



General User Surveys for Library Service Development

1. Introduction

LIBER is an organisation consisting of more than 400 European research libraries. This survey is commissioned by the LIBER Working Group on Research and Education, and is being distributed to the LIBER university libraries. The mission of the working group is to collect examples of lessons learned and best practices in library education support, and also to improve research support by using various tools - such as surveys - to identify new and developing methods and practices.

This study will survey methods and best practices in user-driven service development. The focus will be on general user surveys, how their results were processed, which improvements were made in the library services as a consequence of the results, and how the survey results helped libraries identify the strengths in their library services. We define "general user surveys" as surveys directed to all users or user groups with the intent to gain knowledge of how the users perceive the library services as a whole.

The target group for the survey is library directors and quality assessment librarians.

Contact persons for the survey:

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2. Library Profile

These questions pertain to your library's and institution's size and areas of expertise.

1. How many staff (full-time equivalents) are working in your library organisation?

- 10
- 11 - 50
- 51 - 150
- 151 - 300
- 301 -

2. How many physical library locations are in your library organisation?

3. Which of the following subject areas do your library organisation serve?

- Engineering
- Agricultural Sciences
- Natural Sciences
- Medicine/Health Sciences
- Social Sciences
- Business
- Law
- Humanities
- Theology
- Fine Arts
- Other (please specify)

4. How many first and second cycle (undergraduate) students (full-time equivalents) are your institution supporting?

- 0 - 3 000
- 3 001 - 10 000
- 10 001 - 20 000
- 20 001 - 35 000
- 35 001 - 60 000
- 60 001 -

5. Estimate how many per cent of these students are primarily distance learning/online students.

0 100

6. How many third-cycle (graduate) students (full-time equivalents) are your institution supporting?

- 100
- 101 - 500
- 501 - 2 000
- 2 001 - 5 000
- 5 001 -

7. How many teaching and research staff (full-time equivalents) are employed by your university?

- 50
- 51 - 500
- 501 - 2 000
- 2 001 - 5 000
- 5 001 -



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3. General User Surveys

8. We like to know how your library collects information from users. One method is general user surveys, which are surveys directed to all users or user groups to obtain general knowledge of how the users perceive library services as a whole.

Has your library organisation performed any such general user surveys during the period 2013-2016?

- Yes, we have performed a general user survey/surveys for our whole library organisation during this period.
- Yes, a general user survey/surveys has/have been performed during this period, but only in a part of our organisation.
- No, no general user survey has been performed during this period.



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4. Planned survey

9. Are there plans to perform a general user survey during 2017?

Yes

No

10. If no, are there specific reasons why?



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5. General User Surveys 1

11. Which type of general user survey did you use during the period 2013-2016?

Please specify the latest.

- A survey developed inside the local library organisation
- A survey developed together with the local university
- A LibQUAL survey (standardised survey offered by American Research Libraries)
- Other survey developed outside the local organisation, please describe

12. Which year did you complete the latest user survey ?

- 2013
- 2014
- 2015
- 2016



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6. General User Surveys 2 - Post Survey Processes

13. Regarding the latest general user survey completed at your library during the period 2013-2016. Which steps were taken following your survey?

- Report - A report of the survey results was compiled.
- Leadership Presentation – A presentation was given to the library leadership with the results from the survey.
- Actions Identified – A number of actions were identified based on the user survey.
- Action Plan Compiled and Approved - The actions were summarised in a plan and approved
- Service Changes – Work was done in changing library services based on the user survey.
- Changes Follow-up – The work with the changes to the services has been followed up.
- Result Study – A follow-up survey has been done or is planned in order to determine the results of the changes.
- User Feedback – A communication directed at the surveyed users with feedback of identified changes has been given.
- Other (please specify)

14. Regarding the effects of the survey, what improvements were made in the library services as a consequence of the results of your latest general user survey completed at your library during the period 2013-2016?

Feel free to copy from action plans.

Within the area of access to library media?

Within the area of electronic systems?

Within the area of the physical library

Within the area of student support?

Within the area of researcher support?

Within the area of user information skills/information competence tuition?

Within the area of communication/marketing?

Within other areas of library services (please specify)



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7. Other User Input Methods

15. There are many other ways to improve the library services in a structured way. Which other methods have been used at your university library for service development since 2013?

	Used in the whole library organisation	Used only in part of the library organisation	Not used
Physical User Suggestion Box The library has a suggestion box in the physical library with the goal to develop library services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic User Suggestion Box The library offers the possibility on the library website to send in suggestions with the goal to develop library services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questions to the Users in the Library The library has displayed questions to users/ran short surveys in the physical library.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Suggestion Box The library has a suggestion box (physical or electronic) directed at staff with the goal to develop library services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User Experience (UX) Techniques The library has been using techniques to understand the experience of the users with the goal to develop library services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Used in the whole library organisation	Used only in part of the library organisation	Not used
<p>Quality Management System The library has an implemented quality management system with the goal to develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Process for Stepwise Improvements The library supports a cycle of identifying and improving library services in actions plans with the goal to develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Larger Assessment Activities Selected library activities are assessed and improved periodically with the goal to develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Process Mapping Studies of library processes are used to gain a richer understanding of library activities with the goal to develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Focus and Reference Groups Groups of users are interviewed with the goal to develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Service Key Indicators One or several key indicators are constructed in the library for trend analysis and reporting with the goal to follow up and develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Balanced scorecard Service key indicators are compiled for management purposed in a balanced scorecard framework with the goal to follow up and develop library services.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Which other methods for service development have been used in your library organization during the period 2013 until today?</p>			

16. Which user groups have been targeted using the following methods?

	Researchers/teaching staff	Students	Method not used
General User Surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Suggestion Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic User Suggestion Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Questions to Users in the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Experience (UX) Techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Larger Assessment Activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus or Reference groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:



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8. Library Strengths

17. We would also like to see what strengths in your current library services you have become aware of from the interaction with your users?

Within the area of access to library media?

Within the area of electronic systems?

Within the area of the physical library

Within the area of student support?

Within the area of researcher support?

Within the area of user information skills/information competence tuition?

Within the area of communication/marketing ?

Within other areas of library services (please specify)

18. How well-functioning do you perceive your current choice/selection of user input methods?

Inadequate

Adequate

Excellent





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9. Respondent Information

19. Finally, we would like to know who is answering these questions.

What is your function at your library?

- Library Director
- Other Person in Leadership
- Quality Assessment Librarian
- Other (please specify)

20. If you like to, you can state your contact information. This will make it possible for us to contact you during analysis and send you the final report.

Name

E-mail address