We Asked - You Answered

Earlier this year the Library circulated a survey open to all University of Guelph Graduate students asking 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]

- **Staff who have the knowledge to answer your questions**
  - Grade: A-
  - "Let us know how we can serve you better. Click here."

- **Staff who understand the needs of their users**
  - Grade: A-

- **Overall quality of the service provided by the Library**
  - Grade: B+

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

- **Provides me with the information skills that I need in my work or study**
  - Grade: B-

- **Print and/or electronic journal collections I require for my work**
  - Grade: A-

- **Enables me to be more efficient in my academic pursuits or work**
  - Grade: B+

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

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

- **Quiet space for individual activities**
  - Grade: B-

- **Helps me stay abreast of developments in my field of interest**
  - Grade: C

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.

342 graduate students responded: 13% of the graduate population.

WE'RE LISTENING: Graduate student comments...

- "It's difficult to navigate around the website. It's not intuitive." 
  - Masters, CIDS

- "I would love to see more information posted in the building about offered services." 
  - Masters, COA

- "Please get a better search engine for journals; I can't stress that enough." 
  - Masters, CPES

- "Excellent service, not a great work environment." 
  - Masters, CAAHS
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
Staff who have the knowledge to answer your questions
The new Ask Us desk has been implemented to provide you with a quick resource for issues or concerns that you may have around resources or accessing materials. For more in-depth research needs, we continue to provide personalized one-on-one consultations to discuss available information resources, search strategies and other in-depth information needs related to papers, research projects, theses and dissertations. If there is more we can do to help, please let us know. General questions can be sent to libcomm@uoguelph.ca.

How well we serve you
Staff who understand the needs of their users
We have experts in most disciplines that are available for consultation to assist you with your research needs. Please visit us at the Ask Us desk or contact us at libcomm@uoguelph.ca.

How well we serve you
Overall quality of the service provided by the Library
Thank you. We believe that the location and prominence of the new Ask Us desk says it all - we are here to help. If there are any ways that we can improve our service, please let us know: libcomm@uoguelph.ca.

How well we make information available to you
Provides me with the Information skills that I need in my work or study
The Library and Learning Commons has a wide array of services designed to improve your information skills and success as a student. We offer workshops and drop-in sessions in learning, writing, research, numeracy and use of technology. We try to ensure that all students are aware of these services, without overwhelming you with too much information. One way to stay informed is to connect with the Library through social media: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary.

How well we make information available to you
Print and/or electronic journal collections I require for my work
Based on the comments, many students have difficulty locating our collections or accessing them from off-campus. We would like to explore this issue more deeply through broader engagement with the graduate student community. We will be reaching out through our social media and other channels. Watch for details. Stay informed by connecting through social media: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary.

How well we make information available to you
Enables me to be more efficient in my academic pursuits or work
The Library has developed a number of workshops and programs exclusively for the benefit of graduate students. The Graduate Student Learning Initiative (GSLI) website has been designed to make services and resources for graduate students, that are available across campus, easily accessible in one location. Our Dissertation Boot Camp (DBC) is an intensive one-week program, designed to help graduate students develop effective writing knowledge and habits that will enable them to finish their theses and dissertations in a timely manner.
How well the Library building suits your needs

A getaway for learning or research

We know we can do better. 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 this year. Stay informed by connecting through social media: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary.

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

Helps me stay abreast of developments in my field of interest

"Pushing" information to students is challenging for us. While we try to ensure that graduate students are made aware of our acquisition of new resources and other developments in your field of study, 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.

Small Print

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Grad Student comments

"It's difficult to navigate around the website. It's not intuitive"; "I would love to see more information posted in the building about offered services"; "Please get a better search engine for journals, I can't stress that enough"; "Excellent service, not a great work environment".