

THE USER SATISFACTION SURVEY OF THE TALLINN UNIVERSITY OF TECHNOLOGY LIBRARY IN 2012

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Summary

The new building of the Tallinn University of Technology (TUT) Library was opened to the public in the university campus in September 2009. There are 500 reading seats, including about 100 computer workplaces, on the four floors of the library, 26 individual and 8 group study rooms. Technical facilities of the library include self check-out and self check-in machines, print/copy devices and scanners. WiFi is available everywhere at the library. The library web site enables to use online catalogue, e-resources, various services, guidelines for searching information, etc.

During 19.11-16.12.2012 a user satisfaction survey was conducted to find out how users evaluated library services and various aspects of the library's environment. Data were collected through a web questionnaire, and a paper form as well. Altogether 291 users filled out a questionnaire. 83.5% of the respondents were TUT students of bachelor, master and doctoral level, 6.2% TUT staff and 10.3% were users outside the university.

The survey results show that 56% of the respondents visited the library a couple of times in a week, 25% some times in a month, 10% daily and 8% some times in a year. Users come to the library to study and borrow/return books (both activities were marked by 90% of the respondents), print/copy/scan materials (52%), read/browse books (51%), search information (49%), use WiFi (44%) and computers (42%), spend their leisure time (31%), etc. The mostly used library's information resources were online catalogue ESTER (93% of the respondents) and printed books (69%). Databases of e-books and databases of e-journals were used by 22% and 20% accordingly.

Users often prefer a particular place or an area of the library for studying or spending their leisure time. Respondents commented that the choice of the place may be influenced by factors, such as ease of access, location of needed books, suitable reading seats and computers, good WiFi, quiet environment, good lighting, and also nice surroundings and views. 95% of the respondents were satisfied or very satisfied with reading seats, 91% with group study rooms and 90% with individual study rooms. Many respondents evaluated the library space as pleasant and quiet for learning and concentration. 74% of the respondents were satisfied or very satisfied

with quietness in the library. Some respondents complained about users who talked to each other or on mobile phone very loudly in the reading area.

88% of the respondents were satisfied or very satisfied with availability of professional literature. Users like open shelves where they can choose textbooks or monographs themselves. Some respondents named areas where additional literature is needed. 90% of the respondents were satisfied or very satisfied with access to e-books, e-journals and databases. Some respondents suggested increasing access to electronic resources and making more guidelines about their availability and usage. 94% of the respondents were satisfied or very satisfied with the assistance of librarians.

Self check-out and self check-in machines were evaluated very highly (satisfied or very satisfied were accordingly 98% and 94% of the respondents). 76% of the respondents were satisfied or very satisfied with computer software and 73% with WiFi. During the survey new software MS Office 2010 was installed. Just before the survey WiFi transmission at the university was also improved.

87% of the respondents were satisfied or very satisfied with scanning, 82% with copying and 80% with printing. 77% of the respondents were satisfied or very satisfied with opening hours of the library. Some users, mostly students wanted longer opening hours on weekdays and weekend.

Several improvements have been made at the library during and after the study: reliability of printing service is improved in co-operation with the service provider Overall Eesti Ltd.; the 2nd floor print/copy device was moved into computer class to ensure quietness at the reading area; a computer was placed into each group study room; IT support is available during opening hours of the library; extra chair was placed into each individual study room (possibility to work in pairs); lighting was improved at scanning devices; various user training sessions for users were organized in addition to a study plan; changes were made in summer opening hours.