We Asked - You Answered

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

- Staff who deal with students in a caring fashion
  - Grade: A-
  - “Thanks! You are a pleasure to deal with.”

- Making me aware of Library Services
  - Grade: B

- Readiness to respond to user questions
  - Grade: A-

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

- Helpful online guides and tutorials
  - Grade: B

- Modern equipment that lets me easily access needed information
  - Grade: B+

- Ability to navigate library web pages easily
  - Grade: B+
  - “We’re listening. The website is being redesigned. Give us your input. ulib.wordpress.com”

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

- Library space that inspires study and learning
  - Grade: C+
  - UN INSPIRED

- Community space for group learning & group study
  - Grade: B-

- A getaway for study... learning or research
  - Grade: B+

SMALL PRINT

Data are from 2013 LiQUAL** 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.

1,932 undergraduate students responded: 94% of undergraduate population.

WE’RE LISTENING: Undergraduate student comments...

- “Wish I had known about Library’s various services earlier.” 4th year, COA
- “Need more staff to help with individual questions.” 3rd year, CSAHS
- “Bring in puppets for stress relief during exams.” 2nd year, CBS
- “Like the Ask Us Desk, very inviting.” 5th year, CSAHS
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 deal with students in a caring fashion
We are consistently ranked very highly in this category which is very rewarding and serves to reinforce some of the changes we have made in an effort to serve you better. The mission of our User Experience (UX) Team is to engage directly with students to ensure that we are meeting your needs. The new signage throughout the Library, the new Ask Us desk, the Library Master Space Plan and redesign of the Library website are just a few of the changes we have implemented to serve you better. Please feel free to provide any additional comments to us at libcomm@uoguelph.ca.

How well we serve you
Making me aware of Library Services
We know we can do better. The Library and Learning Commons has a wide array of services designed to improve your 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.
For a list of University of Guelph events and workshops visit the library homepage.

How well we serve you
Readiness to respond to users questions
Thank you. We believe that the location and prominence of the new "Ask Us" desk says it all - we are here to help. Our Ask Us service provides in person, online chat, phone and e-mail assistance.
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
Modern equipment that lets me easily access needed information
Our aim is to ensure that you have access to the tools you need to succeed in your role as students. The Library does invest heavily in purchasing accessibility-related equipment in order to remove barriers to learning and ensure that all students have an equal opportunity for success. The acquisition of additional state-of-the-art equipment must be considered in relation to budgetary realities and the ever-increasing costs related to procuring books, journals and e-resources. In order to best determine which modern equipment to purchase, the Library has conducted a series of "petting zoos" allowing staff to interact with the equipment and help us determine where our limited funds should best be invested. Your input is always welcome: libcomm@uoguelph.ca

How well we make information available to you
Helpful online guides and tutorials
We are in the process of developing a new series of Subject Guides and more multimedia content such as online tutorial and videos that will live on the Library website but can be more easily embedded in CourseLink (Desire 2 Learn). Stay informed by connecting through social media: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary.
How well we make information available to you

Ability to navigate Library web pages easily
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 process. 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
We have heard your concerns about the Library building and we are doing everything we can to improve the situation. 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 sessions 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

Community space for group learning and group study
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 hours by visiting the Circulation Desk. We understand through our Master Space Planning process that students need adaptable study space; there are times when you need more group study space and there are times that you need more independent, quiet study space. Our objective is to meet both of these needs. Stay informed by connecting through social media: facebook.com/McLaughlinLibrary; Twitter: @UoG_ATS; Instagram: @UOFGLibrary.

How well the Library building suits your needs

A getaway for learning or research
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 being a getaway for learning or research.

Small print
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Student comments
"Wish I had known about the Library’s various services earlier"; "Need more staff to help with individual questions"; "Bring in puppies for stress relief during exams"; "Like the new Ask Us desk, very inviting."