

Coast Capital Savings Library

Library Student Survey April 2009 Data

2009 student survey

HIGHLIGHTS

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Kwantlen
POLYTECHNIC
UNIVERSITY

COLLECTIONS – Importance (median: 81) and Satisfaction (median: 69.5)*

Five most important items were: online research databases, off campus access, online journals, Library website, and the book collection

Strengths:

- Library website
- Off-campus access to online resources
- Research databases

Challenges:

- Online journals
- Book collection

SERVICES – Importance (median: 81) and Satisfaction (median: 69)*

Five most important items were: quiet study areas, study space, materials being in proper place, library cleanliness, printing

Strengths:

- Library cleanliness
- Printing
- Materials being in proper place
- Photocopying
- Materials being reshelfed quickly

Challenges:

- Quiet study areas
- Study space
- Group study rooms

(*based on columns b - students who have used the service):

SUGGESTIONS FOR IMPROVEMENTS

Top priorities for students include: extended library hours, quiet study areas (noise level), study space (individual/group), improve access to research databases/full-text online journals, and access to computers.

LIBRARY RESPONSE

- Students expressed dissatisfaction with the Library's operating hours. As a direct consequence of these results, the Library is now open until 11pm from Mondays to Thursdays (previously until 9pm), until 9pm on Fridays (previously until 5pm), and it now is also open for four hours on Sundays (previously closed)
- Students also requested more study space. The Surrey Library now has 12 study rooms available (up from 7), with other study rooms planned for the future. Other available study areas include 99 individual study carrels, 56 comfortable chairs, and collaborative study tables to seat 323 people (148 on 1st and 2nd floor; 175 on 3rd floor). Planning for a renovation of the Richmond Campus Library is in progress (goal for completion is 2010). Although this renovation will retain the same footprint, the Library will be able to add at least one more study room and possibly more general study space
- Noise complaints due to cell phone usage has led to the development of cell phone use guidelines
- Noise complaints about the 2nd floor quiet study area in Surrey has prompted the Library to move the quiet study to the 3rd floor (which is enclosed and hence has a much reduced noise level)
- Students strongly indicated the need for more computers. The Surrey Library has since added numerous new computers (for a total of 148 green client research stations plus 35 PCs); Richmond Library is slated to have a total of 106 green client stations after the renovation (currently 42); Langley's computers have recently been upgraded to green clients
- To address the issue of more online access to resources, Kwantlen has added several new databases and thousands of new ebooks to the collection; although not specifically requested by students, the Library proactively has also added a number of streaming videos
- The Library is very strongly pursuing a budget request to join CRKN (Canadian Research Knowledge Network); membership would allow the Library to offer many more quality research databases