



Report on In-Library Use Survey 2015

Aims:

- Check what library visitors do in library.
- Determine the most important library functions for visitors.
- Enable additional communication channels with library staff.
- Show usage trends since the previous surveys in July 2008 and June 2011.

Method:

The invitation to complete the questionnaire was sent by email in 3.5.15 all university community and a reminder was sent 11 days later. Previous surveys were distributed only as printed questionnaires at certain times during the library's opening hours for 14 days. The survey was published on the library website and the library's Facebook page. 1490 questionnaires were filled in out of 22 182 - 6.7% response rate. 48% of respondents wrote free text comments.

Results:

1. Demographics:

Doctoral students and faculty responded in relation to their population.

Students and faculty from the Social Sciences and Law answered in relation to their population.

2. Frequency of visits:

62% of respondents visited the library at least once a week. Undergraduate students visited at least once a week compared with faculty who visited once a month on average. Students and academic staff from Social Sciences, Humanities and Law visited the library more than students and academic staff from other faculties.

Comparison with previous years:

There was a decrease from 86% of visitors visiting more than once a week in 2011 and 2008.

3. Areas visited:

Visitors mainly used the seating areas and meeting rooms, Circulation Desk, and book shelves.

Faculty visited the shelves and borrowed books, whereas undergraduates sat in the library.

Comparison with previous years:

The trend continues to mainly do things in the library that cannot be done at home/office, like visiting the shelves and borrowing books. Computer searches are done less in the library and more at home and with mobile devices.

4. Activities conducted:

The largest number of library visitors used the library computers and laptops, searched for and loaned books, and worked alone.

Comparison with previous years:

Increased use of laptop computers.



Although many visitors use library computers (which is one of the main activities), there are fewer than in the past.

5. Importance:

- Maintaining a proper work environment.
- Access to electronic resources.

Comparison with previous years:

Continuing decline in the importance of photocopying services.

6. Comments:

- The survey comments are slightly different from the main survey results - mentioned the opening hours, a lack of computers, print queues, and noise.
- Requested signage and notices in languages like English.
- Compliments, especially about the service and collection.

Comparison with previous years:

- Decline in number of comments on the physical conditions - including signage
- Increase in the comments on the limited opening hours, a drop in the quality of the collection and lack of meeting rooms.
- PhD students and a faculty commented especially on the collection and the limited opening hours. Undergraduate students commented on the limited opening hours, lack of computers, and print queues.

Recommendations:

1. Orientation:

- Add a link to the library map on the Discussion Room Reservation System.
- Add a Link to the library map to Primo.
- Put a stand with printed maps at the entrance to the library.
- Check the option of adding floor numbers to the inventory in Primo.
- Do another test Wayfinding study.

2. Computers and printers:

- Add a quick print work station.
- Publish that there is WIFI in all library.
- Publish that we recently 12 additional computers throughout the library.

3. Remote login for access to databases and electronic materials:

- Computing Division is planning to additional simultaneous users.
- Ask the Computing Division to add a notification that computers are disconnected after two hours of non-use.

Services:

- Employees to undergo refresher courses about etiquette at the service desks and how to provide welcoming



services adapted to the current generation of users.

5. Quiet and Seat-Hogging:

- All workers will walk round the library once a month in order to enforce correct behavior practices in the library - quiet, not eating, not talking on mobile phones
- A paid employee will make sure that there is no noise in the designated quiet areas, and bags and other personal belongings are not left unattended.

After the improvements, the library will publish another "You Said, We're Doing" document.

For graphs pls. see Hebrew version of report.