



Satisfaction Survey Report 2014

Library Assessment Team

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Introduction:

The Library Satisfaction Survey (LSS) was developed by the Younes and Soraya Nazarian Library, University of Haifa and is designed to check the quality of library services to users and provide the library with information and tools to improve its services. The survey was offered to other academic libraries in Israel for benchmarking purposes.

The current survey was conducted during January 2014.

Method:

The questionnaire consists of 13 questions related to the library collection: electronic and paper format, the library as place: equipment and physical conditions, the library website and staff.

The questionnaire was designed using QSIA (Questions Sharing and Interactive Assignments) software and was distributed three times by email to all university community. Information about the survey was posted on the library website and social networks.

A total of 1,904 responses were received – a 9% response rate.

This percentage accurately represents the university population in terms of academic status, degree and disciplines. The free text comments also accurately represent the population.

Results:

The survey results were analyzed by the Assessment Team and compared to previous surveys (ILU) from 2008 and 2011. No comparison was made with the two international satisfaction surveys (LibQUAL+) from 2009 and 2013 as the questions were very different. The overall score for all 13 questions in the 2014 survey was 4.0 out of 5.0.

Of the 13 questions five were compared with the two previous surveys. In 2014 the score was 3.98 compared to 4.04 in 2008 and 3.85 in 2011.

The analysis took into account the following:

- The average daily number of visitors has doubled from approximately 3,000 library in 2008 to 6,000 in 2014.
- The acquisition budget has not increased in these years in accordance with the increase in book, journal and database prices.
- The percentage of graduate students of all university students has increased from 38% in 2008 to 48% in 2014.

The data show that most respondents were very satisfied with the various services provided to the library, especially the knowledge and professionalism of the librarians.



Approximately 25% of the respondents added free text comments on the following issues: the library as a place - noise, lack of computers and a shortage of group study rooms. Some respondents expressed concern about the budget cuts which meant reduced acquisitions, some pointed out problems connected to remote access to resources such as OneSearch and other library systems. There were many compliments to the staff and the library.

Here are some examples:

"I am continually impressed every time by the quality of the library staff! Every request is dealt with almost before it is sent by email and is taken care of until it is fully resolved! It's incomprehensible to me and not self-evident and so much appreciated!!! Congratulations to all of you!!! "

"The library staff is superb: professional and extraordinarily courteous and always willing to help. Collections: Too bad that the library is no longer the best in the country in the Social Sciences. Now researchers cannot rely on our collection and need to check that an important journal hasn't been cancelled even though only a short time ago, we fought to keep it. "

"I have known the library for many years and it has always been excellent. Lately, there are not sufficient purchases of new books in the second decade of this century. This is true at least in the field of bilingual and multilingual language acquisition. "

"At a time of growing electronic databases, insufficient budget is a death blow for research. "

"The only problem I have with the library is that students make a lot of noise and there is not enough enforcement of silence. "

"It is very difficult to find a completely quiet area for individual study. There are lots of groups and people talking on mobile phones and no one enforces the regulations in the library. For me personally this keeps me away from the library."

"Professionally - 100 out of 100 for databases, academic materials, etc. and great staff. Physically - 0 of 100 there are not enough computer terminals, many of them are occupied throughout the day by students with laptop;, there are no quiet places to work or enforcement of quiet. There are not enough photocopying machines; it is very difficult, or even impossible, to work in the library."



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"During the past two years, and especially in the last year, I have experienced significant difficulty finding a work study room for two people with access to relevant databases. The rooms designated for this are very busy which makes it difficult to use them spontaneously. I think there are currently an unprecedented number of people visiting the library. "

"There are not enough computers to work independently; also there is not enough light and the chairs are uncomfortable; the signage is very unclear and confusing which makes it hard to find books – I have never been able to find a book using the signs, despite successfully passing the library orientation test. "

"There are not enough seats with computers; there are not enough books for the required courses. "

"There are not enough computer terminals for a university library that respects itself. The computers on the 700 floor are too far away from the relevant collections. Remote access to electronic collections is cumbersome and there are a multitude of problems. Signage in the library is not relevant to what is happening on the floors and there are not enough photocopying machines relative to the number of students. "

"This is obviously not the fault of the team, but sometimes the noise in the library is simply intolerable. I would be happy if the wireless network in the library was a bit more powerful. There are not enough group study rooms and individuals often use them. Fines of high media unjustifiably"; Also unlikely to rent is 24 hours (in cases that this seminar cinema even ridiculous). "

"There are not enough public computers in the libraries. The acquisitions procedure for books is limited in scope and often quite slow. We must improve signage and orientation collections in light of shifting positions held. "

"The library is missing quiet individual work spaces. The library is freezing all year round. It is fun to work in such a rich and organized library with the assistance of the courteous and efficient staff. The library staff is professional and courteous, and the renovation does contribute to the efficiency. But there is still a shortage of computers, printers and seats. About the scanners, we need at least another five good-quality scanners which allow multi-page scanning. "

Conclusions:

The survey indicates a high level of satisfaction with the library. The library must address the issues in the results and the free text comments.

Recommendations:

- Allocate additional funds for the development of research-level collection



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- Increase enforcement of quiet in all parts of the library, especially in the Northern Wing.
- Divide the library into: silent zone, quiet zone and group study zone.
- Add small group study rooms to work in pairs and areas for quiet individual study.
- Finish the signage to facilitate library orientation
- Transfer Computing Wing related complaints about remote login and seek solutions for providing simplified means to connect
- Find a solution to orientation; such as library tours, QR codes, and colors.
- Add computer workstations at the entrance to the library in the Central Wing.

For graphs see Hebrew report.

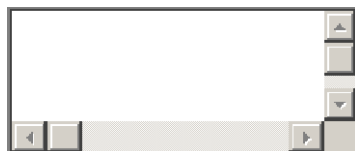
Questionnaire:

Please rate your satisfaction with the following:

	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	N/A
1. Online collections (ejournals / ebooks / other media)	☐	☐	☐	☐	☐	☐
2. Physical collections (books / journals / other media)	☐	☐	☐	☐	☐	☐
3. Computers (hardware and software) in the library	☐	☐	☐	☐	☐	☐
4. Professionalism and courtesy of staff	☐	☐	☐	☐	☐	☐
5. Physical conditions for individual	☐	☐	☐	☐	☐	☐



	study in the library						
6.	Physical conditions for group study in the library	☐	☐	☐	☐	☐	☐
7.	Orientation signage in the library	☐	☐	☐	☐	☐	☐
8.	Information on the library website	☐	☐	☐	☐	☐	☐
9.	Ease of location of items on the library website	☐	☐	☐	☐	☐	☐
10.	Response to inquiries at service desks / email / chat	☐	☐	☐	☐	☐	☐
11.	Photocopying and printing services in the library	☐	☐	☐	☐	☐	☐
12.	Library classroom sessions and online tutorials	☐	☐	☐	☐	☐	☐
13.	The overall quality of library services and resources	☐	☐	☐	☐	☐	☐
14.	Comments:						



Please answer the following general questions:

15. Rank:

- ☐ Academic
- ☐ Administrative
- ☐ Student
- ☐ Other

16. Faculty:

- ☐ Humanities
- ☐ Social Sciences
- ☐ Health & Welfare
- ☐ Law
- ☐ Education
- ☐ Management



☐ Science

☐ N/A

17. Degree:

☐ BA

☐ MA

☐ Phd

☐ N/A

18. How often do you visit the library?

☐ at least once a week

☐ once a month

☐ at least once a semester

☐ once a year

☐ never

19. How often do you use the library resources remotely (including access via Google Scholar)?

☐ Once a day

☐ at least once a week



- ☐ once a month
- ☐ at least once a semester
- ☐ once a year
- ☐ never

20. I agree to allow the library to contact me for additional feedback regarding this questionnaire.
Email:

