Information Services User Survey 2010

Results and Action Plan

UNIVERSITY OF TORONTO
FACULTY OF INFORMATION

By: Kathleen Scheaffer, Jenaya Webb, Angie McHodgkins
Information Services
Faculty of Information
University of Toronto
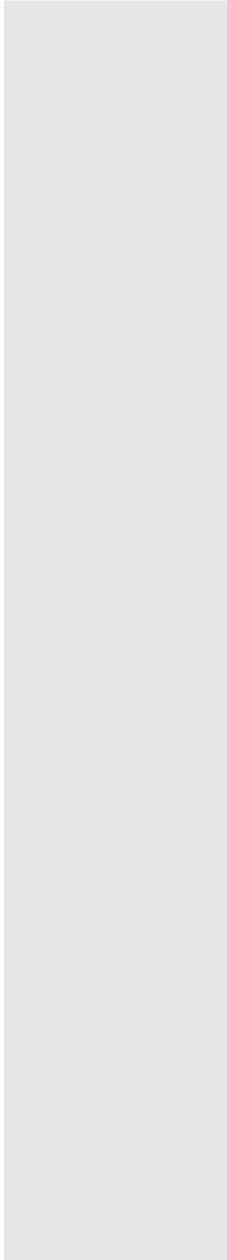
Phone: 416.978.7060
Email: help.ischool@utoronto.ca
Web: www.ischool.utoronto.ca/inforum-technology

Table of Contents

1 Introduction

Each year, the Faculty of Information, University of Toronto, conducts a survey among the iSchool students to assess Information Services and identify ways to improve. This report summarizes the data collected from the 2010 *Information Services User Survey* and describes Information Services' response to the survey, including plans to address students' issues and make improvements.

The Survey Results

Both quantitative and qualitative data were collected and analyzed. The quantitative data collected included demographic data of the respondents as well as overall response rates. These data are displayed in section 2: *Respondent Demographics and Response Rates*.

Additionally, three open-ended questions were used to collect qualitative data regarding students' general satisfaction with aspects of Information Services' facilities, resources, services, and staff as well as students' thoughts on areas that need improvement. The qualitative data were sorted into themes, assigned codes, and analyzed using *NVivo 8* software. The results are discussed in section 3: *Analysis of Open-ended Survey Responses*.

The Action Plan

The results of the survey (including the complete set of comments for "Areas for Improvement") were circulated and discussed among the Information Services staff. Staff then broke into teams that met to identify areas of improvement and discuss potential resolutions to students' concerns. The resulting action plan is presented in section 4: *Survey Follow-up: Information Services Action Plan*.

2 Respondent Demographics and Response Rates

Response to the 2010 *Information Services User Survey* was excellent. This year, 36% of students enrolled in programs at the Faculty of Information responded to the survey, an increase of 6% from the 2009 response rate of 30%. Additionally, the cross section of survey respondents (their program and status) closely mirrors that of the overall student population enrolled at the Faculty.

	Number of survey respondents	Percentage of total respondents	Number of students enrolled (Winter 2010)	Percentage of students enrolled (Winter 2010)	Rate of response
PhD program	9	4.5%	38	6.9%	23.7%
MI/MISt programs	158[1]	79.8%	435	79.1%	36.3%
MMSt program	31	15.7%	77	14%	40%
TOTALS	**198[2]** Total number of survey respondents	**100%**	**550** Faculty of Information student enrollment	**100%**	**36%** Overall response rate
Full Time	167	84.3%	428	77.8%	39%
Part Time	31	15.7%	122	22.2%	25%

Table 1. Respondent Demographics and Response Rates

1 In addition to selecting MISt/MI program, one respondent indicated "non-degree" MI student and another indicated "special program student" in the space provided. For the purpose of this analysis, these two students will be counted with the MISt/MI students.

2 Of the 213 respondents who started the survey, only the 198 who completed questions 1 through 4 are considered in this report.

3 Analysis of Open-ended Survey Responses

This year, the overall format of the survey consisted of three open-ended questions in which respondents were asked what they liked (Q3), what they didn't like (Q4), and what other information they wanted to share with the Information Services team (Q5). This section describes and examines the data by grouping comments from individual responses into themes and examining overall trends. For a more detailed explanation of the methods used for this qualitative analysis, please see *Appendix A: Description of Methods Used in Qualitative Data Analysis.*

A) Things Students Like

Question 3 of the survey asked: ***Which things do you like the MOST about the iSchool's Information Services staff, facilities, services, and/or resources?*** The intent of the question was to elicit feedback on aspects of Information Services that respondents appreciate.

A total of 530 references to things students liked were drawn from responses to Questions 3, 4, and 5. While the majority of the references listed below were responses to Question 3, this collection of comments also includes a few relevant comments from responses to Questions 4 and 5. In other words, any comments made in response to Questions 4 or 5 that fit into the themes for Question 3 (for example: "I love the staff! They are knowledgeable and friendly"[3]) are included here in order to provide a complete picture of things that respondents like. Individual respondents often listed multiple things. Most responses to Question 3 contained between 2 – 3 references while several listed up to 6 things they liked.

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3 Throughout the document, actual student responses are used. Though not grammatically correct, they are quoted verbatim to maintain authenticity.

Things Students Like	Number of Related References	%
Staff Attitude	117	22.12%
Staff Competence	89	16.82%
Furniture and Layout	46	8.70%
Diverse Workspace	36	6.81%
Computer Availability	28	5.29%
Collections	25	4.73%
Environment	25	4.73%
Technology Loan	23	4.35%
Workshops	23	4.35%
Sense of Community	19	3.59%
Hours	18	3.40%
Scanners, Printers, Copiers	17	3.21%
e-Classrooms	13	2.46%
Computer Software and Functionality	12	2.27%
Other	10	1.89%
Bookable Rooms	10	1.89%
Coffee Machine	10	1.89%
Prompt Service	5	0.95%
Course Reserves	4	0.76%
Total References	530	100%

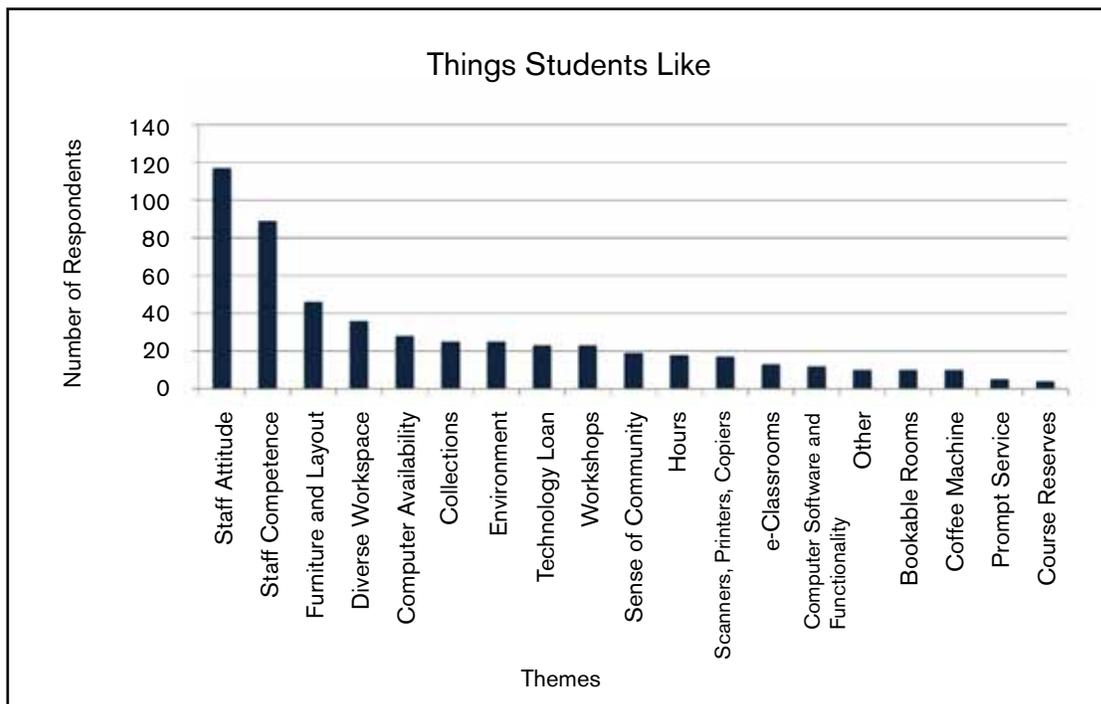**Table 2. Things Students Like (responses from Questions 3, 4 and 5)**

Figure 1. Things Students Like (responses from Questions 3, 4, and 5)

The theme ***Staff Attitude (117)*** was used to group together survey responses that reflected positively on the attitudes and approaches of Information Services staff. Comments included here range from simple statements such as, "Friendly staff" and "They are friendly and approachable" to more detailed comments such as, "The staff are some of the nicest, most genuinely helpful people I have ever encountered in my university career . . . I cannot stress enough how they have contributed to making my experience here positive". Indeed, the word "friendly" appears over 80 times in responses to Question 3.

The ***Staff Competence (89)*** theme captures comments related not to the attitudes of the staff, but to an appreciation for their effectiveness, helpfulness, and knowledge. For instance, statements such as "The staff are incredibly helpful and knowledgeable" and "Excellent, knowledgeable staff" are included here.

Furniture and Layout (46) encapsulates comments related specifically to satisfaction with the quality of furnishings (chairs, tables, desks, etc.), the effectiveness of their physical layout and organization, and an appreciation for the layout of the Inforum space (4th and 5th floors) generally. Comments include: "chairs are amazing - one of my favorite parts of working in the inforum" and "I really like the new spaces that have been created and the new furniture. These make [it] is easier for more people to take advantage of the space".

Diverse Workspace (36) is a broad theme meant to portray the wide range of comments related to appreciation for the variety of types of workspaces available at the Inforum. This theme captures positive comments on both collaborative workspaces and quiet study spaces. Sample comments range from: "I really like that the Inforum is a collaborative workspace", "It is a quite place to study and interact with peers", and "the facilities are conducive to various methods of working - group, solitary". Additionally, other respondents also commented on the variety of workspaces available, such as group study rooms, open spaces, and study carrels.

The theme ***Computer Availability (28)*** denotes specific comments that express an appreciation for the availability of computers for student use whether in e-classrooms, the Inforum, or for loan. Sample comments include: "I have always found a computer when needed", "I like that there are computer labs available to us all of the time, and that they are not crowded", and "lots of options for computer use, particularly for laptops".

Collections (25) captures all comments that express appreciation for the collections and resources available. Comments include: "It is also amazing to be connected to one of the best library school print and electronic collections in North America (or so I hear!)" and "Access to excellent resources, including books, software programs".

Environment (25) is a broad theme used to represent responses related to the building itself, as well as the sense of safety, comfort, and cleanliness students feel when they are here.

Comments range from: "clean, friendly environment", to "The facility is beautiful, open and airy. It is a good place to work", to very general comments such as "good atmosphere in the Inforum".

The theme *Technology Loan (23)* denotes responses that express an appreciation for the convenience of having technologies on loan for students. Comments follow primarily along the lines of: "I also appreciate the range of technology (laps tops, cameras etc.) available to be borrowed" and "having the laptop and e-reader rental services is invaluable".

The *Workshops (23)* theme captures appreciative comments related to the workshops such as "I like the instructional workshops!" as well as more specific comments related to the excellent quality, relevance, topics, and timing of workshops offered to students. For example: "workshops are very practical and useful", and "The ischool's instructional series is fantastic. I have benefited enormously from the workshops on research, refworks, and photoshop".

Sense of Community (19) is used to portray the responses that made specific reference to a "sense of community" feeling, or to an appreciation for the efforts of the IS team to create a sense of community. The comments range from simple, direct statements like: "sense of 'community' in Inforum"; to general descriptions like "I also like to laid-back atmosphere--it is easy to get work done at the Inforum because I feel at home"; to appreciation for the role of the IS staff in creating a welcoming place: "great job creating an inclusive environment!"

Hours (18) is a simple theme that encapsulates the comments that mention an appreciation for the hours of the Inforum and T-card access to e-classrooms. Comments include: "the hours are great" and "the hours of the Inforum are perfect (long hours are easy to work with), plus having the computer labs open at night is good for working late".

Scanners, Printers, Copiers (17) represents responses that express an appreciation for the convenience of the scanning, printing, and copying equipment in the Inforum (and in a few cases in e-classrooms) as well as the low cost of printing and copying services. Comments include: "Photocopying services on the spot is great" and "printing only costs 10 cents! (as opposed to 15 cents at Robarts)" and "free printing for PhDs". One theme that emerges strongly *within* this category is that students really appreciate being able to scan and send documents to their email accounts. Comments on this theme follow the lines of: "I love that the printer is able to scan documents to email".

The *e-Classrooms (13)* theme captures responses that indicated an appreciation for access to the computers and software in the e-classrooms. Comments range from the general: "the computer labs" to more specific comments such as: "The computer terminals in the computer lab are handy when all the terminals in the inforum are being used" and "Room 224 is a really great room--I often work there until the wee hours of the morning, and am not alone".

The theme *Computer Software and Functionality (12)* is related to the previous theme (some comments, like the last comment here, have been coded to both) but differs in the sense that it captures comments that reflect a specific appreciation of the functionality of the computers themselves as well as for the software installed on them. This theme includes computers in the Inforum and in the e-classrooms (as well as one comment that mentions the laptops for loan). Comments include things like: "I liked it that open office was already present on the computers as an alternative program to power point", "Furthermore, the computers in the Inforum have quite a lot of programs on their computers that are really helpful at all times" and "I am also pleased that we have a computer lab where we have been provided with programs like adobe photoshop and illustrator. It allows me to create visually appealing presentations".

The *Other (10)* theme includes comments that did not fit easily with any of the other "Things Students Like" themes or themes that contained less than 3 comments. However, two mini themes which include more than one comment include an appreciation for the displays (3) and an appreciation for carrels (2). All ten "Other" comments are:

- I absolutely love the fact that I can bring my coffee
- My carrel is also an excellent space, now that it is located with the IT offices. Very quiet and productive
- study carrels
- Also great to use the sink to get water - no longer need to trek too far from my carrel to do that
- Bulletin Board with clippings, display of new books
- I like that some new acquisitions are displayed near the entrance sometimes. It can trigger a good idea or be just what you are looking for but didn't know it
- the immediately visible new books and recent journals is very convenient and attractive
- weekly news letter
- I can nap in the 5th floor room with the tassimo and no one says anything about it
- I have not yet had a chance to use the Smartboards but I think they are a wonderful addition

Bookable Rooms (10) captures all comments that express appreciation for the ability to book rooms for group study. Comments include: "it is also very easy to book a study room, without any hassle" and "having the schedules for the computer labs online is really convenient".

The *Coffee Machine (10)* theme references the convenience and the affordability of the 5th floor coffee machine. Comments include: "hurray for convenient coffee!", "I like that we can now purchase coffee in the inforum, saves us the time of having to pack up and walk across to Robarts", and "the tasso machine is a great way to get cheap coffee".

Prompt Service (5) represents responses related to an appreciation for prompt service from the IS team both in person and via email. Comments include: "Their service is quick", "the IT staff's promptness in addressing classroom and other technical issues", and "the staff is really helpful, and responds to email queries quickly".

Course Reserves (4) includes comments that reflect an appreciation for the course reserves service. Comments include: "The course reserves are a great way to get the material" and "I like that course readings are often found in the Inforum, on reserve".

B) Areas for Improvement

Question 4 of the survey asked: ***Which things do you like LEAST about the iSchool's Information Services staff, facilities, services and/or resources?*** The intent of the question was to elicit feedback on aspects of Information Services that respondents were less pleased with and which could be improved.

A total of 310 references to things students think need improvement were drawn from responses to Questions 3, 4, and 5.[4] As explained above, any comments made in response to Questions 3 and 5 that fit into the themes for Question 4 (for example: "The Inforum can get really loud!") are included here in order to provide a complete picture of things that respondents dislike.

The theme *Noise (41)* captures the most frequently cited dissatisfaction among survey respondents. This theme captures comments related to noise—primarily in the Inforum but also in the 4th floor lobby and several of the e-classrooms—and its disruptive effects. Comments range from general: "noise", to the more descriptive: "Although I sometime appreciate the social atmosphere of the Inforum, other time[s] I find it distracting. I do not elect to work in the space because I find it too distracting- instead I go to Robarts to do my studying".

Computer Software and Functionality (32) references comments related to dissatisfaction with the functionality of computers (primarily their perceived slowness) either in the Inforum, in the e-classrooms, or the ones for loan. It also captures comments related specifically to software on those same computers. Most comments include things related to the slowness of the machines: "Computers are old, and in many cases very slow", and some include details about particular software: "the Microsoft Office software is a bit outdated".

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4 It should be noted that 21 of the 198 respondents either left this question blank or indicated there was "nothing" they liked least.

Areas for Improvement	Number of Related References	%
Noise	41	13.27%
Computer Software and Functionality	32	10.36%
Electrical Outlets, Lack of	23	7.44%
Scanners, Printers, Copiers	23	7.44%
Internet Infrastructure	19	6.15%
Environment	17	5.50%
T-Card Machine, Lack of	17	5.50%
Space Availability and Uses	15	4.85%
Furniture and Layout	13	4.21%
Other	12	3.88%
Course Reserves	11	3.56%
Advertising of Services, Resources, etc., Lack of	10	3.24%
Hours	10	3.24%
Computer Availability, Lack of	7	2.27%
Museums and Archives Resources, Lack of	6	1.94%
Technology Loan	6	1.94%
Bookable Rooms	6	1.94%
Noisy Group Study Rooms	6	1.94%
Cataloguing System	5	1.62%
Eating Space, Lack of	5	1.62%
Museums Studies Studio	5	1.62%
SMART Boards	5	1.62%
Outdated Collections	4	1.29%
Short Loan Period	4	1.29%
Staff Attitude	4	1.29%
Workshops	4	1.29%
Total References	310	100%

Table 3. Areas for Improvement (Responses to Questions 3, 4, and 5)

The theme ***Electrical Outlets, Lack of (23)*** captures responses related to dissatisfaction with the lack of outlets in the Inforum as well as several of the classrooms in the Bissell Building. Comments range from the general: "Not enough plug outlets", to more specific: "It is difficult in many places to find a plug for my laptop, and often what plugs are available are in awkward locations or very limited in number. This is true of the museum studies studio as well as the lower floor of the Inforum. Power bars would be very helpful".

The theme ***Scanners, Printers, Copiers (23)*** encapsulates comments that reflect dissatisfaction with the scanning, printing, and copying equipment in the Inforum (and in a few cases in e-classrooms). Unlike this same theme for the "Things Students Like" section, these comments focus primarily on printer jams: "The printer often jams. This can be annoying", broken or unmaintained equipment: "The lack of resources devoted to printing, especially the printer in

116 that's been broken for almost an entire semester", and lack of printing equipment: "not enough printing equipment".
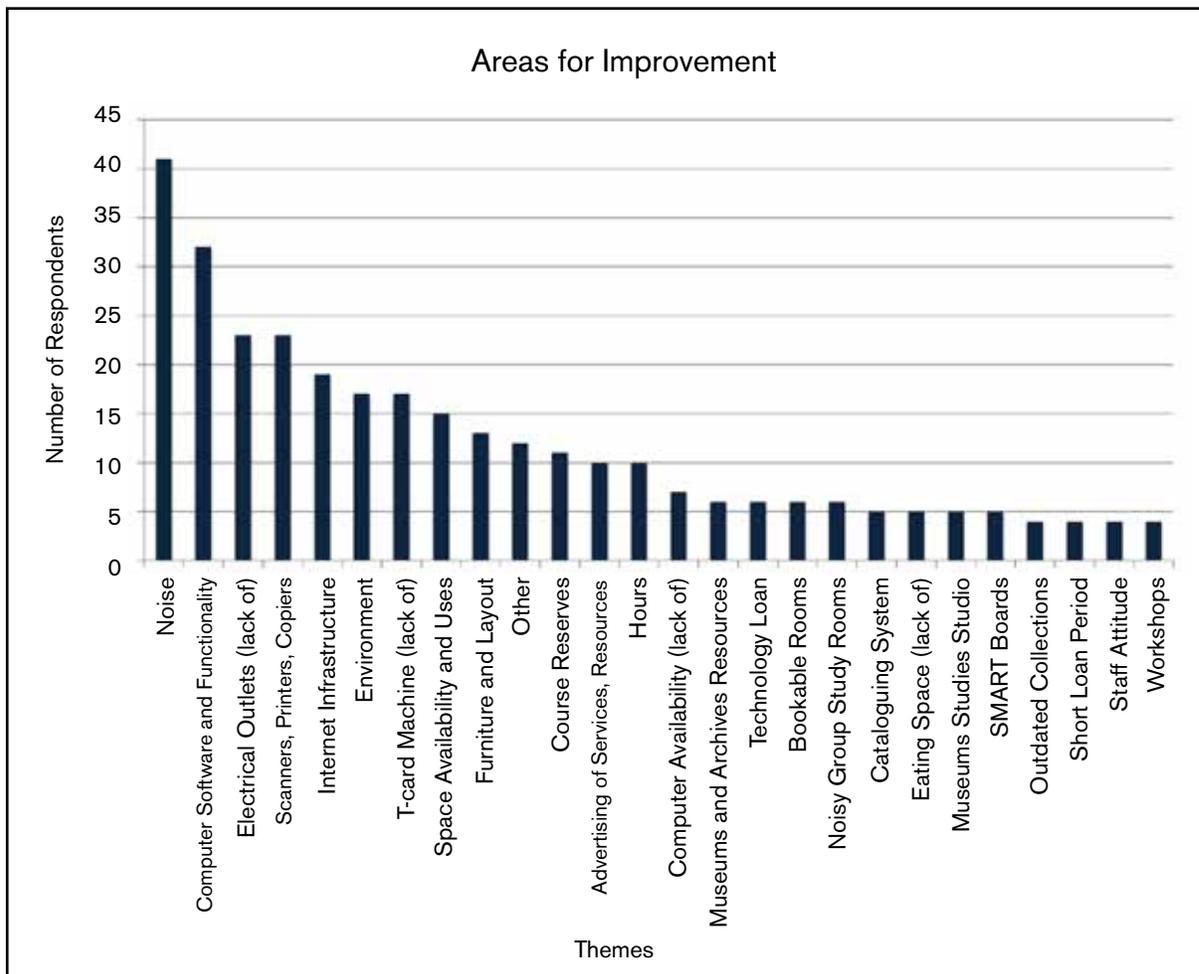

Figure 2. Areas for Improvement (Responses to Questions 3, 4, and 5)

Internet Infrastructure (19) denotes comments related to dissatisfaction with the wireless Internet generally. While some comments are quite general, others refer to specific locations. Comments include things like: "slow internet" and "Wireless service access is irregular. On the fifth floor (particularly in the new group room, where it should be strongest), the signal is so weak as to be useless. Amplifiers are needed".

Environment (17) is a broad theme related to the environment inside the Bissell Building. It captures responses related primarily to dissatisfaction with the building itself as well as temperature regulation in the building (or lack thereof). Comments include things like: "I find the building ugly, unpleasant, and depressing", "the temperature is always too hot or too cold", and "dark color environment at inforum made people sometimes feel tired and sleepy".

T-card Machine, Lack of (17) captures the comments that suggest that a machine to refill T-cards be located in the Inforum. An illustrative example is: "it would be helpful to have a money adding machine in the Inforum so that students do not need to go to Robarts to add money to their card".

The theme *Space Availability and Uses (15)* is a broad theme that refers to comments that reference a lack of space for particular activities and inappropriate use of IS-related spaces. These comments include things like: "i find that professors often use the quiet study rooms for meetings - which takes away from the students being able to use them. they have offices, we don't", to "Special events intrude on study area", and "Wish there wasn't so many outside classes booked in Room 116".

Furniture and Layout (13) encapsulates comments related to furnishings (chairs, tables, desks, etc.) in the Inforum and the physical layout and organization of the Inforum space (4th and 5th floors). Comments include things from "I think it could be nice if there were more individual desks for working at with a personal laptop", "neglect of furniture in group study rooms", and "The flow of the space is unfortunate, the locked doors on the 5th floor make getting to the BCSIE a real commitment!"

The *Other (12)* theme includes responses that did not fit easily with any of the other "Areas for Improvement" themes or themes that contained less than 3 comments. However, two mini themes do appear within this theme. First, two respondents indicated a dissatisfaction about the sense that librarians are not visible at the desk at all times and second, two responses referred to the lack of technical training provided to desk staff.

Course Reserves (11) was applied to comments related to dissatisfaction with the course reserves system at the Inforum. These comments relate primarily to lack of multiple copies of course reserve materials as well as the limited loan periods for course reserve materials. They include statements like: "Sometimes there are not enough copies of a required course reading in course reserves" and "Many of the books should be available for longer than a 2-hour loan".

The theme *Advertising of Services, Resources, etc., Lack of (10)* captures comments that reference a lack of advertizing of the resources and services offered by the IS team. Comments illustrative of this theme include: "More advertisements of what you offer, i.e. laptops, chargers, ebook readers" and "I find that there is a lot available at the Inforum, but it is not well advertised . . . I wish there was some sort of brief presentation (maybe in one of the core courses) about the different services available for group study, room bookings, etc."

The theme *Hours (10)* represents comments related to dissatisfaction about the hours of the Inforum. Comments include things like: "It would be helpful the Inforum opened earlier on weekends" and "Could be open later/ earlier during end of term".

Computer Availability, Lack of (7) include comments related to the lack of computers in the Inforum. Comments include things like: "Too few computers in the Inforum" and "There are not enough student-use computers".

Museums and Archives Resources, Lack of (6) encompasses comments that referenced a lack of museums and archives resources. Comments include things like: "would be nice to have better museum resources including computer software" and "Not enough Archives related resources. The program has expanded but the print resources stay the same and there is a higher demand".

The theme *Technology Loan (6)* covers comments that reflect dissatisfaction with the duration of technology loan periods as well as the technologies themselves. Comments include things like: "I wish the laptops were available for overnight or two-day loan" and "the very old and heavy laptop we can borrow from inforum".

Bookable Rooms (6) captures comments that reflect dissatisfaction with the system used for booking study rooms. Comments include things like: "booking rooms using the Inforum's website usually works but I had one experience where it was double-booked and this was an inconvenience for my group" and "booking group study rooms online would be great".

Noisy Group Study Rooms (6) includes comments related specifically to the noise insulation problems in the group study rooms. This comment is illustrative of this theme: "The lack of soundproofing for the study rooms. The noisemaker-thingie doesn't help all that much if the people in the room are noisy".

Cataloguing System (5) includes comments related to a general dissatisfaction with and confusion about the cataloguing system in the Inforum. Comments include: "The cataloguing system makes it hard to find materials . . ." and "the catalog numbering system you use (I don't know if that's what is called) is hard to find books in stack".

The theme *Eating Space, Lack of (5)* encompasses comments related to dissatisfaction with the options for places to eat while working at the Inforum. Comments include: "Can't eat in the library (studying works up an appetite!)" and "I would like a larger area to eat, besides the space by the elevators".

Museums Studies Studio (5) incorporates comments related specifically to dissatisfaction with several aspects of the Museum Studies room. These include: "The 5th Floor Studio is too small and an awkward space to have classes as people walk through the classroom to get to their smaller rooms and it is very distracting" and "The use of the space outside my office for Museum Studies classes is also problematic in terms of noise and in terms of my interrupting a class whenever I arrive or leave my office".

SMARTBoards (5) includes comments that reflect a general confusion about what the SMARTBoards are and how to use them. Comments include things like: "what is a SMART-board?" and "Post some info by the Smartboards on how to use them".

Outdated Collections (4) groups together comments related to a sense that the Inforum's collections (book and serial collections in particular) are outdated. Comments range from the general: ". . . holdings seem somewhat limited and outdated" to more specific: "the print book and e-book collection on user experience, usability, and mobiles could be stronger".

Short Loan Period (4) captures the comments related to dissatisfaction with the length of the loan period on materials, books in particular, at the Inforum. For example: "Loan period on print resources is too short".

The theme *Staff Attitude (4)* includes comments that reflect a concern for the attitudes of staff (student staff are noted specifically in two comments) at the Inforum. For example: "I feel that some of the student staff who close the building are off-putting. They yell out, "We're closing in 15 minutes" when they could quietly let you know; even a prompt on the computers would be a nicer way of doing that. I often feel as if they're giving me the impression that I'm inconveniencing them. This is not all the student staff, but some".

The theme *Workshops (4)* represents comments related to dissatisfaction with the content and timing of instructional workshops. Additionally, all of these comments also make suggestions for improvement. For example: "having the workshops all at the beginning of term makes it difficult to attend them all - maybe have a couple throughout the term?"

C) Additional Comments

This section describes responses to Question 5 of the survey: *Please comment on any other aspects of the iSchool's Information Services you think may be of interest to us.* 104 of the 198 respondents included responses to Question 5. Of these 104 responses, many comments repeated themes from questions 3 and 4. As explained above, those comments have been included with the results for questions 3 and 4 to provide a combined look at areas of satisfaction and areas for improvement. The remaining comments from Question 5 have been grouped into the three simple groups explained below.

The *Suggestions (17)* theme includes specific suggestions made by students in Question 5. Please see Appendix B for a complete list of student suggestions.

Themes	Number of Related References	%
Suggestions	17	39%
Praise for IS Team	14	32%
Faculty of Information, General	13	30%
Total References	44	100%

Table 4. Additional Comments - Responses to Question 5

The ***Praise for IS Team (14)*** theme captures general praise for the IS team. Comments include things like: "This is the best library I've had in my studies at three different universities (Queen's, St Andrews in Scotland and here). Keep up the good work!" and "The Inforum space and the staff have been a key part of my experience here over the years, and a very positive one".

Finally, the ***Faculty of Information, General (13)*** theme groups together comments related more to the Faculty of Information in general than to the IS team in particular. Comments include things like: "we really need smaller class sizes. The fact that its become a craps shoot for summer classes is unfortunate, especially with vital courses like Research Methods and the Practicum" and "The iSchool name sounds less professional than Faculty of Information. An MLIS degree should be offered to students who are not interested in the program's new 'interdisciplinary' focus".

4 Survey Follow-up: Information Services Action Plan

The Information Services team is committed to addressing the needs of the iSchool community. The *Information Services User 2010 Survey* is one way for the IS team to collect valuable feedback from a significant portion of the student body. This year, the open-ended nature of the survey questions allowed students to provide specific feedback on things they liked as well as particular areas they felt needed improvement. The survey is a vital touchstone for IS planning.

In response to the survey results, members of the IS team met to establish an action plan to address the student concerns presented in *Areas for Improvement*. Table 5 summarizes the specific steps the IS team is taking to address priority items identified in the survey.

In addition to the specific action items listed in Table 5, some of the key concerns raised in the survey will be addressed via several long-term, strategic, promotional and outreach initiatives. These initiatives are discussed in more detail below in Table 5.

Table 5. Information Services Action Items

Student Concerns (Survey Item)	Related References	IS Action Item	Implementation
Noise	41	Options for additional "quiet study" space in the Bissell building will be explored	Summer 2010
		Additional signage will help direct students to quiet spaces and manage expectations about noise levels in the Inforum	September 2010
Computer Software and Functionality	32	Computer software will be optimized, improving how all applications are updated	August 2010
		IS is investigating how to best offer support and integration with Mac and Linux systems, as well as mobile devices	Summer 2010

Student Concerns (Survey Item)	Related References	IS Action Item	Implementation
Computer Software and Functionality (cont.)		Inforum computers will be upgraded to MS Office 2007	August 2010
		All the Inforum computers will have the complete suite of software installed and use will be managed by license metering	August 2010
		Multi-Language options will be available on computers in the Inforum with Microsoft Office compatibility and Profiling Tools	August 2010
		Implementation of an Application Delivery Platform will allow users to walk in with their own devices and be able to use various software packages without requiring local installation	Fall 2011
Electrical Outlets (lack of)	23	3 new powerstrips have been added to desks in Inforum's wi-fi free-form area	May 2010
Scanners, Printers, Copiers	23	Ricoh printers will be replaced to enhance performance and reduce paper jams	September 2010
		Google Cloud Print will be explored as a mobile wireless printing solution	Date TBD
Internet Infrastructure	19	4 new wireless access points are being installed at critical locations to improve coverage and density of the network.	Completed June 2010
Environment	17	More plants are being added to improve the atmosphere/environment	September 2010
T-card Machine	17	Acquiring a T-card machine is prohibitively expensive at a cost of ~$15,000. Other printing options are being explored.	Ongoing
Space Availability and Uses	15	The Inforum spaces and facilities have been established to accommodate all members of the iSchool community: staff, faculty and students. The IS team endeavors to accommodate our largest constituency: students. We contact Office of Space Management to investigate the feasibility of using additional rooms in the Bissell Building to be used for group work and quiet study.	Ongoing
Furniture and Layout	13	Maroon chairs will be replaced to match the ones in the wi-fi free-form area	Date TBD
Course Reserves	11	Within the constraints of copyright law, the IS team is striving to make course readings available electronically via Blackboard whenever possible.	Ongoing

Student Concerns (Survey Item)	Related References	IS Action Item	Implementation
Hours	10	Usage statistics and budget determine the hours of operation. The IS team is working with the current budget model in efforts to accommodate students' requests for extended hours.	Ongoing
Computer Availability	7	Potential installation of an Application Delivery Platform (see above) will allow students to print from their own devices/ computers, freeing up Inforum computers	Date TBD
		IS is considering implementing a prompt on computers, which requires users to cancel notice to stay on the machine	Date TBD
Museums and Archives Resources (lack of)	6	IS is committed to collecting new and current publications in the field. However, we rely on Robarts and the ROM to fill in the gaps in the retrospective collection. A request form will be made available on the web site to encourage students to request resources for purchase	Fall 2010
Technology Loan	6	iPads are being considered as additions to our current e-book reader collection	Decision Summer 2010
		4 new netbooks have recently been purchased to increase the number of laptops available for loan	July 2010
		Information Services is in negotiations with tech fund representatives to replace the Toshiba PC laptops with new laptops	Date TBD
Bookable Rooms	6	New booking system options are being explored for "self booking" capability	Date TBD
Noisy Group Study Rooms	6	Additional rooms are being explored for quiet group study spaces.	Ongoing
Cataloguing System	5	The collection has always been classified using Dewey Decimal Classification (DDC). DDC was chosen as the classification scheme because of the level of detail that it affords within the iSchool's fields of study. Information Services staff is always available for assistance in locating items in the collection.	Ongoing

Student Concerns (Survey Item)	Related References	IS Action Item	Implementation
Eating Space, Lack of	5	To preserve and maintain the quality of our current print collection, as mandated by University of Toronto Libraries (UTL), eating within the Inforum is prohibited.	N.D.
Museums Studies Studio	5	The use of the Museums Studies Studio space, including Ph.D. carrels and group study rooms, is currently under review by senior management.	Ongoing
SMARTBoards	5	Step-by step manuals will be posted next to all SMARTBoards in the Bissell Building and on the website (SMARTBoard workshops will also continue to be provided)	Fall 2010
Outdated Collections	4	A request form will be made available on the web site to encourage students to request resources for purchase	Fall 2010
		A request form will be made available on the web site for students wishing to access a title in cataloguing	Fall 2010
Short Loan Period	4	To accommodate all graduate students, our loan periods have been established to facilitate quick turn-around and sharing of resources.	N.D.
Staff Attitude	4	Student assistants will receive customer service training	August 2010
		All IS staff will participate in mandatory training sessions, which will cover IT, web 2.0, and reference/research to refresh and improve their skills	August 2010
Workshops	4	Instructional workshops will be spread out through the months of September, October, and November to accommodate student schedules	Fall 2010

Table 5. Information Services Action Items

Promotional and Outreach Initiatives

Many of the comments in the *Areas for Improvement* section pointed to a need for more promotion of IS services, resources, and facilities. Respondents commented directly on the need for more advertising of resources. For example, "I find that there is a lot available at the Inforum, but it is not well advertised" and "I wish there was some sort of brief presentation . . . about the different services available for group study, room bookings, etc." Additionally, comments like "Some sort of kiosk or machine that dispenses coffee would also be a brilliant addition" suggest that students aren't aware of services offered and thus point indirectly to the same need.

Information Services will address these needs through the development of a strategic promotional and outreach plan. This plan will aim to make innovative use of existing information infrastructures and physical spaces to improve the promotion of all IS services, facilities, and resources.

Some promotional initiatives already underway include:

(i)   more streamlined utilization of existing web 2.0 applications (including Facebook, Twitter, web site pages, and blogs) to promote services, facilities, upcoming events;

(ii)   increased promotional initiatives within the Inforum physical space (including an Inforum resources scavenger hunt as well as advertising of services on desk signs and computer desktop wallpaper); and

(iii)   production of a collection of print materials (including an Inforum directory, accessibility-related signage, and a range of promotional brochures and pamphlets). These initiatives will be in place for the beginning of the Fall term, September 2010.

Appendix A:
Description of Methods Used in
Qualitative Data Analysis

Data for this survey were collected electronically between March 30 and April 11, 2010 on the survey site www.surveymonkey.com. Qualitative data collected consists of the written responses to the survey's three open-ended questions (Question 3, 4, and 5). The length of responses varied from one word (as in responses to Question 4 where respondents wrote things like "Nothing!" or "n/a") to longer paragraphs or bulleted lists of up to 100 words or more in some cases. The qualitative data were sorted into themes, assigned codes, and analyzed using *NVivo 8* software.

Data Importing and Organization

1. Data was copied into *NVivo 8* directly from *Survey Monkey's* "Analyze Results" pages.

2. One *source folder* was established in *NVivo* for each of the three open-ended questions.

3. The text from each individual response was copied directly from the *Survey Monkey* interface and pasted into individual *source files* and saved in the appropriate source folder. For example, each individual response from Question 3 was saved as individual source file in the "Question 3" source folder.

4. Individual source files were named numerically to match the individual respondent number in *Survey Monkey*. In other words, individual source files 001 – 198 exist for each of Questions 3, 4, and 5.

Establishing Themes and Codes

To establish general themes for the data, Information Services interns Jenaya Webb and Angie McHodgkins read the complete collection of survey responses several times and took detailed notes about themes that seemed to emerge repeatedly in the data. Based on these readings, an initial list of *codes* for each question was established. These codes were entered in *NVivo* as *tree nodes* and grouped together by question (ie: Questions 3, 4, and 5 are each top level tree nodes with the list of individual codes/nodes below them).

Assigning Codes to the Data

With this initial tree node structure, individual responses could then be assigned one or more codes by selecting words, phrases, and comments within each individual source file and dragging them into the related code. Over the course of the coding process, the names of individual codes were refined and corrected to suit the data. The themes used in this report reflect the finalized codes used in the analysis.

Since each individual response (source file) could include references to multiple items, as many codes as necessary were assigned to individual source files. The number of codes assigned to an individual source file range from 0 (in the case where a respondent has left a question blank) to 6 in several cases.

The result of assigning codes to the data is that queries can be established to list all the comments related to a particular code.

A Note about Demographic Data

For the purposes of this analysis, responses to Questions 3, 4, and 5 were not cross-analyzed based on the academic program or status of respondents.

Appendix B:
List of Students' Suggestions
(from Question 5)

- Maybe have e-readers set up in the Inforum already.

- hand sanitizer should be made more available in the inforum. too many people cough and sneeze and then go right back to work on the computers - it's gross.

- Dose it sound like a dream if I say sometimes we need space for an-hour nap?

- The metal yellow cabinet to the east on the first floor of the Inforum which houses photocopied articles is going to kill someone someday. That thing is scary.

- The logo for the Ideas Exchange forum needs to be redone

- Class schedules posted outside of computer lab rooms i.e. BL225, would be helpful.

- The coffee maker is great but the mugs provided don't have lids and we are told we have to go outside.

- It would be helpful to have a sign on the door leading from the stacks to the BCS space when it is booked for special events so we can avoid interrupting them. If you could make a bibliography which groups the journal titles under subject scope, that would be really useful for browsing.

- It would be helpful to have a very obvious sign hanging outside rooms 116, 225 and 417 when they are being used by a class (sometimes the professor doesn't put up a sign)

- Regular seminars to introduce new resources such as new databases, new journals, and new services for faculty and students

- Provide more chances for students to be involved in, especially these international students who is not familiar with library service.

- I think you're doing a spectacular job. but maybe patrol 5th floor a bit more. yikes.

- I really enjoyed the work 'cubicles' that were on the 5th floor for a few months. These are now offices, but can something like this be implemented elsewhere? Great for quiet work!

- I was wondering if ischool's information service can hold some practicing workshops like photoshop, image maker, imovie more frequently, and students can discuss and share their works together, not just once or twice a year, that would be much helpful.

- Keep providing workshops that are practical to the skills we will be required to have in a information career i.e. d-space perhaps

- You should make small pieces of scrap paper available for writing down call numbers when we need to retrieve something from the stacks or course reserves

- Please have some workshops on SAS. Also often because of the courseload, students sometimes don't have time to attend as many workshops as they would like…it would be good to have the workshops repeated often during a term, and maybe in the summer.

- I feel compelled to comment on this survey. It's far too short to be effective in any way, in my opinion. It's great that you listed the various aspects of Information Services that are applicable to this survey on the first page (facilities, resources, services, staff), but I think your results would be much more useful if you actually prompted the survey-takers to provide feedback about each of those aspects.
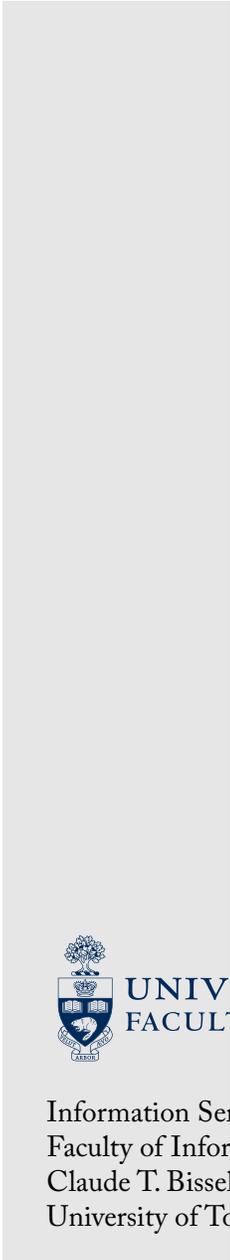
UNIVERSITY OF TORONTO
FACULTY OF INFORMATION

Information Services
Faculty of Information
Claude T. Bissell Building, 140 St. George Street
University of Toronto, ON M5S 3G6