The User Satisfaction Survey of Tallinn University of Technology Library in 2018

Summary

The library conducted a user satisfaction survey from March 19 to April 16, 2018. The aim of the survey was to identify and analyze users' satisfaction with various library services and information resources. Based on the feedback and needs of users, the library can decide on developing services end expanding access to information resources.

The short web questionnaire was anonymous, in Estonian and in English. The questionnaire included multiple-choice questions and opportunities for users to enter comments and suggestions (See Appendix). A total of 633 library users completed the questionnaire. 65.4% of the respondents were students, 12.3% employees of the university and 22.3% readers outside the university.

The survey results show that 87% of the respondents were satisfied or very satisfied with the accessibility and selection of printed books. 85% of the respondents were satisfied or very satisfied with the collection of course books on the third floor. Respondents were somewhat less satisfied with the accessibility and selection of e-books – nearly 75% of respondents gave a rating satisfied or very satisfied. The accessibility and selection of e-journals was evaluated more highly – about 80% of the respondents were satisfied or very satisfied. 81% of respondents were satisfied or very satisfied with the e-resources portal PRIMO.

A total of 80% of the respondents were satisfied or very satisfied with the digital collection of the library, which offers web-based access to the university's dissertations, graduation theses, digitized textbooks and other publications. Nearly 85% of the respondents were satisfied or very satisfied with the library's home page.

Some respondents commented that the accessibility and selection of information resources was sufficient for their studies or research and the library offers excellent access to scientific articles. However, there were also respondents who recommended that the library should acquire new scientific and course books, and also expand access to e-books and e-journals. Some respondents mentioned the areas in which new books were needed, such as software development, economics, law, environmental technology, food chemistry, thermodynamics, hydraulics, psychology, medicine. Respondents suggested that the library should collaborate more with teaching staff in obtaining books for the library or making them available in the digital collection.

Respondents' satisfaction with the library's physical environment was very high – 62% were very satisfied, and a total of 92% were satisfied or very satisfied. Respondents' comments indicated that the library environment is modern, learning-friendly and inspiring. At the same time, respondents were not satisfied that all six group study rooms were often occupied by other users. Besides, students also need smaller group study rooms where two or three people can study together.

Respondents who wanted to study in a quiet environment were sometimes disturbed by other library users who talked loudly on their phone or to their companion. Although there are telephone booths on every floor of the library, some readers still talk on the mobile in an open area.

80% of the respondents were satisfied or very satisfied with computer workstations. Some respondents commented that computers could be faster and contain the software needed for

studies. It was also pointed out that computer screens, keyboards, mice and tables could be cleaned more frequently.

Respondents had some other observations about the physical environment of the library. The lighting was insufficient in some places and the lamps on the desks were not conveniently placed. Readers who stay in the library for a long time would like to use a room or some table where they can eat their food.

According to some respondents, the opening hours of the library are not long enough. In January 2018, the library opened a 24/7 study room/night library. 90% of the respondents who have used this room were satisfied or very satisfied. Respondents commented that opening this room was a great development. Users like that the office tables with computers have enough space to place their materials as well.

Respondents were also asked about the importance of library trainings on searching information from scientific literature databases. Almost 80% of the respondents considered that these trainings were important or very important. Some respondents were interested in video tutorials that help them improve search skills independently. Respondents who have participated in the trainings confirmed that now they have more skills how to find needed information. It was suggested that library trainings should be a part of the curriculum.

Librarians have helped users to navigate in information resources and physical space of the library. Respondents thanked the staff for help and willingness to answer user questions. It was requested that librarians could also instruct users in real-time online environments.

Some respondents wanted services that the library actually offers, such as free access to the standards database, interlibrary loan service, lending computer accessories, use of storage lockers.

Respondents' overall satisfaction with the library services was very high. A total of 96% of the respondents were satisfied or very satisfied with the library services in general. Respondents commented that librarians are helpful, responsive, friendly, polite and competent.

Finally, respondents were asked how the library could better support their studies and/or research. The academic employees answered that the library's support has been very good. The access to high-quality e-resources from the office and home is very important for academic staff. Undergraduate students have a higher need for printed textbooks, postgraduate students also want to use e-books and e-journals. The most frequent visitors to the library are students whose expectations for studying in the library are related to suitable opening hours, modern equipment and comfortable facilities to study alone or in a group. The library's training sessions, instructional materials, tutorial videos and consultations help users to find materials or information for their studies and research.

Shortly after the end of the survey, we added the answers to several questions and suggestions from the respondents to the library's web page.

See here: https://www.ttu.ee/public/r/raamatukogu/raamatukogust/answerstoquest2018.pdf

The library is grateful to all respondents for their assessments and suggestions, which help to understand users' needs and improve the library services.

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Tallinn University of Technology Library
User Satisfaction Survey from March 19 to April 16, 2018

Dear user of the TTÜ Library!

We are kindly asking you to respond to the short questionnaire, so that we could take your assessments and proposals into account when improving our services and expanding access to information resources. The survey is anonymous and answering will only take a few minutes. The survey is open until April 16, 2018. We look forward to your replies.

1. How satisfied are you with the following library services and the accessibility and selection of information resources?
Select the appropriate answer for every row

	Very satisfied	Satisfied	Partially satisfied	Not satisfied at all	Haven't used	Don't know
Printed books	☐	☐	☐	☐	☐	☐
Coursebooks on the 3rd floor	☐	☐	☐	☐	☐	☐
Digital collection	☐	☐	☐	☐	☐	☐
E-books	☐	☐	☐	☐	☐	☐
E-journals	☐	☐	☐	☐	☐	☐
E-resources portal PRIMO	☐	☐	☐	☐	☐	☐
Home page	☐	☐	☐	☐	☐	☐
Physical environment (lighting, silence, work tables, etc)	☐	☐	☐	☐	☐	☐
Computer workstations	☐	☐	☐	☐	☐	☐
24/7 open study room	☐	☐	☐	☐	☐	☐

Your comment / suggestion to the library:

2. How satisfied are you with the library services in general?

☐ Very satisfied ☐ Satisfied ☐ Partially satisfied ☐ Not satisfied at all ☐ Don't know

Your comment / suggestion to the library:

3. How important for you are trainings about searching information from scientific literature databases?

☐ Very important ☐ Important ☐ Not important ☐ Not important at all ☐ Don't know

Your comment / suggestion to the library:

4. How can the library better support your studies and/or research?

You are
- ☐ TTÜ Undergraduate student
- ☐ TTÜ Master's student
- ☐ TTÜ PhD student
- ☐ TTÜ Academic employee
- ☐ TTÜ Non-academic employee
- ☐ Outside TTÜ

You work or study
- ☐ TTÜ School of Engineering
- ☐ TTÜ School of Information Technologies
- ☐ TTÜ School of Science
- ☐ TTÜ School of Business and Governance
- ☐ TTÜ Estonian Maritime Academy
- ☐ TTÜ ohter unit
- ☐ Don't work or study at TTÜ

THANK YOU!

If you have any questions about the survey or the library, please contact: aiki.tibar@ttu.ee.