UNIVERSITY OF TORONTO
FACULTY OF INFORMATION

Information Services User Survey 2012 –2013

Results & Action Plan

Information Services User Survey 2012 – 2013: Results & Action Plan

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Table of Contents

Introduction

Information Services (IS) conducts a yearly survey to assess the iSchool student body's satisfaction with the IS staff, facilities, services, and resources. The survey offers students the chance to express their satisfaction or dissatisfaction, put forward suggestions, and provide other feedback on their experiences at the Inforum and with Information Services.

This report summarizes the data collected from the 2012 *Information Services User Survey*, and outlines the IS response to the survey via an Action Plan. This plan is designed to address student concerns and implement new initiatives or enhance existing services. Information Services would like to wholeheartedly thank the iSchool student body for taking the time to respond to this survey.

Feedback and suggestions from students are crucial to generating tailored IS initiatives as we continue to revise, build upon, and shape our services to meet evolving student needs and interests each year.

The Survey Results

Quantitative and qualitative data were collected and analyzed. The quantitative data collected included demographic information (program, level of study, full- or part-time status) of the respondents, as well as overall response rates.

Additionally, four open-ended questions were used to collect qualitative data pertaining to respondents' satisfaction with IS staff, facilities, services, and resources; these questions also provided students with an opportunity to contribute suggestions and comments. The qualitative data were sorted into themes, assigned codes, and analyzed using *NVivo 10* software.

The Action Plan

The results of this survey, including the Information Services Action Items and the complete set of comments for "Areas for Improvement" were circulated and discussed amongst the Information Services staff. Four teams within IS identified comments and suggestions pertaining to their area. These teams—Reference Services, Public Services & Collections, Instruction & Promotion, and Information Technology—each met to discuss potential resolutions to students' feedback.

These meetings resulted in a series of action items put forth by all four teams to address each area of concern. An Action Plan for 2012-2013 has been created in response to the 2012 *Information Services User Survey.* The Action Plan is a strategic initiative to ensure Information Services addresses all of our users' concerns and recommendations promptly and efficiently.

Follow-up to 2011 Information Services User Survey

The 2011-2012 Action Plan was based on responses gathered in the 2011 *Information Services User Survey.* After the survey data were aggregated, the teams within Information Services met to devise strategic plans to address respondents' suggestions and concerns.

As of June 2012, Information Services has implemented all of the tasks outlined in the previous year's Action Plan. The following tables outline the endeavours and initiatives resulting from the 2011-2012 Action Plan.

Technology Initiatives
Software on all workstations was streamlined and updated
Modifications to user profiles in Windows to improve performance were made Summer 2011; Windows 7 was deployed on Inforum and e-classroom 417 workstations July 2012
IS continues to source funding agencies to keep Inforum space and facilities comfortable and attractive
Alternative printing and photocopying payment possibilities are under investigation and must be aligned with the University of Toronto's central IT policies
IS is in negotiations with Tech Fund to refresh and upgrade technology loan hardware
IS continues to creatively raise visibility and awareness of our award-winning technology loan program
V-Apps was used in several classes and on an individual basis throughout the 2011-2012 academic year
Negotiations with Tech Fund were successful: 36 new workstations (including 6 Macs) were approved for Inforum workspace and e-classroom 417; Macs were deployed April 2012, and PCs were deployed August 2012
Adobe Creative Suite 5.5 was installed on all workstations in e-classroom 224/225 in February 2012

Space/Environment Initiatives
Three classrooms in the Bissell Building were secured starting September 2011 for quiet study during Wednesday iTea events; e-classroom 417 also continues to be available for quiet study during these events
We offered free earplugs to students on an experimental basis in September 2011 with great success; IS is examining permanent funding options for this initiative
IS continues to report temperature issues in the Bissell Building to the University's Facilities & Services
Classrooms on the 3rd floor were secured and bookable for group study as of January 2012
Books-based crafts were created by the Book & Information Craft Workshop group to brighten the Inforum atmosphere (initiated February 2012)
New artwork is exhibited in the photocopy room as of September 2011; student posters are displayed throughout the Inforum on an ongoing basis

Collections/Loans Services Initiatives

Course reserves were reduced to include only those works not available through Blackboard; all other works were incorporated into the circulating collection (Summer 2012)
Extended technology loans continues to be offered on a case-by-case basis
IS continues to examine circulation statistics and consider the possibility of lengthening the loan period of the general collection
Larger and more prominent New Titles display is now exhibited at the Inforum
Online recommendation form was initiated June 2011, allowing iSchool community members to suggest new titles for purchase by the Inforum; the form is promoted via staff and social media
New titles are updated regularly on the Inforum website

Customer/Workshop Initiatives

Extended Saturday hours were offered during the Fall 2011 semester "crunch time"; IS will continue to explore this option based on level of need
Student assistants were given the opportunity to create training guides to enhance their own and other staff members' knowledge of IS facilities, services, and resources, and to better to assist patrons (Fall 2011)
All staff received training on our chat service when hired
IT services team members within the IS unit were scheduled for regular desk hours during the Fall and Winter semesters, increasing their visibility and availability for technical assistance
Training sessions in Summon, the new federated search engine, were delivered to full time staff members (September 2011)
Reference training, including shadowing opportunities and extensive handouts, was provided to student assistants throughout the Fall and Winter semesters
All instructional workshops during the Fall and Winter semesters were offered on at least one Saturday or evening to accommodate varied student schedules
Each semester, IS coordinates the fall and winter instructional series with respect to the allotted budget, and in consultation with: course syllabi; the IS annual survey results; a yearly environmental scan of other iSchool workshop offerings; current and graduating students; the Careers Officer; and other UTL librarians

Promotion/Outreach Initiatives

Cabinet of Wonder was installed in the Inforum to display collections curated by the iSchool community (October 2011)
The Inforum display case is updated regularly to present the work and initiatives of the iSchool community
Inforum promotional buttons were created and made available at the Information Desk (Winter 2012)
Themed book displays were mounted near the Information Desk and complemented by

bibliographies annotated by Inforum student assistants (Fall 2011)					
Inforum tote bags are available for purchase as of September 2011					
IS Facebook page and Twitter feed are scrupulously updated by staff to keep the community informed					
Promotional initiatives geared toward incoming students were launched in September 2011, including an Inforum resources scavenger hunt (Space Race) and an IS Facebook campaign to recruit new followers					

Respondent Demographics & Response Rates

Response to the 2012 *Information Services User Survey* was 28%. While still an encouraging response rate, 28% represents a 9.2% decrease in response from 2011, which at 37.2% garnered the highest response rate since the survey's inception. However, a notable decrease in rate of response is evident only in students enrolled in the MI/MISt program.

While MI/MISt rate of response in 2012 is 11.6% lower than in 2011, response from the MMSt and PhD programs has remained consistent. The MMSt response rate has decreased by less than 2%, and the PhD response rate has risen by almost 1%.

	Number of Survey Respondents	Number of Students Enrolled (Winter 2012)	Rate of Response	Percentage of Students Enrolled (Winter 2012)	Percentage of Total Respondents
PhD	9	43	20.9%	7.8%	5.8%
MI/MISt	117	431[1]	27.1%	78.4%	76%
MMSt	28	76	36.8%	13.8%	18.2%
TOTALS	154 Total number of survey respondents	550 Faculty of Information Student Enrolment	28% Overall response rate	100%	100%
Full time	133	436	30.5%	79.3%	86.4%
Part time	21[2]	114	18.4%	20.7%	13.6%

Table 1: Respondent Demographics and Response Rates

Analysis of Open-Ended Survey Responses

The survey consisted of four open-ended questions allowing respondents to share what they liked (Q3), what they disliked (Q4), how IS could further support them as part of the

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[1] Includes 2 DAIS and 1 Non-degree student
[2] Includes 1 student (0.6% of those surveyed) who identified as having flex-time status

student body (Q5), and any additional comments on IS staff, facilities, services, and resources (Q6).

The following section describes and examines the survey data by coding comments from individual responses to reveal trends. For a more detailed description of the methods used for this qualitative analysis, please see Appendix A: Description of Methods Used in Qualitative Data Analysis.

Things Students Like

Question 3 asked students to respond to the following: "which things do you like the <u>MOST</u> about the iSchool's Information Services staff, facilities, services, and/or resources?" This question was intended to elicit feedback on the aspects of Information Services that respondents most appreciated and valued.

A total of 262 references to the things students liked were drawn from responses to Questions 3, 4, 5, and 6. While the majority of the references listed below are responses to Question 3, this collection of comments also includes a number of relevant responses to Questions 4, 5, and 6. In other words, any comments made in response to other questions that fit into the themes for Question 3 (for example, "the staff are friendly and helpful") are included in order to provide a comprehensive picture of the most valued aspects of Information Services. Individual respondents often listed multiple points, each of which was classified in its appropriate node.

Things Students Like	Number of Related References	Percent
Staff Attitude	43	16.35%
Staff Competence	40	15.21%
Technology Loan	39	14.83%
Collections	25	9.51%
Diverse Workspace	16	6.08%
Environment & Atmosphere	14	5.32%
Bookable Rooms	13	4.94%
Workshops	12	4.56%
Scanners, Printers, Copiers	10	3.80%
Computer Availability	9	3.42%
General Satisfaction	7	2.66%
Furniture & Layout	6	2.28%
Accessibility	5	1.90%
Sense of Community	5	1.90%
Prompt Service	4	1.52%
Computer Software	3	1.14%
Events	3	1.14%

Hours	3	1.14%
Other	3	1.14%
Course Reserves	3	1.14%
Total References	263	

Things Students Like
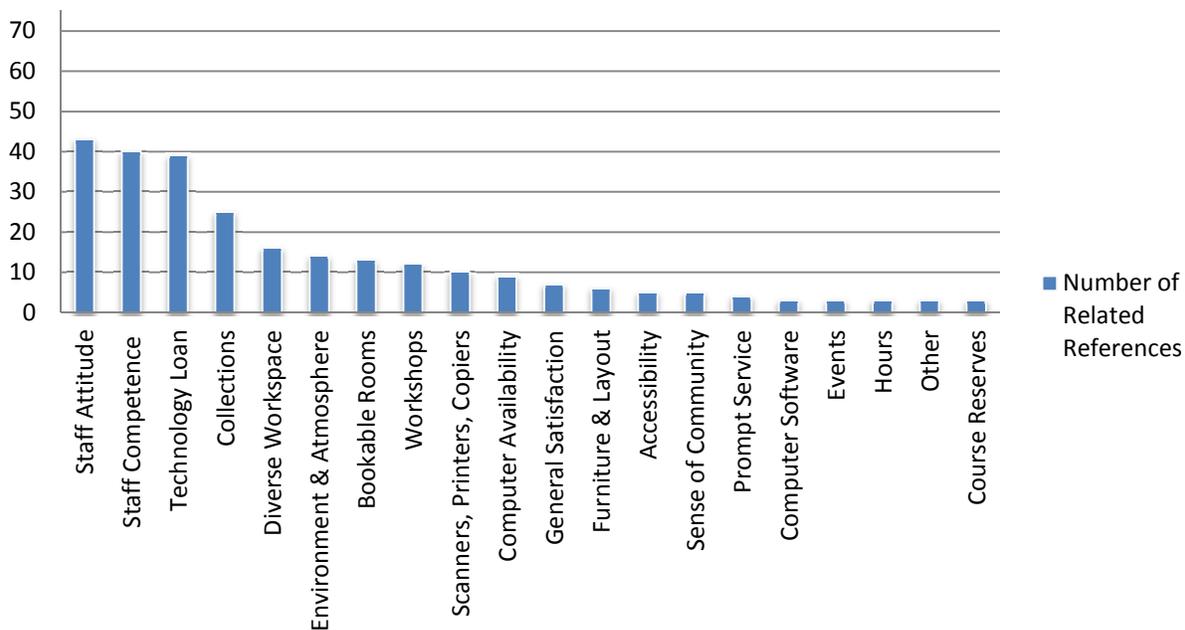
The theme **Staff Attitude (43)** is used to indicate survey responses complimenting the positive attitude, friendliness, and approachability of the Information Services staff. Comments included here range from simple statements such as "nice people, accommodating, great staff – always friendly and helpful," to more detailed comments such as "the staff are wonderful – I have never found anyone to be less than enthusiastic and helpful, even when just getting a course-reserve book."

The theme **Staff Competence (40)** encapsulates comments related less to the attitudes and demeanours of staff members and more to an appreciation of their knowledge, availability, effectiveness, and willingness to help. Comments from this theme include "they always go above and beyond assisting students, whether for school assignments or employment," and "the staff (both library and IT) are absolutely fabulous. I am always losing things, needing research help, and organizing events that turn out to be more work than I think they will be and… guess what? Some staff member always runs over to help me. ALWAYS." Overlap between comments fitting into this theme and the *Staff Attitude* theme was common (i.e., "always very kind and helpful staff"); therefore, positive comments about staff were grouped into the Staff Competence theme, while only those responses making direct reference to staff demeanour or placing more weight on staff demeanour were grouped with Staff Attitude.

The theme **Technology Loan (39)** captures appreciation for the range of technological devices—including laptops, iPads, netbooks, cameras, and e-readers—available for loan to students. Students value both the diversity of the Technology Loan collection and the convenience of being able to borrow and experiment with equipment. Comments include "I love how I've been able to access recorders for interviews, laptops, cameras and ipads" and "the technology loan is unheard of anywhere else."

The **Collections (25)** theme gathers comments admiring the Inforum's collections and resources. Most comments focus on the breadth and distinctiveness of the resources available, and include remarks such as "I appreciate the book stacks, journals, and also the new books on display. It is nice not to have to go to Robarts!" and "The collection is fantastic. I cannot imagine how I would have gotten through my first year without it. Having these specialized resources readily available to me, whether I am searching for a specific book in the catalogue or browsing the stacks for inspiration as I begin researching for a project, has been a tremendous factor in my success this year."

Diverse Workspace (16), a broad theme, is intended to portray the wide range of appreciative comments for the varied types of workspaces available at the Inforum, and for the general versatility of Inforum space. More specifically, this theme captures positive remarks on the collaborative study rooms, open space, quiet study options, and appreciation for the Inforum as its own separate space for iSchool students. Comments include "I like that it's not a quiet space (other than designated rooms) so I can work with other students" and "easy atmosphere, where the Inforum may be both a quiet study area and a room for group projects."

Environment & Atmosphere (14) broadly encapsulates students' feelings about the building itself and how it contributes to the overall atmosphere. Appreciative comments on the space's bright atmosphere and comfortable facilities fit into this theme, as do a few more general comments on the welcoming atmosphere. Comments range from "the facilities are very peaceful, and a lot of work can get done with minimal distraction" to "I enjoy the friendly and open atmosphere in the Inforum."

Bookable Rooms (13) captures comments expressing appreciation for the group study rooms. Favourable remarks on the group study rooms indicate student gratitude for the expediency of room booking ("booking study room [*sic*] is easy and fast") as well as the convenience of the private space ("I have group meetings at the Inforum all the time & make lots of use of the study rooms.").

The **Workshops (12)** theme relays positive comments on the instructional workshops offered in the Fall and Winter semesters. General comments include "wonderful workshop offerings" and "I really enjoy the instructional series," while more specific comments refer to the workshops' coursework relevance and functionality as introductions to new programs ("workshops are helpful, esp with new products.").

The theme **Scanners, Printers, Copiers (10)** captures praise for the scanning, printing, and copying equipment and services available at the Inforum. In particular, students express gratitude for the free scanning and reasonably-priced printing options, the borrowable printing cards, and the how-to guides by the photocopiers. Comments include "flexibility when it comes to borrowing print cards" and "the 10 cent printing fee and free scanning also helps."

The theme **Computer Availability (9)** represents appreciation for the volume and availability of Inforum computers. Sample comments include "the number of computers – I never have to wait for one" and "I have never found it difficult to access a computer in the Inforum or the electronic classroom such that I have completely stopped bringing a laptop with me to school."

General Satisfaction (7) is a broad theme created to address negative responses to Question 4 "which things do you like <u>LEAST</u> about the iSchool's Information Services staff, facilities, services, and/or resources?" Some students acknowledge this question by reaffirming their satisfaction with Information Services and the Inforum; comments include, "none. I've been to several libraries on campus and by far think this is the best one" and "nothing, I think the staff is doing a great job making the Inforum a dynamic, multi-use space."

Furniture & Layout (6) gathers comments expressing student satisfaction with the quality and comfort of the furnishings (including chairs, tables, and desks), and the aptness of their physical layout and organization. Many respondents articulate enthusiasm for the comfortable furniture "the purple chairs are amazing" while others appreciate the furniture's proximity to the large windows "I like the desks by the windows with outlets for my laptop."

Accessibility & Ease of Navigation (5) captures comments related to the convenience and ease of access of both materials and people at the Inforum. Comments include "I like that everything is very accessible" and "I like being able to email the staff, reserve books and renew them online."

The theme **Sense of Community (5)** accounts for comments referring specifically to the Inforum as the social and academic hub of the iSchool, and its effectiveness at fostering the community. Examples include "I like that the Inforum is a central 'hub' for a lot of the academic, extracurricular, and social activity at the iSchool. The IS staff should continue to do their best to support the information and technology needs of the iSchool community." Other comments express appreciation for the Inforum as a sort of home, "the Inforum, as a space, feels like my home at the iSchool. It's my default place to be when I'm not in class. There isn't one particular thing that makes it feel this way, but the people and atmosphere are welcoming."

Prompt Service (4) conveys appreciation for the speed of service and availability of staff at the Inforum. Comments include "always plenty of staff available" and "I also love how fast things happen when you visit the desk."

The theme **Computer Software & Functionality (3)** covers comments reflecting gratitude for the technological options available to students. Comments indicate that the students particularly value the wide variety of available software programs, and include remarks such as "programs (eg. Photoshop, Acrobat Writer…), vApps" and "the technological resources are fantastic and make group work very easy (LCDs, smartboards etc.)."

The **Events (3)** theme gathers those comments praising events, most notably iTeas, held at the Inforum. Comments include "the opportunities for networking during events (i.e. iTeas), both professionally and between peers" and "I also really enjoy the iTea. I love that you host so many events."

Hours (3) gathers comments voicing approval for the Inforum's convenient and long hours of operation. Comments include "the hours are great, it opens early and stays open late, even on weekends."

The **Other (3)** theme includes comments that did not easily fit with the other themes conveying "Things Students Like." These comments relate specifically to the following:
- The direct links to full-text articles found on course syllabi. These links are provided by Information Services Course Support staff
- The Information Services Halloween theme night
- The renovations planned for the 5th floor

Course Reserves (3) includes positive reflections on the short term loan service. Comments include "I love the reserve system for classroom resources" and "efficient short-term loan system."

Areas for Improvement

Question 4 asked students to respond to the following, "which things do you like <u>LEAST</u> about the iSchool's Information Services staff, facilities, services, and/or resources?" This question was intended to elicit constructive criticism on aspects of Information Services with which respondents were dissatisfied and would like to see improved.

References to areas needing improvement were drawn from responses to Questions 3, 4, 5, and 6. As explained above, any comments made in response to Questions 3, 5 and 6 that fit into the themes for Question 4 (for example, "sometimes the noise level can be too loud in the inforum") are included here in order to provide a complete picture of those aspects of IS with which students are dissatisfied.

Areas for Improvement	Number of Related References	Percent
Computers & Software	59	25.32%
Space Availability & Use	18	7.73%
Workshops	17	7.30%

Furniture & Layout	14	6.01%
Noise	14	6.01%
Hours	12	5.15%
Noisy Group Study Rooms	12	5.15%
Scanners, Printers, Copiers	10	4.29%
Technology Loan	9	3.86%
Tcard Machine	9	3.86%
Other	9	3.86%
Environment	8	3.43%
Advertising of Services	7	3.00%
iSchool/Bissell Related	7	3.00%
Staff Availability	5	2.15%
Collections	5	2.15%
Short Loan Period	4	1.72%
Museums & Archives Resources	4	1.72%
Electrical Outlets	2	0.86%
Internet Infrastructure	2	0.86%
Staff Attitude	2	0.86%
Coffee Machine	2	0.86%
Employment Opportunities	2	0.86%
Total References	233	

Areas for Improvement
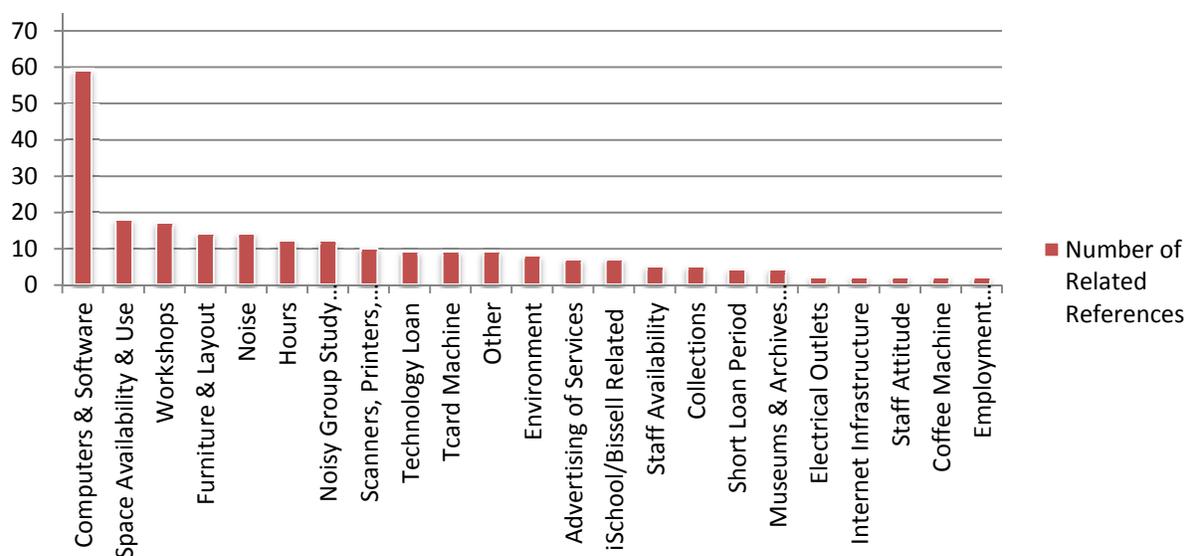
The theme **Computer Software and Functionality (59)** captures comments expressing dissatisfaction with the performance of Inforum computers. Most comments communicate frustration with the speed and age of the computers, while other comments express a desire for less Microsoft-dependent systems. However, many respondents also relay awareness of upcoming upgrades and new hardware installments that would address these concerns. Comments include "Inforum 4th floor computers can be very slow sometimes" and "the computers are in desperate need of upgrading! I'm looking forward to the new computers being installed this summer."

Space Availability and Uses (18) is used broadly to describe discontent related to the use of Inforum space. Most comments focus on the lack of quiet study space, and some respondents request additional group meeting rooms. Comments include "I like that the Inforum isn't a silent space, but promoting group work spaces could help keep things more quiet for those who need to concentrate and keep those who need to work together from feeling uncomfortable" and "I would like to see a different use of space on the 5th floor. Perhaps a quiet floor instead of the stacks?"

Workshops (17) gathers comments related to the Fall and Winter Instructional Series. A number of respondents value the workshops but hope for more convenient scheduling, while others suggest expanding the workshop topics. Comments include "Instead of having all workshops at the beginning of the semester, have them a bit later after people have had a chance to become more familiar with the space, their schedule and their needs for the semester" and "Inforum workshops on web design would be greatly appreciated."

Furniture and Layout (14) includes dissatisfied responses related to the furnishings (chairs, tables, desks, etc.) in the Inforum and to the physical layout of the Inforum space. Comments include "more ergonomic set-ups for laptop users" and "Consider allowing access to Rm 528 and the lounge space on the fifth floor to/from the stacks." Some suggestions on revisiting the location of certain equipment are also made: "SmartBOARDS are in places where it's awkward to use them (like the student lounge, where people are eating lunch). Having them in the study rooms in the Inforum and/or in classrooms would be much more useful."

The **Noise (14)** theme captures disapproval with noise levels within the Inforum. These comments describe the noise level as disruptive to their study habits, and included comments such as "Sometimes I dislike how noisy it can get in the Inforum if it is full" and "The Inforum can get loud, which is not great when working."

The **Hours (12)** theme captures dissatisfaction with Inforum hours of operation. In particular, students desire earlier opening and later closing hours during the week, and longer weekend hours. Comments include "Open the Inforum at 8am" and "Stay open past 5pm on saturday and open earlier on sunday."

Noisy Group Study Rooms (12) includes comments that specifically address the noise insulation problems in the group study rooms. Comments include "the study rooms are not

sound-proof, noise can be heard in other rooms very easily" and "Also noise carries between the group study spaces, which can be a disturbance during group meetings."

The theme **Scanners, Printers, Copiers (10)** gathers dissatisfaction with the scanning, printing, and copying equipment and services at the Inforum. Responses focus mainly on the costs associated with printing and the functionality of the scanner. Comments include "colour printing is way too expensive" and "Improve the efficiency of using some of the equipment like the scanner."

The theme **Technology Loan (9)** gathers requests for longer loan periods on and further upgrades on the borrowable technology. Comments include "I would love to take extended loans on laptops or tablets" and "I would like to see an upgrade in the quality of the projectors available to students."

TCard Machine, Lack of (9) relates specifically to suggestions that a cash-to-TCard machine be installed in the Inforum, allowing students to refill their cards on site rather than going next door to Robarts. A representative comment is "If they can get a card payment machine to refill the library card for print outs, the Inforum would be perfect."

The **Other (9)** theme includes responses that did not easily fit with any of the other "Areas for Improvement" themes. These comments relate specifically to the following:
- The no-food policy and its perceived lack of enforcement
- The functionality of the 4th floor elevator button
- Delayed installation of recently purchased Inforum equipment
- Lack of leg room in the study carrels
- Coordination between faculty and IT staff
- Delayed cataloguing of new materials
- The availability of Inforum computers

Environment (8) is a broad theme related to the physical surroundings in the Inforum. Environmental concerns focus mainly on lighting and temperature; comments include "The 4th floor study rooms are really cold" and "no open space environment with windows that open and give lots of natural light. The student lounge comes close, but it's hidden away and lacks tech resources to support work and learning."

The theme **Advertising of Services, Resources, etc., Lack of (7)** includes requests for more ongoing and visible advertising of the various options IS provides to students. Comments include "It would be great to have ongoing outreach/reminders of what you have to offer, for example I forgot that you had ereading devices like the Sony available" and "earlier advertisements for programs and training about the library facilities. Frequently I receive them the day of."

The **iSchool – or Bissell-Related Comments (7)** theme gathers comments falling outside of the scope of Information Services. Such comments concern the Bissell Building proper and the academic programs within the iSchool.

The theme **Staff Availability (5)** includes comments critiquing the promptness of service at the Inforum during busy times (for example, "when it's busy students have to wait a while to check out books/get help") or when a follow-up is required.

The **Collections (5)** theme groups comments suggesting further development, expansion, or digitization of the existing print collection. Comments include "many articles are not available electronically" and "I also think that the book collection in the Inforum could be broader. I find that for my studies at the iSchool, many times the books I needed were not at the Inforum but scattered in other libraries, for example, books on research methods, theories such as technological determinism, books on education and teaching, etc."

Short Loan Period (4) captures comments requesting an extension of the two-week loan period on books at the Inforum. Comments include "Also, I don't understand why the loan period is so short, compared to other libraries, such as Robarts. Wish I could take out items for longer periods or be able to renew more times."

Museums and Archives Resources, Lack of (4) contains comments requesting a more prominent Museums and Archives presence in the Inforum. Comments include "lack of software relating to Museum Studies coursework" and "Some topics seem underrepresented in the existing collection (i.e. Archives), relative to other disciplines like LIS and museum studies."

The theme **Electrical Outlets, Lack of (2)** captures students' requests for more power outlets. Comments are straightforward, i.e., "There should be more electrical outlets."

Internet Infrastructure (2) includes comments about the wireless internet access in the Inforum. Comments include "the wireless signal flickers."

Staff Attitude (2) gathers comments describing any negative experiences with Inforum staff members, particularly student assistants. Comments include "Sometimes student staff begin nightly clean up a little early – including turning off printer/photocopying room lights well before 10pm. I totally get that cleaning up/shutting down some things early is OK but I would appreciate the main facilities be left 'open' til 10pm."

The comments included in **Coffee Machine, Lack of (2)** refer to the Tassimo coffee machine, the availability of which is currently on hiatus due to construction and repurposing of areas on the 5th floor. Comments include "I wish the Tassimo machine would make a reappearance!"

The **Employment Opportunities (2)** theme reflects desire for more student assistantship positions within Information Services and for greater communication regarding job opportunities.

Additional Comments & Suggestions

The following section describes responses to Questions 5 and 6 of the survey "what can Information Services do to support you further? Please comment on any other aspects of the iSchool's Information Services facilities, resources, services, and staff you think may be of interest to us."

For Questions 5 and 6, the comments of the 154 respondents could often be grouped into the sections Things Students Like and Areas for Improvement. Where possible, these comments have been included with the results for Things Students Like and Areas for Improvement to provide a combined perspective on areas of satisfaction and areas for improvement. The remaining comments from Questions 5 and 6 have been collected into the three simple groups explained below.

The **Suggestions (25)** theme encompasses specific suggestions made by students in Questions 5 and 6. Please see Appendix B for a complete list of student suggestions.

The **Praise for IS Unit (27)** theme captures complimentary statements offered by respondents for Questions 5 and 6. Comments include "The facilities are great, the resources are plenty, the services are fantastic and the staff is awesome. Keep it up" and "Continue to be friendly, approachable, and connected to student resources in the school. Great job!"

The **Faculty of Information, General (6)** theme collects both appreciative and dissatisfied comments related to the Faculty of Information rather than the IS Unit. Much like the child node iSchool or Bissell-related Comments the information gathered under this theme falls outside the scope of Information Services.

Survey Follow-up Action Plan

Information Services is committed to addressing the needs and concerns of the iSchool community. The 2012 *Information Services User Survey* allows IS to gather valuable feedback from a significant portion of the student body. Open-ended survey questions were carefully chosen to allow students the freedom and space to write specifically and candidly about those aspects of IS that they liked and those areas they felt needed improvement, and to provide comments and suggestions about IS staff, facilities, services, and resources.

The valuable information gleaned from the survey is taken very seriously by Information Services, and informs IS future planning significantly. In response to the survey results, members of IS met individually in teams and collectively as a unit to establish an action plan to address the student concerns listed in "Areas for Improvement." Table 2 summarizes the specific steps the IS Unit is taking to address priority items identified in the survey.

In addition to the specific action items listed in Table 2, 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 2.

Student Concerns (Survey Item)	Related References	IS Action Item	Implementation
Computer Software and Functionality	59	The Tech Fund allocated resources to replace workstations in the Inforum and e-classroom 417. These machines were updated with Windows 7 and Office 2010. The workstations in e-classrooms 224/255 were also upgraded with Adobe CS5.5 and the machines in the Inforum have CS6 Web Premium installed.	Completed September 2012
Space Availability & Uses	18	IS staff will raise user ideas regarding quiet study space and group study rooms to the IS Committee for consideration. IS staff will continue to explore additional study space options with the iSchool and with the central Office of Space Management.	Ongoing
Workshops	17	IS has partnered with Semaphore and Tech Fund to expand the offerings of technical workshops. Investigation of new and continued partnerships is being explored. Specifically, IS has spearheaded an initiative with all iSchool departments, including Student Services, Semaphore, iSchool Institute, and Careers, to strategically coordinate a united iSchool workshop series that stretches throughout the academic year.	Ongoing
Furniture & Layout	14	E-classroom 417 continues to serve as quiet study space when no classes or workshops are in session in the room. IS staff will promote this more heavily in the 2012-2013 year.	Ongoing
Noise	14	IS staff will resume the earplug giveaway for students.	February 2013
Noisy Group Study Rooms	12	IS staff will continue to advocate for funding to soundproof existing group study rooms. In the mean time, IS staff will continue to explore additional space options with the iSchool and with the central Office of Space Management.	Ongoing
Hours	12	Opening hours are contingent upon several factors: staffing, funding, course timetables, and trends in our walk-in traffic. We will change our weekend hours to offer later Saturday and earlier Sunday hours.	September 2012
Scanners, Printers,	10	A standalone scanner has been purchased to augment the use of the Ricoh photocopiers.	Completed September 2012

Copiers			
Technology Loan	9	IS staff will look at lengthening the regular loan period for some types of equipment. Extended loans on other equipment will continue to be granted on a case-by-case basis; speak with IS staff for details.	Winter 2013
Technology Loan	9	We have reviewed circulation statistics and have increased the loan period for netbooks, iPads, and e-readers. Over the winter intersession, we will offer extended technology loans on all equipment for the duration of the break. Information Services continues to work with the Tech Fund to refresh aging equipment on loan.	Completed October 2012 - January 2013
TCard Machine, Lack of	9	Cost of the refill station is prohibitive ($15,000+) and will not be implemented as the TCard program is under evaluation and may be changed in the future.	N/A
Environment	8	The heating and cooling system is controlled centrally. IS staff will continue to report all temperature concerns to building engineers as they arise.	Ongoing
Advertising of Services, Resources, etc., Lack of	7	IS continues to utilize the promotional vehicles available, including LCD screens, computer backgrounds, posters, Kathleen O'Brien's events email, the iSchool website, social media, and word of mouth. However, we have identified a need to strengthen our relationships with student groups to further disseminate information. Regular communication with the MISC, the DSA, and the MSGSA will be initiated.	Ongoing
Collections	5	Due to budget and licensing reasons, not all articles or books are available online. IS will continue to provide scanned articles and book chapters for use in Blackboard when permitted within copyright limits. Due to budget and space restrictions, IS staff avoid replicating the collections of other libraries on the St. George campus. We encourage users to send us recommendations for new titles to add to our collection via our online form (http://uoft.me/329).	Ongoing
Staff Availability	5	We strive to serve users as promptly as possible. When the information desk is single staffed, another staff member is on call in the back office to assist in busy times.	September 2012
Short Loan Period	4	IS staff are investigating the feasibility and impact of extending the loan period on general	Spring 2013

		collection items. Any changes to loan periods implemented as a result of this investigation will be communicated widely to the iSchool community.	
Museums & Archives Resources, Lack of	4	We encourage users to send us recommendations for new titles to add to our collection via our online form (http://uoft.me/329).	Ongoing
Coffee Machine, Lack of	2	Due to classroom renovations on the 5th floor, IS no longer manages the BCSIE. As a result, IS staff no longer operate the Tassimo service. We apologize for any inconvenience.	Not applicable
Staff Attitude	2	The training program for part-time IS staff includes a section dedicated to customer service and ensuring that services and facilities are fully available during our hours of operation.	Every September
Employment Opportunities	2	The availability of job opportunities within IS depends on iSchool funding, which varies from year to year. IS staff will continue to advocate for student positions within Information Services. When resources are not available to offer paid positions, we strive to provide students with volunteer opportunities through conferences, i.e., iConference2012 and iPres2012. We will continue to explore new experiential learning possibilities for iSchool students.	Ongoing
Electrical Outlets, Lack of	2	This issue is dealt with by the iSchool's Facilities Coordinator and has been passed on to that department.	N/A
Internet Infrastructure	2	Additional Wireless Access Points have been installed throughout the Bissell building. U of T Central IT Services was experiencing issues with the Wireless Switch Infrastructure. Hardware upgrades have resolved several issues.	August 2012

Table 2: Action Items

Appendix A: Description of Methods Used in Quantitative Data Analysis

Data for this survey were collected electronically between March 29 and April 12 on the survey site www.surveymonkey.com. Qualitative data were drawn from responses to the survey's four open-ended questions (Questions 3, 4, 5, and 6). Response length varied from

one word to longer paragraphs or bulleted lists. The qualitative data were sorted into themes, assigned codes, and analyzed using *NVivo 10* software.

Data Importing and Organization

1. Data were copied into *NVivo 10* directly from *Survey Monkey*'s "Analyze Results" pages.
2. One source folder was established in *NVivo* for each of the four open-ended questions.
3. The text from each individual response was imported as a dataset previously downloaded from the *Survey Monkey*'s "Analyze Results" pages. Responses were then saved in the appropriate source folder.

Establishing Themes & Codes

To establish general themes for the data, Information Services student assistant Lindsay McNiff used the list of themes created by Kathleen Scheaffer and last summer's Information Services interns for the analysis of the *Information Services 2011 User Survey* as a starting point. Further reading of the 2012 survey responses prompted the creation of a few additional themes not included in last year's survey and the removal of a few themes due to lack of corresponding responses.

To accommodate comments on Question 3, *Accessibility and Ease of Navigation* and *Events* were created while *E-classrooms* and *Coffee Machine* were removed. To account for comments on Question 4, *General Satisfaction* and *Coffee Machine, Lack of* were created while *Cataloguing Systems* was removed and the single comment on lack of computer availability was grouped in the *Other* theme rather than being assigned to its own node. Three parent nodes were created in *NVivo*: *Things Students Like, Areas for Improvement,* and *Additional Comments.* Based on the previous year's list of themes, an initial list of codes for each question was established and entered in *NVivo* as child nodes under the three parent nodes.

Assigning Data to the Codes

Using this node structure, individual responses were assigned to one or more codes by selecting words, phrases, and comments within each individual source file and dragging them into the related note. Since each individual response (source file) could include references to multiple items, as many codes as necessary were assigned to individual source files. As a result of assigning codes to the data, queries could 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, 5, and 6 were not cross-analyzed based on the academic program or status of the respondents.

Appendix B: List of Students' Suggestions

The following is a list of students' suggestions that were not included in the sections *Things Students Like* or *Areas for Improvement.* Information Services reviewed these suggestions and took them into consideration when creating the 2012 Information Services Action Plan.

- It might be worthwhile investing in other forms of information computer technology such as, videogame consoles
- I think the Inforum can use a coat rack or two.
- offer free mints
- I would love to see more relevant book displays. I know I struggled with finding 1002 resources—why can't the IS staff compile texts relevant to core course assignments? I think people would really appreciate this!
- A few computer stations on the second floor of the Inforum?
- I think Information Services could also keep in touch with professors about what software would be most beneficial to students and make sure to get at least a few copies loaded onto the new computers.
- drop in technical help
- a drop in technical / computer help session would be very helpful
- But mostly I would love to learn how to use more open source software (Ubuntu, etc.) so having some completely open source computers would be really really great!
- More support for Blackboard (which is terrible) in the form of staff training or even just an online FAQ would be welcome.
- Get soy milk for coffee packet things!
- It would be great to have PhD specific events.

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