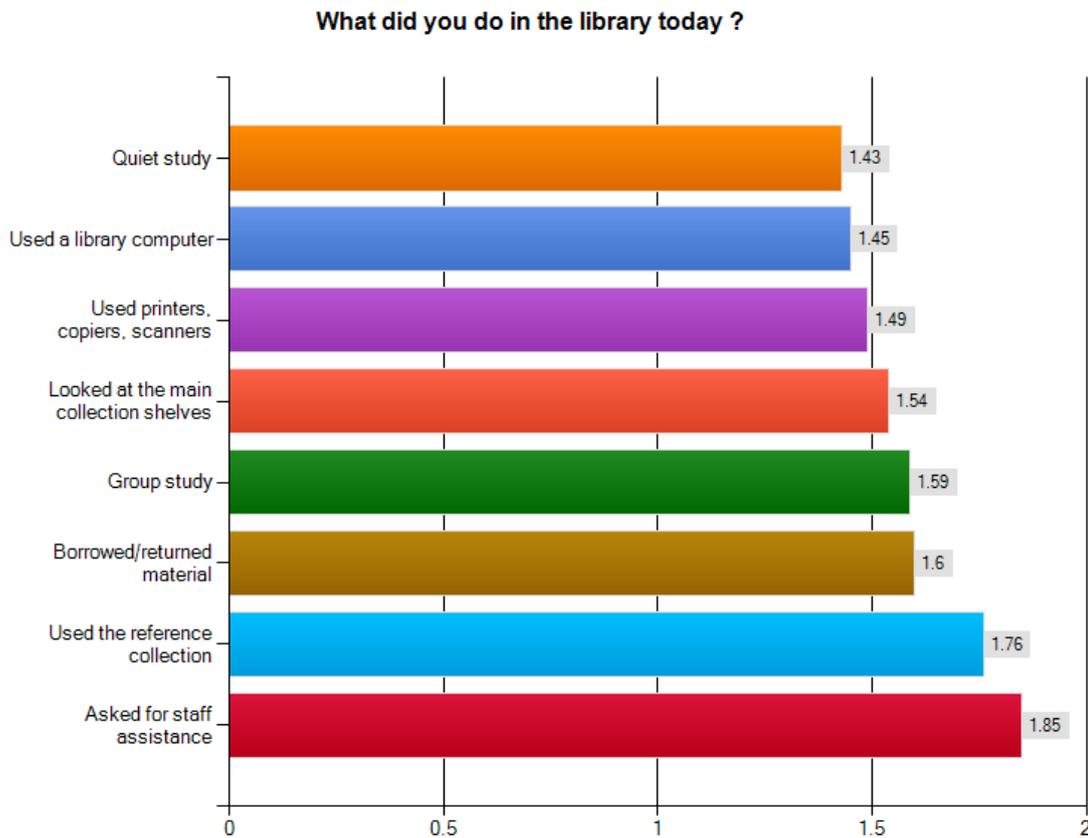
This question helps us understand what services are of greater importance to our students.

Students were asked to rate each service to be very important/ important/ less important. This bar chart shows the mean result of a rating style question.

The Past Exam papers service received the highest number of 'very important' votes from 56% of students. With rating applied the Library website edged ahead with the highest average vote across the board. 52% of students considered the library website and library computers as being equally 'very important'.

Students continue to place a very high value on library computers this may decrease with the recent introduction of Wifi printing in April 2013.

Past exam papers have always been a very important facility for students. Since Nov 2012 they are searchable by programme which has greatly enhanced the service. Prompt uploading and improved accessibility has eliminated the complaints that were noted in the 2010 survey.



Patterns of library use

Students were given a list of activities they may engage in on a library visit - this was a yes or no answer

57% of students visited the library for quiet study; unacceptable levels of noise was a common theme in the free text comments. Library users want staff intervention in this issue so a new policy will need to be implemented in September 2013.

Only 41 % of students needed group study at this time of year. A review of how the zig zag tables under the atrium in the Social Zone could prove useful.

On an average day when these students responded to the survey 55 % of students used a library computer and 50% used printers, copiers and scanners.

Other services appear to be of lesser importance in the lead up to exams.

Have you used print journals for any of the following reasons ?			
Answer Options	Yes	No	Response Count
Do you use print journals?	134	184	318
My lecturer suggested we use a particular print journal	113	179	292
I needed a specific article	125	166	291
I have requested a back issue from journal archive	36	248	284
I browse through journals on the shelves	94	196	290
Please tell us why you might not have used print journals. Thankyou			88
<i>answered question</i>			319
<i>skipped question</i>			0

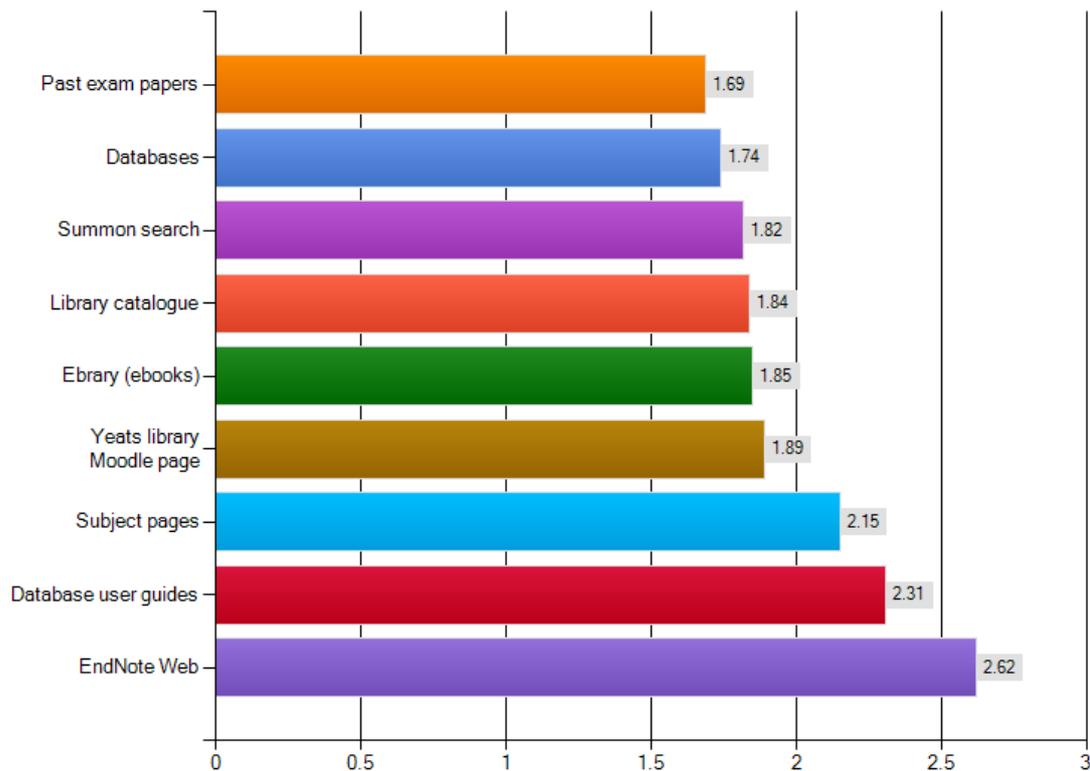
Use of print journal collection

The Yeats Library subscribes to a suite of electronic databases. Students use them effectively and efficiently. This question was asked to help ascertain usage of the print journal collection. 42% of students who responded had used print journals mostly because the title was recommended by a lecturer or they needed a specific article. 32% browse through the journals shelved in the Info Zone. As print journals cannot be borrowed it is difficult to glean usage statistics.

The currently subscribed print journals are very specific to particular programmes. They are held in print so as to fill the gaps left by the electronic databases. It is very encouraging to discover such high usage.

The journal archive might benefit from some promotion.

How often do you use the following resources through the library website ?



Use of Yeats library website

Students were asked if they used various aspects of the library website often/seldom or never. This chart displays the mean result.

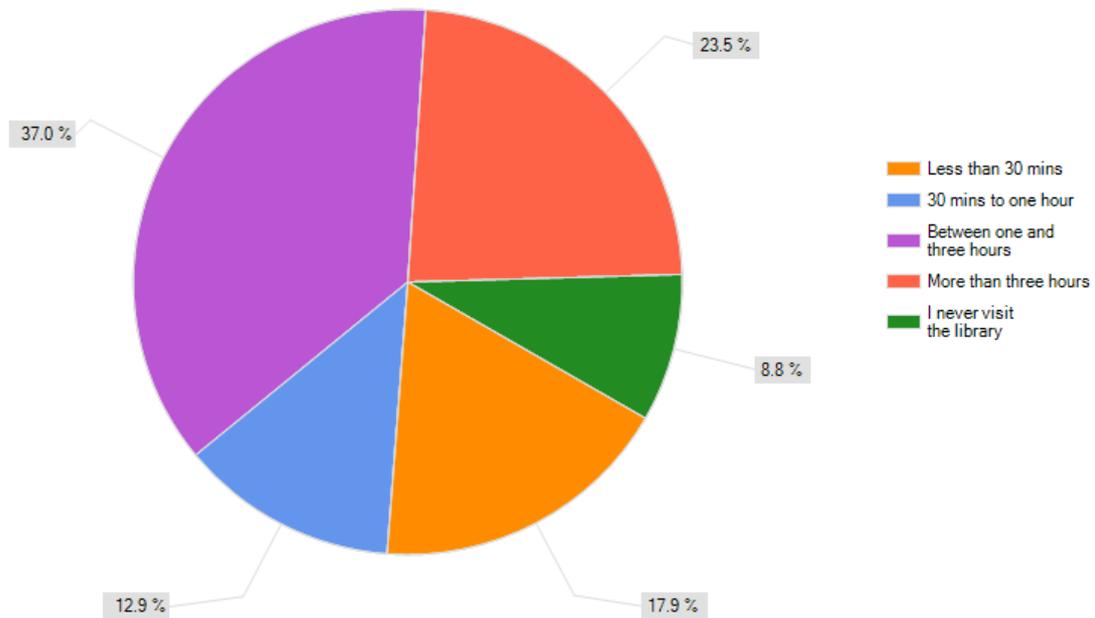
Again, the exam papers are the service that is used most often by 49.5 % of the respondents. Database usage at 47% came in a very respectable second place.

The database guides were never used by 44% of students 47 % seldom used the subject pages. EndNote Web will be heavily promoted from the beginning of the next academic year.

The importance of e books has grown significantly. In 2010, 47% of students were using them in 2011 this increased to 66% and now in 2013 76% of respondents use them.

Google analytics can provide detailed information on website traffic but this personal perspective is most useful.

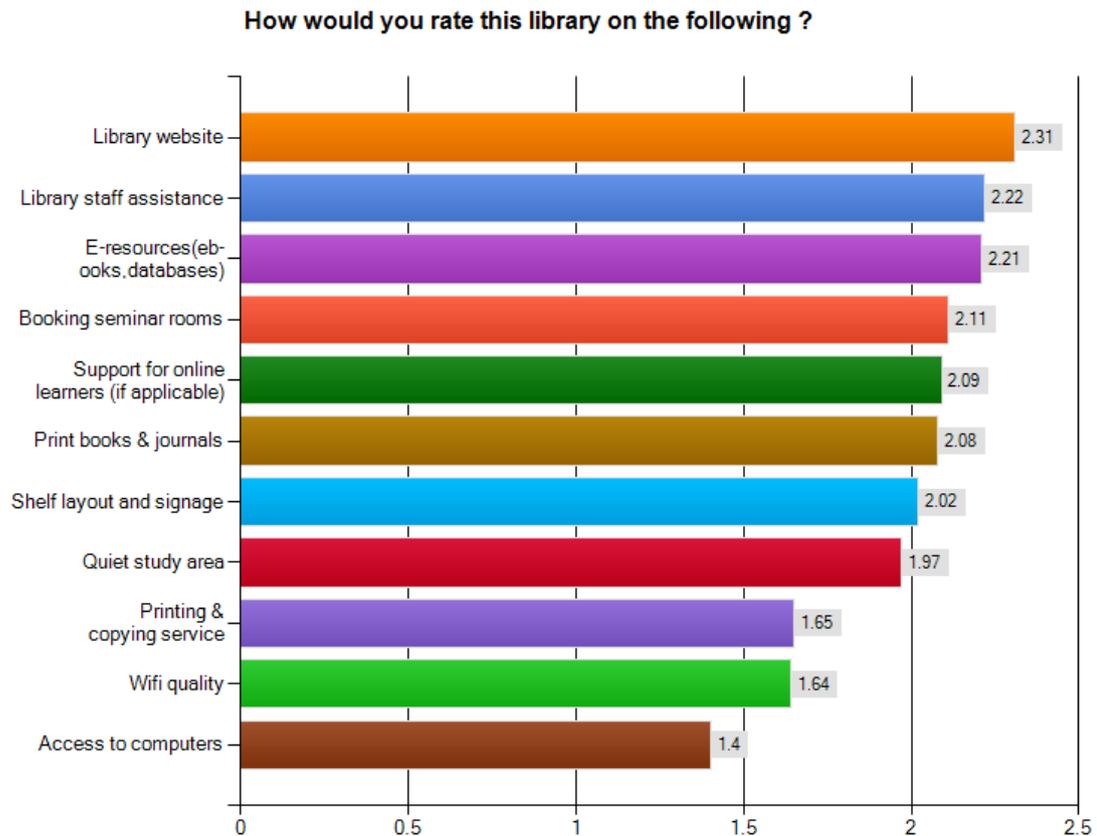
How long did you spend in the library today ?



Pattern of library visits

Students were asked how frequently they visited the library in person. 149 of our respondents visit the library on 3 or more days a week. 37% of the students who answered spend between 1 and 3 hours in the library. The Yeats Library appears to be very much part of the students on campus experience.

50 students visit the library less than 3 days a week some of which some are distance or part time learners.



User satisfaction

This question listed a number of services which students could rate as poor/satisfactory/excellent

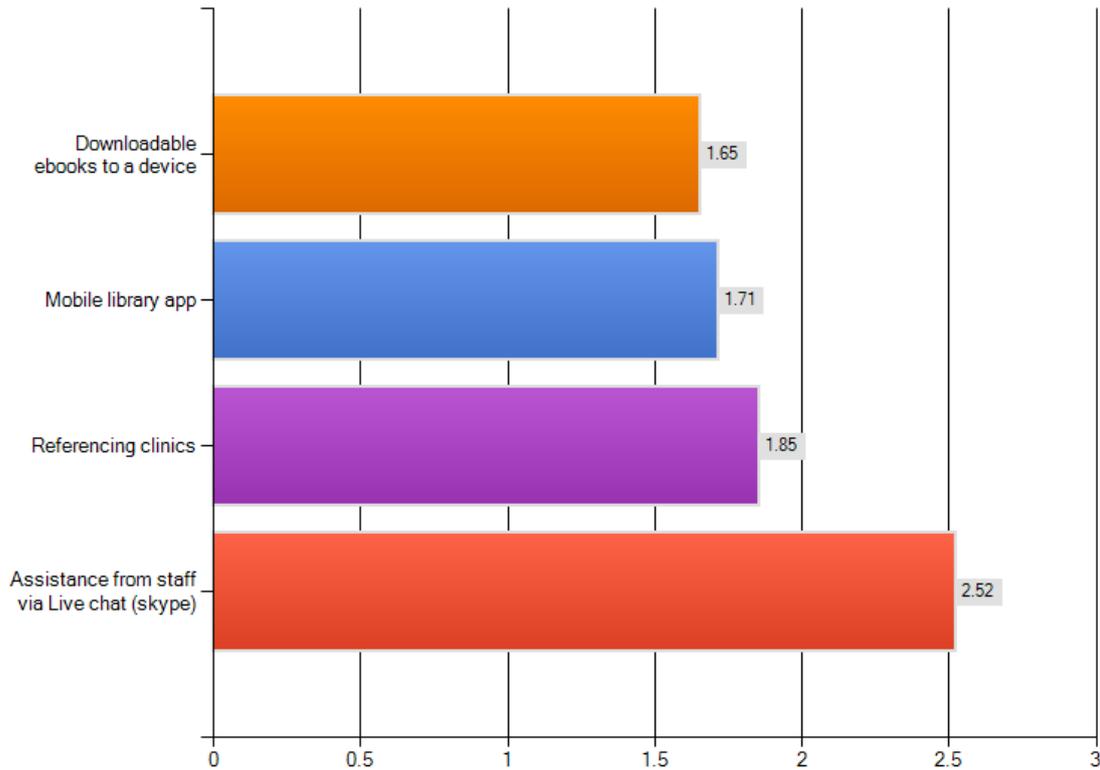
The library website got the highest number of excellent votes from 118 students (38%)

The highest level of dissatisfaction was fuelled by access to computers. 65% of students find this poor. 68% of students find the print book collection satisfactory which is an increase from 61% in the 2011 survey. There is a 60% satisfaction level with Yeats library e resources in 2013.

In 2011, 58% of students expressed being neutral or unsatisfied with the quiet study. This has dramatically risen to 73% saying the quiet area was satisfactory or poor in 2013. Lack of quiet study was also raised in the free text comments in the 2011 survey. A zero tolerance policy was introduced during the exam period in May 2012. From Sept 2012 to May 2013 constant policing proved both popular and unpopular (but ineffective) according to the free text remarks. A new approach is required.

The low rating for the printing, copying and Wifi services will be covered in detail later as this is under the remit of IT Services Department.

Which NEW service would be most useful to you ?



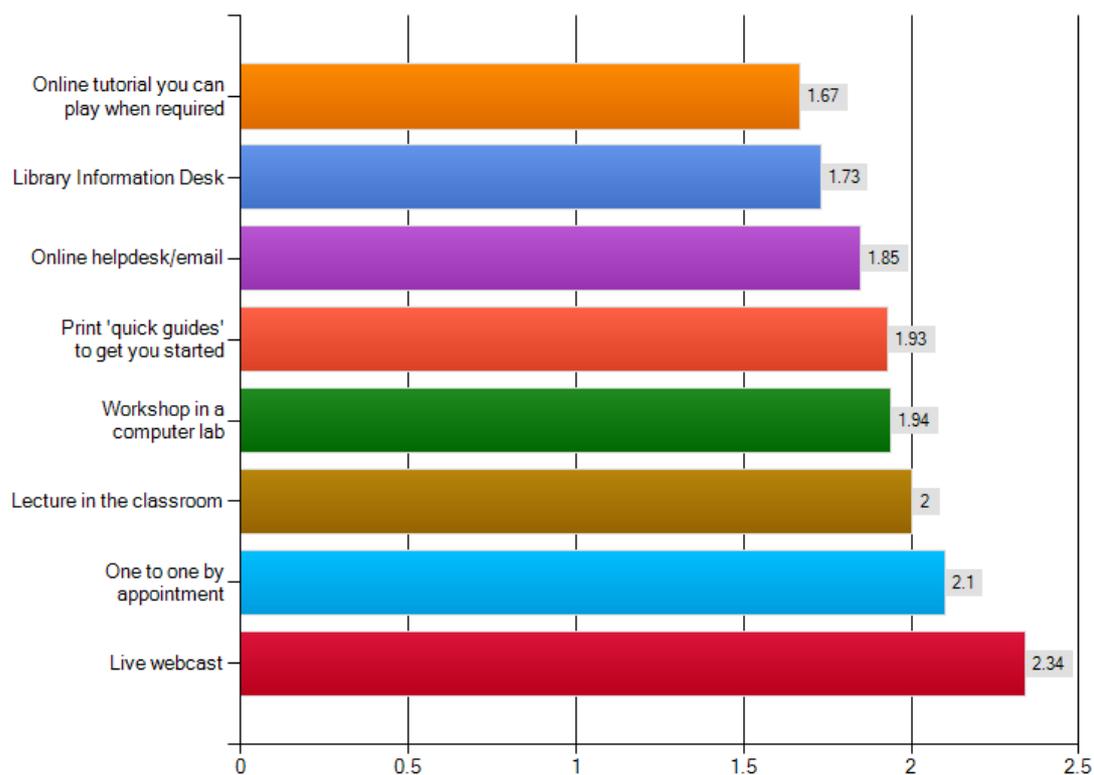
New innovations

It is exciting to see students are so interested in downloading ebooks. This is currently available through our subscription to ebrary and will be promoted more effectively from Sept 2013.

Live chat will be put on hold for the present due to lack of demand and cost.

Referencing assistance using EndNote web will be a staff focus from September 2013 along with providing an IT Sligo branded guide to the Harvard referencing style.

Which method of library instruction would be most useful to you ?



Library Instruction

To fulfil our role in promoting information literacy it is important to understand the best way to reach students.

50 % of respondents expressed that online tutorials would be extremely useful. While a number have been available for the last few years we will improve the content and visibility for the next academic year. This is most encouraging as we are currently working on an Online Information Literacy Tutorial based on Australian and New Zealand Information Literacy Framework using interactive software, Articulate.

Free text comments:

This is the breakdown of what the students wrote when they were asked if they had any further comments to make. The main themes that emerged had already been noted in the survey analysis; noise control, access to computers, poor wifi, printing problems and opening hours.

Noise control 30 remarks

Sample remark *Please try and make the whole library talk-free! if people want a social zone, they should go to the canteen. It is IMPOSSIBLE to study in there with all the people talking.*

The library is a great resource, the only problem is the noise...even on the top level the noise travels upwards and sometimes it is terrible...

Access to computers 23 remarks

Sample remark *The internet connection is of such an extremely poor quality for a third level institution. It turns off many students from working in the library. Too many computers taken up by students using social media. Social media websites should be strictly for personal laptops and not be accessed from the desktop computers.*

Printing services can be a bit dodgy sometimes as can the wifi availability. In certain parts of the college the wifi can be good but in the library where it is needed the most it can be pretty slow in some areas. There are not a lot of computers in the library so if you don't own a laptop it can be hard to get a computer. Other than that I find the library brilliant.

Wifi connectivity 20 remarks

Sample remark *Improve Wifi throughout the entire library.. I don't use the library as much as i would like because the wifi is so poor.*

Improve the Wifi for the love of god! I ran a speed test today on www.speedtest.net and the library Wifi came in slower than 98% of the country. I'm not joking. It's embarrassing. My own mobile broadband was 10 times as fast. It's just not fit for purpose. I know there's only so much you guys can do but even when there aren't that many people in the library the network still seems to be unable to cope.

Printing 19 remarks

Sample remark *Finding a printer that is working or a computer that is free is extremely difficult most days. Improvements on this would be most beneficial to the majority of students.*

Opening hours 15 remarks

Sample remark *The opening hours especially coming up to exam time should be extended and also on the weekends it should open for the full day on a Saturday*

Library staff support

Sample remark *Courteous and helpful staff with good online offerings*

Your services have been GREATLY appreciated throughout my 4 years of education here in the IT, so thank you very much!

One student picked up on everything. This comment also reflects how library staff are perceived. Ongoing issues with noise control, computer, printers and wifi create unnecessary tension between library staff and students which then undermines the quality of library service provided.

I can't emphasise enough the poor, poor quality of the internet in the library. I have been in the college for 3 years and it is just as bad as the first day I used it. Without question it is the worst WiFi for a college in the country. The quiet area is completely open to noise from downstairs. This is also ridiculous because of the money spent on it and the big deal made about it as if it's something to be proud of. Students pay 7 cent for each photocopy. With a toner printing on average 9000 pages, you make around €600 per toner which says it all really. The printers are cash cows. I am sure the same comments have been made for the past couple of years and it's beyond me how something hasn't been done about it. I'd be embarrassed to be aware of these problems for such a long period of time and not have done something about it.

Conclusion and Action Plan:

Students are very happy with many aspects of the Yeats Library service and resources. Library staff will continue to offer a professional service both online and in person. All staff will keep their knowledge and skills updated so as to meet students' needs.

To improve the Yeats Library study environment the following actions are suggested:

- Noise control - Suggest a library staff/ student working group
- Wifi, printing, computers - Suggest a library staff / IT Services working group
- Opening hours – Library staff will research need and demand