UNIVERSITY OF WEST LONDON
The Career University

UWL REPOSITORY

repository.uwl.ac.uk

Surveying students at Kingston University

Horrocks, Angela and Omar, Davina ORCID: https://orcid.org/0000-0001-9134-1166 (2009) Surveying students at Kingston University. In: Internet Librarian International, 15-16 Oct 2009, London, UK.

This is the Presentation of the final output.

UWL repository link: https://repository.uwl.ac.uk/id/eprint/3032/

Alternative formats: If you require this document in an alternative format, please contact: open.research@uwl.ac.uk

Copyright:

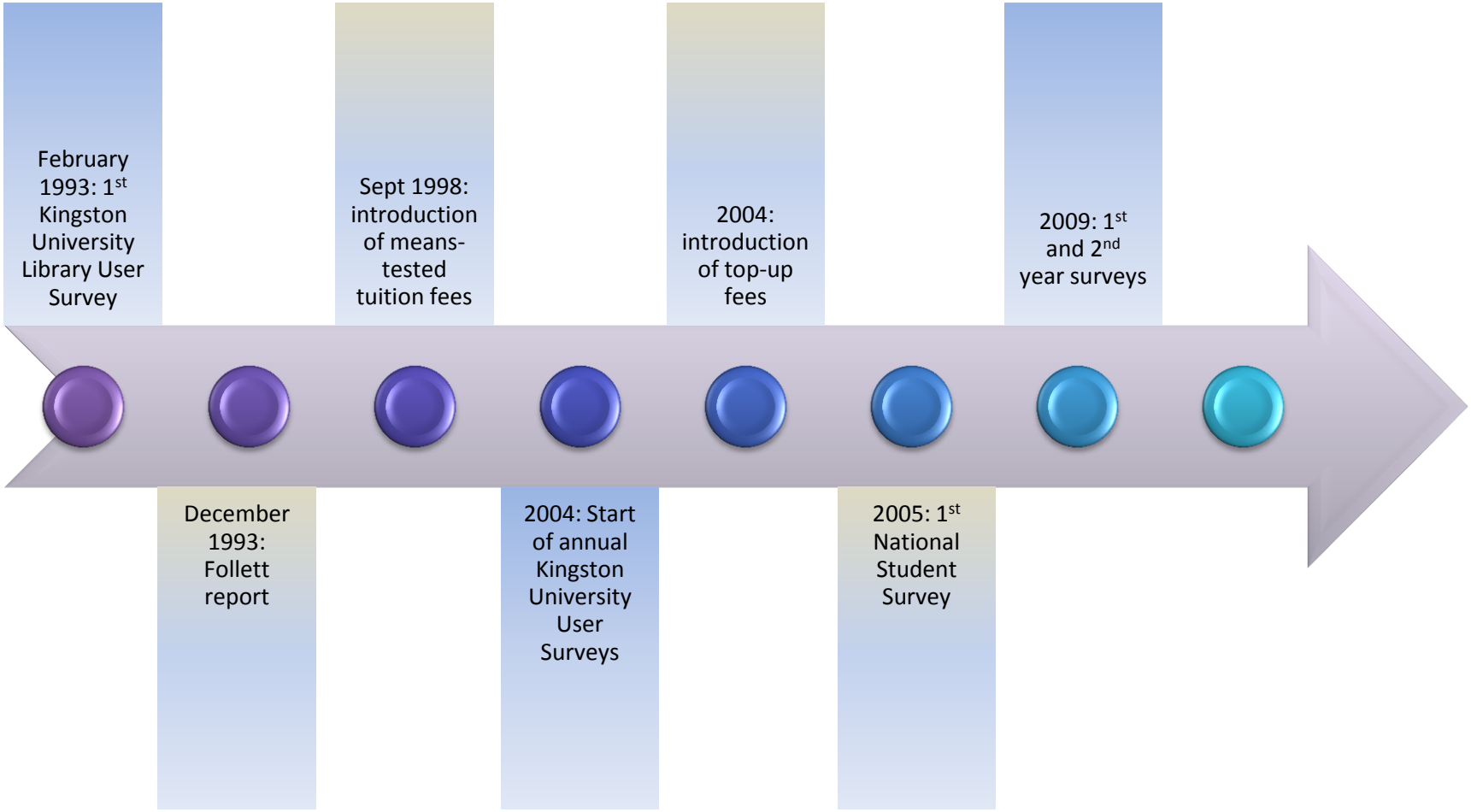
Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

Take down policy: If you believe that this document breaches copyright, please contact us at open.research@uwl.ac.uk providing details, and we will remove access to the work immediately and investigate your claim.

Surveying students at Kingston University

Angela Horrocks & Davina Omar
Kingston University

Impact of the external environment



Unique Selling Point:

How do students search for information?

Starting point/location

Search tools

Types of sources

Sets the scene for the rest of questionnaire and service

Q9. What information sources have you used in the last week? (Please select any that apply)

- ☐ Blogs
- ☐ E-Books
- ☐ E-Journals
- ☐ Lecture notes
- ☐ Previous dissertations
- ☐ Print books
- ☐ Print journals
- ☐ Social networking site
- ☐ Theses
- ☐ Videos/DVDs/online videos
- ☐ Websites
- ☐ Wikis
- ☐ Information source not listed

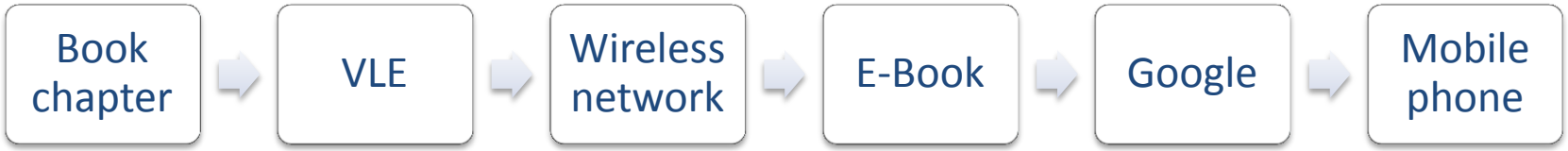
Q10. Which of the following do you use to track down information? (Please select any that apply)

- ☐ E-mail alerts
- ☐ E-Resources page on StudentSpace
- ☐ Google
- ☐ Different search engine (eg. Yahoo)
- ☐ Google Scholar
- ☐ Library catalogue
- ☐ Reading List
- ☐ RSS feeds
- ☐ St George's web pages
- ☐ StudentSpace
- ☐ StudySpace (Blackboard)
- ☐ 360 search
- ☐ None of the above

The growth in technology has complicated the picture

It would be hard to get this information in any other way

We have to respond to how the students are searching



Questionnaire

Focus groups

1-2-1 interviews

Message board

Usability testing

Endless list.....

Issues

Silent majority

Contacting non-users

Setting the topics

Commitment to trusting the students

Changing staff preconceptions

Trust that the priority is a real one

Further investigation may be needed

Examine the connection to learning and teaching

(McKnight, 2008)

LRC User Surveys,1993 - 2009

The first LRC user survey, 1993

Aware that students were experiencing problems finding books and journal articles

Required quantitative statistical evidence that could be presented to the University Executive Team. Information needed to be robust so used an external company, Priority Research.

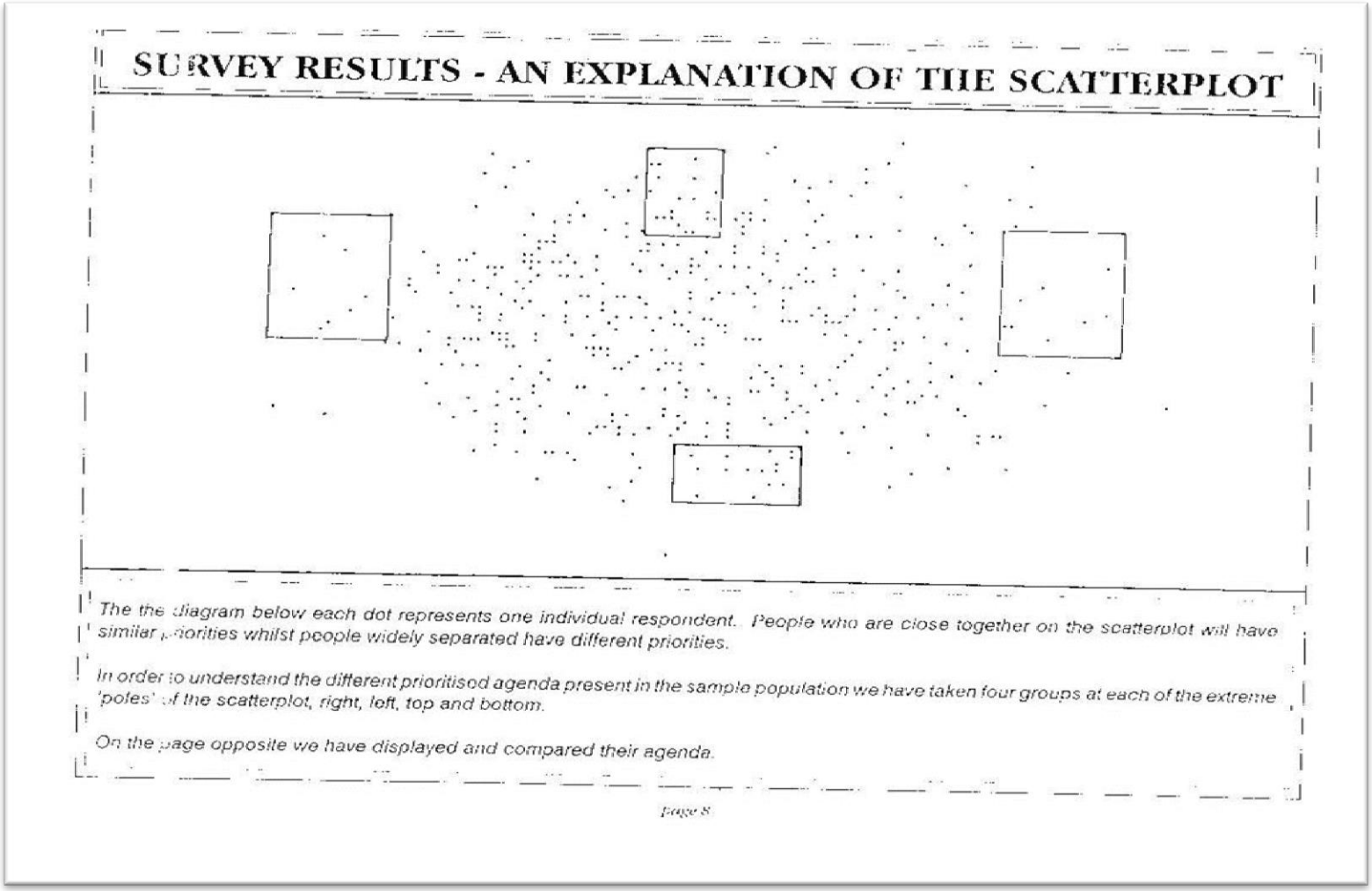
Required qualitative evidence that we could use as managers to improve library services. Information gathered through Focus Groups

Give the students a voice

Results of the 1993 Survey

- Top 10 issues - top 4 were book-related
- Satisfaction ratings for library services
- Identification of micro communities
- Focus Group information

Scatterplot (1993)



SURVEY RESULTS - AN EXPLANATION OF THE SCATTERPLOT

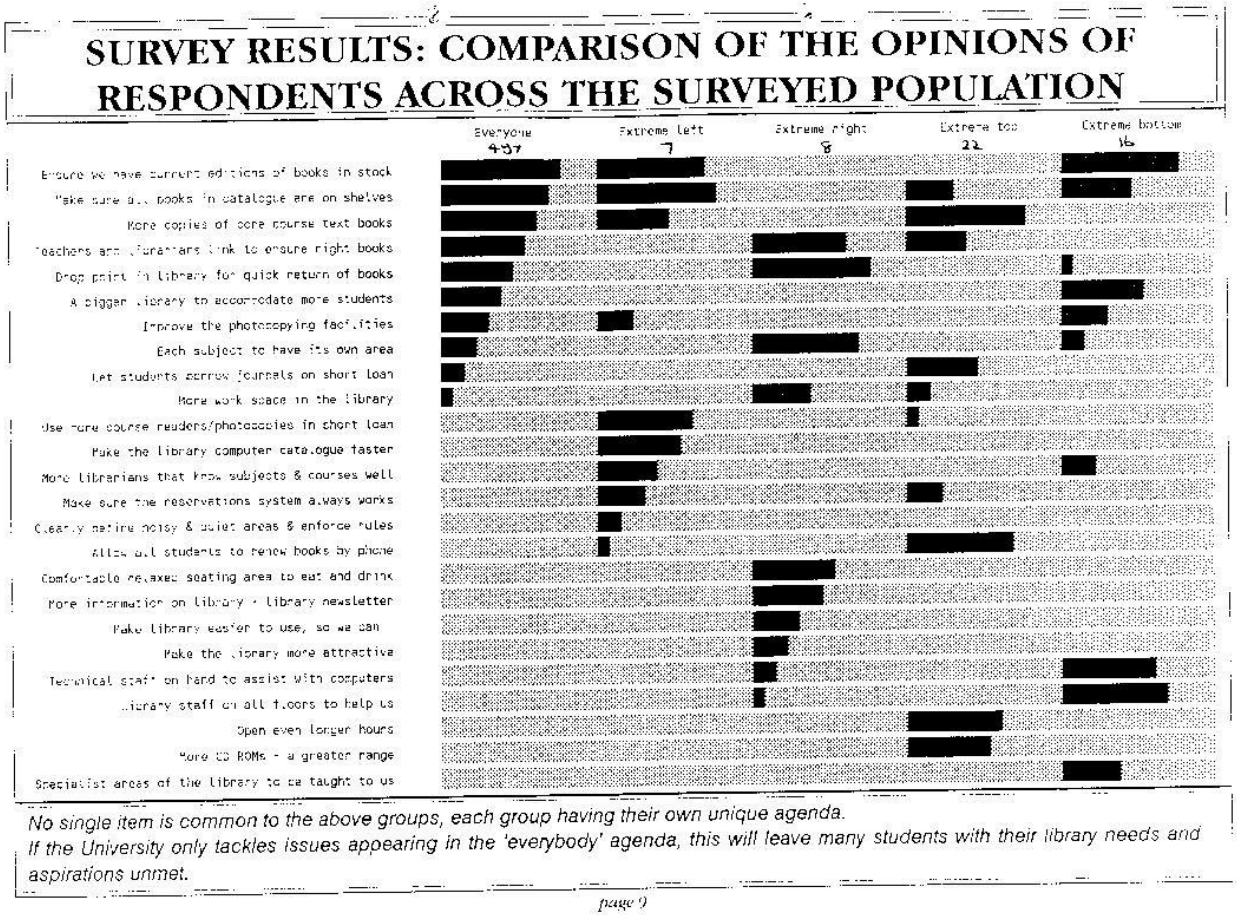
The the diagram below each dot represents one individual respondent. People who are close together on the scatterplot will have similar priorities whilst people widely separated have different priorities.

In order to understand the different prioritisod agenda present in the sample population we have taken four groups at each of the extreme 'poles' of the scatterplot, right, left, top and bottom.

On the page opposite we have displayed and compared their agenda.

page 8

Identification of micro-communities (1993)



No single item is common to the above groups, each group having their own unique agenda.
If the University only tackles issues appearing in the 'everybody' agenda, this will leave many students with their library needs and aspirations unmet.

page 9

What changed as a result?

Report to Executive requesting additional library funding

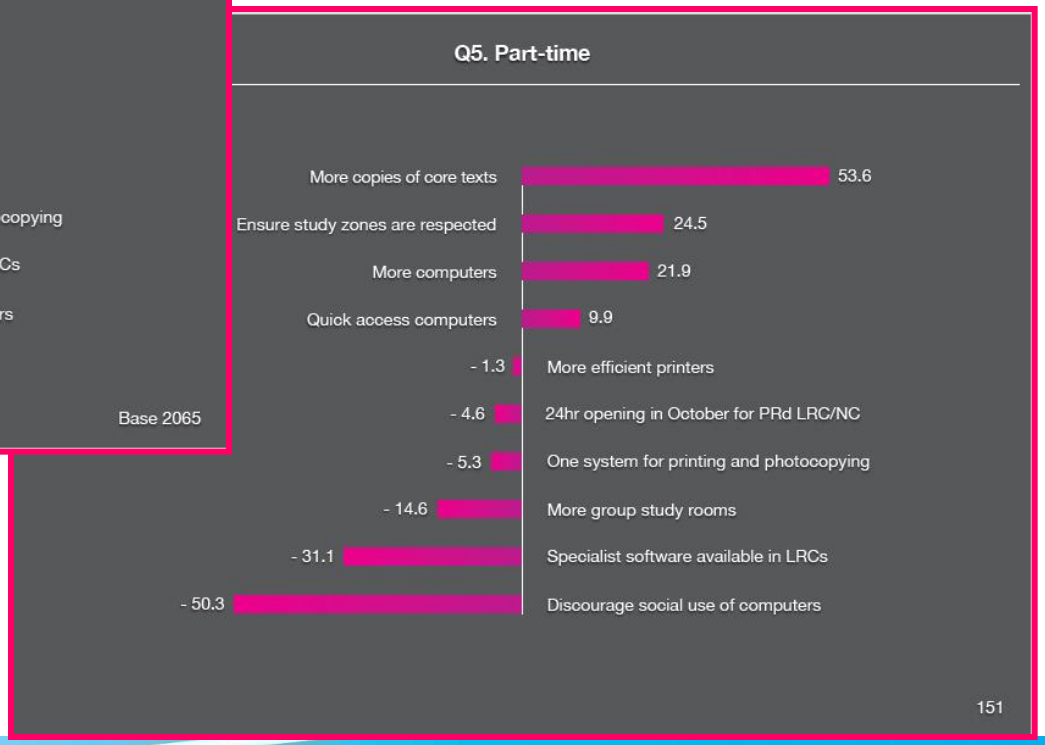
Strengthened commitment to service improvement on the part of all library staff

Numerous changes made as a result of Focus group comments

Priorities for the future - 1993

1. Ensure we have current editions of books in stock
2. Make sure all books in catalogue are on shelves
3. More copies of core course text books
4. Teachers and librarians link to ensure right books
5. Drop point in library for quick return of books
6. A bigger library to accommodate more students
7. Improve the photocopying facilities
8. Each subject to have its own area
9. Let students borrow journals on short loan
10. More work space in the library

Priorities for the future, 2009



Kingston University London
Library Services

What happens now?

Further analysis of the survey data will be carried out including the response from each school/subject area and the information reported to Student Staff Consultative Committees and other University Committees. These reports also inform the Library Services planning for 2006/07 and we have already begun to make changes to facilities and services in response to your priorities:

- **Additional copies of core texts and a wider range of**
  We will continue to increase expenditure on information re
  sites. An additional £350,000 has been added to the bud
  books, journals and electronic information resources over
  a further increase expected for 2006/07. This has allowed
  update the collections to make sure we have the right bo
  place. As part of this process, copies of older books no l
  withdrawn and replaced by new editions and up-to-date
- **More computers / a quiet computer study area**
  WiFi wireless access is being extended in all the LRCs in
  increasing numbers of students who wish to use their lap
  are also looking at ways of increasing support to students
  was an issue that was raised by many students at the Us
  Groups. Additional PCs are being installed on the 1st floo
  Hill LRC to provide a silent computer study area. Work is
  construction of an extension to the Kingston Hill LRC whi
  additional 300 study spaces the majority of which will be
- **More core texts available on-line as e-books**
  It is Library Services policy to purchase electronic version
  wherever these are available and we have purchased sev
  including Safari e-books and FORENSICnetBASE. Follow
  copyright licensing regulations, Kingston University is now
  extracts of UK published books and journals and make th
  students via Blackboard (or similar VLE) and we are curre
  amount of material available in this way.

finally.... Thank you to everyone who helpe

8.27 in

More computers / a quiet computer study area

Additional computers have been installed in the silent area on the 1st floor of the Kingston Hill LRC. The extension at Kingston Hill, which will open in September 2007, will provide an additional 300 study places and over 150 additional PCs. The third floor of Penrhyn Rd LRC which contains a number of networked computers has now been re-designated a silent area in response to student requests.

Self-service borrowing and return

Self-service issue and return units have been installed in Penrhyn Rd and Knights Park LRCs and will be installed in the near future at Roehampton Vale and Kingston Hill. Books can now be borrowed and returned throughout the day and night without the need to queue.

Open 24 hours at all sites / Longer opening hours at weekends

We currently provide 24 hour opening at the two largest LRCs and we are looking at ways in which we can incorporate additional services at these locations for students based at other campuses. We are considering ways in which we can provide specialist software, copies of core texts and access to digitised material via Blackboard.

We are looking at the pattern of weekend opening and will see whether any adjustments are required to meet student needs.

Improved photocopying and printing facilities

We have reviewed our printing and photocopying facilities and plan to upgrade them as soon as possible.

Kingston University London
Information Services

Student Feedback - Improving the LRCs

In addition to the information we receive through the annual LRC User Surveys, we also analyse the student feedback on LRC services provided through the National Student Surveys, Student Forums and Student/Staff Consultative Committees. A number of additional areas for improvement have been identified including the extension of our WiFi network, recording onto DVD, second-hand book exchange and availability of specialist software in the LRCs.

and finally....

Thank you to everyone wh
helped with this survey.

Information Services

Congratulations to our two prize winners who will a cheque for £200. The undergraduate prize was won t student on the BA in Business Management course. The prize winner is studying for a Masters in Law.

2007 LRC User Survey

What you told us

Student Feedback - Improving the LRCs

In addition to the information we receive through the annual LRC User Surveys, we also analyse the student feedback on LRC services provided through the National Student Surveys, Student Forums and Student/Staff Consultative Committees. We welcome all feedback so please do get in touch with any issue or comments that you have.

Other changes that have taken place include:

New photocopiers at all LRCs to allow faster and more efficient copying.

StudentSpace has been redesigned to be more user friendly. All key systems, StudySpace, StudentSpace and OSIS now have a similar look and feel.

Access to e-resources has been simplified. Access is available through StudentSpace without needing an Athens ID.

A new search facility is available '360 search' which cross-searches a range of databases and journals.

We have continued to introduce self-service solutions to enable students to access services remotely and overnight.

Refurbishment work has taken place on the ground floor, 2nd floor and 3rd floor at Penrhyn RD.

Other improvements that are coming soon include:

Electronic payments for photocopying

MAC computers

AND FINALLY ...
THANK YOU TO EVERYONE WHO HELPED WITH THIS SURVEY.

2008
LRC User Survey
Prize Winner

190808

Kingston University London
Information Services

2008 LRC User Survey Results

What You Told Us

go.kingston.ac.uk

Kingston University London

One to one interviews

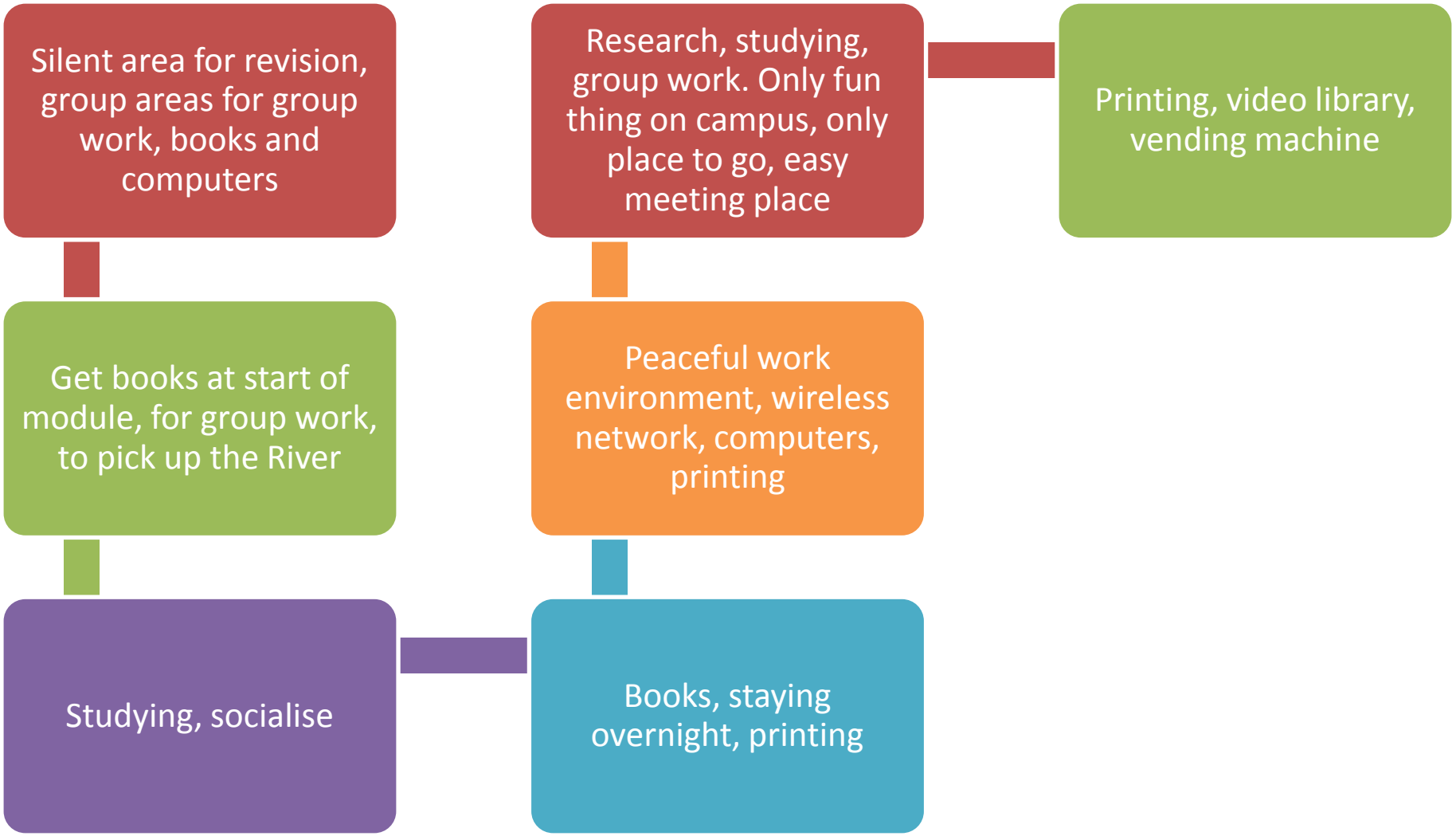
- Attempt to contact non-users
- Same questions as the focus groups
- Over 100 1-2-1 interviews took place in 2009
- Comments received on a wide variety of topic areas

Even from a sample of 25 at one campus, there are obvious micro communities

Space and building

- Like ground floor new look
- More group space (x2)
- I think it would be useful to have group rooms separated from the computers area
- Turn group study area on 2nd floor into quiet study
- Seminar rooms should be available after 9pm (during 24hr opening)
- ……..need more silent zones

Why do you use the LRC?



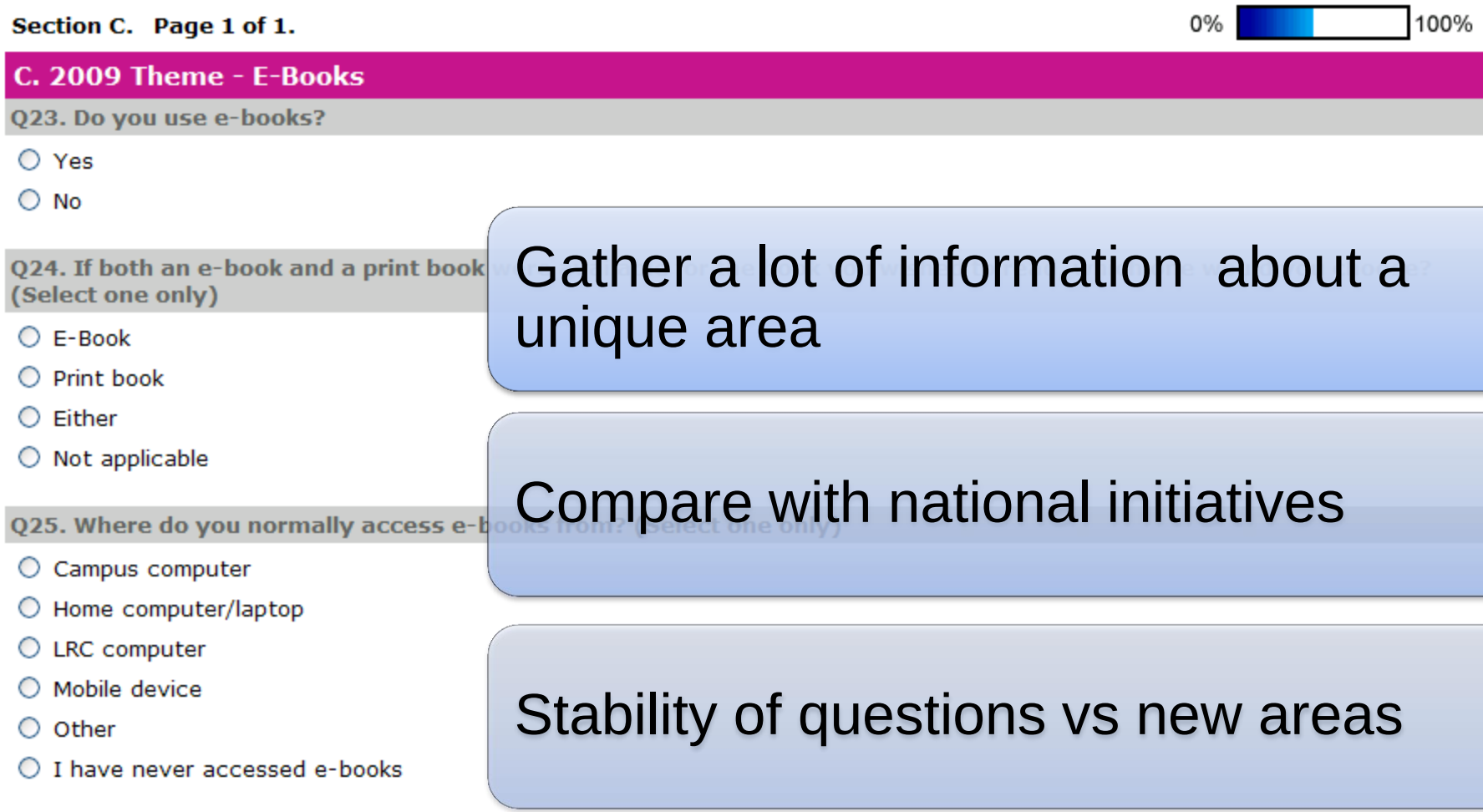
Comments box

The use of surveys such as these are extremely encouraging as it ensures students' voices are heard……However, as far as the LRC is concerned…….

I would like to see more copies of textbooks and 24 hour opening to take place in October!!!!

No comments I’m happy with the friendly atmosphere in Kingston hill

Themes



Gather a lot of information about a unique area

Compare with national initiatives

Stability of questions vs new areas

Review

Review

Success stories

- Substantial improvements to services and resources
- 15% increase in satisfaction ratings from 2004 to 2009
- Information on students' use of LRCs and learning tools
- Closer working with Faculties and central departments

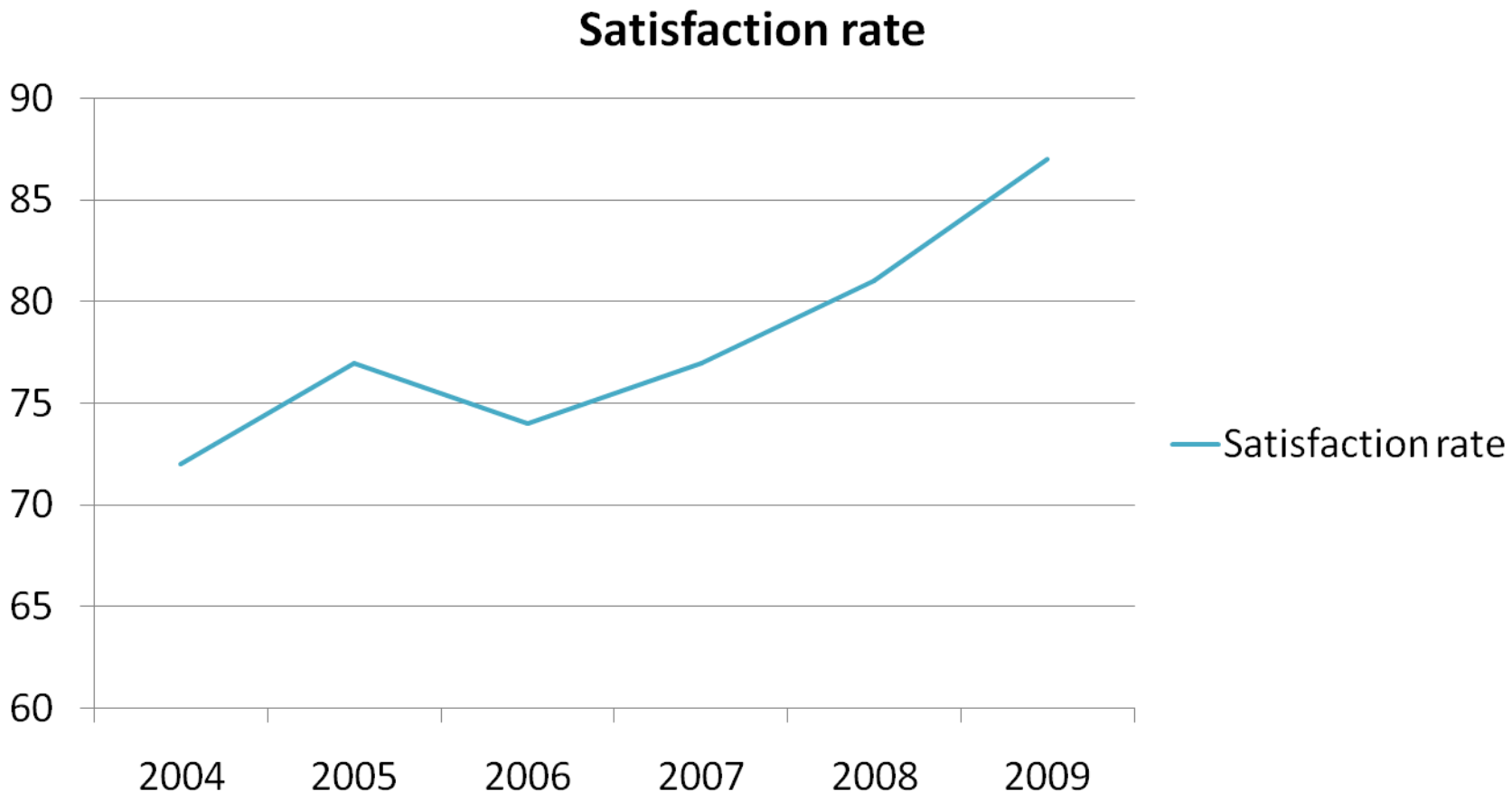
Challenges

- Improving quality? improving satisfaction?
- How representative are surveys?
- Limited opportunities to benchmark
- Survey fatigue

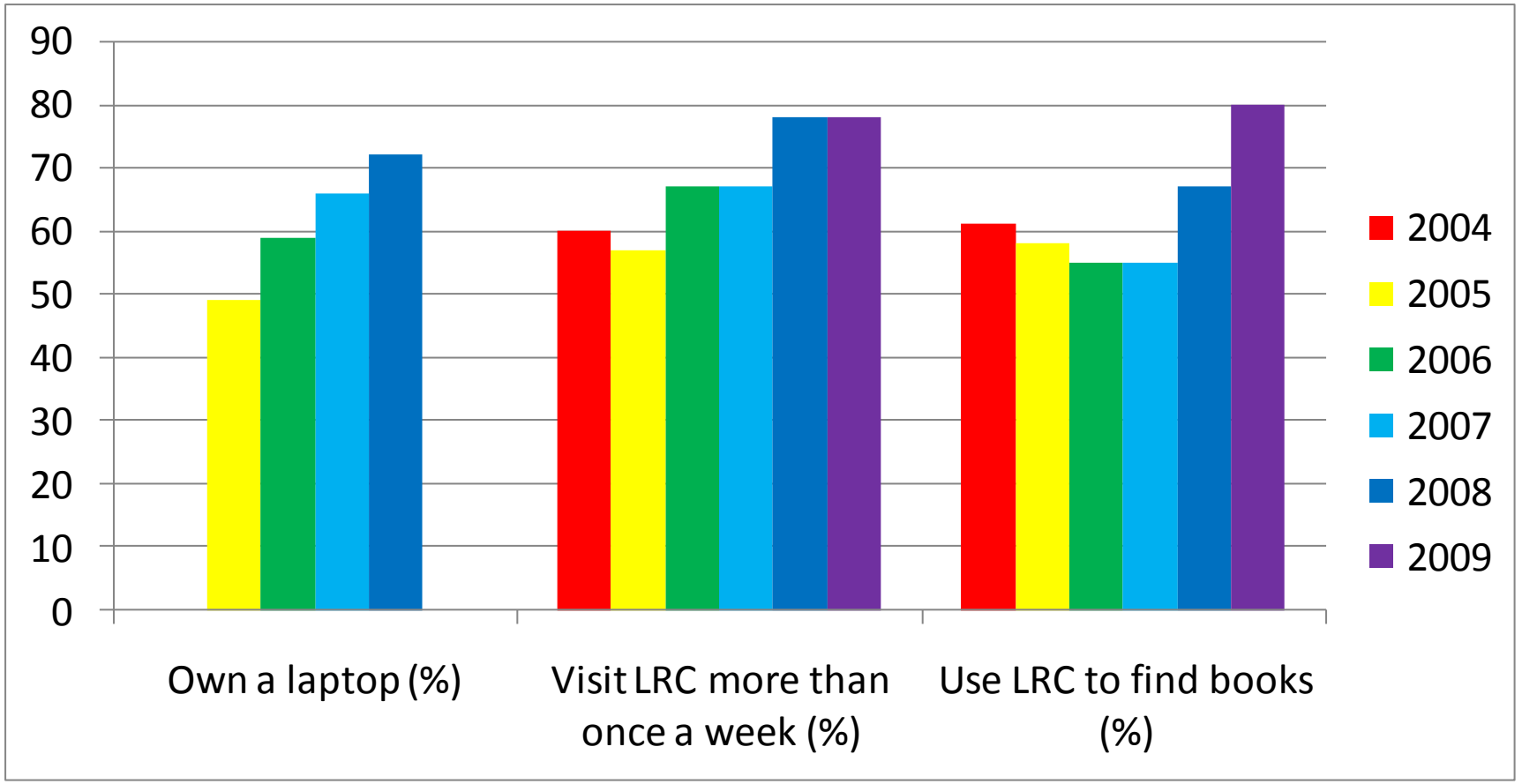
Improvements to service

- Substantial increase to stockfund budget over last 5 years
- Introduction of 24-hour opening
- Self-service issue and return
- ‘Environmental’ improvements to all 4 campus LRCs
- Increased number of PCs
- Improvements to printing and photocopying

Satisfaction rates 2004 - 2009



Students use of learning technology



Kingston University London
Information Services

LRC User Survey 2009

Help us improve our services and resources

By completing this survey you will be helping Information Services to identify priorities for improvement in our services and resources for students and staff in the LRCs.This questionnaire includes 32 short questions and will take about 10 minutes to complete and the information you provide tells us what is most important to you, helping us to shape and develop our environments, services and support to meet your needs.

Please complete the questionnaire by the end of March

WIN AN IPOD TOUCH

See final page of questionnaire for details

This survey is entirely anonymous. No personal data is gathered. Any information you give will be used purely for statistical purposes in order to plan our future services.

enter

Contact details

Davina Omar - Information Services,
Kingston University
d.omar@kingston.ac.uk

Angela Horrocks - Information Services,
Kingston University
a.horrocks@kingston.ac.uk