Briefing Paper

SUBJECT	Action plan in response to the 2016 LibQual+ Survey
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Background

ANU Library actively seeks feedback using two yearly surveys, ongoing mechanisms (e.g. Library feedback postcard), meetings with both ANUSA and PARSA plus the academic community. The last survey was undertaken in 2014. Library staff were recognised as providing excellent service.

Major issues actioned -

- inadequate opening hours - 24/7 access for Level 2 Chifley Library enabled, completed
- printing/scanning services – ITS undertook a refresh of multifunction devices (MFD's) within the libraries which upgraded capability, completed
- Wi-Fi services – ITS undertook work to strengthen the Wi-Fi service within the libraries, partially addressed
- finding a computer – an additional 12 PC's were installed within the Chifley Library, partially addressed
- finding a quiet space to study – libraries enforced zoning within the libraries, noisy zones, quiet zones and silent zones, partially addressed.

The Library invited a sample of students and ANU staff to undertake the 2016 LibQual+ survey, running from the 18th July through to the 31st July. This was the first use of this survey tool by the ANU Library. The survey was extended through until 7th August. 385 fully completed responses were received. Utilising a survey in 2016 maintains the bi-annual survey of ANU Library users for feedback and followed on from the 2014 Insync survey.

The Library decided to change to the LibQual+ survey because their stated goals are to:

- Foster a culture of excellence in providing library services

- Help libraries better understand user perceptions of library service quality

- Collect and interpret library user feedback systematically over time

- Provide libraries with comparable assessment information from peer institutions

- Identify best practices in library service

- Enhance library staff members' analytical skills for interpreting and acting on data

22 stock questions offered by LibQual+ were used by ANU Library. The option of 5 additional questions for the survey was not exercised for this first LibQual+ survey. Respondents were also given an opportunity to record comments on any aspect of Library service. This option was also available in the Insync tool.

LibQual+ asks respondents to rate the questions by minimum, desired and perceived levels of service quality. The results are then plotted and the resulting gaps between the three levels represent either service adequacy or service superiority.

81.56% of the respondents were in the age group of 18-45, 35.84% of all respondents were undergraduates, 40.52% were post graduates and 23.12% were academics.

In terms of Library usage, Chifley Library was used most often by the survey respondents (42.89%) followed by Hancock Library (34.21%), Menzies Library (9.47 %), Law Library (9.21%) and the Art & Music library (4.21%)

The sample provided by the LibQual+ survey correlates strongly with the Library door statistics collated for 2016 -

Library users 2016		%	Libqual+
Art and Music	75027	5.62%	4.21%
Chifley	663798	49.76%	42.89%
Hancock	365911	27.43%	34.21%
Law	120652	9.05%	9.21%
Menzies	108501	8.13%	9.47%
	1333889	100.00%	

Issues identified

The collated results from all respondents showed that the Library did not map any service areas that were perceived as less than minimum in the output diagram. The diagram also shows overall that the Library also did not map any areas where we were perceived as delivering services greater than desired.

However, once you drill down through the results, the data shows that Undergraduates, Postgraduates and Academics did have particular areas where they considered the Library

was perceived as less than minimum as well as areas where the Library achieved being perceived as greater than desired.

The survey shows that the following 10 areas were found to be perceived as greater than desired –

- Undergraduates - no areas that were performed to a level greater than desired.
- Postgraduates - no areas that were performed to a level greater than desired.
- For Academics and researchers the areas that were performed to a level greater than desired were –

    o A haven for study, learning or research
    o Space for group learning and group study
    o Library staff who instil confidence in users
    o Giving users individual attention
    o Library staff are consistently courteous
    o Readiness to respond to user's enquiries
    o Library staff have the knowledge to answer user questions
    o Library staff who understand the needs of their users
    o Willingness to help
    o Dependability in handling users' service problems.

This is a positive result for the Library in terms longitudinal survey results from the academic users as the previous Insync surveys also rated services from Library staff highly. However there is room for improvement in these areas for Post graduate and Undergraduate students.

The LibQual+ survey identified the following 10 areas for improvement i.e. they were perceived less than minimum; resulting in a negative adequacy gap score;

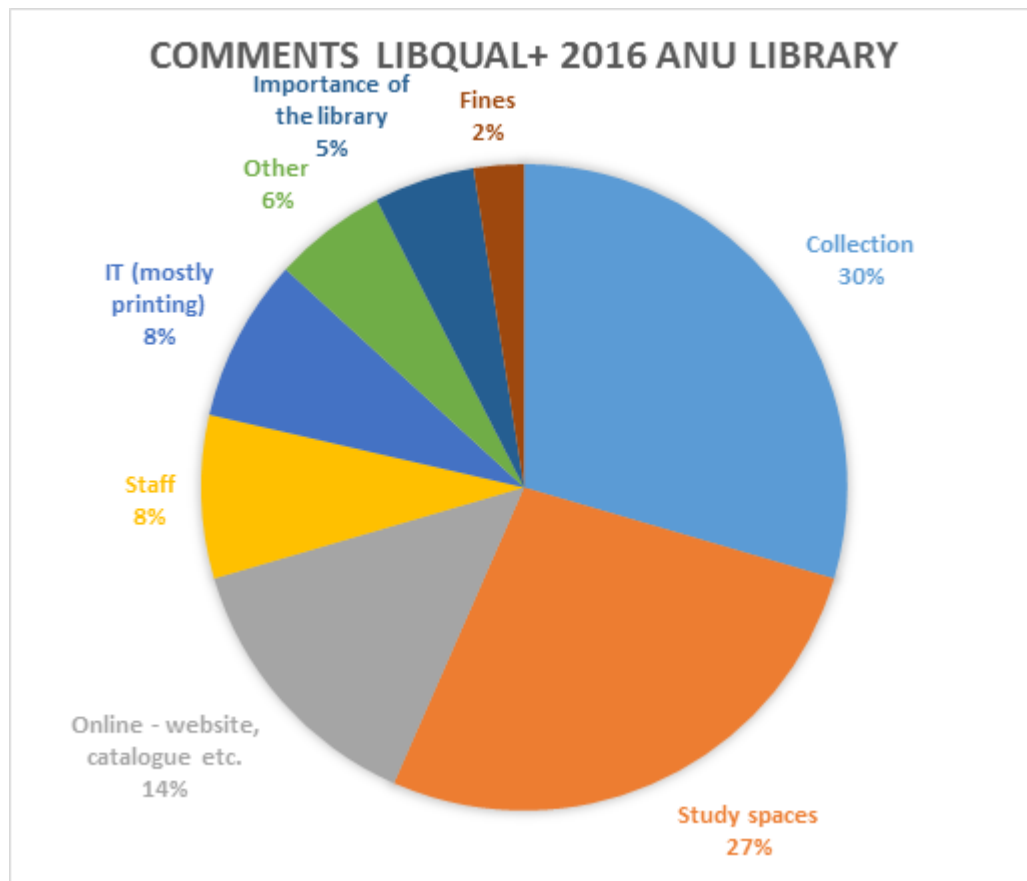For both Undergraduate and Postgraduates the areas of concern were –

- Quiet space for individual work
- Library space that inspires study and learning

For Academics and researchers the areas of concern were –

- Making electronic resources available from my home or office
- A Library website enabling me to locate information on my own
- Print and/or electronic journal collections I require for my work
- Making information easily accessible for independent use
- The electronic information resources I need
- The printed materials I need for my work.

Comments

Roxanne Missingham, University Librarian, undertook an analysis of the 172 comments as recorded by the respondents and created this pie chart.

Comments concerning the collection and study spaces are reflected in the survey results and also ranking 1st and 2nd in the comments.

Actions

The Branch Managers of the Chifley, Hancock, Law and Menzies libraries worked alongside the University Librarian and the Associate Director to create a list of actions that would help resolve the identified issues and which are collated together under three headings of space, technology (combining online and IT) and collections –

1. ***Space***
   Quiet space for individual work
   Library space that inspires study and learning

The primary groups expressing concern about this issues are undergraduate and postgraduate students.

There are not sufficient spaces for study spaces, noting that the increase in use was over 13% in the past two years. This issue is identified as a priority and input has been sought from ANUSA, PARSA and the Library Advisory Committee.

All libraries operate a zoning system which helps to accommodate the different study needs of library users – silent, quiet and social areas. However this identified gap is probably the hardest to rectify as library users have their own perceptions about what is an acceptable noise level.

Desks and seating are insufficient in number and their design does not reflect the way students prefer to study plus the number of available seats needs to be increased. The Library will work with Facilities and Services to upgrade furniture being used in the libraries and where possible noise minimisation will be achieved. Only limited action is possible in the next three years.

By the end of 2018 each library will aim to increase quiet study spaces by –

- ➢ Art & Music 2-4 study seats
- ➢ Chifley 30-35 study seats
- ➢ Hancock 10-15 study seats
- ➢ Law 5-10 study seats
- ➢ Menzies 2-4 study seats

- Level 3 in Chifley will be undergoing a refurbishment in early 2017, increasing the number of study seats by at least 20 and changing the floor for 24/7 operation. The study space area has been redesigned and incorporates sound absorbing materials for furniture and ceilings plus different types of seating arrangements. There will be a number of seating areas that will encourage quiet studious behaviour.
- All libraries are committing to a 3 year deselection programme for their print stock in an effort to be able to convert the regained space to study seats.
- Continue to work with library users, ANUSA and PARSA and ways to reduce noise will occur.
- Work on longer term solutions with Facilities and Services and ANU Executive.

2. Technology
Making electronic resources available from my home or office
A Library website enabling me to locate information on my own

The primary groups expressing concern about this issues are academics and researchers.

EZproxy is the software that is used to enable ANU Library users to access the ANU Library online resources off-campus. During 2016 work continued on the prepending of the proxy

addresses to all licensed and restricted URLs in the Library catalogue. In this way the Library has attempted to anticipate the need for reverse proxy login. This technique minimises the need for user awareness and training as they are automatically routed to the proxy login. However as users are experiencing difficulties with the proxy login a review of the process will be undertaken to help understand the issues users are facing.

Upgrading of the Library website throughout 2015 and 2016, using Drupal, has been undertaken completed. The Library is working within the boundaries of the Marketing Divisions style manual for the ANU website.

During 2016 various library staff have been scoping the use Google Scholar as a discovery layer tool and further investigation and evaluation will continue in 2017.

- Review of the proxy login process to be undertaken to ensure that the login is optimal for all users in particular for Supersearch users.
- Evaluation of Google scholar as a preferred discovery portal will occur.
- Library Communications team will continue to work with the ANU Marketing Office to ensure a better for the Library website, particularly the opening hours page, search and resource discovery for special collections.

3. Collections
Print and/or electronic journal collections I require for my work
The electronic information resources I need
The printed materials I need for my work

The primary groups expressing concern about this issues are academics and researchers.

Total expenditure on books and journals and electronic packages was cut by $750,000 because of budget constraints in 2015 and 2014. This was due to the falling value of the Australian dollar and price increases by publishers and vendors. The 2016 budget includes additional funding to cover price increases. Cancellations are only required to enable new titles to be added to the collection. The perception of academics, students and researchers is that the 2015 restrictions remain in place. Branch Managers need to engage clearly with the academics in order to change the way in which acquisitions are carried out.

In 2015, the serial review form (SRF) was introduced which has since exposed many subject areas within the collection where the Library has been able to, with input from the academics, deselect titles which has then freed up monies to allow the Library to purchase new titles e.g. Nature Energy.

All branches have been requested to create Desiderata lists for resources identified as important and which will enhance and strengthen the ANU Library collection.

In 2015, the ANU Library introduced DDA/PDA access for e-books. This service allows library users to self-select titles previously added to the Library catalogue. Selected titles will

remain permanently in the library collection. This has proved a very welcome addition to the traditional acquisition model.

The Library's Collection Development Policy states a preference for electronic formats however print resources continue to be purchased in areas where electronic formats are not available e.g. some foreign language material. The Library is taking up both the sharing of resources with other university libraries in Australia and New Zealand through joining the. BONUS+ a print book consortia and the use of openly licensed documents and media useful for teaching, learning and research permitting free access, use and adaption -known as Open Education Resources –these innovations are changing the way libraries and their users build and access collections.

Scholarly Information Services has received additional funding for 2017 to continue digitising resources held in both the Library and Archives collection. In the second half of 2016, a Digitisation team was formed. A digitisation plan has been created and is now being implemented. Digitisation for 2017 includes; ANU theses, Xu Dishan and Trade Union Minute Books.

The Collection Managers and the Branch Managers will further utilise Library News and other social media channels on a regular monthly basis to continuously increase awareness of the collection and its growth.

- Library Branches to engage clearly with the academic community on collection growth and purchasing as well as promote awareness of the Library collections
- Collection Coordination Group to investigate use of Open Educational Resources (OER)
- Collection Managers and Branch Managers establish Desiderata lists
- ANU Library to implement BONUS+ consortia for reciprocal print book access
- Digitisation plan created and implemented

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