

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

Responses

In the 2013 Triennial Library Survey we received a total of 166 valid responses from individuals who self-identified as being Management students or faculty. Of the 166, 157 were undergraduates, 5 were graduate students, and 4 were faculty.

General Satisfaction

There are eight satisfaction questions 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 Overall and Management 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	Management	Overall	Management
Undergraduates	7.08	7.12	6.82	6.66
Graduates	7.5	7.8	7.6	8.0
Faculty	7.78	8.0	7.35	7.0

Qualitative Results

Another rich source of data from the survey are the comments that respondents chose to leave. Ninety-five of the 166 Management respondents left comments. Here is a sample of what they had to say:

Thanks for the excellent services! It would be better if there were more computers and quiet study areas available. The library is my favorite place to study :)
 - Undergraduate, Management

Too many times this year I've found the library too busy for me to work in. If the school keeps expanding, it needs to supply students with more places to study
 - Undergraduate, Management

The librarians are so helpful and friendly whenever help is needed, they answer all your questions, and if they can't answer your question they will actually email you about it once they find out. Also, I love the quiet study rooms, they are so useful and these spaces inspire studying and learning.
 - Undergraduate, Management

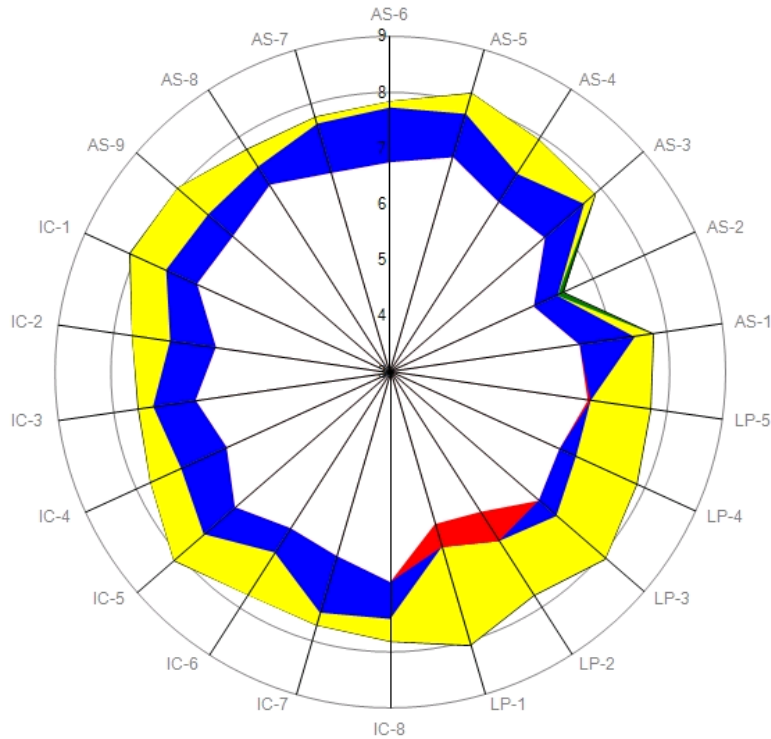
I like the redesign, I think the main problem (which won't be fixed any time soon) is that there is not nearly enough space for the amount of students who go in there on a daily basis.
 - Undergraduate, Management

The library has great resources for the Master of Management Program. I personally prefer to use the online resources on my own time from home. That service is invaluable!
 - Graduate student, Management

Wordle™ word cloud generated by all comments from Management responders:



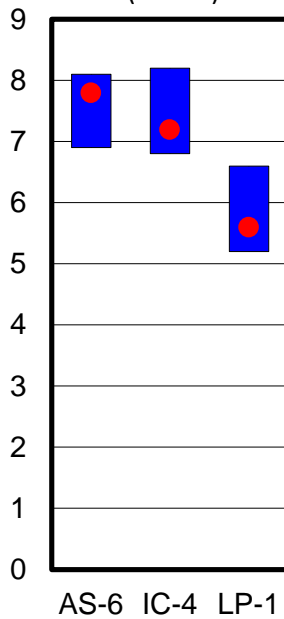
Management Undergraduates (n=157)



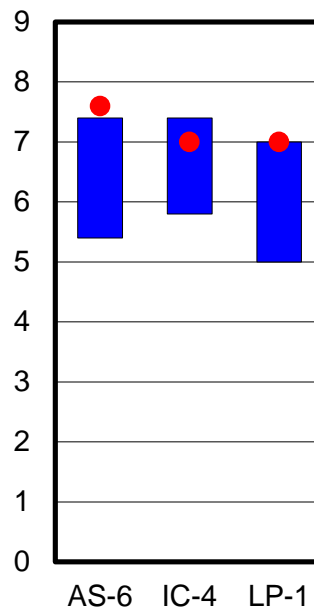
Affect of Service (AS)

- 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

Grad Students (n=173)



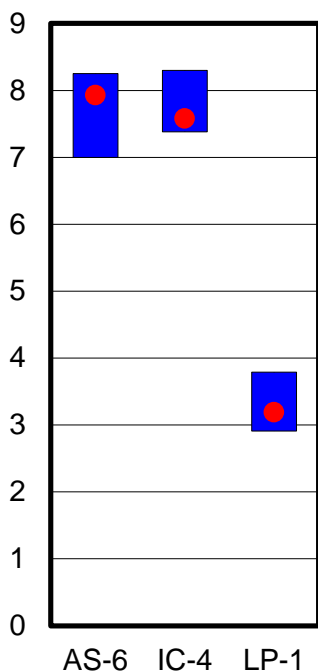
Management GS (n=5)



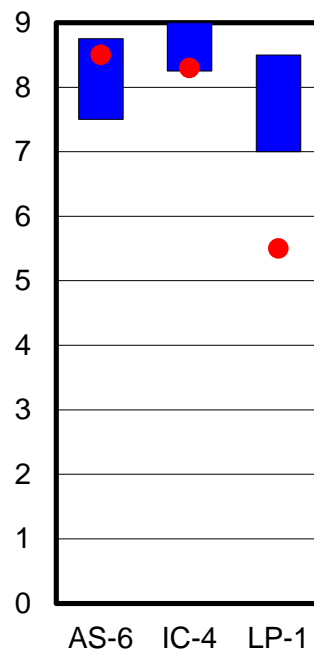
Information Control (IC)

- 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)



Management 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.