We Asked - You Answered
Earlier this year the Library circulated a survey open to all University of Guelph Faculty asking for you to grade us on how well we’re doing in a number of areas.

How well we serve you.
[Click on the grades for additional information]

- Overall quality of the service provided by the Library
  - Grade: A-
  - “Thank you. We’ll work to keep it in grade.”

- Library support for my learning, research and/or teaching
  - Grade: A-

- Giving users individual attention
  - Grade: B+

- A library website enabling me to locate information on my own
  - Grade: B
  - “We’re listening. The website is being redesigned. Give us your input: uglib.wordpress.com”

How well we make information available to you.
[Click on the grades for additional information]

- The library helps me stay abreast of developments in my field of interest
  - Grade: C

- Making electronic resources accessible from my home or office
  - Grade: B+

How well the Library building suits your needs.
[Click on the grades for additional information]

- Library space that inspires study and learning
  - Grade: B

- Quiet space for individual activities
  - Grade: B-

- A getaway for study, learning or research
  - Grade: B

SMALL PRINT
Data are from 2013 LibQUAL+® survey, distributed to all U of G students, faculty and staff in February 2013.

“Grades” are based on the U of G Grade Point Equivalency Table and reflect the mean value of the perceived level of service within each service area.

88 faculty responded: 7% of faculty population.
Faculty who responded tended to physically visit the Library quarterly (39%) or weekly (27%).
Overview
There are many ways to interpret the data collected through the LibQUAL+ survey. For most of the questions, survey participants are asked to indicate their "desired expectation of service"; "minimum expectation of service"; and "perceived level of service", all on a 9-point scale. In developing this report card, we took the mean value of the "perceived level of service" then performed a calculation to arrive at a letter grade.
Example: If for a particular service, the Library has attained a mean value of 7 out of 9; that value is converted to a percentage (77.78 %) and then expressed as a letter grade, based on the Undergraduate Calculation of Grade Point Average, as published in the Undergraduate Calendar.
This report card presents only some of the results from the LibQUAL+ survey.

How well we serve you
Overall quality of the service provided by the Library
Thank you. We have many points of intersection with faculty including e-reserves, the Data Resource Centre, consultations with our Research Enterprise and Scholarly Communication librarians, our Learning and Curriculum Support professionals and even our Ask Us desk. We believe that the location of the new Ask Us desk says it all - we are here to help. If there are any additional ways that we can improve our service to you or your students, please let us know: libcomm@uoguelph.ca.

How well we serve you
Library support for my learning, research and/or teaching
The Library has a large suite of services and programs designed to assist faculty in your learning, research and teaching needs. From Information Sessions, Workshops, TA Training and assistance for faculty by providing a learning perspective on assessment strategies and curriculum design, we are here to support your needs. If there are services you require that you cannot locate, please visit the Ask Us desk in the Library foyer or email us at libcomm@uoguelph.ca. You can also request a digital or print copy of the Faculty Guide.

How well we serve you
Giving users individual attention
This was our lowest grade with faculty in the "service quality" category. We know that our decision to move from the liaison librarian model of service to a team-based model has resulted in some uncertainty with respect to contacts. All of the services that were available to faculty within the liaison model continue to be available in the team-based model; though, the manner of delivery has changed. If you require some individual service and are uncertain where to ask, please contact us: libcomm@uoguelph.ca.

How well we make information available to you
The Library helps me to stay abreast of developments in my field of interest
"Pushing" information to faculty is challenging for us. While we try to ensure that you are made aware of our acquisition of new resources and other developments in your field of research, we are also highly aware of the volume of information that is being sent to you.

Another way to stay informed is to connect with the Library through our social media platforms: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary. Let us know how best to communicate with you: libcomm@uoguelph.ca.

How well we make information available to you
Making electronic resources accessible from my home or office
We are aware that there have been issues around remote access to Library resources. Based on the comments that we received in the survey, we believe that part of this issue is related to how the information is organized on our web site. We are redesigning the website and invite your input on the Library Website Redesign blog at uglib.wordpress.com. We have also created a task force to explore problems with off-campus access to resources and our hope is that the findings from this will greatly simplify off-campus resource access. We believe that the changes we are making to the website's information architecture combined with the improvements which will come as a result of our task force, will improve our service in this area. We invite your comments: libcomm@uoguelph.ca.
How well we make information available to you
A library website enabling me to locate information on my own
We are aware that the website needs improvement and it is in the process of a redesign. We have had considerable input from undergraduate and graduate students as well as faculty during the redesign. Get involved in the process: Library Website Redesign blog at uglib.wordpress.com.

How well the Library building suits your needs
Library space that inspires study and learning
The Library is currently not an inspiring space for students or faculty. We want to change that. In the Fall and Winter term of 2012/2013, we engaged an architectural firm to assist us in dealing with our space limitations and meeting the needs of our growing student population. We held a number of focus groups and drop-in session open to all students and faculty in order to ensure that the changes we are making will meet your needs. Watch for the final Library Master Space Plan, due at the end of 2013. Stay informed by connecting through social media: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary. Let us know how best to communicate with you: libcomm@uoguelph.ca.

How well the Library building suits your needs
Quiet space for individual activities
We are hopeful that the renovations and improvements to the Library space that will result from the Library Master Space Plan will address all of your concerns, including the Library providing additional space for individual activities.

How well the Library building suits your needs
A getaway for study, learning or research
We know from the engagement we have done with students, faculty and staff through the Library Master Space Planning project, that our space needs to be more adaptable. We need additional group study space as well as quiet study space, we need more areas for collaborative learning activities and we need tools that will support the research enterprise. We recently added additional group study space in the Science Commons on the third floor of the Library. We also added seven bookable Group Study Rooms that can be checked-out for 2 hrs by visiting the Circulation Desk.

Small Print
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Faculty comments
"Primo and Trellis often misrepresent materials' status or location; the website is inefficient and frustrating." Associate Professor COA; "Journals can be difficult to access, but RACER service is good. If RACER could provide electronic files rather than hard copies, it would be perfect." Associate Professor CBS; "I've been pleased with the Library as well as the folks they've sent out to guest lecture for my undergrad courses." Assistant Professor, CSAHS