

CONTENTS

	page
INTRODUCTION	3
MAIN FINDINGS	4
USER SURVEY RESULTS	
Ranked Satisfaction with Services	6
Comparisons	9
– For each site	15
– By type of study	
Other issues	17
– Infrequent use of the library	18
– Colric Benchmarking	19
– Information skills	20
Bar charts for Opinion Rating Statements	21
APPENDICES	
I - Survey profile	26
II - Summary of answers to free text questions	28
III - Sample Questionnaire	36
IV - Statistical Summary	41

Introduction

Every year Hull College Group Libraries conduct a survey of student opinions which aims to identify ways to develop the library service and improve our support of student learning.

This year's survey was carried out during February and March 2011 using printed and online self-completion questionnaires.

Our aim was to achieve a quota of 10% of student numbers for each school. In all, 981 questionnaires were satisfactorily completed to the quota sampling framework representing 8.8% of the total student numbers, covering all schools and all sites.

11 schools are underrepresented :

Hair, Beauty & Catering (by 66%)

Foundation Studies (by 59%)

Skills for Life (by 56%)

Foundation Learning (by 44%)

Access & Community Learning (by 42%)

Hull School of Art & Design (by 41%)

Visual & Performing Arts (by 41%)

Construction, Motor Vehicle & Engineering (by 37%)

Professional Development, Education & Business (by 18%)

Art & Design (by 15%)

Health, Social care & Science (by 6%)

Main Findings

1. General performance

Satisfaction with our overall service increased from 87% to 90% over the last year. Satisfaction has increased at all sites except Park Street and Harrogate where it has dropped by only 1%. Satisfaction with Queens Gardens library has increased by 4% and is only 1% lower than overall, showing how effectively the team there are working with increased demand on resources and services. Satisfaction has also risen at the Learning Zone by 16% showing improved support there and at Cannon St by 16% demonstrating our effective promotion of online resources to students based there. Part-time students are more 1% satisfied with our services than other students—possibly due to fewer issues with overcrowding and satisfaction has risen by 7% among Higher Education students. We are happy with the overall increase in satisfaction levels but we need to continue to look closely at those areas where the level of satisfaction has dropped and identify ways to tackle the underlying issues.

2. Higher Education

Higher Education students are 7% more satisfied with our service than last year. Satisfaction with helpfulness of staff has dropped by 1% but remains 4% higher than overall. Reduced satisfaction with advice from staff (by 8%) and induction (by 5%) show we need to review the support we provide. Satisfaction with the range of books is lower by 2% among HE students but has improved by 4% since last year showing we have been able to make some improvements to stock despite budget limitations. Satisfaction with access to PCs has increased by 4% since the introduction of loanable laptops and HE students are now 4% more satisfied than overall. Satisfaction with eResources has improved by 4%, with eBooks by 4% and with journals by 2% but we still need to promote and develop these areas further. Satisfaction with quiet study has decreased and satisfaction with group study is lower than for overall but these issues should be addressed by the new HE Centre.

3. Staffing & Opening hours

Satisfaction with Help and Advice from Library staff have decreased slightly (by 0.2% and 1%) but they remain two of the most appreciated aspects of the service. Satisfaction with staff has improved at all sites except Goole where levels remain high but has dropped among part-time students so we need to look at how we improve our support to them. Satisfaction with Opening Hours has remained at 85% and has improved at all sites except Harrogate. The number of users Very Satisfied has increased by 9% reflecting the improved consistency in our opening hours, especially at our smaller sites. Satisfaction with our opening hours has increased among higher education students but has decreased among part-time students so we need to increase our promotion of online access to resources and services to address this as we are unlikely to be able to increase our opening hours in the coming year.

4. Non-print resources

Audio visual materials remain the area of highest dissatisfaction and satisfaction with these materials has decreased by 3% since last year despite the fact we are increasing the number of TV recordings and placing more materials on open access. We will continue to do this and will look to phase out the remaining video to make this material look more up-to-date. We will also look for ways to provide increased off-site access to AV materials through Moodle to support part-time students. Satisfaction with our eResources has only increased by 2% but satisfaction with our range of eBooks has decreased by 2% so we may need to provide more training on these in the future. We measured satisfaction with Moodle for the first time and satisfaction is high at 74% but we hope to increase this further during the coming year.

5. IT resources

Satisfaction with Access to Computers has decreased by 2% reflecting the high demand on a limited number of PCs at the Hull sites. Satisfaction with Access to Computers has increased at Goole where we have introduced additional drop-in PCs and among higher education students who have had access to a new HE library in Harrogate and loanable laptops in Hull. More PCs are still the most commonly suggested improvement to our services but it is difficult to add further PCs to any of our libraries without losing study spaces which are also in heavy demand. Satisfaction with our computer booking system has increased by 10% showing some students are using this effectively and we will continue to promote this further so

Main Findings

more students understand the need to book in advance. We will continue to supervise and support students to ensure our open-access computer areas are utilized as effectively as possible.

6. Copying & Printing

Satisfaction with printing and copying has increased by 7% reflecting the successful introduction of MFDs at Harrogate. However, satisfaction has dropped at Queen's Gardens due to queues for the MFDs at peak times and at Park St where an MFD is yet to be introduced. Satisfaction has also dropped slightly at Goole where only black and white copying is available. Satisfaction with our high quality photocopiers at Queen's Gardens and Park St has increased by 11% and we are hoping to introduce new MFDs which will allow the same high quality and customisation to be provided through print credits.

7. Printed materials

Satisfaction with our range of books has increased by 0.2% showing that we are targeting our stock selection effectively despite budget restrictions. Satisfaction is lowest at Park St where space limits the size of the collection we can provide and highest at Harrogate. Satisfaction with Book Loans has increased by 5%, (although this maybe due to a change in wording on this question) to 74% and satisfaction with Book Reservations has also increased indicating most our users are happy with loaning our printed materials. Satisfaction with the range of books is lower by 2% among HE students but this gap has narrowed by 5% due to the additional HEFCE capital funding in some areas. Satisfaction with our magazines and newspapers has dropped by 5% demonstrating a need to review our spending on these materials and promote them further.

8. Study space

Satisfaction with quiet study spaces has decreased by 3% and satisfaction with group study spaces has decreased by 1% due to the increasing use of our libraries and limits on suitable accommodation at some sites. At Queen's Gardens satisfaction with quiet study has dropped 2% and is now 67%, the same as that for group study— changes to segregate HE study space next year should improve these levels. Satisfaction with group study has dropped 11% at Park St showing the difficulties this small site presents for FE group work. At the Learning Zone, many students want quiet study space but as the library is in an open plan reception area it is difficult to provide any.

9. User education & Guidance

Satisfaction with induction has decreased by 4% since last year. despite an increase in the use of all our induction materials except tour scripts. Satisfaction remains highest with online & interactive forms of delivery such as Moodle materials and quizzes and we need to look for ways to promote these methods further with tutors. Requests for additional help have decreased in all areas except use of the Internet, showing the effectiveness of the information skills sessions we provide. We will look at ways we can provide more support for develop Internet searching skills. Finding a book remains the area where most students would like additional help and we will continue to review our signage and guide to look for ways to make this easier for users. Our staff compare favourably with national figures with 11% more of our users finding our staff approachable (a 2% increase on last year) and 19% more of them being happy with the advice they are given. (a 2% decrease on last year).

10. Non-users & Benchmarking

Overall, 86% of those completing our survey used the library at least once a month, an increase of 1% on last year. The number of students using us daily has increased by 7% while the number using us weekly has decreased by 8%. Schools with low levels of library use include Construction in Harrogate, HE Art & Design & Skills for Life and Foundation Learning ion Hull and we will work with staff from these areas to identify ways of supporting these students more effectively. 90% of our users always or often find the information they need, a 2% increase on last year and this compares well to 83% nationally. The percentage of students who feel the library helps them significantly with their course is 9% lower than the national figure, although we have narrowed the gap to the national figure by 3%.

User Survey Results

Ranked Satisfaction with Services

Survey Results - Ranked Satisfaction with Services

Introduction

On the next page, a ranked list has been created to compare the level of satisfaction/dissatisfaction with each of the opinion rating statements in Questions 12 & 13.

The ranked list has been produced by multiplying the percentage of respondents who were very satisfied, fairly satisfied, fairly dissatisfied and very dissatisfied by a weighting of +1 for very satisfied, +0.5 for fairly satisfied, -0.5 for fairly dissatisfied and -1 for very dissatisfied and aggregating the results for each.

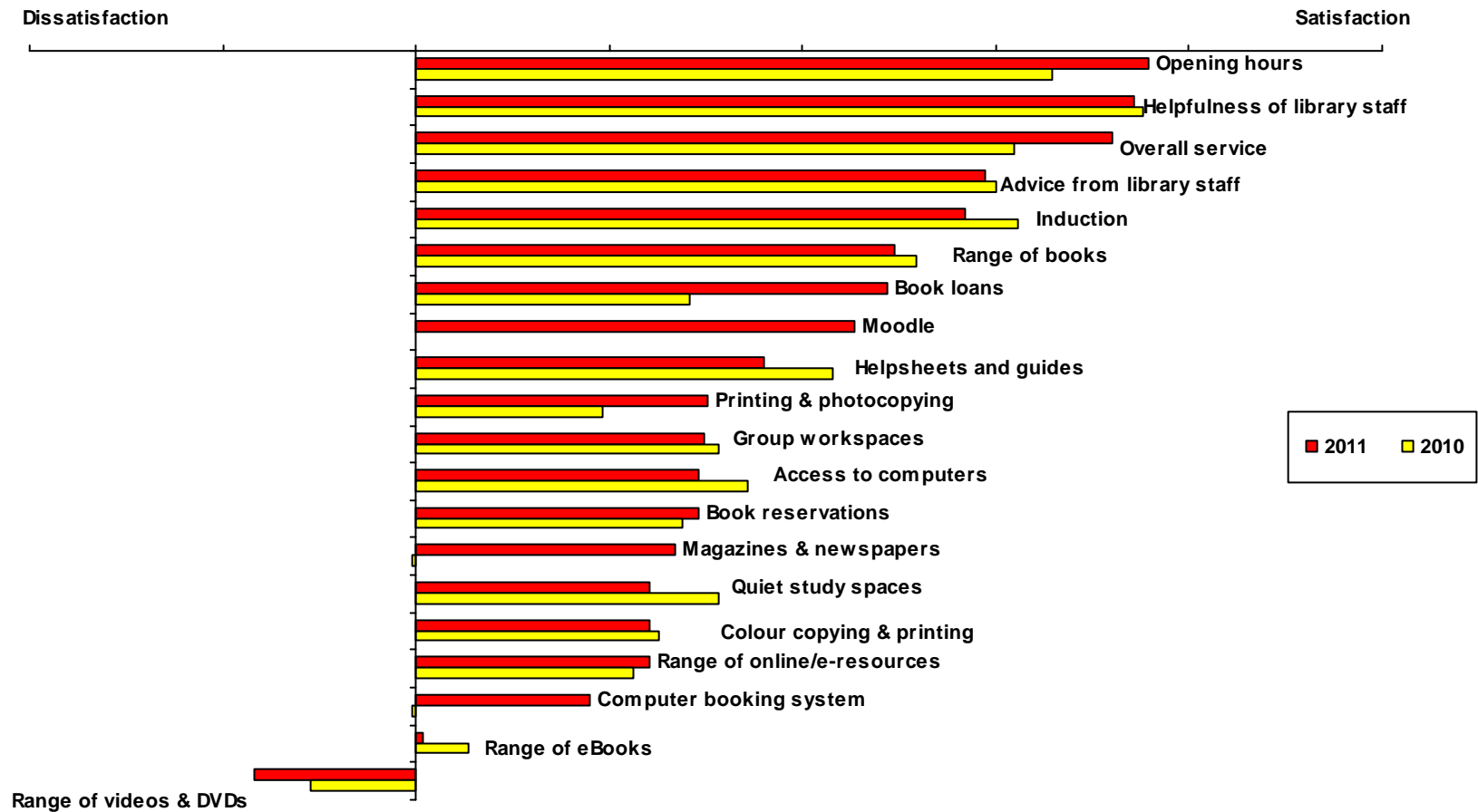
NB. This graph shows a ranked list of items rather than just numerical levels of dissatisfaction. As a guide, 3.3% of those surveyed were dissatisfied with the first item "Opening hours" and 8.1% of those surveyed were dissatisfied with the bottom item "Range of videos & DVDs"

Commentary:

This graph shows the overall satisfaction ratings for the survey and compares them with last year's ratings. Whilst satisfaction with the Overall Service has increased by 3% to 90%, satisfaction with many aspects of our service has decreased since last year, especially with the resources we provide such as the range of books (by 0.2%) and eBooks (by 2%), the range of videos and DVDs (by 3%) and access to computers (by 2%). Satisfaction with quiet study spaces has also decreased by 3% due to the increasing use of our libraries and limits on suitable accommodation at some sites. Satisfaction with the computer booking system has increased by 10% showing users are starting to use this more effectively and satisfaction with access to online resources has increased by 2% reflecting the increasing use of this resources when students are away from the college.

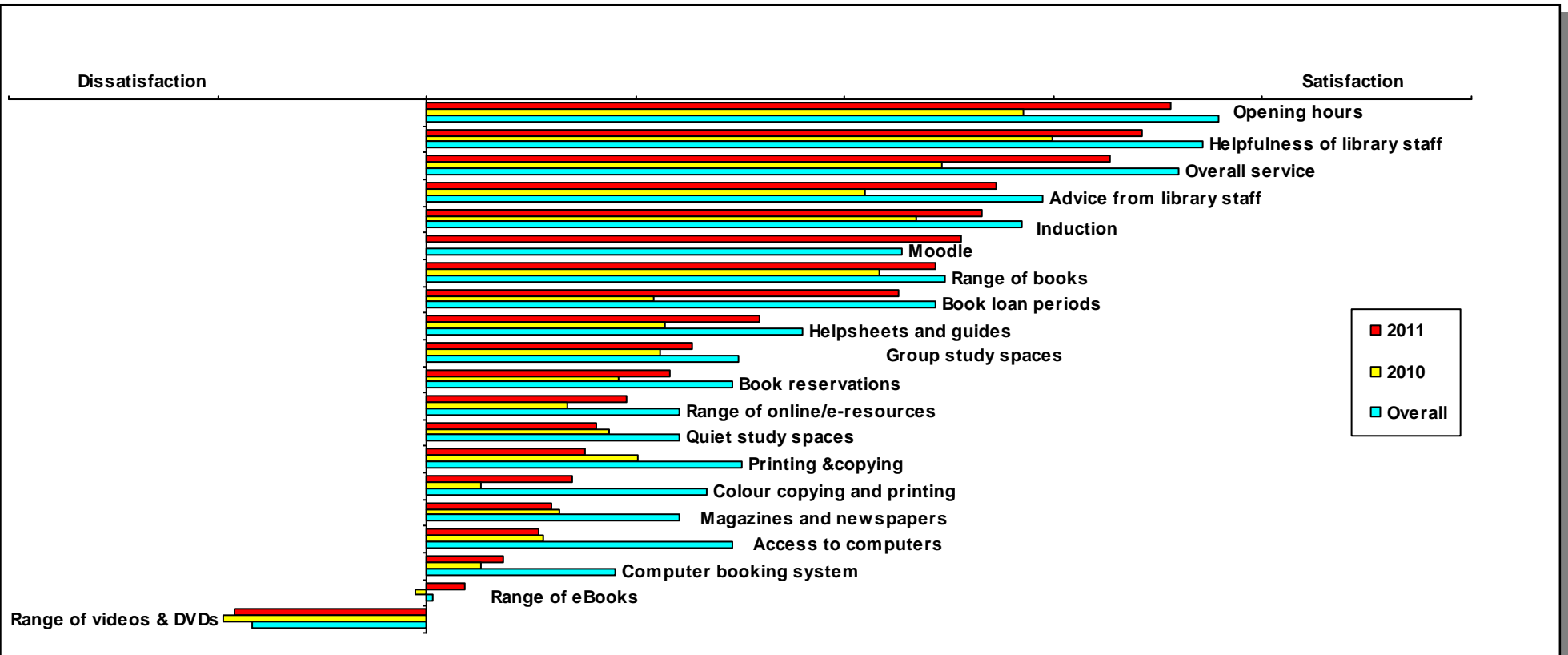
Satisfaction with Help and Advice from Library staff have decreased slightly (by 0.2% and 1%) but remain two of the most appreciated aspects of the service. Satisfaction has also decreased with our eBooks (by 2%) with library inductions (by 4%) and with our range of videos and DVDs (by 3%) and we need to look for ways to promote these areas further. This is the first year with have asked about satisfaction with Moodle and the results show good levels of satisfaction overall. Satisfaction with printing and copying has increased by 7% reflecting the successful introduction of MFDs at most sites. Satisfaction with Opening Hours has increased reflecting our long opening hours at Queens Gardens and our increased consistency in our opening hours at our smaller sites.

User Survey Results : Ranked Satisfaction with Services



User Survey Results Comparisons

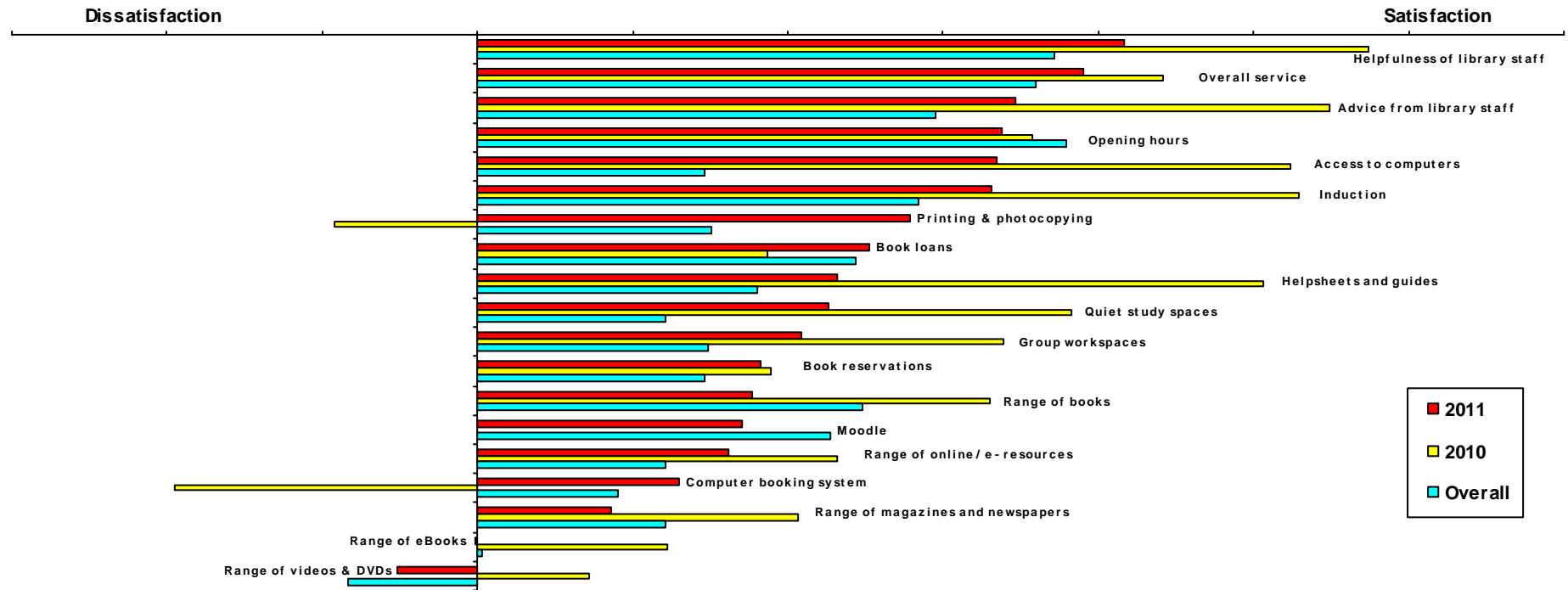
Queen's Gardens



Commentary:

The satisfaction levels of users at Queen's Gardens remain lower than those overall with most aspects of the service but for many aspects of the service satisfaction has improved since last year, including Helpfulness of staff (by 1%), Advice from staff (by 2%) and library inductions. The areas where satisfaction has declined reflect the pressure on our accommodation from increasing levels of use – Access to Computers (by 3%), quiet study spaces (by 3%) and printing and copying (due to queues for the MFDs at peak times). Satisfaction with our range of books (up 3%) and range of online resources (up 3%) has increased but satisfaction with our magazines and newspapers has declined by 1% suggesting these need reviewing and promoting further. Satisfaction with eBooks and Moodle is higher than for the group as a whole. Audio visual materials remain the area of highest dissatisfaction but satisfaction has improved, reflecting an increased number of TV recordings being made available. Satisfaction with the computer booking system has improved despite some complaints about block booking for classes.

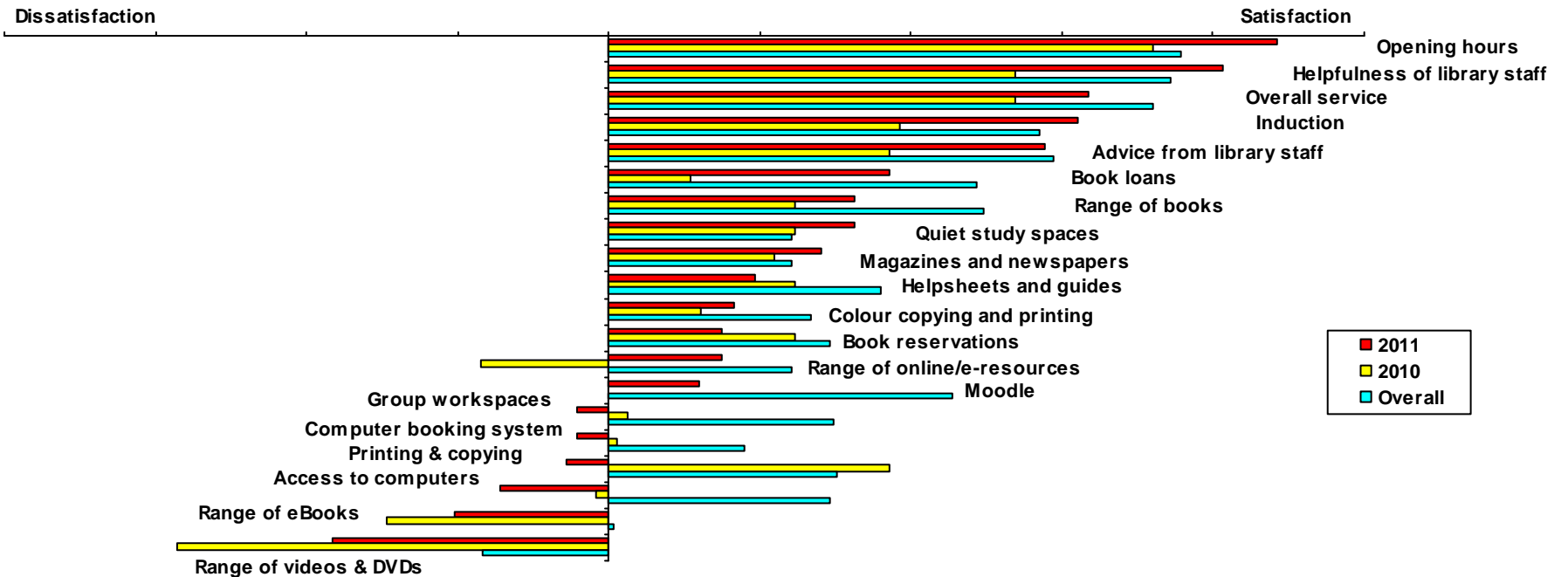
Harrogate



Commentary:

A uniform decline in satisfaction reflects the change and reorganisation present in the Library immediately prior to the survey. However, the majority of survey results for Harrogate College Library remain higher than the average for the group, with Helpfulness of staff, Access to computers and Overall satisfaction making a particularly strong showing. A significant turnaround in satisfaction has been achieved in Printing and photocopying following the introduction of MFDs. Satisfaction with opening hours remains a concern as it continues to fall. We do not have a sufficient level of staffing to allow revisions to our hours but are seeking to improve off campus access to resources. We are promoting eBook usage to encourage students to engage with this valuable but under used resource and to address the slight fall in satisfaction with the Range of books which we offer. This slide can be attributed to budgetary limits and changes to courses taught which has resulted in our receiving new Reading lists part way through the academic year. We have held discussions with tutors and are intent on overcoming this, of improving our range of books and of satisfying the needs of our students.

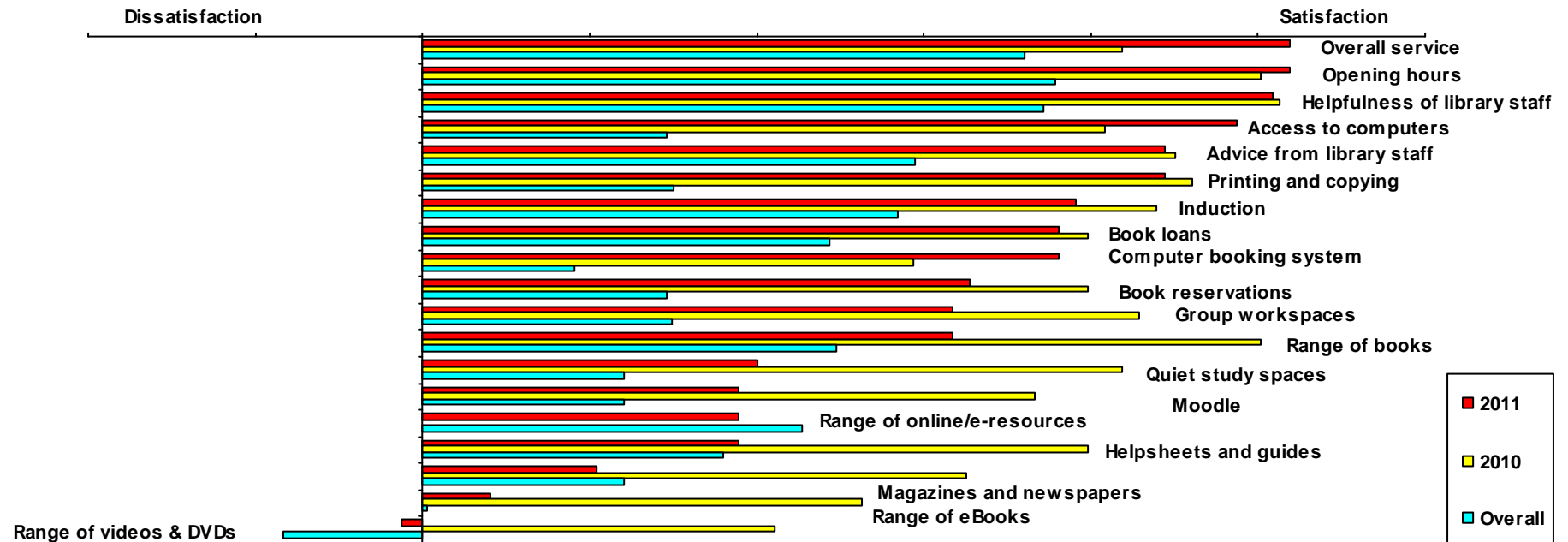
Park St



Commentary:

Satisfaction with access to computers and group workspaces has gone down at Park Street, reflecting the limited space available. Otherwise, the picture is one of general improvement—staff are proactive in assisting students with using colour copiers, finding books and using eResources and this is reflected in increased satisfaction figures. Students also appear to be happy with the opening hours and with the induction they receive. Next year we will build on these results and continue to increase awareness of the range of eBooks and DVDs available. We will also encourage more use of the computer and book reservation systems.

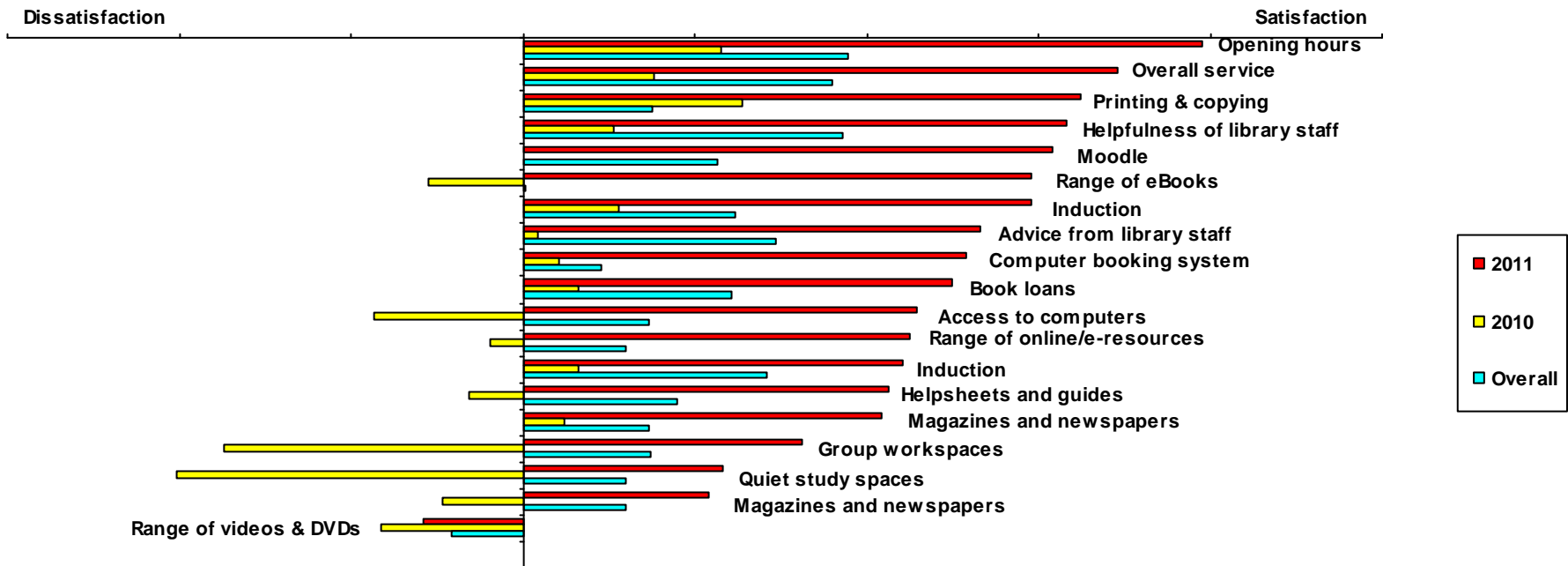
Goole



Commentary:

Satisfaction with the Library service at Goole is still comparatively high. The library staff have continued to work hard with teaching staff & students & library usage is consistently improving. The computers have been consistently good this year with fewer technical problems than in the past causing a big jump in satisfaction in this area. Sadly due to its popularity and location there is no 'silent' area in the library & noise levels can be a problem at certain times of the week. Changes in the subjects taught at Goole possibly explains the drop in satisfaction in the range of books & magazines - due to not having the depth of wider reading in 'new' subjects that larger libraries can offer. Copies of each title on reading lists are provided but there has not been the budget to increase these. Something we hope to improve upon if the next budget allows. The DVD collection has had less donations this year & continuing students are familiar with our now static stock so satisfaction has understandably fallen. However a new carpet was fitted in summer 2010 providing us with the opportunity to renew paintwork, redesign some areas of the library and create more space for study has resulted in a much improved library environment.

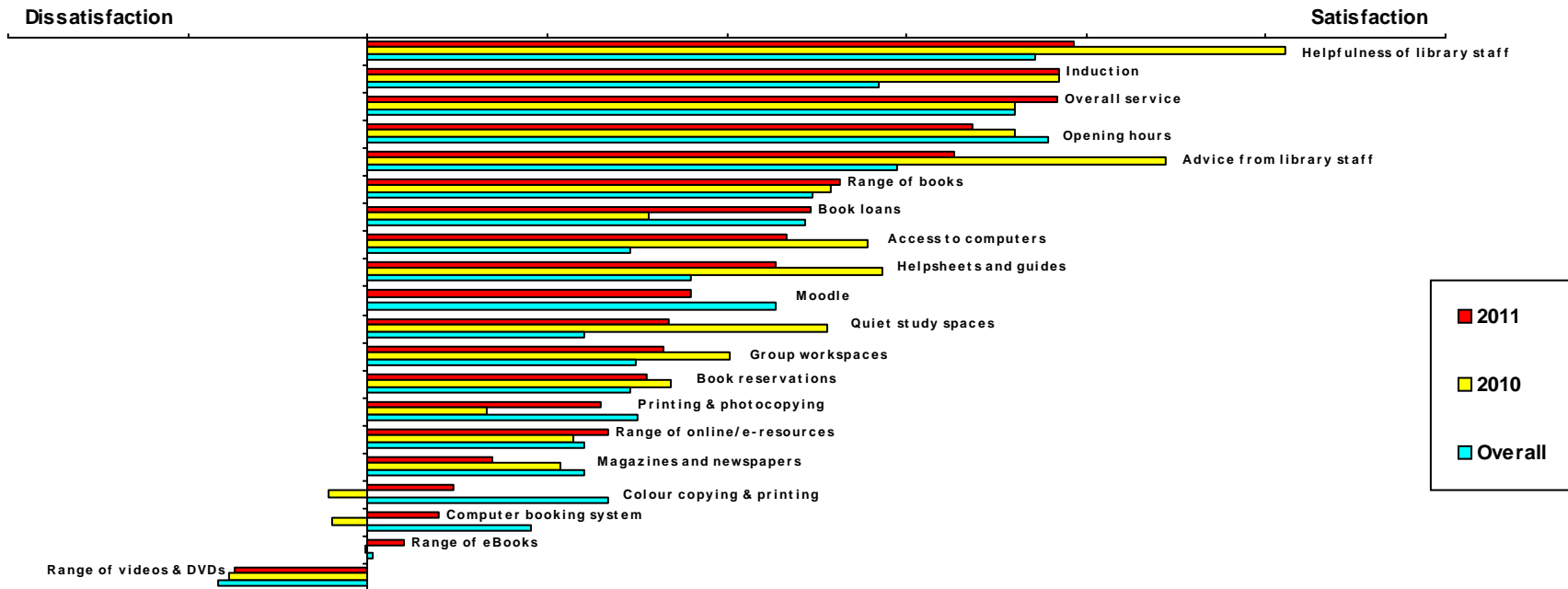
KC Stadium



Commentary:

The satisfaction for many aspects of the Stadium Library has increased in this years survey. Student's are more happy with the overall service of the Library. There has been a large increase in the range of eBooks, this is due to the increase in titles available and promotion of the resource. We still need to improve on the range of DVDs and Videos available in the library as although this has improved from last year it is still an issue of dissatisfaction. We now shelve the DVDS with the main stock and as well as purchasing stock we also record relevant TV programs and add these to stock. The satisfaction for study spaces has increased. We haven't added any extra study spaces but the layout of the Library area was reorganized. The dissatisfaction from last year was possibly HE students who wanted to study in a different environment. Most HE courses have now transferred over to QG site. In the free text area of the survey a number students did suggest quiet study areas and also more computers would improve the library. Ideally we would like to be able to provide separate study areas to cater for individual learning needs but this is not possible at the Stadium Library. There isn't space for more computers but wi-fi access will be available soon for students wanting the bring in their own laptops.

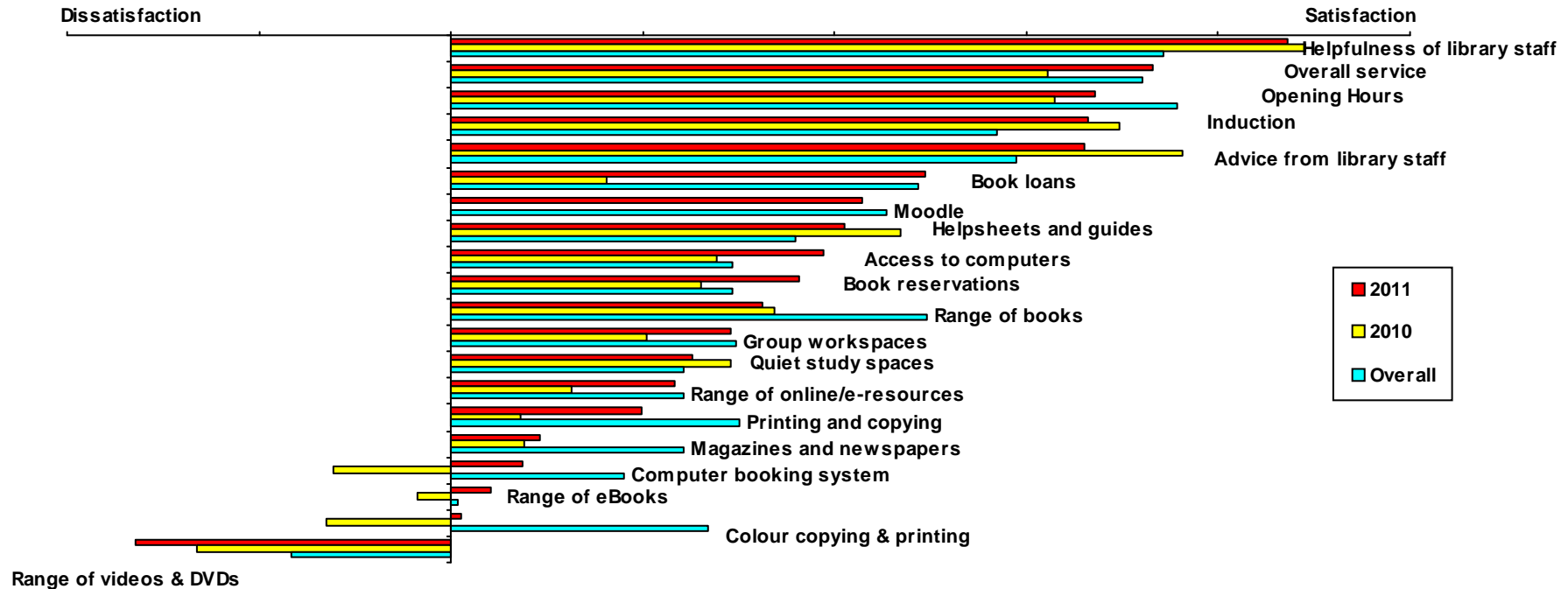
Part-time Students



Commentary:

Satisfaction among part-time students has increased by 2% in the last year and they are 1% more satisfied with our Overall Service than respondents overall. However satisfaction has decreased with certain aspects such as help (by 10%), advice (by 11%), induction (by 7%) and helpsheets (by 4%) showing that we need to look for ways to improve our support to part-time students however satisfaction with these aspects is still higher among part-time students than overall. Satisfaction with opening hours has also decreased by 4% and is now 2% lower than overall, promotion of online access to resources and services may address this in part but we are unlikely to be able to increase our opening hours in the coming year due to staffing reductions. Satisfaction has increased with our range of books (by 1%), book loans (by 3%), our online resources (by 5%) and eBooks (by 1%) showing part-time students do not feel disadvantaged in accessing our resources. Satisfaction with access to computers and study spaces is higher among part-time students as they are more likely to use the library at quieter times and so are less effected by over-crowding and noise.

Higher Education students



Commentary:

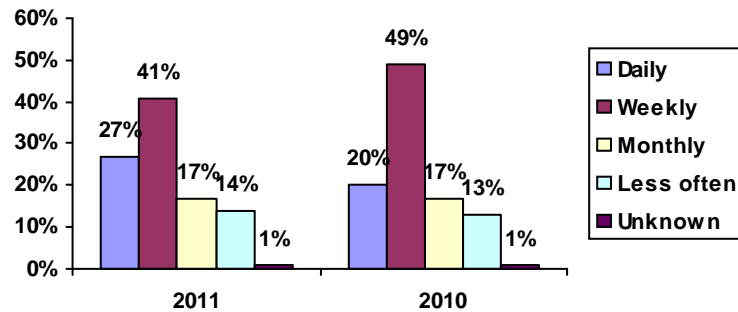
Higher Education students are 7% more satisfied with our service than last year. Satisfaction with helpfulness of staff has dropped by 1% but remains 4% higher than overall. Reduced satisfaction with advice from staff (by 8%) and induction (by 5%) show we need to review the support we provide. . Satisfaction with the range of books is lower by 2% among HE students but has improved by 4% since last year showing we have been able to make some improvements to stock despite budget limitations. Satisfaction with access to PCs has increased by 4% since the introduction of loanable laptops and HE students are now 4% more satisfied than overall. Satisfaction with eResources has improved by 4% , with eBooks by 4% and with journals by 2% but we still need to promote and develop these areas further. Satisfaction with quiet study has decreased and satisfaction with group study is lower than for overall but these issues should be addressed by the new HE Centre.

User Survey Results

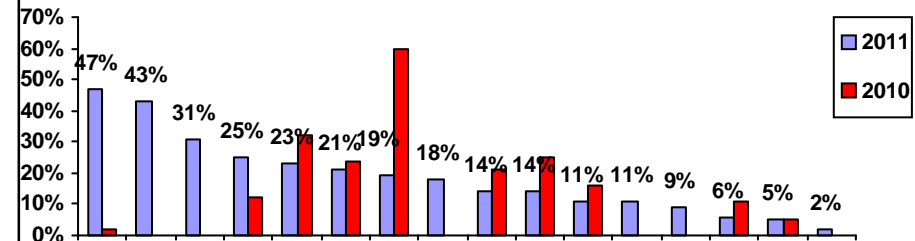
Other issues

Infrequent use of the library

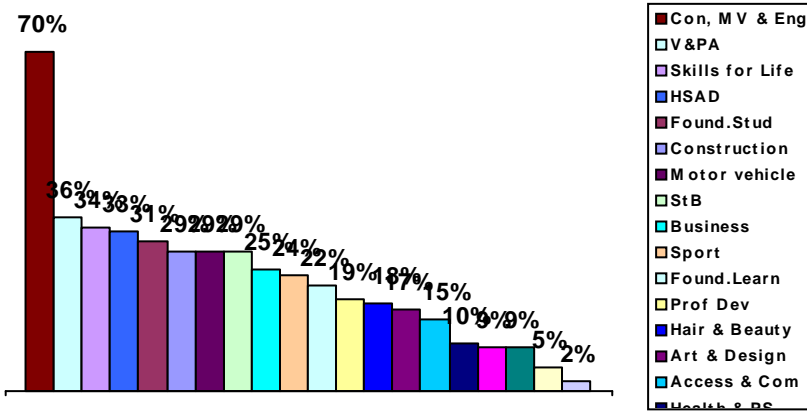
Frequency of library use



Non use by subject



Lack of Impact by School

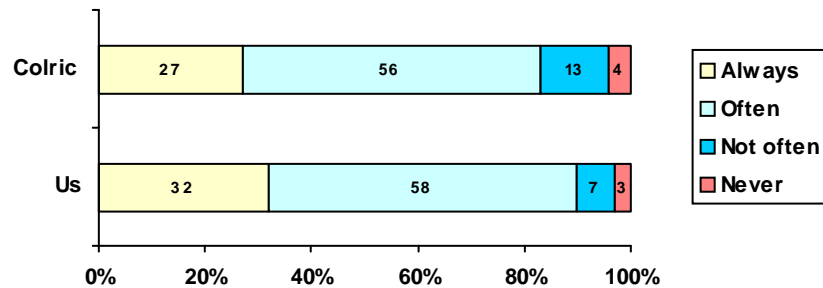


Commentary:

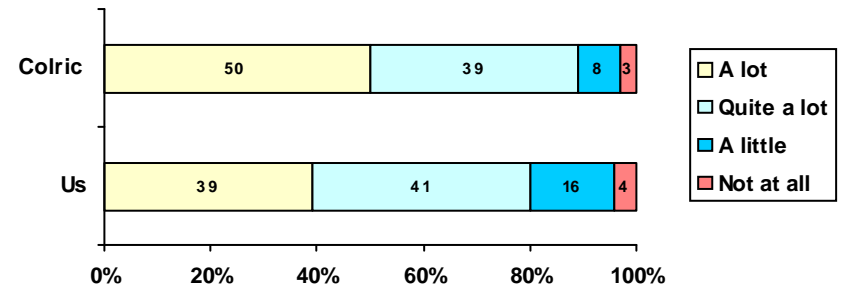
86% of those who completed our survey used the library at least once a month, an increase of 1% on last year. The number using us daily has increased by 7% however the number using us weekly has decreased by 8%. The percentage of students not using the library regularly has increased in Skills for Life (by 45%) and HSAD (by 13%) but has in decreased in Foundation Studies (by 41%), Sport (by 11%), Motor Vehicle (by 9%), Construction (by 7%) and Teacher Education (by 5%). Harrogate schools have been included separately for the first time and Construction, MV & Eng. shows low impact. Other areas of low impact are HE Art & Design at both sites and Skills for Life and Foundation Learning in Hull. In general, the areas where students feel the library does not help them significantly with their course are areas where levels of use are low and we will continue to work with staff from this area to identify ways of supporting these students more effectively.

Colric Benchmarking

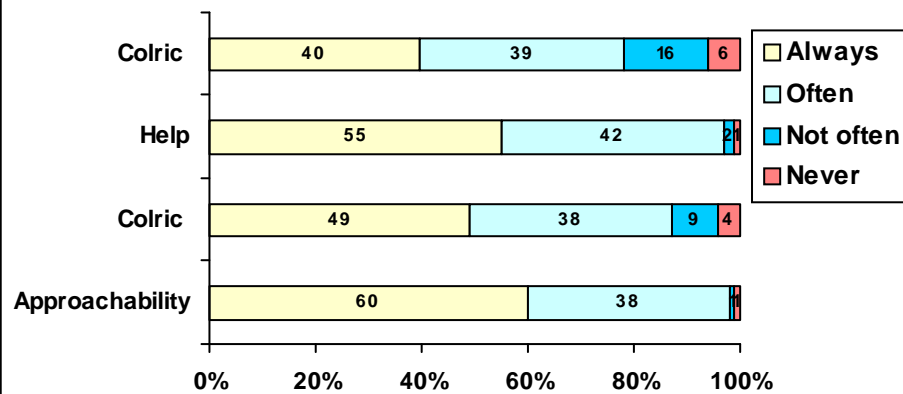
Frequency with which students find the information they need



How much students feel the library helps them with their course



Help and advice from staff



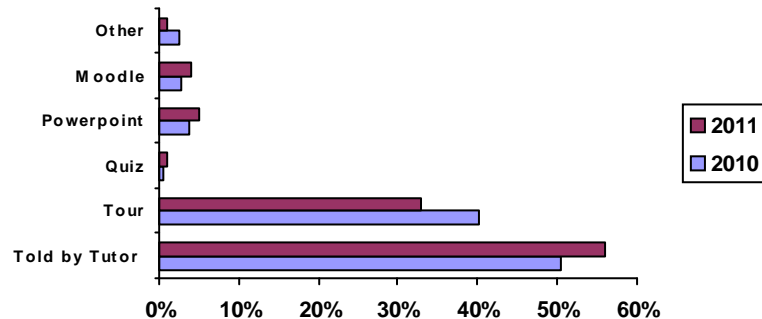
Commentary:

These questions are based on Colric's Performance & Impact indicators, thus enabling us to compare ourselves with other colleges. 90% of our users always or often find the information they need, this is a 2% increase on last year and compares well to 83% nationally. The percentage of students who feel the library helps them significantly with their course is 80%, 9% lower than the national figure, although we have narrowed the gap to the national figure by 7% over the last 2 years.

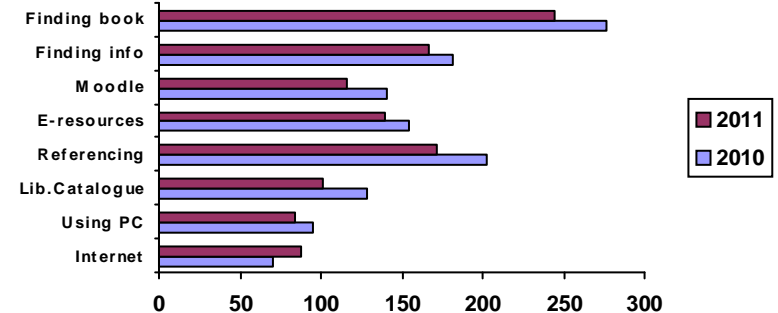
Our staff compare favourably with national figures with 11% more of our users finding our staff approachable (a 2% increase on last year) and 19% more of them being happy with the advice they are given. (a 2% decrease on last year)

Information skills

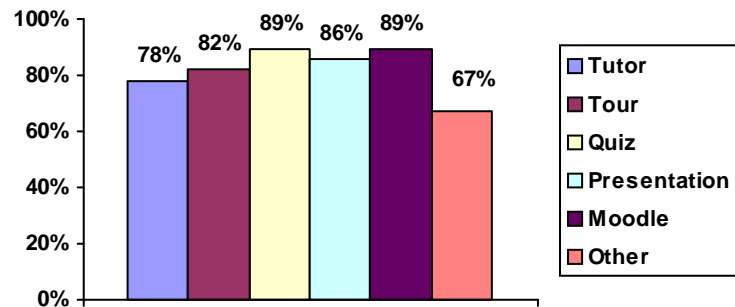
Induction methods



Areas they would like more help with



Satisfaction with Induction methods



Commentary:

Overall satisfaction with induction has decreased by 4% since last year, despite an increase in the use of all our induction materials except tour scripts. Satisfaction remains highest with online & interactive forms of delivery such as Moodle materials and quizzes and we need to look for ways to promote these methods further with tutors. These materials all provide the opportunity for late starters to catch up if they miss their initial induction.

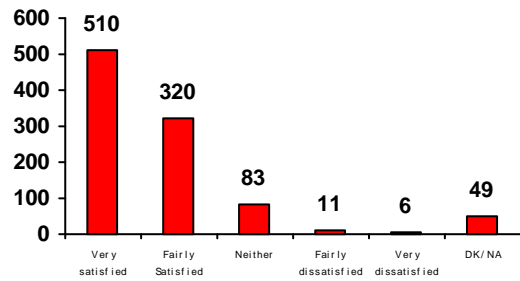
Requests for additional help have decreased in all areas except use of the Internet, showing the effectiveness of the information skills sessions we provide. We will look at ways we can provide more support for develop Internet searching skills. Finding a book remains the area where most students would like additional help and we will continue to review our signage and guidance to look for ways to make this easier for users.

User Survey Results

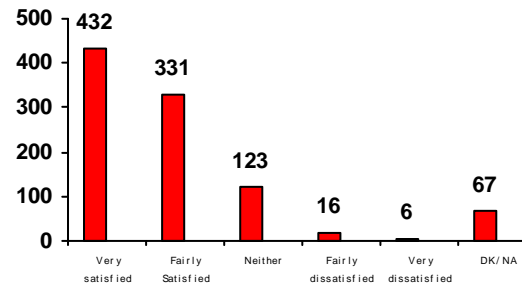
Barcharts for Opinion Rating Statements

Opinion Rating Statements

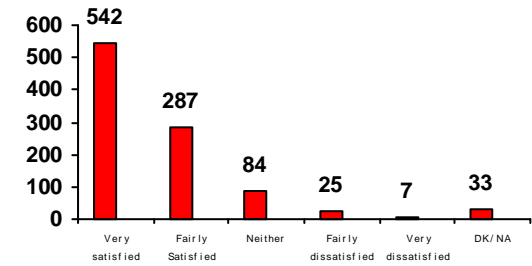
Helpfulness of library staff



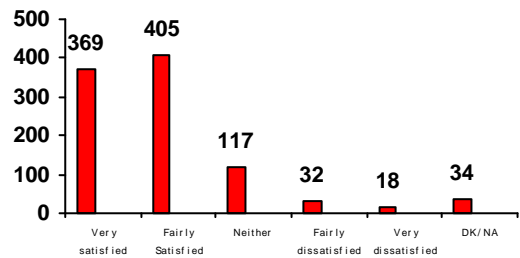
Advice from library staff



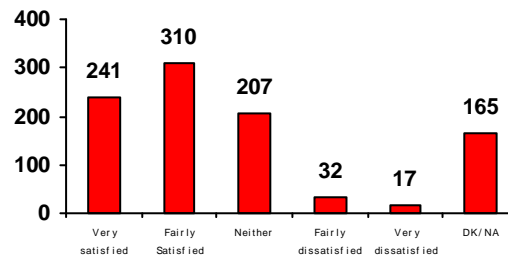
Opening hours



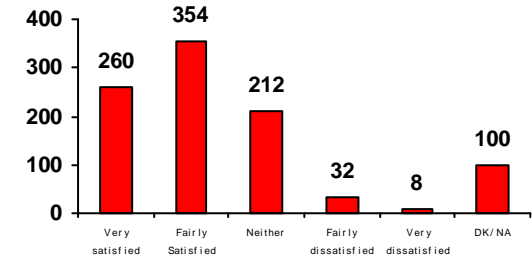
Range of books



Range of magazines and newspapers

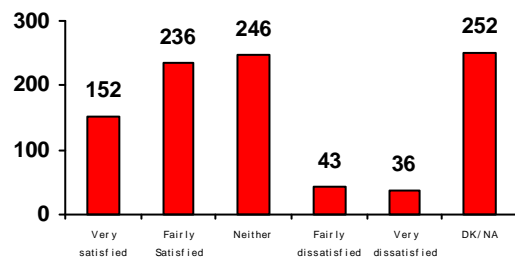


Range of online/e-resources

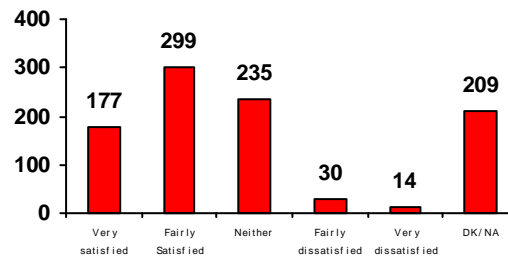


Opinion Rating Statements

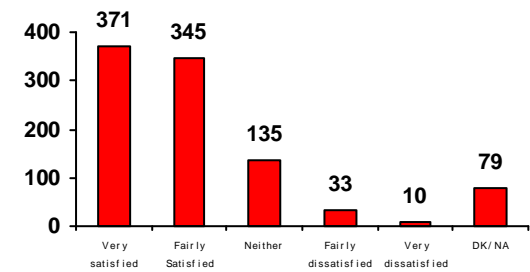
Range of videos & DVDs



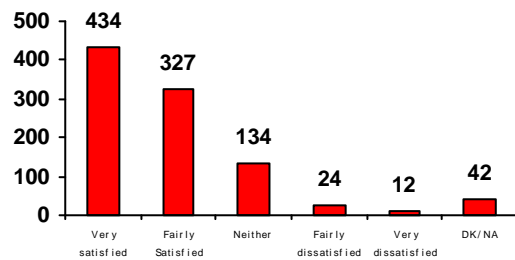
Range of eBooks



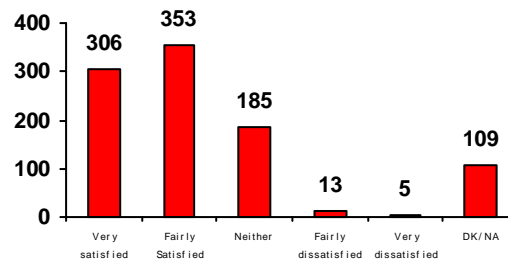
Moodle



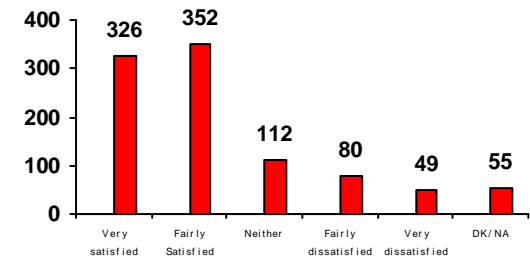
Information at the start of course



Usefulness of helpsheets and guides

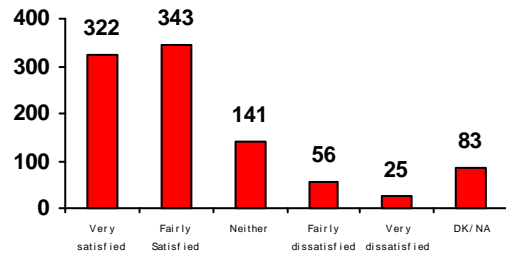


Availability of quiet study spaces

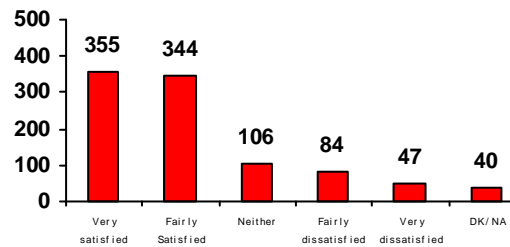


Opinion Rating Statements

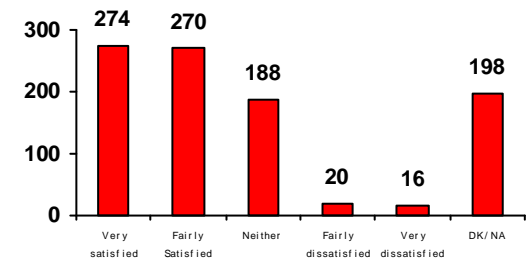
Availability of group workspaces



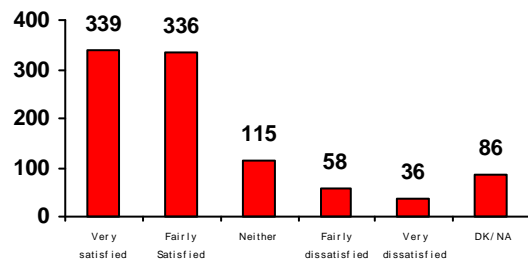
Access to computers



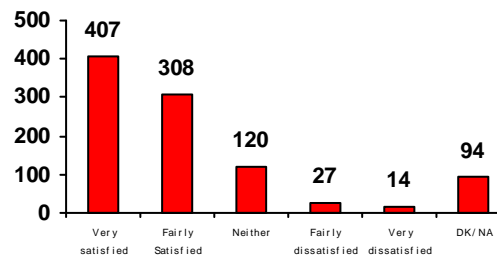
Usefulness of computer booking system



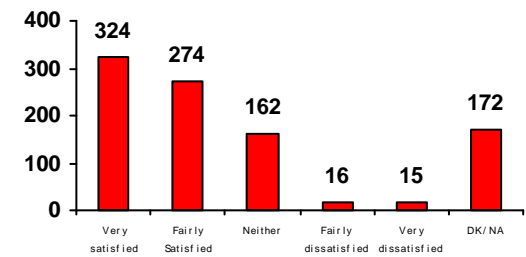
Printing & copying



Book loans

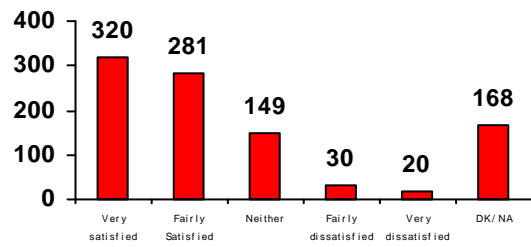


Book reservations

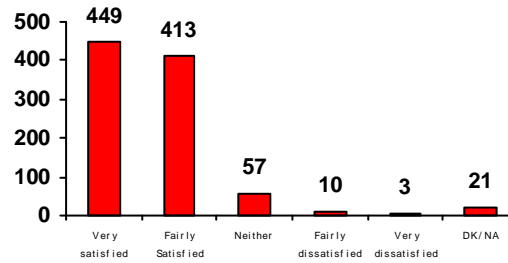


Opinion Rating Statements

Colour printing & copying (QG and PS)



Overall service

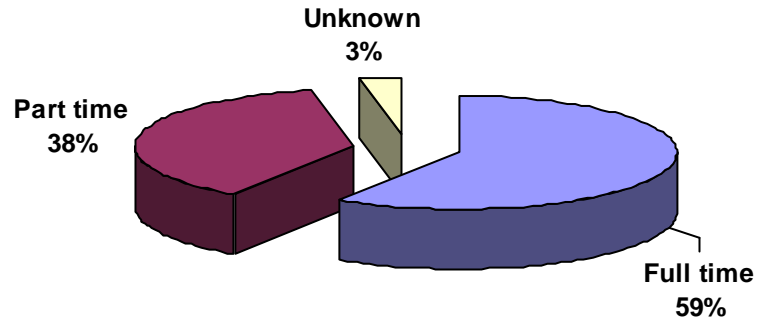


Appendix I

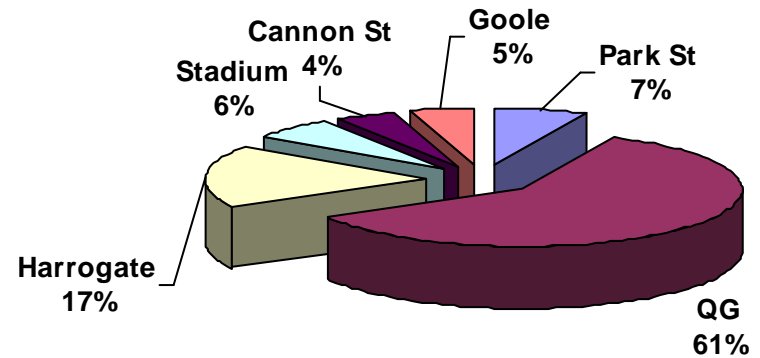
Survey Profile

Survey Profile

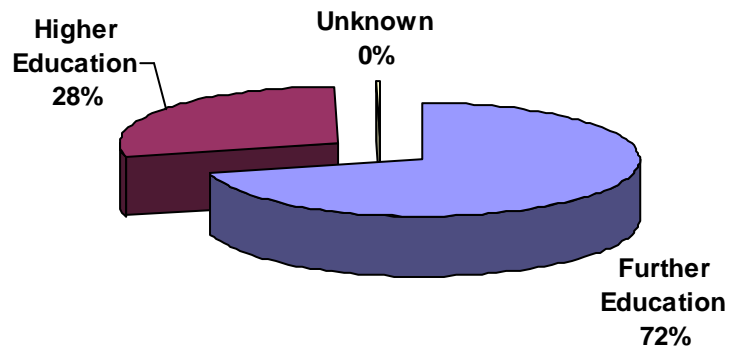
Mode of Study



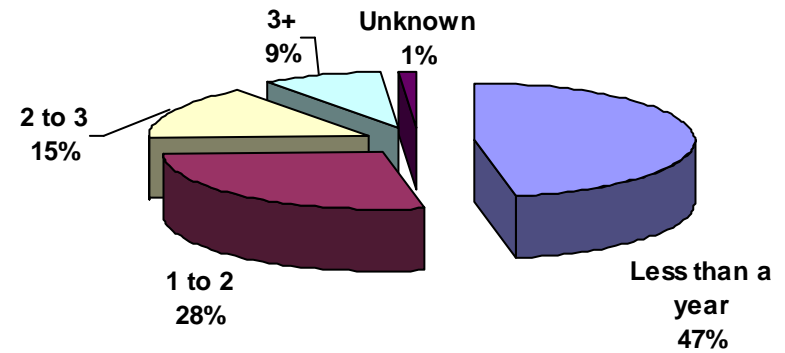
Site



Level of Study



Years at College



Appendix II

Summary of answers to free text questions

Summary of answers to free text questions

Q7. Other methods of finding out about the library

- College Signs
- Family (2)
- Former Employee
- Found it (9)
- Friends (6)
- I knew about it (3)
- Open Day
- Own Research.
- Previous use (7)
- Public Access
- Recommendation
- Tour on induction.(5)
- Walked past it (11)
- Work At College (9)

Q.10 Other types of eLearning

- .ymail
- Access to renew books on loan
- Athens (last year)
- BBC Website
- Bitesize
- CACHE (2)
- Database
- Dawsonera (2)
- Emerald (2)
- Facebook (2)
- Forums
- Gigapeddia
- Google (20)

- Google Books
- Google Mail, Google Docs
- Info 4 Education (3)
- Information research
- Internet (11)
- LJ system + Infocar
- Official websites
- Online research
- Online University studies
- Powerpoint
- Search Engines
- Shibboleth
- Smartscreen
- Tumblr
- Wikipedia and other info sites
- Windows live
- Youtube (4)

Q 14. What else could the library do to help you with your studies?

Queens Gardens - IT resources

- 24hr IT centre
- A dedicated netbook/laptop area where people can charge machines
- Allow Access students to use computers in HE library
- Computers for group work
- IT support available after 4.30pm
- Lack of working computers
- Loan laptops for longer and outside the library.

Summary of answers to free text questions

- More computers (42)
- More computers for HE students (3)
- More computers in the quiet study area (8)
- More computers upstairs
- More IT support
- More laptops
- More printers (6)
- Not let a full class book computers (3)
- Printer in HE Library (2)
- Printer top up machine in the main library upstairs
- Problems logging on to the computer took nearly 3 weeks to be resolved
- W-fi in other parts of the college. (4)

Queens Gardens - Study Spaces & Noise

- Be more welcoming to groups in the HE library
- Bigger HE library (2)
- Bigger library
- Book guides on end of shelves in Art and Design section
- Have a quiet room
- Keep the library quieter (24)
- Less noise from reception in HE library (2)
- More bins
- More group rooms (2)
- More group study space (5)
- More space for quiet study (11)
- More study areas (2)
- Sometimes it smells
- Specific areas for studying for your course, such as a Business area, where all business students sit to study.
- Stop students using the library as a common room (6)

Queens Gardens - Opening hours & Staff

- Better opening hours especially Fridays and Saturdays
- Evening opening in holidays (2)
- Flexible opening hours (2)
- Later closing times
- Longer opening hours
- Open 6 or 7 in the morning
- Open on Sundays
- Downstairs staff to be friendlier.
- Service with a smile. (2)
- Staff the desk in the HE library more often

Academic Centre

- An introduction to the library at the start of our course (International Baccalaureate)
- More copies of books (BA Business)
- More copies of text books (FD Business)
- More e-books - Dawsonera needs updating (BA Computing)
- More relevant books (FD BIT)
- More E-books and online resources (FD BIT)
- More e-books (FD BIT)
- More information on how to access eBooks (FD BIT)
- Wider range of books (FD BIT)
- More copies of books (FD BIT)
- More books (Access HUSAB)(2)
- More copies of books on the reading list. (Access)(2)
- One to one tutorials on how to access e-resources from Moodle (Access)

Summary of answers to free text questions

Childhood Studies

- More learning sessions on developing ICT skills (FD YCLD)
- More Books (FD YCLD)
- More copies of text books (FD YCLD)
- More books (Cache level 3)
- More copies of books. (Level 3 Child care)
- More copies of books (CCLD)
- More BTEC children care and learning level 3 books
- More up to date books (CCLD Level 2)(3)

Construction

- Up-to-date Construction books – some are 10-15 years old (HNC)
- More Economics In Construction books (HNC)

Health, Social care & Science

- Extra copies of books (Medical Science Level 3)
- More copies of text books (Access to Health)(2)
- More books (Access Health)

Hull School of Art & Design

- More books. (Contemporary Fine Art Practice)
- More up-to-date books about web design and flash (Web Design)
- More explanation of the library computer systems (BA illustration)
- More books and journals (FD Textiles)(2)
- More Print and general textiles books. (FD Textiles)
- More Textile Printing Books (FD Textiles)

Performing Arts & Media

- More DVDs related to Perf. Arts and Media (Level 2 Perf. Arts)
- Bigger range of DVDs (Level 3 Dip Media production)
- More books on music and music technology. (Level 3)
- Wider range of books (ND Music)
- More e-books or downloadable pdfs (ND Music)
- More books. (Level 2 1st Dip Performing Arts)

Skills for Life

- English - Bengali story books (ESOL)
- More Hindi books (ESOL)
- More books in Pashto (ESOL)
- More Pashto story books (ESOL)
- More support for ESOL students (2)
- Get an English grammar on audio source like CD or downloadable file. (ESOL Level 1)
- English-Polish – story books (ESOL)

Sport, Public Services, Travel & Tourism

- More textbooks (FD Tourism)
- Wider range of books (FD Tourism)

Teacher Education

- Have talk about the library, eBooks etc. earlier in course (Cert Ed)
- More copies of text books (Cert Ed)
- More e-books (PGCE)

Summary of answers to free text questions

Harrogate - Subjects

- Buy more books in relevant to the course - in particular self-development (BA Business)
- More different books in different languages (BTEC Ext. Dip. in Business L3)
- Provide more business books (FD Business)
- A wider range of books (FD YCLD)
- More copies of books on the reading list (6) (FD YCLD)
- More copies of the popular books (BA Hons YCLD)
- More early years journals (BA Hons YCLD)
- More up to date books. (FD YCLD)
- Refresh session at the start of each academic year in using e-library/accessing and searching for journals (FD YCLD)
- Tutors have recommended books which they have asked the library to buy but you haven't. (FD YCLD)
- A wider range of books (Access Humanities)
- A wider range of DVDs (Access Humanities)
- More books/DVDs from the reading list (Access Humanities)
- Update existing books (Uniformed Public Services)(2)
- Wider range of books (Uniformed Public Services)
- A reference copy of books in high demand (PCGE)
- Access to the room at the end of the library (Cert ED)
- More relevant eBooks (Cert. Ed.)
- Broader range of books on contemporary artists (FdA Visual Arts) (2)
- More subject specific books (BA Applied Creative Design)
- More up-to-date maths books (SFL)
- Music magazines (2) (Functional skills)
- Wider range of information (NVQ L3 Motor vehicle)
- Wider variety of Books (Travel & Tourism)

Harrogate - Other

- Help on using Mahara
- Longer hours at weekends
- Longer opening hours (2)
- Make sure groups/individuals are more quiet
- Moodle/Mahara never works
- More computers (4)
- More help finding books on the shelves (2)
- More PCs that can be used by individuals
- More printers. (2)
- More staff around (2)
- Open until 9pm
- Quicker computers
- Renew books online (2)
- Speak to you individually
- Staff in the room at all times for when help is needed (2)
- Update the computers
- Wider coverage for Wi-Fi in the college.

Park St

- A bigger library
- A simpler way to find books.(3)
- Access to a Mac
- Cheaper printing (5)
- Continue to open in the evenings
- Easy guide to using computers
- Free colour printing
- Free print credits (2)
- Give help more willingly.

Summary of answers to free text questions

- More comic books (Level 2 Art & Design)(2)
- More Computers (10)
- More education on online sources - Artworks etc. (BTEC Fashion and Clothing Year 2)
- More Fantasy art books (Level 2 Art & Design)
- More group study spaces
- More on employment specific to artists (Level 4 Art & Design)
- More specific books for assignments (Photography)
- More specific books relating to the course (FD 3D Design Crafts)
- Name the artists which are in each section of the library.
- Provide a wider range of books (Fashion & Clothing)
- Talk & Listen more.

Goole

- Have sessions on using the E-resources. (Level 3 childcare and education)
- More books (2) (Public Services Level 3)
- More computers (2).
- More eBooks (Public Services)
- More eBooks on childcare. (2) (Level 3 childcare and education)
- More quiet spaces
- More up to date books (Public Services)
- Sometimes hard to work because there are loud groups of boys

Stadium

- A better printer, maybe another printer.
- A social area to sit in for free periods
- Bigger library area
- Have more computers available during lesson time

- Help promote special books to a certain course type (Public Service Level 3)
- More Computers (14)
- More public service books (ND)
- More staff on hand to help us use the library.
- More study spaces
- New Computers (2)
- Offer a wider range of books. (ND Sport)
- Open more hours
- Quiet study areas (4)
- Some books on GCSE English. (Public Service Level 2)
- Stop people are using library computers for anything other than work (2)

Cannon St

- Coloured printers at Cannon Street
- Information on eBooks (IMI Level 3 diploma)
- More information and revision guides (IMI young apps)
- More relevant information to do with motorcycles (IMI motorcycle level 1 diploma)
- More relevant resources for the course (IMI level 1)
- Wider range of books (IMI Level 3 diploma)

Borrowing & finding resources

- Be able to renew books through Moodle at home
- Be able to sort out the issue with fining/blocks without the use of the course leader!
- Books listed available aren't always on the shelves and there is no assistance from the library staff in finding alternative books.

Summary of answers to free text questions

- Borrowing time of one week is too short
- Have an audit of your books
- Have books available on display not waiting to be processed (2)
- Have books on loan for longer (6)
- Have the popular books or most used books in a aisle
- Lower library fines
- Make sure books are in the right place
- Provide more help when looking for books (2)
- When books are requested, get them back on time (2)
- When students order a book, try to source it as soon as possible - not having to wait 3 - 4 months
- Would like to check out more books at one time. (HE)

IT Issues

- A college email account so tutors could contact us
- A spellcheck in photoshop
- Access to Facebook (3)
- Access to social networking sites (3)
- An easy link to find 'how to do' things like JSTOR etc would be helpful on the home page of Moodle.
- Better internet
- Better structure in Moodle.
- Better wi-fi (2)
- Cheaper printing (2)
- Copiers easily jammed
- Different writing programmes on the computers in order to access work which is done at home
- Dyslexic support should follow the person on the network.
- E-learning could advertise and promote itself more with more learning

sessions.

- Fix printing via Macs
- Have more sites unblocked (4)
- Help with A3 colour printing
- Less Internet filtering (3)
- More print credits for HE students (2)
- More printing credits (5)
- More reliable eResources
- More time on computers (5)
- Not have the printer default to double sided as assignments have to be single-sided
- Printing breaks down too often
- Update Word/Excel

Other

- A virtual tour for students who miss their library induction
- A water cooler
- Access to XBOX 360 game room for stress relief
- Allow drinks in library
- Allow us to eat a snack if needed (2)
- Background music
- Blue paper to print on
- E-mail information about what's available
- Headphones
- New library/ID cards
- Quiet music.
- Security staff in the library
- Sell pens, notebooks.
- Television

Summary of answers to free text questions

Positive comments

- Everything is good! (4)
- Excellent staff, good atmosphere, well designed ... thank you
- Honestly, I believe the Library is at it's best already. Great working conditions and the facilities are of a good quality.
- I am pleased with the service the library staff provide.
- I am very pleased with the support I have received from the Library staff at Harrogate
- I feel the library service is entirely adequate
- I like the kiddy section for my baby girl.
- I love going in Goole library.
- I love the silent study areas, group spaces, the staff, printing facilities and the opening times
- I really like the Library.
- I think it is pretty good (9)
- I think Its all perfect and they do all you'd want from library
- Its already brilliant and excellent,
- It's perfect (2)
- Library provides a very good service I cannot think of any improvements needed.
- Many thanks to the library staff - you're all very kind and helpful.
- Nothing (37)
- Queens Gardens Library is really good.
- Service offered is excellent (2)
- Staff are all fantastic and very helpful (10)
- Staff do a good job and are always positive and friendly.
- The Books and the Staff are lovely in both Park Street and Queens Gardens
- The Enquiry desk is very helpful for new students. They are very nice.
- The library is great
- The library is very useful.
- The library provides a wide range of resources (2)
- They're fab.
- Very helpful (9)
- Very satisfied (5)
- You have been doing your job well, helping with our studies.

Appendix III
Sample Questionnaire

Hull College Group Libraries & eLearning Satisfaction Survey

Visit the Library website: <http://library.hull-college.ac.uk> - Try our online catalogue and e-resources!

Please complete this questionnaire. It will help us to understand the needs of our customers and to improve our services to you.

You could also win a £25 prize!

This questionnaire is anonymous. All information given will be treated in the strictest confidence.

Please return this questionnaire to one of our libraries or post it to:

The Library
Hull College
Queen's Gardens
Hull
HU1 3DG

Please return
by 15th April

1. School
- | | |
|---------------------------------|--------------------------|
| Access & Community Learning | <input type="checkbox"/> |
| Art & Design | <input type="checkbox"/> |
| Business & Computing | <input type="checkbox"/> |
| Childhood Studies | <input type="checkbox"/> |
| Construction | <input type="checkbox"/> |
| Foundation Studies | <input type="checkbox"/> |
| Health, Social Care & Science | <input type="checkbox"/> |
| Hair, Beauty & Catering | <input type="checkbox"/> |
| Motor Vehicle & Engineering | <input type="checkbox"/> |
| Employer Responsive | <input type="checkbox"/> |
| Performing Arts & Media | <input type="checkbox"/> |
| Skills for Life | <input type="checkbox"/> |
| Sport, Public Services & Travel | <input type="checkbox"/> |
| Teacher Education | <input type="checkbox"/> |

2. Course title(s) HE FE

.....
.....

COMPLETE THIS QUESTIONNAIRE AND WIN £25!

HC
UK Hull College
Group

3. Site(s)

Queen's Gardens Park St

KC Stadium Cannon St

Goole College Harrogate College

4. Mode of Study

Full-time Part-time

5. How many years have you been studying at the college ?

Less than a year 2 to 3 years

1 to 2 years More than 3 years

6. How often do you use the library ?

About once a day About once a month

About once a week Less often or never

7. How did you find out about the library ?

Told by a tutor Shown a presentation

Given a tour Shown on Moodle

Given a library quiz Other:

8. How often do you find the information you need in the library?

Always Often Not often Never

9. How much does using the library help you with your course?

A lot Quite a lot A little Not at all

10. Do you use these types of eLearning? (tick all that apply)

Moodle Blogs

Mahara Twitter

eBooks & eJournals Podcasts

Social networking Other:

11. Would you like more help with any of the following ?

Finding out information Searching the Internet

Finding a specific book Searching online/e-resources

Using a computer Library website/online catalogue

Referencing Using Moodle / Mahara

12. Please tell us how satisfied you are with the following:

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

<i>Helpfulness of Library staff</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Advice from Library staff</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Opening hours</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Range of books</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Range of magazines and newspapers</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Range of electronic resources (listed on the eResources page on Moodle)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Range of DVDs & videos to support your course</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Range of eBooks</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Moodle</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Information about the library at start of course</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Usefulness of help sheets and guides</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Availability of quiet study spaces</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Availability of group workspaces</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Please tell us how satisfied you are with the following:

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Don't know/ Not applicable</i>
<i>Access to computers</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Usefulness of computer booking system</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Printing & photocopying facilities</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>High-quality colour printing/ copying (QG & PS only)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Book Loans</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Book reservations</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The overall service provided by the Library</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What else could the Libraries & eLearning team do to help you with your studies ?

.....

.....

.....

.....

IF YOU REQUIRE A PERSONAL ANSWER TO ANY OF YOUR COMMENTS, PLEASE E-MAIL library@hull-college.ac.uk

Appendix IV

Statistical Summary

Summary of Datafields

School	No.	% (R)	%	Mode of Study	No.	% (R)	%
Access, Community & eLearning	28	-	2.9%	Full-time	580	60.9%	59.1%
Art & design	64	-	6.5%	Part-time	372	39.1%	37.9%
Business & computing	80	-	8.2%				
Childhood Studies	84	-	8.6%				
Construction	90	-	9.2%	N/R	29		3.0%
Construction, MV & Engineering	13	-	1.3%				
Foundation learning	28	-	2.9%	Level of Study			
Foundation Sstudies	16	-	1.6%	Further Education	700	71.6%	71.4%
Hair & beauty and catering	29	-	3.0%	Higher Education	277	28.4%	28.2%
Health, care, commercial & public services	71	-	7.2%				
Health, social care & science	55	-	5.6%				
Performing arts & media	65	-	6.6%	N/R	4		0.4%
Professional development, business & ed	40	-	4.1%				
Motor Vehicle & Engineering	59	-	6.0%	Year at College	460	47.5%	46.9%
Services to Business	14	-	1.4%	Less than a year	274	28.3%	27.9%
Skills for Life	71	-	7.2%	1 to 2 years	145	15.0%	14.8%
Sport, public services, travel & tourism	76	-	7.7%	2 to 3 years	89	9.2%	9.1%
Teacher education	47	-	4.8%	More than 3 years			
Hull School of Art & Design	28	-	2.9%		13		1.3%
Visual & Performing Arts	23	-	2.3%	N/R			
Sites				How often do you use the library			
Queen's Gardens	591	-	60.2%	About once a day	266	27.4%	27.1%
Park St	68	-	6.9%	About once a week	401	41.3%	40.9%
KC Stadium	60	-	6.1%	About once a month	171	17.6%	17.4%
Cannon St	44	-	4.5%	Less often	132	13.6%	13.5%
Goole college	47	-	4.8%				
Harrogate College	171	-	17.4%	N/R	11		1.1%

Summary of Datafields

How did you find out about the library?	No.	%(R)	%	Podcasts	47	3.1%	4.8%
Told by tutor	677	56.4	69.0%	Other	15	1.0%	1.5%
Given a tour	393	32.7	40.1%				
Given a library quiz	10	0.8%	1.0%	Would you like more help with ...	No.	%(R)	%
Shown a presentation	57	4.7%	5.8%	Finding out information	167	15.0	17.0
Shown on Moodle	46	3.8%	4.7%	Finding a specific book	244	22.0	24.9
Other	18	1.5%	1.8%	Using a computer	84	7.6%	8.6%
				Referencing	171	15.4	17.4
Frequency of finding the information needed				Searching the Internet	88	7.9%	9.0%
Always	307	31.8	31.3%	Searching online/e-resources	139	12.5	14.2
Often	557	57.7	56.8%	Library website/online catalogue	101	9.1%	10.3
Not often	71	7.3%	7.2%	Using Moodle	116	10.5	11.8
Never	31	3.2%	3.2%				
				Helpfulness of library staff			
N/R	15		1.5%	Very satisfied	510	52.1	52.0
				Fairly satisfied	320	32.7	32.6
How much does the library help you?	369	38.5	37.6%	Neither	83	8.5%	8.5%
A lot	396	41.3	40.4%	Fairly dissatisfied	11	1.1%	1.1%
Quite a lot	158	16.5	16.1%	Very dissatisfied	6	0.6%	0.6%
A little	35	3.7%	3.6%	Don't Know	49	5.0%	5.0%
Not at all							
	23		2.3%	N/R	2		0.2%
N/R							
				Advice from library staff			
Do you use these types of eLearning?				Very satisfied	432	44.3	44.0
Moodle	719	47.5	73.3%	Fairly satisfied	331	33.9	33.7
Mahara	28	1.8%	2.9%	Neither	123	12.6	12.5
eBooks & eJournals	279	18.4	28.4%	Fairly dissatisfied	16	1.6%	1.6%
Social networks	273	18.0	27.8%	Very dissatisfied	6	0.6%	0.6%
Blogs	100	6.6%	10.2%	Don't Know	67	6.9%	6.8%
Twitter	54	3.6%	5.5%				
				N/R	6		0.6%

Summary of Datafields

Opening hours	No.	%(R)	%	Range of online/e-resources	No.	%(R)	%
Very satisfied	542	55.4%	55.2%	Very satisfied	260	26.9%	26.5%
Fairly satisfied	287	29.3%	29.3%	Fairly satisfied	354	36.6%	36.1%
Neither	84	8.6%	8.6%	Neither	212	21.9%	21.6%
Fairly dissatisfied	25	2.6%	2.5%	Fairly dissatisfied	32	3.3%	3.3%
Very dissatisfied	7	0.7%	0.7%	Very dissatisfied	8	0.8%	0.8%
Don't Know	33	3.4%	3.4%	Don't Know	100	10.4%	10.2%
N/R	3		0.3%	N/R	15		1.5%
Range of books				Range of videos & DVDs			
Very satisfied	369	37.8%	37.6%	Very satisfied	152	15.8%	15.5%
Fairly satisfied	405	41.5%	41.3%	Fairly satisfied	236	24.5%	24.1%
Neither	117	12.0%	11.9%	Neither	246	25.5%	25.1%
Fairly dissatisfied	32	3.3%	3.3%	Fairly dissatisfied	43	4.5%	4.4%
Very dissatisfied	18	1.8%	1.8%	Very dissatisfied	36	3.7%	3.7%
Don't Know	34	3.5%	3.5%	Don't Know	252	26.1%	25.7%
N/R	6		0.6%	N/R	16		1.6%
Range of magazines and newspapers				Range of eBooks			
Very satisfied	241	24.8%	24.6%	Very satisfied	177	18.4%	18.0%
Fairly satisfied	310	31.9%	31.6%	Fairly satisfied	299	31.0%	30.5%
Neither	207	21.3%	21.1%	Neither	235	24.4%	24.0%
Fairly dissatisfied	32	3.3%	3.3%	Fairly dissatisfied	30	3.1%	3.1%
Very dissatisfied	17	1.7%	1.7%	Very dissatisfied	14	1.5%	1.4%
Don't Know	165	17.0%	16.8%	Don't Know	209	21.7%	21.3%
N/R	9		0.9%	N/R	17		1.7%

Summary of Datafields

Moodle	No.	%(R)	%	Quiet study spaces	No.	%(R)	%
Very satisfied	371	38.1%	37.8%	Very satisfied	326	33.5%	33.2%
Fairly satisfied	345	35.5%	35.2%	Fairly satisfied	352	36.1%	35.9%
Neither	135	13.9%	13.8%	Neither	112	11.5%	11.4%
Fairly dissatisfied	33	3.4%	3.4%	Fairly dissatisfied	80	8.2%	8.2%
Very dissatisfied	10	1.0%	1.0%	Very dissatisfied	49	5.0%	5.0%
Don't Know	79	8.1%	8.1%	Don't Know	55	5.6%	5.6%
N/R	8		0.8%	N/R	7		0.7%
Information at the start of course				Group workspaces			
Very satisfied	434	44.6%	44.2%	Very satisfied	322	33.2%	32.8%
Fairly satisfied	327	33.6%	33.3%	Fairly satisfied	343	35.4%	35.0%
Neither	134	13.8%	13.7%	Neither	141	14.5%	14.4%
Fairly dissatisfied	24	2.5%	2.4%	Fairly dissatisfied	56	5.8%	5.7%
Very dissatisfied	12	1.2%	1.2%	Very dissatisfied	25	2.6%	2.5%
Don't Know	42	4.3%	4.3%	Don't Know	83	8.6%	8.5%
N/R	8		0.8%	N/R	11		1.1%
Helpsheets and guides				Access to computers			
Very satisfied	306	31.5%	31.2%	Very satisfied	355	36.4%	36.2%
Fairly satisfied	353	36.4%	36.0%	Fairly satisfied	344	35.2%	35.1%
Neither	185	19.1%	18.9%	Neither	106	10.9%	10.8%
Fairly dissatisfied	13	1.3%	1.3%	Fairly dissatisfied	84	8.6%	8.6%
Very dissatisfied	5	0.5%	0.5%	Very dissatisfied	47	4.8%	4.8%
Don't Know	109	11.2%	11.1%	Don't Know	40	4.1%	4.1%
N/R	10		1.0%	N/R	5		0.5%

Summary of Datafields

Computer booking system	No.	%(R)	%	Book reservations	No.	%(R)	%
Very satisfied	274	28.4	27.9	Very satisfied	324	33.6	33.0
Fairly satisfied	270	28.0	27.5	Fairly satisfied	274	28.5	27.9
Neither	188	19.5	19.2	Neither	162	16.8	16.5
Fairly dissatisfied	20	2.1%	2.0%	Fairly dissatisfied	16	1.7%	1.6%
Very dissatisfied	16	1.7%	1.6%	Very dissatisfied	15	1.6%	1.5%
Don't Know	198	20.5	20.2	Don't Know	172	17.9	17.5
N/R	15		1.5%	N/R	18		1.8%
Black and White copying & printing				Colour copying & printing			
Very satisfied	339	34.9	34.6	Very satisfied	320	33.1	32.6
Fairly satisfied	336	34.6	34.3	Fairly satisfied	281	29.0	28.6
Neither	115	11.9	11.7	Neither	149	15.4	15.2
Fairly dissatisfied	58	6.0%	5.9%	Fairly dissatisfied	30	3.1%	3.1%
Very dissatisfied	36	3.7%	3.7%	Very dissatisfied	20	2.1%	2.0%
Don't Know	86	8.9%	8.8%	Don't Know	168	17.4	17.1
N/R	11		1.1%	N/R	13		1.3%
Book loan periods				Overall service			
Very satisfied	407	42.0	41.5	Very satisfied	449	47.1	45.8
Fairly satisfied	308	31.8	31.4	Fairly satisfied	413	43.3	42.1
Neither	120	12.4	12.2	Neither	57	6.0%	5.8%
Fairly dissatisfied	27	2.8%	2.8%	Fairly dissatisfied	10	1.0%	1.0%
Very dissatisfied	14	1.4%	1.4%	Very dissatisfied	3	0.3%	0.3%
Don't Know	94	9.7%	9.6%	Don't Know	21	2.2%	2.1%
N/R	11		1.1%	N/R	130		13.3