WHAT USERS SAY?

2015 LibQUAL+ User Survey
Library Survey
using LibQUAL+® - the international library quality assessment tool

5 - 31 Oct 2015

Complete an online questionnaire about NTU Library services and resources. Stand a chance to win prizes!

Participate today!
http://www.ntu.edu.sg/library/survey

1st Prize: Apple Watch Sport
2nd Prize: Apple iPad Mini
3rd Prize: Asus Fonepad 7
4th Prize: 3M Polarizing light LED2000
5th Prize: Strivii Touch Smart Watch
6th Prize: Apple 16 GB iPod Nano
7th Prize: Fitbit Flex
Other prizes: 10 pairs of movie vouchers, Starbucks cards and more!

Organised by: Prizes sponsored by:
This survey measured user perception of NTU Library service across 3 dimensions:

- **Affect of service**
  - User interactions, responsiveness and competency of library staff

- **Information control**
  - Availability, accessibility and use of library resources

- **Library as place**
  - Physical environment and facilities of the libraries
Respondents: 3,111 valid responses

By User Groups:
- Undergraduate: 60%
- Graduate: 24%
- Faculty: 11%
- Research & Other Staff: 5%
**Library Strengths (Top 10)**

<table>
<thead>
<tr>
<th></th>
<th>Library talks and exhibitions which help me feel a sense of belonging to an academic community</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Employees who instill confidence in users</td>
</tr>
<tr>
<td>3</td>
<td>Employees who are consistently courteous</td>
</tr>
<tr>
<td>4</td>
<td>Employees who deal with users in a caring fashion</td>
</tr>
<tr>
<td>5</td>
<td>Giving users individual attention</td>
</tr>
<tr>
<td>6</td>
<td>Willingness to help users</td>
</tr>
<tr>
<td>7</td>
<td>Introducing me to new trends, services and tools in the academic information landscape</td>
</tr>
<tr>
<td>8</td>
<td>Readiness to respond to users' questions</td>
</tr>
<tr>
<td>9</td>
<td>Communicating with me about library services and resources which are useful to my learning and research</td>
</tr>
<tr>
<td>10</td>
<td>Employees who understand the needs of their users</td>
</tr>
</tbody>
</table>

*Note: Highlighted in **Blue** are aspects relating to **Affect of Service***
## Areas of Improvement (Top 10)

1. Library space that inspires study and learning
2. Quiet space for individual activities
3. Making electronic resources accessible from my home or office
4. A library Web site enabling me to locate information on my own
5. The electronic information resources I need
6. Community space for group learning and group study
7. Availability of subject specialist assistance
8. Print and/or electronic journal collections I require for my work
9. Easy-to-use access tools that allow me to find things on my own
10. Ease and timeliness in getting materials from other libraries

Note: Highlighted in **GREEN** are areas which saw greatest improvement since 2012
What’s most important to **UNDERGRADUATES**

Library **space** that inspires study and learning

**Quiet** space for individual activities

**A comfortable** and inviting location

**Making e-resources accessible** from my home or office

**Print and/or electronic journal** collections I require for my work

What’s most important to **POSTGRADUATES**

**Making e-resources accessible** from my home or office

The **e-resources** I need

**Print and/or electronic journal** collections I require for my work

**Easy-to-use access tools** that allow me to find things on my own

**Making information easily accessible** for independent use

What’s most important to **FACULTY, RESEARCHERS & OTHER STAFF**

**Making e-resources accessible** from my home or office

The **e-resources** I need

**Print and/or electronic journal** collections I require for my work

**A library website** enabling me to locate information on my own

**Easy-to-use access tools** that allow me to find things on my own
WHAT ALL USERS WANT

5 key areas indicated as highly important to ALL users

- Making electronic resources accessible from my home or office
- Print and/or electronic journal collections I require for my work
- Easy-to-use access tools that allow me to find things on my own
- Making information easily accessible for independent use
- A library website enabling me to locate information on my own
Yet 4 of these 5 areas are indicated as:

- Lowest in meeting respondents’ minimal expectation
- Needing the most improvements

- Making electronic resources accessible from my home or office
- Print and/or electronic journal collections I require for my work
- Easy-to-use access tools that allow me to find things on my own
- A library website enabling me to locate information on my own
OPEN COMMENTS (from ≈1,600 respondents)
Analysis of comments, compliments, complaints and suggestions

A series of recommendations by working committee was submitted to the University Librarian

Discussions on improvement priorities and action plans

Local issues would be addressed by individual Heads of Libraries & Divisions responsible

Implementation of improvements incorporated in library work plans

Final report back to users on actions taken

For enquiries on LibQUAL+ User Survey, contact wendy@ntu.edu.sg