

2013 Triennial Library Survey
The University of British Columbia | Okanagan Campus
Faculty of Applied Science

Responses

In the 2013 Triennial Library Survey we received a total of 151 valid responses from individuals who self-identified as members of the Applied Science discipline. Of the 151, 102 were undergraduates, 45 were graduate students, and four were faculty.

General Satisfaction

There are eight satisfaction question where respondents are asked to rate services or to agree with statements on a scale of one to nine.

Table 1. Example Satisfaction Questions with Okanagan and Applied Science Comparisons

	How would you rate the overall quality of the service provided by the library? (1-9)		The library aids my advancement in my academic discipline or work. (1-9)	
	Overall	Applied Science	Overall	Applied Science
Undergraduates	7.08	6.92	6.82	6.43
Graduates	7.5	7.36	7.6	7.63
Faculty	7.78	7.75	7.35	8.5

Qualitative Results

Another rich source of data from the survey are the comments that respondents chose to leave. Seventy of the 151 Applied Science respondents left comments. Here is a sample of what they had to say:

The library should have more computers and a room with computers where people have to be quiet.
- First year, Applied Science

SPACE, SPACE, SPACE, and MORE SPACE. I have stopped using the library due to the lack of SPACE, had there been more SPACE to study - I would be in the library daily ... Knowing ahead of time that the library is a no-go option for studying and then being proved that it's true is mildly ridiculous. GET MORE LIBRARY SPACE PLEASE.
- Fourth year, Applied Science

The library does not have many of the resources our professors require us to read as old books, I hoped there are liaises with the professors to meet that demand.
- Graduate student, Applied Science

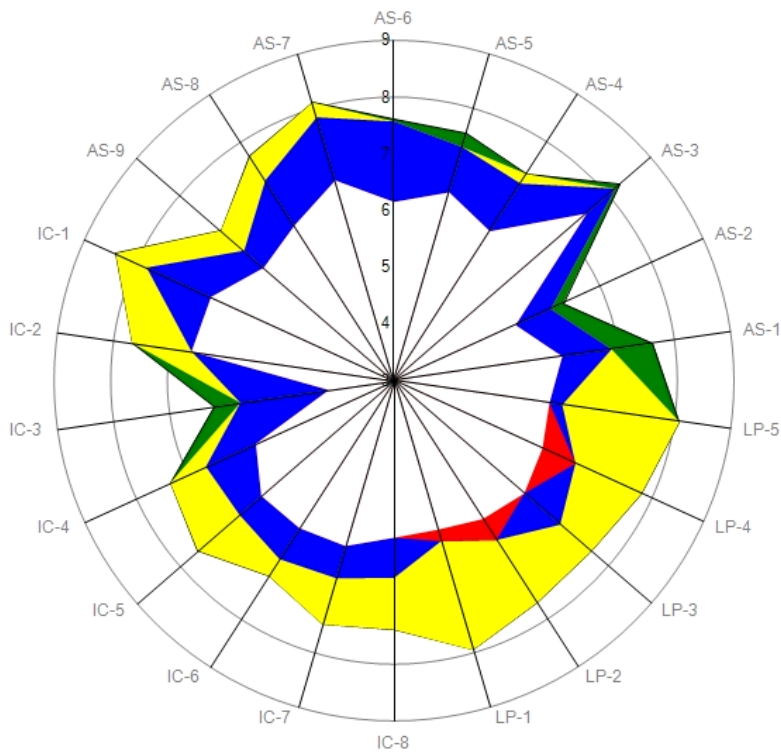
The engineering librarian is excellent. I really appreciate the document delivery system and have used it many times.
- Graduate student, Applied Science

Overall, I am extremely pleased with the library services and especially the dedication of the people involved. I have had extreme success with in-class library support for my students and every comment from students have spoken very highly of the librarians and their dedication in particular.
- Faculty member, Applied Science

Wordle™ word cloud generated by all comments from Applied Science responders:



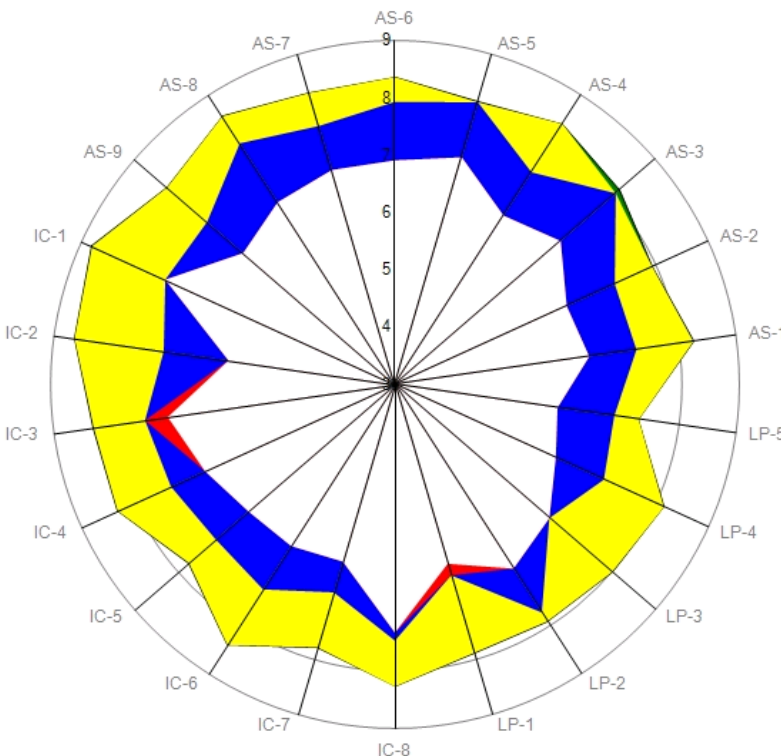
Applied Science Undergraduate Students (n=102)



Affect of Service (AS)

- AS1 Employees who instill confidence in users
- AS2 Giving users individual attention
- AS3 Employees who are consistently courteous
- AS4 Readiness to respond to users' questions
- AS5 Employees who have the knowledge to answer user questions
- AS6*** Employees who deal with users in a caring fashion
- AS7 Employees who understand the needs of their users
- AS8 Willingness to help users
- AS9 Dependability in handling users' service problems

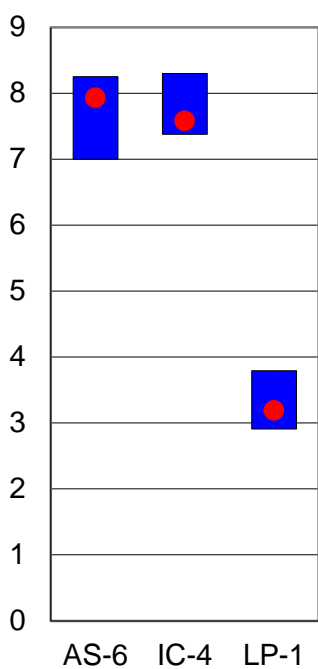
Applied Science Graduate Students (n=45)



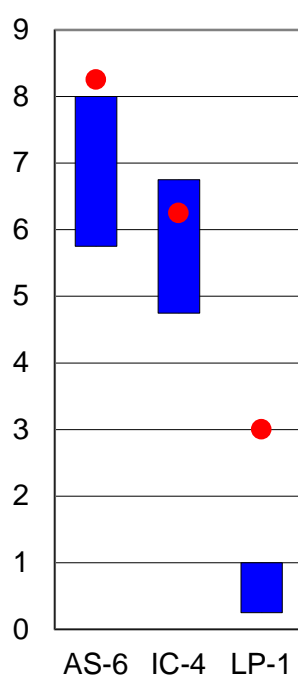
Information Control (IC)

- IC1 Making electronic resources accessible from my home or office
- IC2 A library Web site enabling me to locate information on my own
- IC3 The printed library materials I need for my work
- IC4*** The electronic information resources I need
- IC5 Modern equipment that lets me easily access needed information
- IC6 Easy-to-use access tools that allow me to find things on my own
- IC7 Making information easily accessible for independent use
- IC8 Print and/or electronic journal collections I require for my work

Faculty (n=89)



Applied Science Faculty (N=4)



Library as Place (LP)

- LP1*** Library space that inspires study and learning
- LP2 Quiet space for individual activities
- LP3 A comfortable and inviting location
- LP4 A getaway for study, learning or research
- LP5 Community space for group learning and group study

*From these 22 questions, survey participants receive eight. Everyone receives these three questions (AS6, IC4 & LP1) and another five that are chosen randomly.