Introduction

2013 marked the third campus-wide survey conducted by the Library to gauge patron satisfaction. Vancouver conducted a separate survey and sampled their users. As in 2007 and 2010 the Library made use of LibQUAL+, a web-based survey instrument developed by the Association of Research Libraries (ARL). The survey was administered for a three week period from Monday January 28, 2013 to Friday February 15, 2013. An iPad mini was offered as an incentive prize to those individuals that chose to leave an email address. A total of 8481 survey invitations were sent out and the Library received 1628 valid responses which corresponds to a 19.2% response rate. Table 1 displays responses by user group.

Table 1. 2013 LibQUAL+ Response Rates by User Group		
User group	**Responses as a ratio**	**Response rate**
Undergraduates	1366/7400*	18.5%
Graduate Students	173/669*	25.8%
Faculty	89/412**	21.6%
Overall	1628/8481	19.2%
* This number reflects valid email addresses that Enrollment Services utilized to send out the survey. **Human Resources provided an email list to the Library. The list of faculty included Sessional Instructors as well as those in administrative positions.		

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 2. Example Satisfaction Questions		
	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)
Undergraduates	7.08	6.82
Graduates	7.5	7.6
Faculty	7.78	7.35

Qualitative Results

Another rich source of data from the survey are the comments that respondents chose to leave. In 2013 roughly 52% of respondents chose to leave comments. A sample of them are below.

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 service at the library is wonderful; staff are always ready to help, and if someone doesn't know the answer he or she keeps at it until they have one. You should all get a raise.
 - *Faculty member, Humanities*

There are not enough computers, many times I have not been able to get one. Needs a separate room or part of the library with computers for the people that need quiet, while on the computer because the computer area in general is quite loud and distracting when wanting to study but need the computer.
 - *Third year, Health Sciences*

It would be great if there were more computers available to students. There never seems to be enough. Obviously students are finding them useful so I feel that an effort should be made to ensure this.
 - *Second year, Humanities*

I find the UBC Okanagan library services excellent, especially in terms of quality of student/faculty service. The university is still lacking access to some Canadian journals which would be helpful for my studies. I appreciate how quickly books are delivered from Vancouver libraries as this aids greatly in supplementing the library's current resources. Thank you!
 - *Masters student, Social Sciences*

Undergraduate Students (n=1366)

Graduate Students (n=173)

Faculty (n=89)
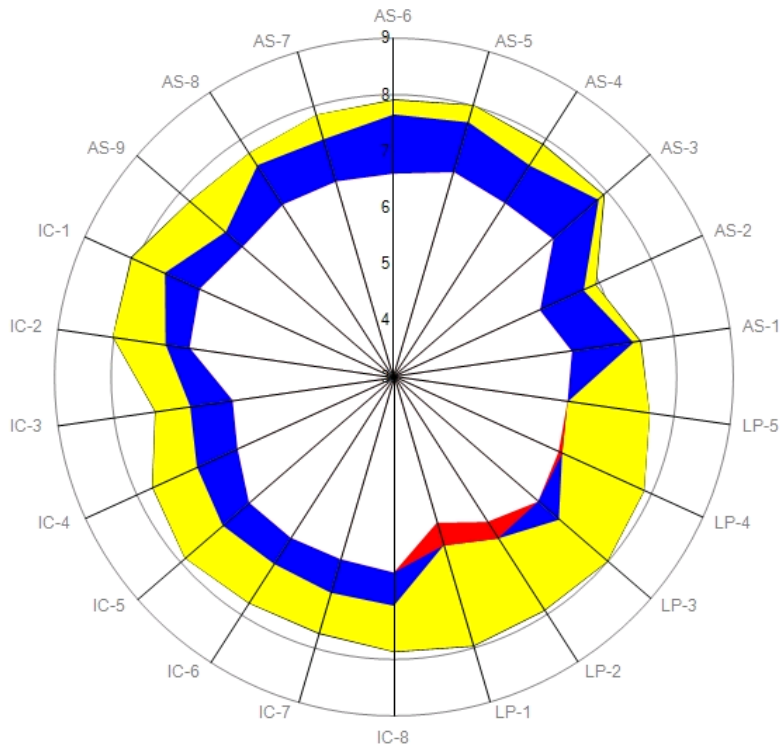
Affect of Service (AS)

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
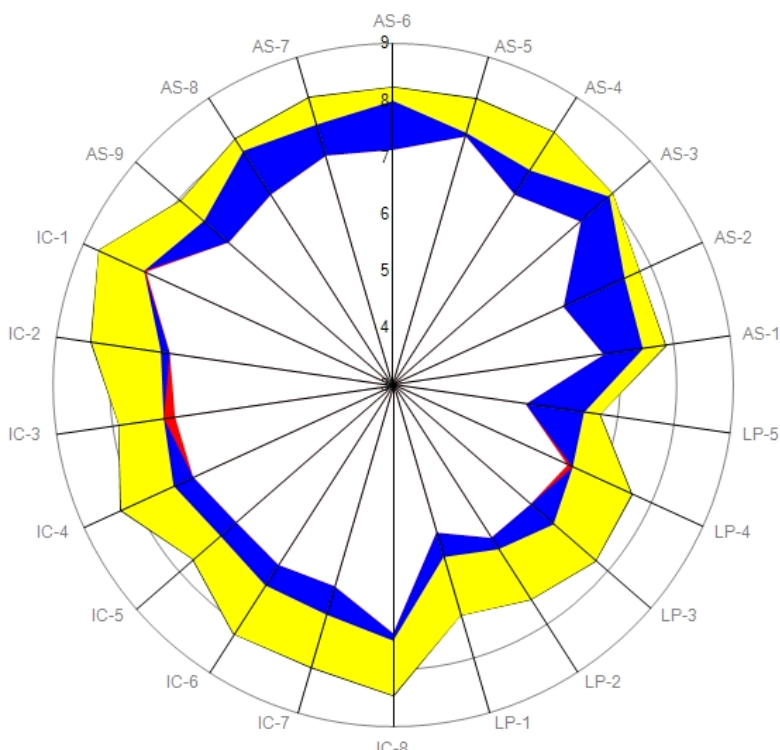
Information Control (IC)

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
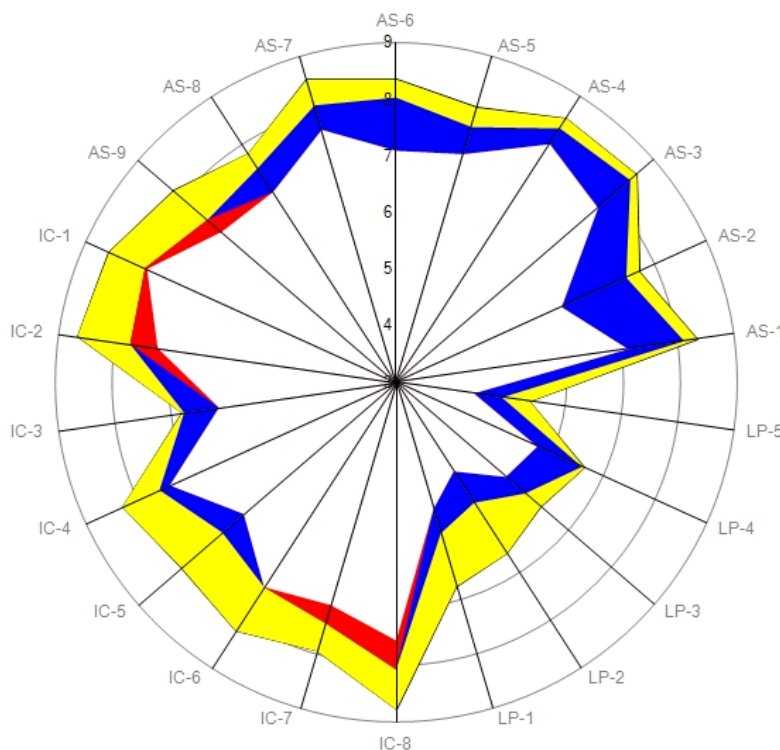
Library as Place (LP)

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.