

GMIT Libraries
Dublin Road & Cluain Mhuire Campuses
User Satisfaction Survey
2009

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Acknowledgements

The library would like to thank sincerely the students and staff who took the time to complete and return questionnaires. Many thanks also to all the library staff who worked on the survey.

Introduction

The Library User Satisfaction Survey 2009 was completed in the Dublin Road and Cluain Mhuire campus libraries in March. The purpose of the survey was to establish the level of satisfaction with the resources and services of the library and to assess the overall performance of the library service. The last general survey was carried out in 2005¹. In the meantime the library strategic plan² was completed and it is necessary to evaluate our present service provision in conjunction with our strategic plan objectives.

The survey was conducted during the week of 9th – 14th March. Survey forms were distributed in the canteen on Tuesday, Wednesday and Thursday mornings and afternoons and on Friday evening for students on weekend courses. Forms were also available in the library where a table was set up near the library entrance with the forms and a survey returns box. In the canteen, library staff distributed the forms to canteen patrons and asked them to complete the forms and return them to a returns box in the canteen. Staff also collected completed forms from the tables. Canteen times were chosen on the basis of the high usage times of morning coffee/breakfast and afternoon coffee breaks. Lunchtime was not deemed appropriate as the canteen would be too busy and it would not be fair to interrupt patrons during their lunch. Times were chosen to take account of varying timetables to maximise the number of different students, both library users and non-users, available to complete the survey.

In the Cluain Mhuire campus, forms were likewise distributed in the canteen and also in the library, again taking account of student timetables to maximise the number and diversity of respondents.

As a user satisfaction survey was carried out for staff in 2007³, students were the main focus for this survey. Staff, however, was not excluded and 8% of the total respondents were staff members.

¹ *GMIT libraries user satisfaction survey, 2005*, Galway-Mayo Institute of Technology, 2005

² *GMIT library strategic plan 2006-2011 : Galway campus*, Galway-Mayo Institute of Technology, 2006

³ *GMIT libraries staff usage and satisfaction survey 2007*, Galway-Mayo Institute of Technology, 2007

Summary – Galway Campus, Dublin Road

- 472 completed survey forms were returned.
- The breakdown of student numbers by school reflects the overall percentage breakdown as shown in the 2006-2007 Annual Report⁴, Business Studies - 34%, Engineering - 24%, Hotel and Catering - 13%, Science - 18%, Humanities - 10%.
- 4th Year students were the highest number of respondents at 24% followed by 1st Years - 23%, 2nd Years - 21% and 3rd Years - 18%.
- The library usage figures are encouraging. 42% of respondents use the library several times a week and 36% use it several times a month.
- The most used resources are books, exam papers online and hard copy, the library catalogue, newspapers and journals.
- The most used services are the computers, photocopying, study spaces and the group study rooms.
- The usage of maps and multimedia are low but as these resources are very subject specific and by their nature would be used by a minority of students.
- The usage of EndNote citation software is low but as a newly acquired resource, this is something expected to grow.
- 68% of respondents occasionally or frequently use the electronic resources. However with 32% never using the electronic resources, the library realizes a continuing promotional effort is required to increase the numbers using these expensive resources.
- The overall level of satisfaction with the library service is high with 85% either satisfied or very satisfied.
- Opening hours is one of the major issues the library faces. 16% of respondents rated the library opening hours as very good, 33% as good, 27% as adequate and 24% as poor.
- 47% of Additional Comments related to opening hours.
- Earlier mornings is the preferred option for those looking for extended opening hours. This is followed by longer Saturday opening hours and later evenings.

⁴ Galway-Mayo Institute of Technology Annual Report, 1st September 2006 -31st August 2007, Galway Mayo Institute of Technology, 2007, p. 42.

Additional Comments

Apart from opening hours, which were the subject of the vast majority of the additional comments (47%), computing facilities (10%), in particular computer speeds, and noise levels in the library (5%) made up the bulk of the additional comments.

Comments about library staff were on the whole very positive. Negative comments regarding staff will be addressed in the context of staff training on customer service.

Comparison with 2005 Survey

Some questions in the 2009 survey were similar to those in the 2005 survey. A comparison of both will be a useful tool in assessing the library service direction and performance. Below is a comparison of some similar questions from both surveys.

| Question | 2005 Survey | 2009 Survey |
|--|--|---|
| Overall library service | 80% (good/very good) | 85% (satisfied/very satisfied) |
| Opening hours | 53% (good/very good) | 49% (good/very good) |
| Required/course books | 56% (good/very good) | 80% (satisfied/very satisfied) |
| How often do you visit the library | 49% Several time a week 34% Several times a month | 42% Several times a week 36% Several times a month |
| Use of Subscribed databases/electronic resources | 70% Never (subscribed databases) | 32% Never (electronic resources) |

Summary – Cluain Mhuire Campus

- 57 completed survey forms were returned.
- 4th Years were the highest percentage of respondents with 36% followed by 3rd Years - 31% and 2nd Years - 23%.
- 51% of respondents use the library several times a week. 43% use it several times a month
- Books, the library catalogue and journals were the most used resources.
- Photocopying, computers and individual study spaces were the highest used services.
- 79% frequently or occasionally use the electronic resources. 21% never use electronic resources.
- The overall level of satisfaction with the library service is high with 88% either satisfied or very satisfied.
- 95% are either satisfied or very satisfied with the library staff.
- 63% felt opening hours were either adequate or poor.
- For those preferring longer additional opening hours, later evenings is the preferred option for 53% of respondents.

Additional Comments

48% of the additional comments referred to the helpfulness of the staff and there were no negative comments relating to staff. 29% related to opening hours. Others related to noise in the library and the lack of computing and printing facilities.

One point which is noteworthy in a comparison between the 2005 user survey and the 2009 is the increase in the use of electronic services. In 2005, 41% of respondents never used electronic services/ databases. In 2009, that number had dropped to 21%.

| Question | 2005 Survey | 2009 Survey |
|--|--|---|
| Overall library service | 87% (good/very good) | 88% (satisfied/very satisfied) |
| Opening hours | 62% (good/very good) | 37% (good/very good) |
| Required/course books | 63% (good/very good) | 71% (satisfied/very satisfied) |
| How often do you visit the library | 41% Several time a week 54% Several times a month | 51% Several times a week 43% Several times a month |
| Use of Subscribed databases/electronic resources | 41% Never (subscribed databases) | 21% Never (electronic resources) |

Section 1

Galway Campus Results



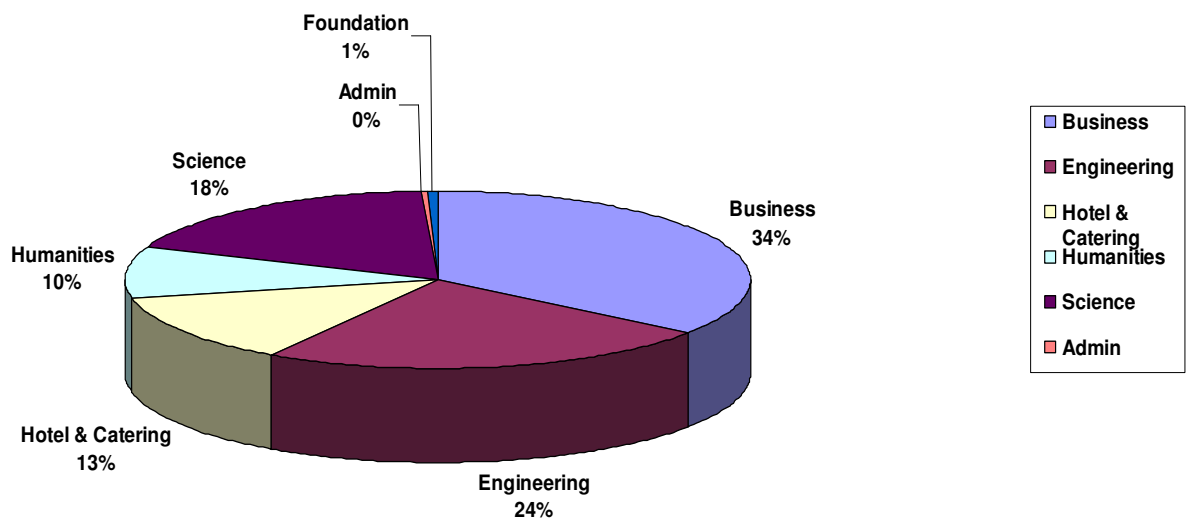
Library Survey 2009 Galway Campus Results

Question 1

In Which Institute School are you a student / staff?

| Business | Engineering | Hotel & Catering | Humanities | Science | Admin | Foundation | Total |
|----------|-------------|------------------|------------|---------|-------|------------|-------|
| 166 | 112 | 60 | 45 | 85 | 1 | 3 | 472 |

In which institute school are you a student / staff?

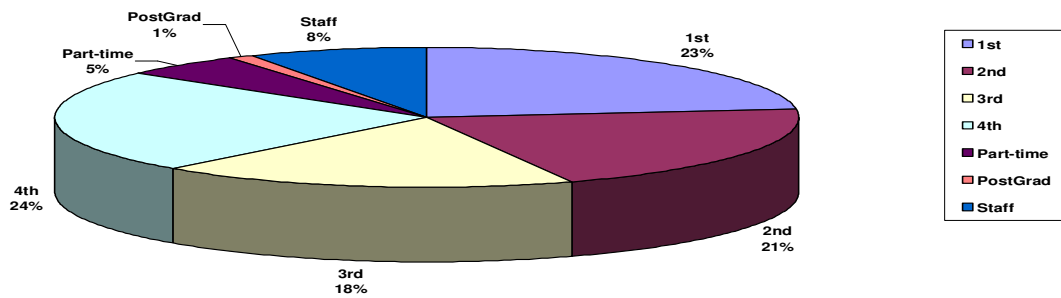


Question 2

Please state the year of your course

| | | | | | | |
|-----|-----|-----|-----|-----------|----------|-------|
| 1st | 2nd | 3rd | 4th | Part-time | PostGrad | Staff |
| 109 | 98 | 86 | 114 | 25 | 5 | 37 |

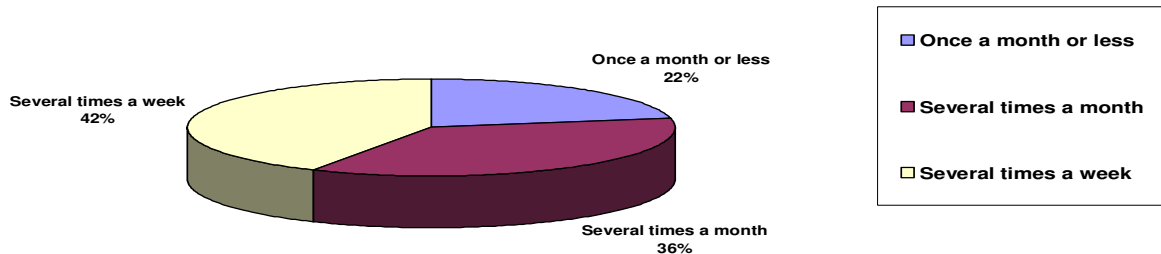
Year of Course



Question 3

| | | |
|----------------------|-----------------------|----------------------|
| Once a month or less | Several times a month | Several times a week |
| 102 | 168 | 195 |

How often do you visit the library?

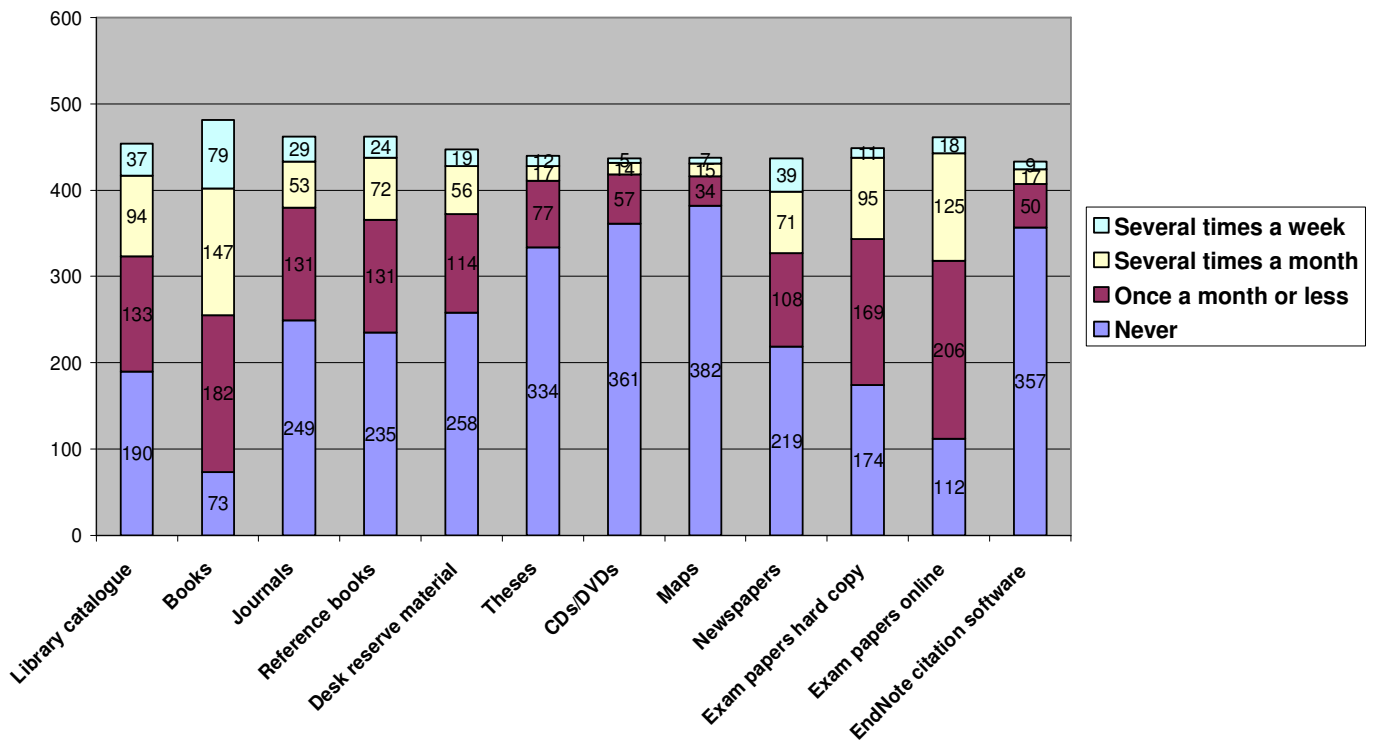


Question 4

How often do you use the following resources?

| | Never | Once a month or less | Several times a month | Several times a week |
|---------------------------|-------|----------------------|-----------------------|----------------------|
| Library catalogue | 190 | 133 | 94 | 37 |
| Books | 73 | 182 | 147 | 79 |
| Journals | 249 | 131 | 53 | 29 |
| Reference books | 235 | 131 | 72 | 24 |
| Desk reserve material | 258 | 114 | 56 | 19 |
| Theses | 334 | 77 | 17 | 12 |
| CDs/DVDs | 361 | 57 | 14 | 5 |
| Maps | 382 | 34 | 15 | 7 |
| Newspapers | 219 | 108 | 71 | 39 |
| Exam papers hard copy | 174 | 169 | 95 | 11 |
| Exam papers online | 112 | 206 | 125 | 18 |
| EndNote citation software | 357 | 50 | 17 | 9 |

How often do you use the following resources?

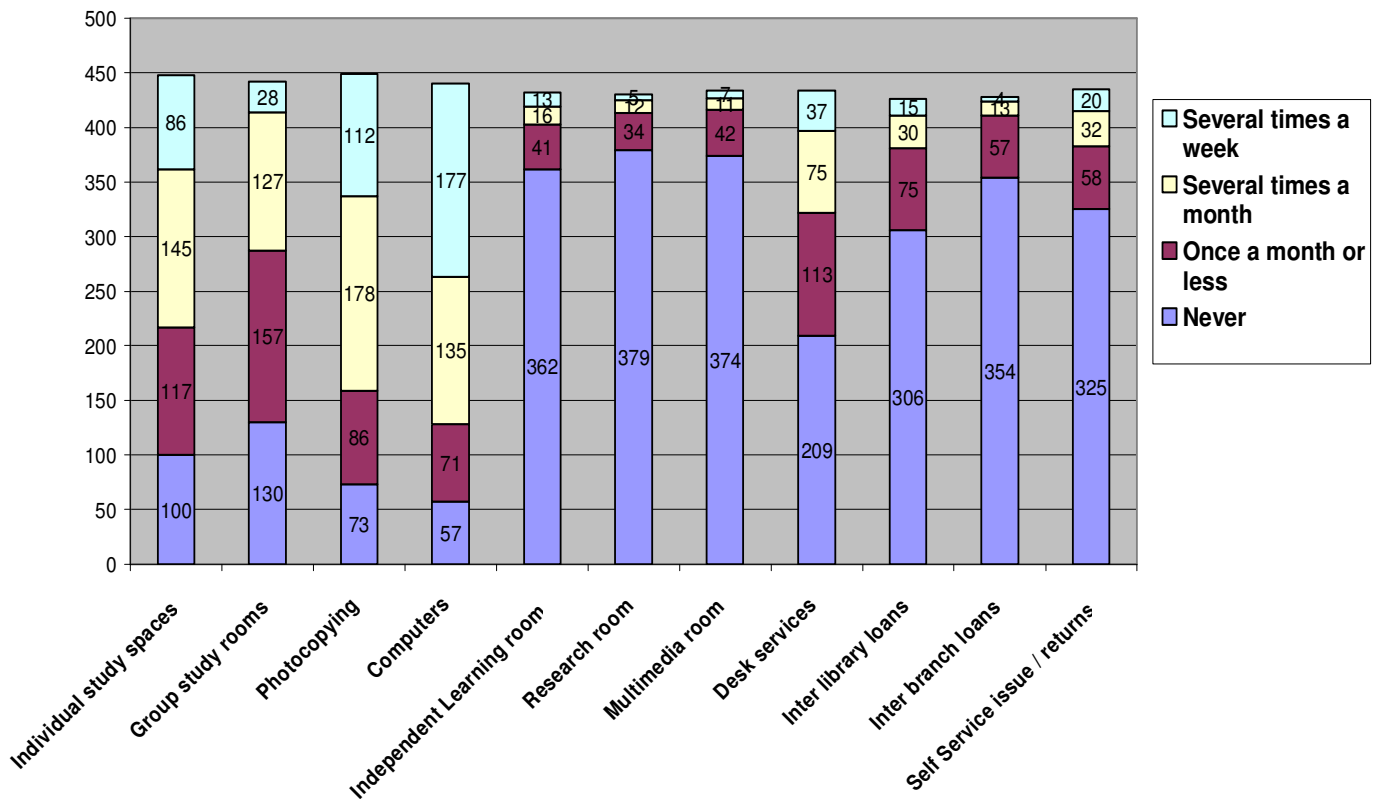


Question 5

How often do you use the following services?

| | Never | Once a month or less | Several times a month | Several times a week |
|------------------------------|-------|----------------------|-----------------------|----------------------|
| Individual study spaces | 100 | 117 | 145 | 86 |
| Group study rooms | 130 | 157 | 127 | 28 |
| Photocopying | 73 | 86 | 178 | 112 |
| Computers | 57 | 71 | 135 | 177 |
| Independent Learning room | 362 | 41 | 16 | 13 |
| Research room | 379 | 34 | 12 | 5 |
| Multimedia room | 374 | 42 | 11 | 7 |
| Desk services | 209 | 113 | 75 | 37 |
| Inter library loans | 306 | 75 | 30 | 15 |
| Inter branch loans | 354 | 57 | 13 | 4 |
| Self Service issue / returns | 325 | 58 | 32 | 20 |

How often do you use the following services?

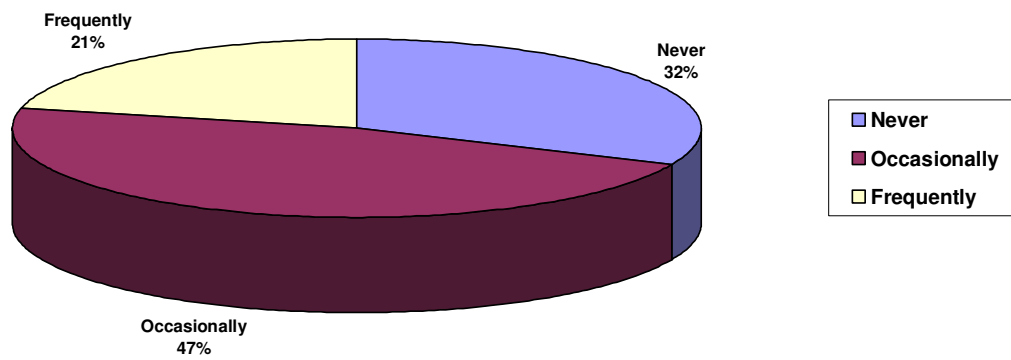


Question 6

Do you use library electronic resources?

| Never | Occasionally | Frequently |
|-------|--------------|------------|
| 136 | 201 | 92 |

Do You Use Library Electronic Resources ?

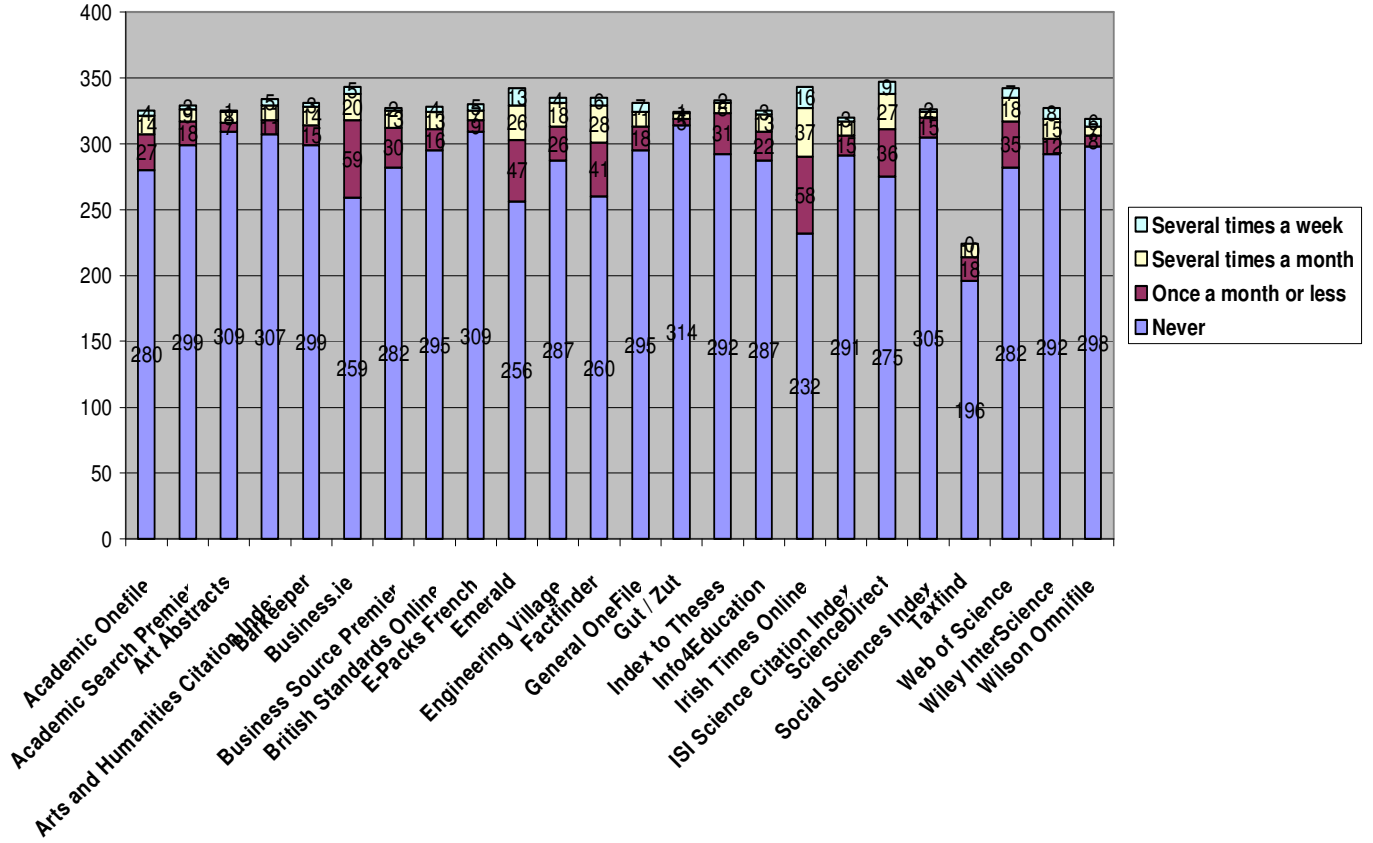


Question 7

Please list the electronic resources you consult

| | Never | Once a month or less | Several times a month | Several times a week |
|------------------------------------|-------|----------------------|-----------------------|----------------------|
| Academic Onefile | 280 | 27 | 14 | 4 |
| Academic Search Premier | 299 | 18 | 9 | 3 |
| Art Abstracts | 309 | 7 | 8 | 1 |
| Arts and Humanities Citation Index | 307 | 11 | 11 | 5 |
| Barkeeper | 299 | 15 | 14 | 3 |
| Business.ie | 259 | 59 | 20 | 5 |
| Business Source Premier | 282 | 30 | 13 | 2 |
| British Standards Online | 295 | 16 | 13 | 4 |
| E-Packs French | 309 | 9 | 7 | 5 |
| Emerald | 256 | 47 | 26 | 13 |
| Engineering Village | 287 | 26 | 18 | 4 |
| Factfinder | 260 | 41 | 28 | 6 |
| General OneFile | 295 | 18 | 11 | 7 |
| Gut / Zut | 314 | 5 | 4 | 1 |
| Index to Theses | 292 | 31 | 8 | 2 |
| Info4Education | 287 | 22 | 13 | 3 |
| Irish Times Online | 232 | 58 | 37 | 16 |
| ISI Science Citation Index | 291 | 15 | 11 | 3 |
| ScienceDirect | 275 | 36 | 27 | 9 |
| Social Sciences Index | 305 | 15 | 4 | 2 |
| Taxfind | 196 | 18 | 10 | 0 |
| Web of Science | 282 | 35 | 18 | 7 |
| Wiley InterScience | 292 | 12 | 15 | 8 |
| Wilson Omnifile | 298 | 8 | 7 | 6 |

Please list the Electronic Resources you consult

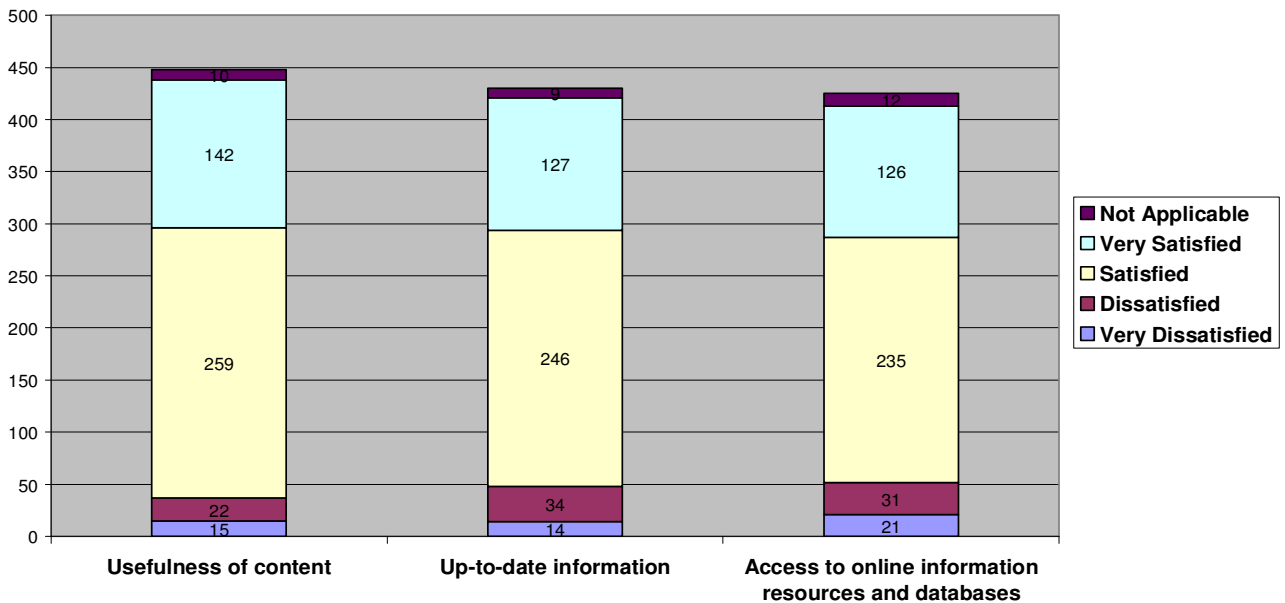


Question 8

Please give your level of satisfaction with the GMIT library website in terms of:

| | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Not Applicable |
|---|-------------------|--------------|-----------|----------------|----------------|
| Usefulness of content | 15 | 22 | 259 | 142 | 10 |
| Up-to-date information | 14 | 34 | 246 | 127 | 9 |
| Access to online information resources and databases | 21 | 31 | 235 | 126 | 12 |
| Ease of navigation | 22 | 37 | 230 | 132 | 9 |

Give your level of satisfaction with the GMIT Library website in terms of:

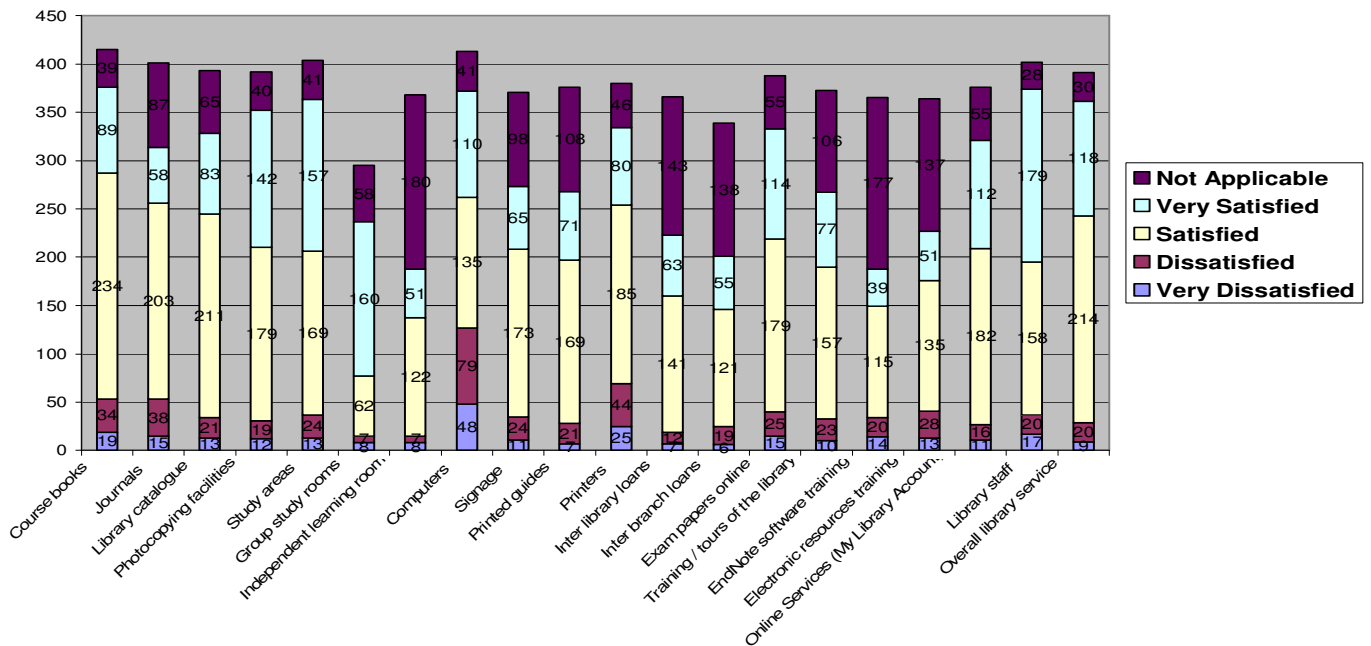


Question 9

Indicate your opinion of the following library services and facilities:

| | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Not Applicable |
|--------------------------------------|-------------------|--------------|-----------|----------------|----------------|
| Course books | 19 | 34 | 234 | 89 | 39 |
| Journals | 15 | 38 | 203 | 58 | 87 |
| Library catalogue | 13 | 21 | 211 | 83 | 65 |
| Photocopying facilities | 12 | 19 | 179 | 142 | 40 |
| Study areas | 13 | 24 | 169 | 157 | 41 |
| Group study rooms | 8 | 7 | 62 | 160 | 58 |
| Independent learning room | 8 | 7 | 122 | 51 | 180 |
| Computers | 48 | 79 | 135 | 110 | 41 |
| Signage | 11 | 24 | 173 | 65 | 98 |
| Printed guides | 7 | 21 | 169 | 71 | 108 |
| Printers | 25 | 44 | 185 | 80 | 46 |
| Inter library loans | 7 | 12 | 141 | 63 | 143 |
| Inter branch loans | 6 | 19 | 121 | 55 | 138 |
| Exam papers online | 15 | 25 | 179 | 114 | 55 |
| Training / tours of the library | 10 | 23 | 157 | 77 | 106 |
| EndNote software training | 14 | 20 | 115 | 39 | 177 |
| Electronic resources training | 13 | 28 | 135 | 51 | 137 |
| Online Services (My Library Account) | 11 | 16 | 182 | 112 | 55 |
| Library staff | 17 | 20 | 158 | 179 | 28 |
| Overall library service | 9 | 20 | 214 | 118 | 30 |

Indicate your opinion of the following library facilities and services

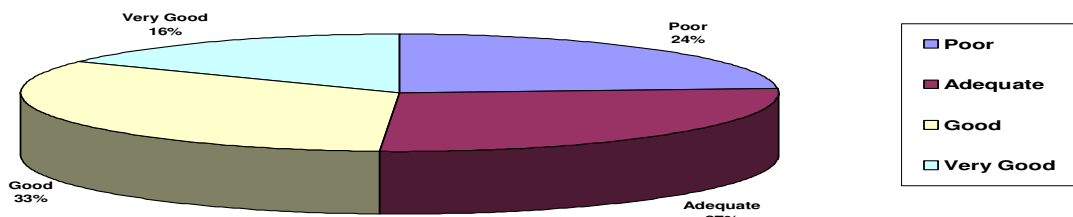


Question 10

Please give your opinion on the library opening hours

| Poor | Adequate | Good | Very Good |
|------|----------|------|-----------|
| 104 | 117 | 144 | 70 |

Give your opinion on the library opening hours

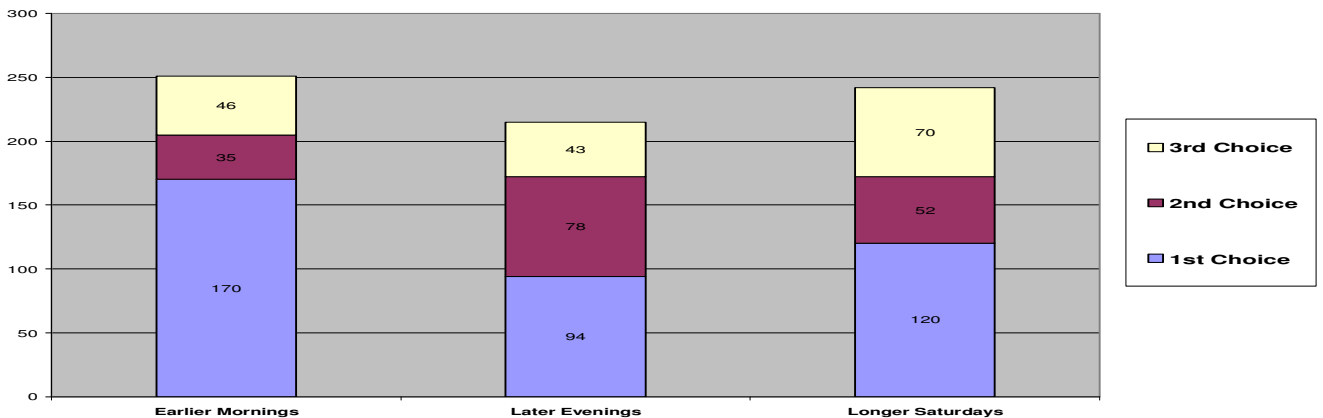


Question 11

If you think the library should extend it's hours, what additional opening hours would you prefer?

| | 1st Choice | 2nd Choice | 3rd Choice |
|------------------|------------|------------|------------|
| Earlier Mornings | 170 | 35 | 46 |
| Later Evenings | 94 | 78 | 43 |
| Longer Saturdays | 120 | 52 | 70 |

What additional opening hours would you prefer?

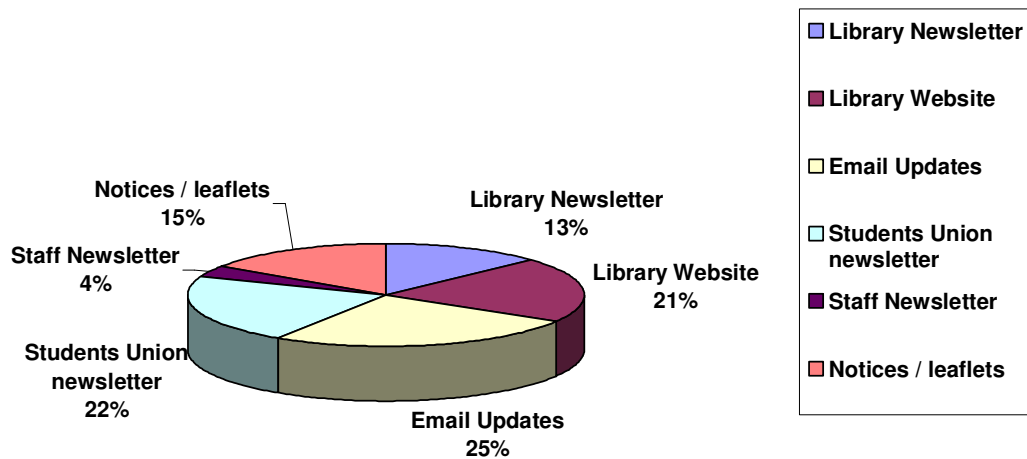


Question 12

How do you keep up to date with library developments?

| | | | | | |
|---------------------------------|-------------------------------|-----------------------------|---|-------------------------------|----------------------------------|
| Library Newsletter 89 | Library Website 142 | Email Updates 176 | Students Union newsletter 148 | Staff Newsletter 26 | Notices / leaflets 106 |
|---------------------------------|-------------------------------|-----------------------------|---|-------------------------------|----------------------------------|

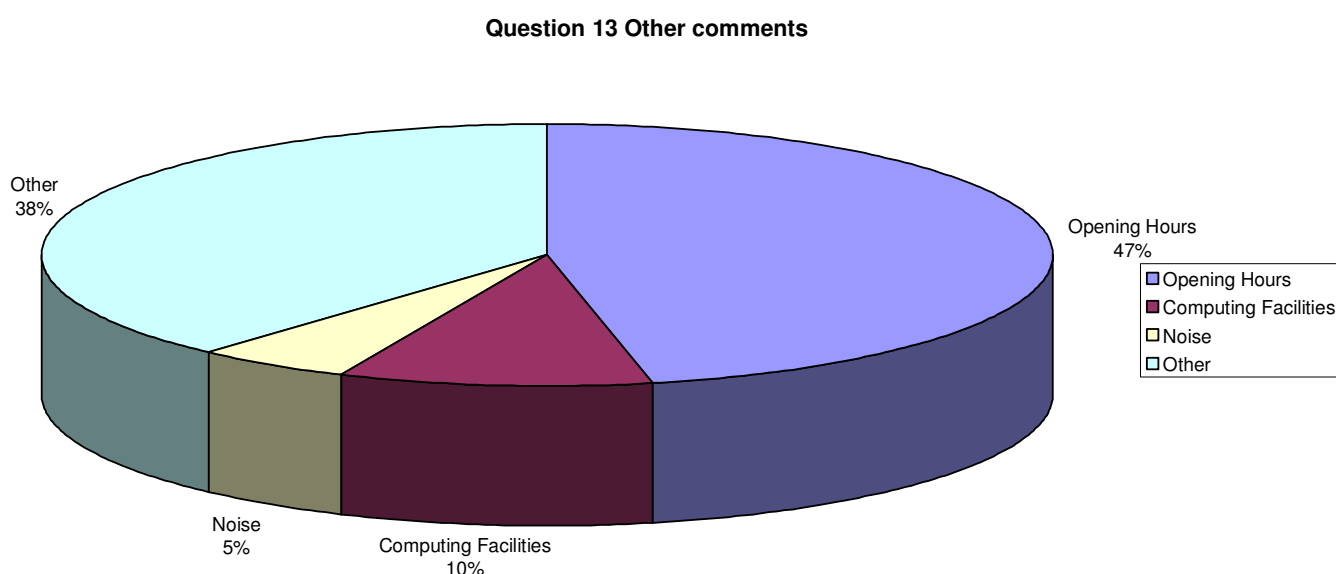
How do you keep up with library developments?



Question 13

Any additional comments?

Almost half (47%) of all of the additional comments offered as part of question 13 draw attention to library opening hours and are requesting extended hours ranging from longer weekdays (see Q.11), to longer weekends including Sunday and bank holiday opening. Slow computers and slow Internet access is the second most voiced problem and thirdly, noise levels in the Library. The other comments offered vary greatly and most are covered in the selection below. (Comments are unedited)



- Great service
- Very good library and resource
- I love GMIT
- Staff are very nice and friendly. Thanks!
- Never seen or received any updates
- Should be allowed photocopy desk reserve books without checking out the book
- The library is cold, very dark and the noise levels are a disgrace. No security a huge issue, need more staff to keep noise levels down, needs longer opening hours. For 4th year students a 2 hour limit is sufficient, always feels like the staff are doing you a favour to extend it for the third hour. Staff sometimes unfriendly and unhelpful
- More opening hours and more helpful staff. Also more quiet in the library, staff louder than students
- depends on staff member (ref. Q9 satisfaction with library staff)
- The loan of books should be for a fortnight not a week, the library should order books for the library not the lecturers or department
- More photocopiers and more exam papers on line
- Most staff are good but some staff are not very helpful, do not want to help this is evident by their attitude. Staff are there to help are getting paid to help customers. Some need to be helpful.
- Books lecturers recommend for reading are not in the library and course books are not in the library either (physics year 2)

- Great service, nice staff, and great 'space'
- V. good service
- Stop ringing bell at 9.10, feel pressure to leave 15 mins. Before closing time. Was told to leave at 9.15, lights were turned off. It would only take a few mins. To pack up
- A lot of the improvement possible in my use of the library is down to me rather than the library. I suppose occasionally reminding me of what is available would improve my usage.
- Stop ringing the bell at 9.10. Its ment to be open until 9.30
- I am a company in the IIBC on GMIT campus. We never or at least I've not come across any information on the library and its benefits to entrepreneurial business. This type of information would be very useful: send an email to IIBC secretary and get her to distribute to people who are classed as staff.
- More up to date books as some are very old and information is not relative to today's enviroment
- All in all it's a great service.
- Excellent service provided in a very professional manner.
- Doing a great job!
- Thank You
- Its very hard to navigate on line resource information. Weekend hours are a joke
- The Library Staff are very friendly and helpful but I would welcome the expansion of the books available in the Humanities subjects. Thank you for a job well done.
- Some of the cataloguing is ancient in approach. Books in very closely related areas can be in anything up to 3 differenc
- sections. This is particularly so in science and technology.
- I'm always made to feel welcome in the library - always a good experience.
- Quicker log in into exam papers pages.
- When going to print out exam papers online you have to keep logging in - this is annoying.
- There should not be a need to relog into site when looking at exam papers.
- Re-logging in when going into different exam papers very time consuming.
- Electronic resources, exam papers or journals have to log in everytime you go to look at something different, i.e. you log
- in to look at one exam papers, 2008 and have to re log in to look at another year or subject.
- I have only been here 2 weeks so haven't had time to really get familiar with the library.
- E-Journals need to be expanded. In comparison to other 3rd level institutes I worked in GMIT e-journals is very poor and in general is not relevant to my area of science. More hight impact journals in immunology, biochemistry, protein science etc are requested
- Electronic Resources could be improved significantly i.e. subscription to more scientific journals
- Constant pop-ups asking if I want to download something are annoying and time-consuming. At the moment it is jpeg if these were updated by a member of staff, it woud save us time. I'd like the updates, but we are not to download
- Library staff dissatisfied with just 3. 24/7 at exam time !
- Phase 4 electrical exam papers should to be reinstalled as apprentices are finding it very hard to get up to date exam papers
- Photocopying facilities ok when not busy
- We have a good library facility here in GMIT, unfortunately in my opinion it does not open sufficient hours to cater for students. I would also like to see the "silent" rule being enforced more or alternatively provide rooms for an individual to study in. I am a mature student with young children and therefore rely on the library facilities to conduct my study and however it does not fully meet my requirements
- I would like to be able to take dissertations outside library and the library is very cold sometimes which makes it hard to focus
- This is a great library. Its staff and resources are very helpful.
- Sometimes library can be uncomfortable. E.g. Too hot or too cold, sometimes too noisy. Chairs are uncomfortable**. Books out-dated - need modern version.
-
- Overall the library do have a good service - I think longer hours morning and evening would provide a better service again.

- It would be of great service if a stapler and hole punch were provided at the desk. I appreciate it may need to be chained, but the service is provided in many libraries and should not cost much.
- The bell is overkill! Just tell people that ye are closing in 5.
- Keep a closer eye on students using GMIT library that are from NUIG and others especially at exam time. They're taking advantage.
- Heating should be on longer. Very cold. Computers always freezing.
- Some Library Staff condensing
- Library cold frequently. Needs more photocopiers.
- Training on moodles would be required for a new students
- there should be a machine for water outside library. Very frustrating when trying to study to have to go to the canteen for hydration. I think this is essential to any place of study
- good, very pleasant environment. good librarians. Possibly more current publications of monthly or by monthly magazines on relevant[?] topics ie time, energy, environment, finance and world research
- rural development = no book on (issues in class). = some books very old. Need more 07,08,09 = books in all subjects. Personal problem: ie, suicide, self-help drugs, alcohol, etc., no books in this area
- find the library excellent
- BSc Construction Management theses from 2008 have still not been available to students which is a disgrace. I'm raging!
- BSc Construction Management dissertations from last year not available, this is extremely irritating!
- Find the library staff exceptionally helpful at all times
- Study rooms time element too short
- The heating should be on longer. Very cold this year. Computers always freezing.
- Very good service
- Often very cold sometimes v. dull people always talking

Section 2

Cluain Mhuire Campus Results



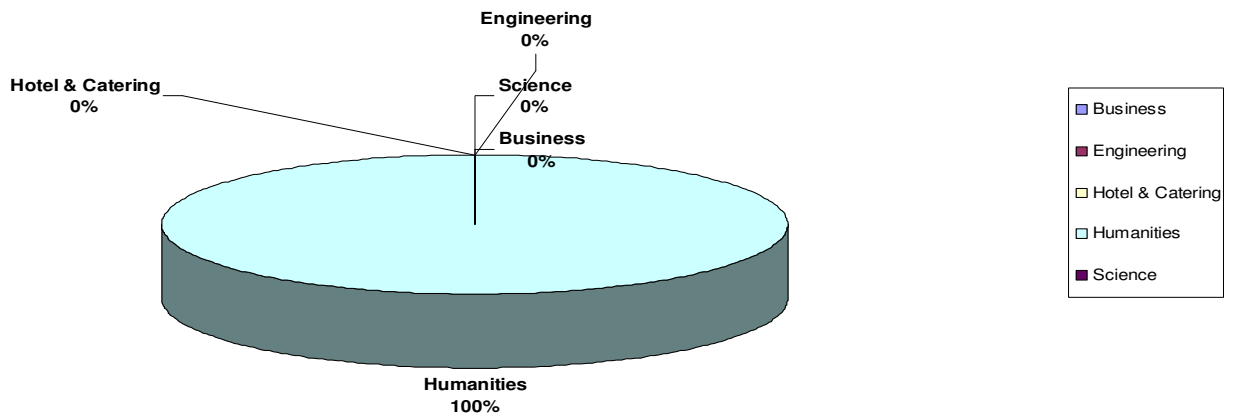
Library Survey 2009 Cluain Mhuire Campus Results

Question 1

In Which Institute School are you a student / staff?

| Business | Engineering | Hotel & Catering | Humanities | Science | Total |
|----------|-------------|------------------|------------|---------|-------|
| 0 | 0 | 0 | 57 | 0 | 57 |

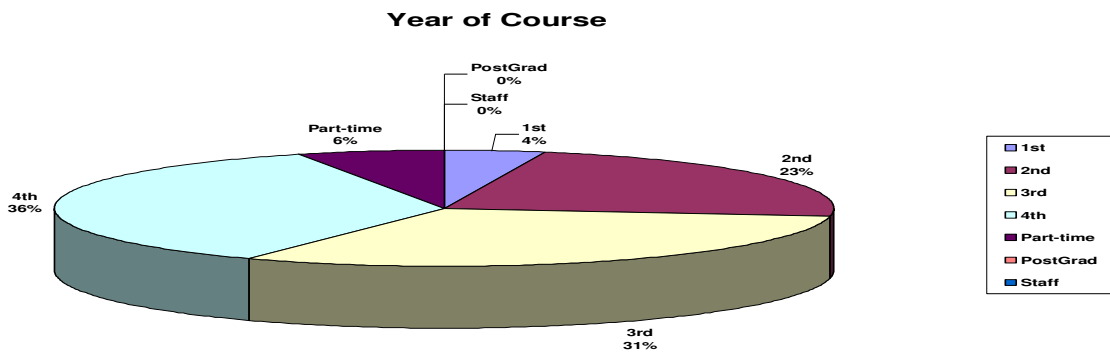
In which institute school are you a student / staff?



Question 2

Please state the year of your course

| 1st | 2nd | 3rd | 4th | Part-time | PostGrad | Staff |
|-----|-----|-----|-----|-----------|----------|-------|
| 2 | 11 | 15 | 17 | 3 | 0 | 0 |



Question 3

How often do you visit the library?

| Once a month or less | Several times a month | Several times a week |
|----------------------|-----------------------|----------------------|
| 3 | 23 | 28 |

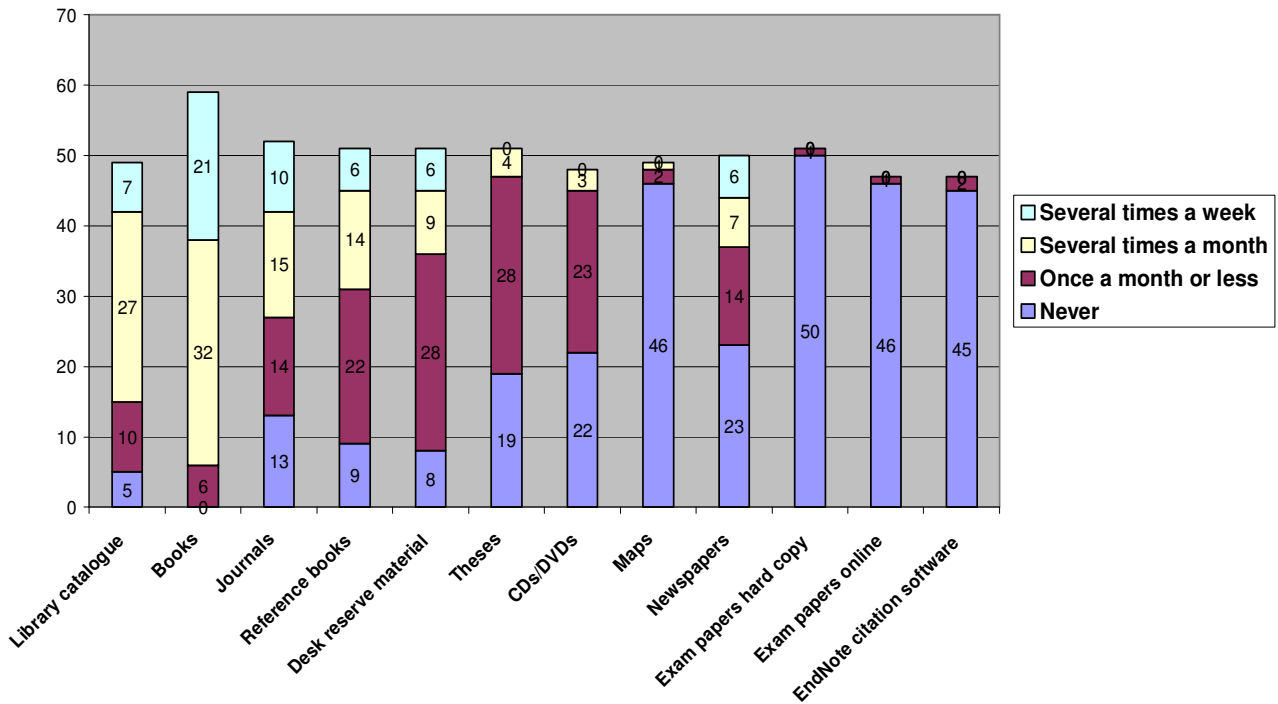


Question 4

How often do you use the following resources?

| | Never | Once a month or less | Several times a month | Several times a week |
|---------------------------|-------|----------------------|-----------------------|----------------------|
| Library catalogue | 5 | 10 | 27 | 7 |
| Books | 0 | 6 | 32 | 21 |
| Journals | 13 | 14 | 15 | 10 |
| Reference books | 9 | 22 | 14 | 6 |
| Desk reserve material | 8 | 28 | 9 | 6 |
| Theses | 19 | 28 | 4 | 0 |
| CDs/DVDs | 22 | 23 | 3 | 0 |
| Maps | 46 | 2 | 1 | 0 |
| Newspapers | 23 | 14 | 7 | 6 |
| Exam papers hard copy | 50 | 1 | 0 | 0 |
| Exam papers online | 46 | 1 | 0 | 0 |
| EndNote citation software | 45 | 2 | 0 | 0 |

How often do you use the following resources?

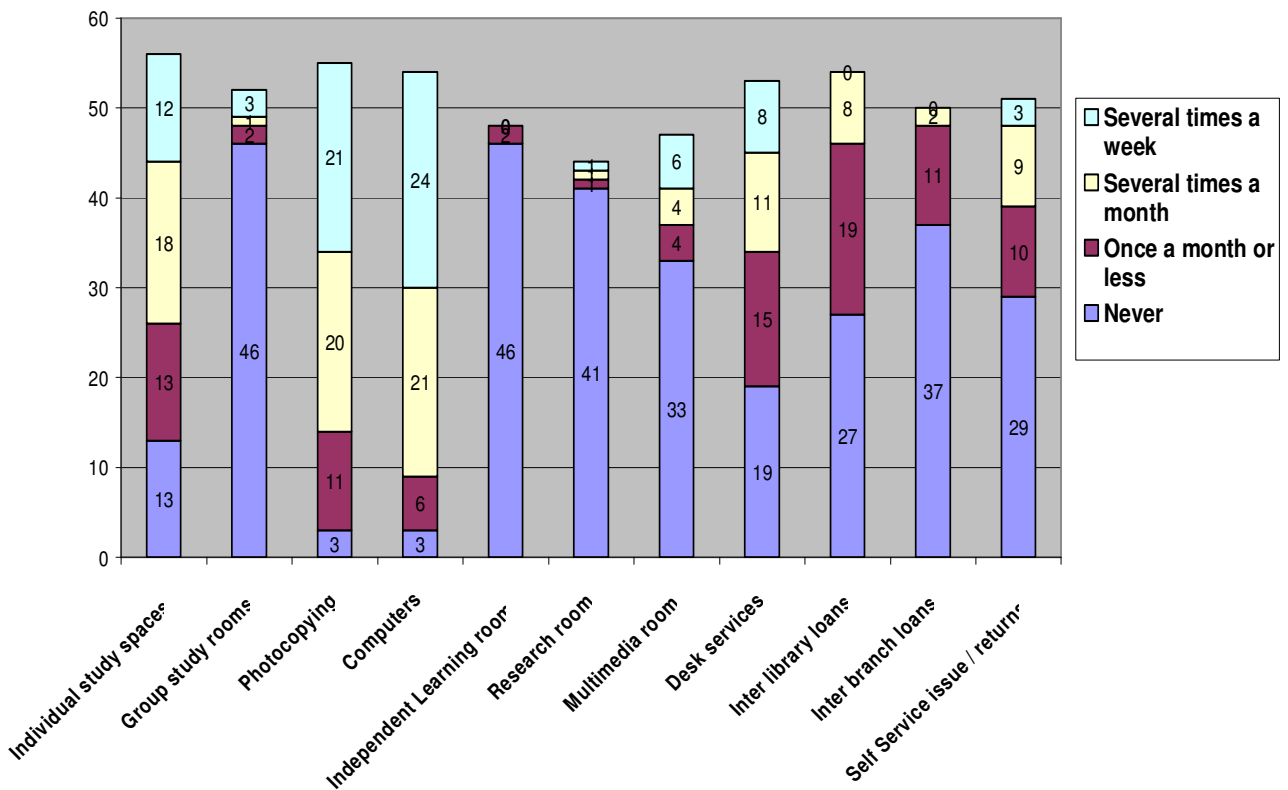


Question 5

How often do you use the following services?

| | Never | Once a month or less | Several times a month | Several times a week |
|------------------------------|-------|----------------------|-----------------------|----------------------|
| Individual study spaces | 13 | 13 | 18 | 12 |
| Group study rooms | 46 | 2 | 1 | 3 |
| Photocopying | 3 | 11 | 20 | 21 |
| Computers | 3 | 6 | 21 | 24 |
| Independent Learning room | 46 | 2 | 0 | 0 |
| Research room | 41 | 1 | 1 | 1 |
| Multimedia room | 33 | 4 | 4 | 6 |
| Desk services | 19 | 15 | 11 | 8 |
| Inter library loans | 27 | 19 | 8 | 0 |
| Inter branch loans | 37 | 11 | 2 | 0 |
| Self Service issue / returns | 29 | 10 | 9 | 3 |

How often do you use the following services?

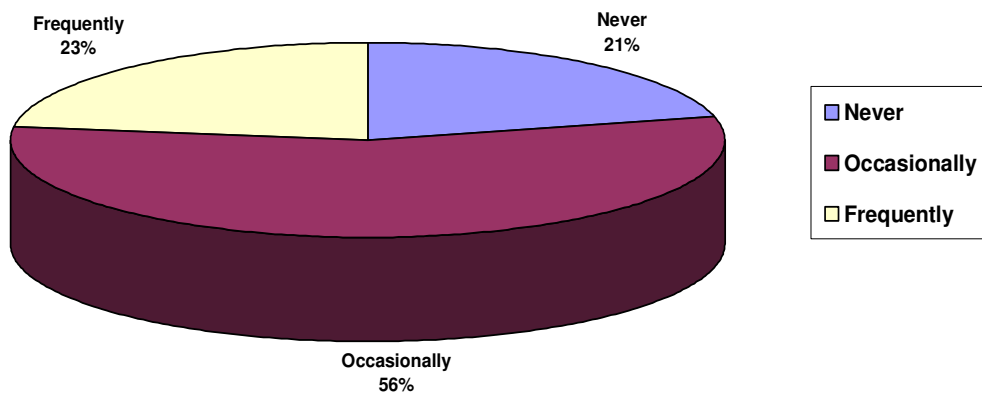


Question 6

Do you use library electronic resources?

| Never | Occasionally | Frequently |
|-------|--------------|------------|
| 12 | 32 | 13 |

Do You Use Library Electronic Resources ?

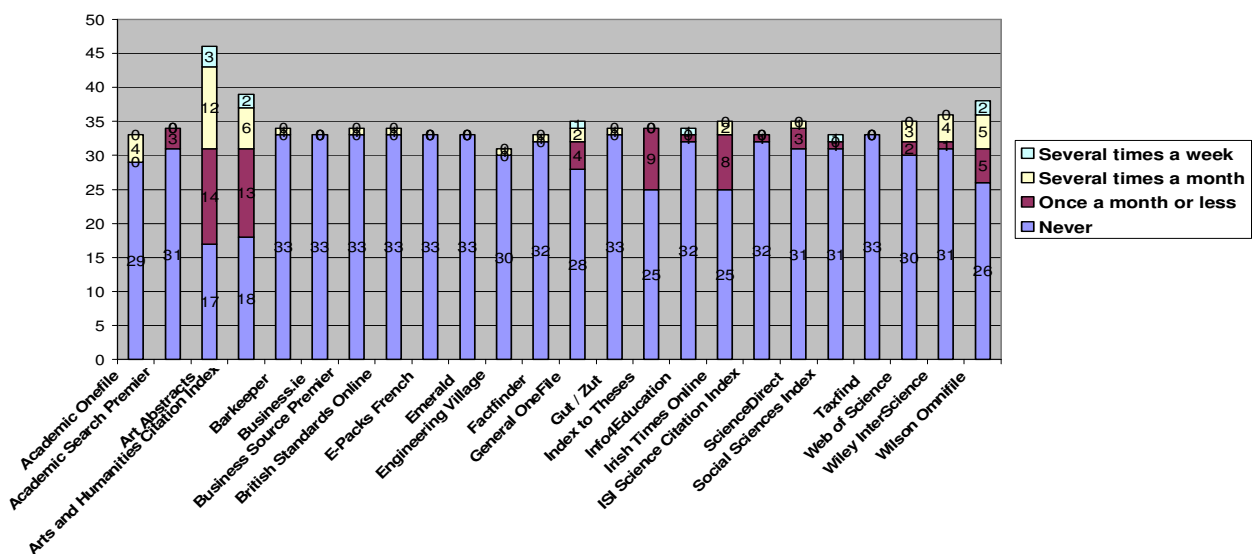


Question 7

Please list the electronic resources you consult

| | Never | Once a month or less | Several times a month | Several times a week |
|------------------------------------|-------|----------------------|-----------------------|----------------------|
| Academic Onefile | 29 | 0 | 4 | 0 |
| Academic Search Premier | 31 | 3 | 0 | 0 |
| Art Abstracts | 17 | 14 | 12 | 3 |
| Arts and Humanities Citation Index | 18 | 13 | 6 | 2 |
| Barkeeper | 33 | 0 | 1 | 0 |
| Business.ie | 33 | 0 | 0 | 0 |
| Business Source Premier | 33 | 0 | 1 | 0 |
| British Standards Online | 33 | 0 | 1 | 0 |
| E-Packs French | 33 | 0 | 0 | 0 |
| Emerald | 33 | 0 | 0 | 0 |
| Engineering Village | 30 | 0 | 1 | 0 |
| Factfinder | 32 | 0 | 1 | 0 |
| General OneFile | 28 | 4 | 2 | 1 |
| Gut / Zut | 33 | 0 | 1 | 0 |
| Index to Theses | 25 | 9 | 0 | 0 |
| Info4Education | 32 | 1 | 0 | 1 |
| Irish Times Online | 25 | 8 | 2 | 0 |
| ISI Science Citation Index | 32 | 1 | 0 | 0 |
| ScienceDirect | 31 | 3 | 1 | 0 |
| Social Sciences Index | 31 | 1 | 0 | 1 |
| Taxfind | 33 | 0 | 0 | 0 |
| Web of Science | 30 | 2 | 3 | 0 |
| Wiley InterScience | 31 | 1 | 4 | 0 |
| Wilson Omnifile | 26 | 5 | 5 | 2 |

Please list the Electronic Resources you consult

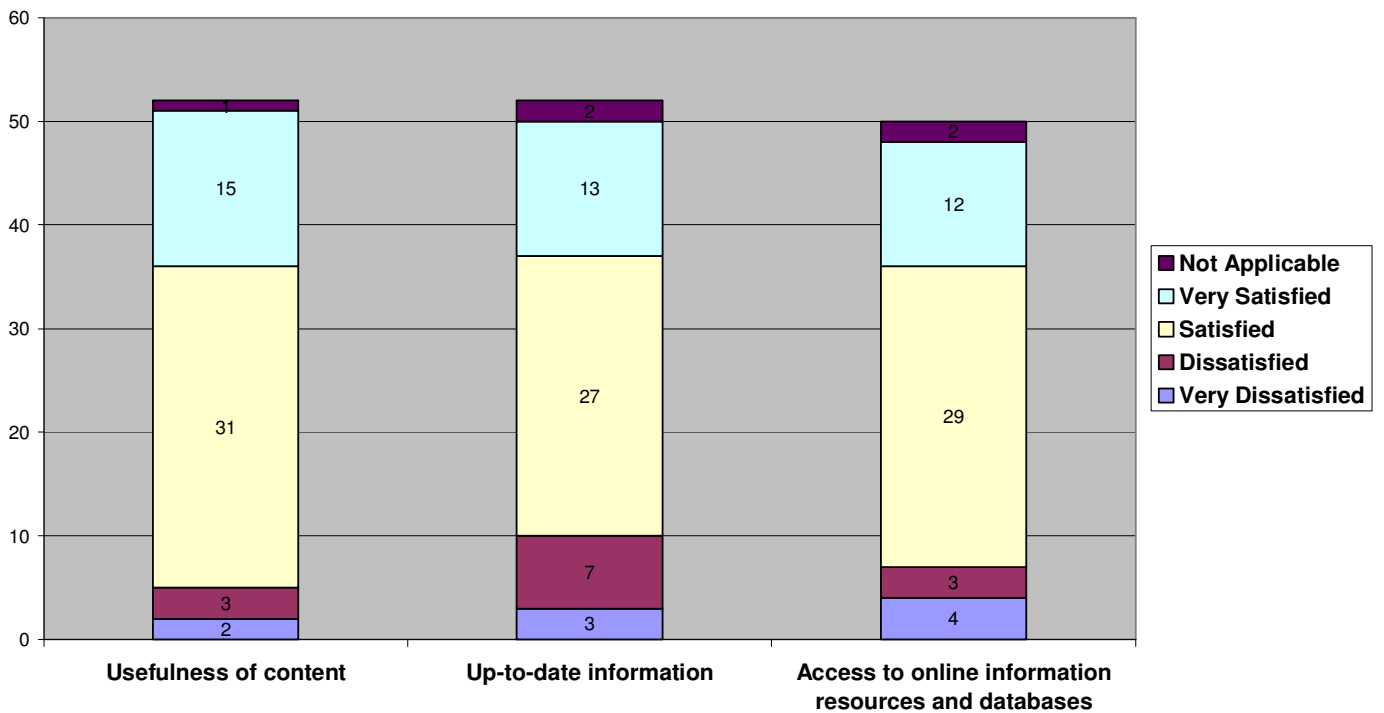


Question 8

Please give your level of satisfaction with the GMIT library website in terms of:

| | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Not Applicable |
|---|-------------------|--------------|-----------|----------------|----------------|
| Usefulness of content | 2 | 3 | 31 | 15 | 1 |
| Up-to-date information | 3 | 7 | 27 | 13 | 2 |
| Access to online information resources and databases | 4 | 3 | 29 | 12 | 2 |
| Ease of navigation | 4 | 7 | 29 | 11 | 0 |

Give your level of satisfaction with the GMIT Library website in terms of:

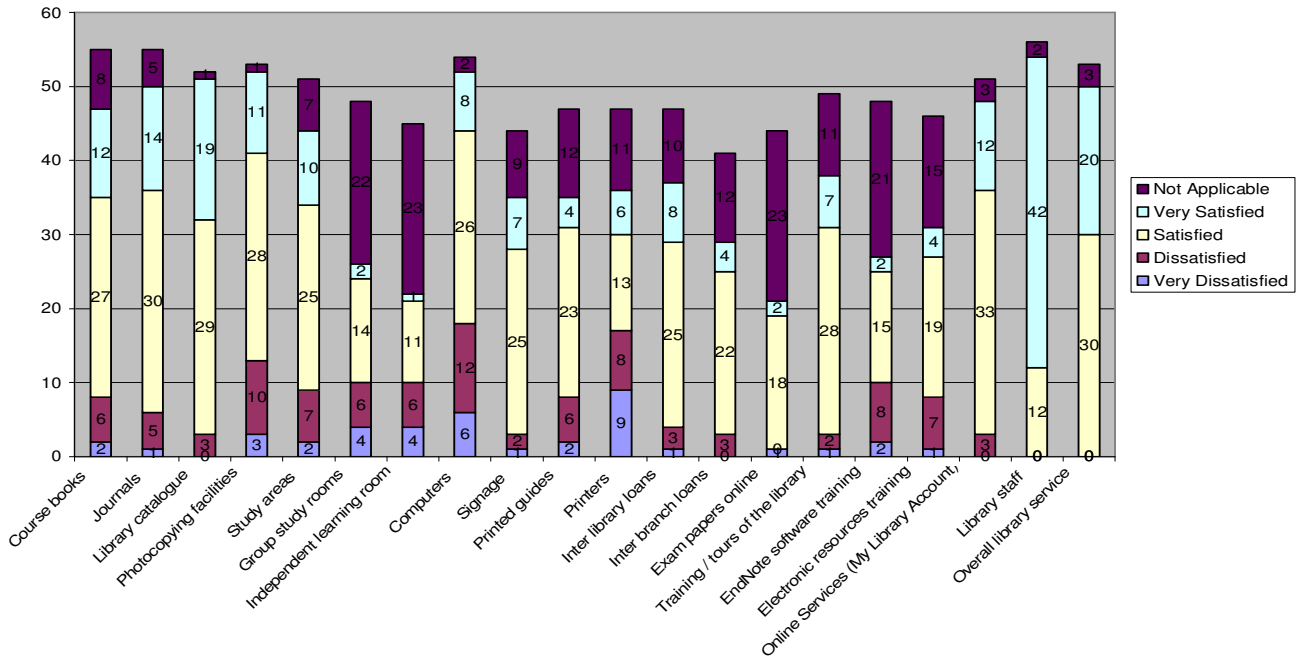


Question 9

Indicate your opinion of the following library services and facilities:

| | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Not Applicable |
|--------------------------------------|-------------------|--------------|-----------|----------------|----------------|
| Course books | 2 | 6 | 27 | 12 | 8 |
| Journals | 1 | 5 | 30 | 14 | 5 |
| Library catalogue | 0 | 3 | 29 | 19 | 1 |
| Photocopying facilities | 3 | 10 | 28 | 11 | 1 |
| Study areas | 2 | 7 | 25 | 10 | 7 |
| Group study rooms | 4 | 6 | 14 | 2 | 22 |
| Independent learning room | 4 | 6 | 11 | 1 | 23 |
| Computers | 6 | 12 | 26 | 8 | 2 |
| Signage | 1 | 2 | 25 | 7 | 9 |
| Printed guides | 2 | 6 | 23 | 4 | 12 |
| Printers | 9 | 8 | 13 | 6 | 11 |
| Inter library loans | 1 | 3 | 25 | 8 | 10 |
| Inter branch loans | 0 | 3 | 22 | 4 | 12 |
| Exam papers online | 1 | 0 | 18 | 2 | 23 |
| Training / tours of the library | 1 | 2 | 28 | 7 | 11 |
| EndNote software training | 2 | 8 | 15 | 2 | 21 |
| Electronic resources training | 1 | 7 | 19 | 4 | 15 |
| Online Services (My Library Account) | 0 | 3 | 33 | 12 | 3 |
| Library staff | 0 | 0 | 12 | 42 | 2 |
| Overall library service | 0 | 0 | 30 | 20 | 3 |

Indicate your opinion of the following library facilities and services

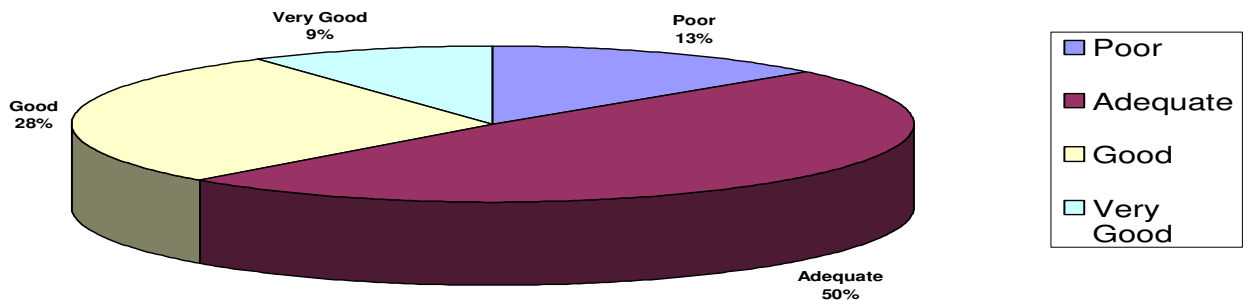


Question 10

Please give your opinion on the library opening hours

| Poor | Adequate | Good | Very Good |
|------|----------|------|-----------|
| 7 | 26 | 15 | 5 |

Give your opinion on the library opening hours

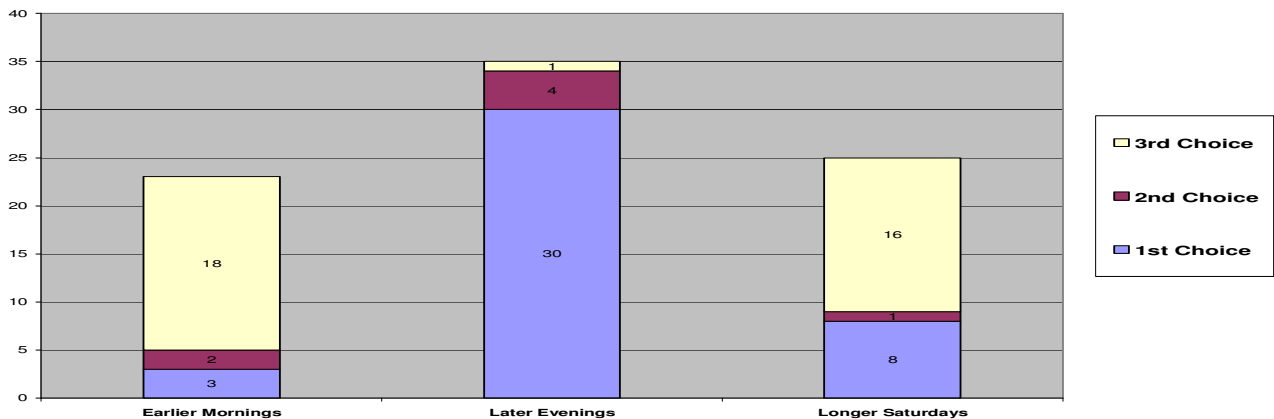


Question 11

If you think the library should extend it's hours, what additional opening hours would you prefer?

| | 1st Choice | 2nd Choice | 3rd Choice |
|------------------|------------|------------|------------|
| Earlier Mornings | 3 | 2 | 18 |
| Later Evenings | 30 | 4 | 1 |
| Longer Saturdays | 8 | 1 | 16 |

What additional opening hours would you prefer?

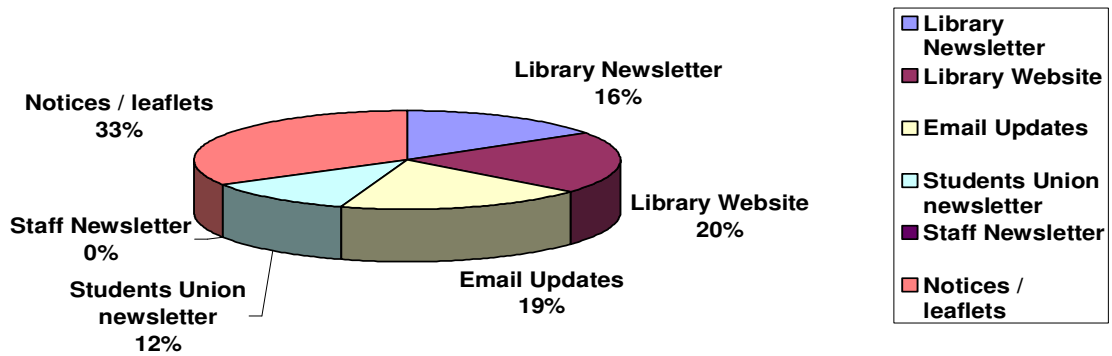


Question 12

How do you keep up to date with library developments?

| | | | | | |
|---------------------------------|------------------------------|----------------------------|---------------------------------------|------------------------------|---------------------------------|
| Library Newsletter 11 | Library Website 14 | Email Updates 13 | Students Union newsletter 8 | Staff Newsletter 0 | Notices / leaflets 23 |
|---------------------------------|------------------------------|----------------------------|---------------------------------------|------------------------------|---------------------------------|

How do you keep up with library developments?



Question 12

Any additional comments? (Comments unedited)

- The staff do all they can but the opening hours should be extended. The lack of a study space for when the library is closed is a big issue.
- I would like an explanation of the classification to be posted beside them eg monograph etc.
- Staff are always helpful. It could be warmer!
- Staff friendly and helpful, thank you
- It is very very cold upstairs in the library the lighting upstairs is poor too. Some more comfortable seating. The staff are lovely (Cluain Mhuire campus)
- There should be a lift in the library ! HEAT !! Its Baltic in there! Staff are lovely
- Very good and helpful staff in library could not be better
- Cluain Mhuire -desperately need soft seats Please! Desperately! More heating. Sound proof! Can hear everything in that library! Make upstairs space into private study rooms. Computers with working printers would also be cool ! And scanner!? Poor lighting upstairs
- Brilliant staff in Cluain Mhuire
- Library staff very helpful
- Definitely needs to be open Sat.
- The library people are lovely and very helpful. Would be nice to be able to have later hours in the evening and on Saturdays
- Need more books
- Cluain Mhuire Staff extremely helpful
- Staff are great. Could be more computers (Cluain Mhuire). Later opening hours.
- More copies of books made available. Price reduction on the photocopying cards. The library staff are very helpful and pleasant.
- Staff are excellent!
- The library opening hours is a huge issue, they should be extended during the week and also be open on Saturday. Colour photocopier relies on library opening hours so this is a nuisance.
- Training on using electronic databases would be useful
- Abolish library fines and introduce jail sentences that should ensure the speedy return of books
- Thanks for the great asset that is the Chluain Mhuire library. It is a great source and the only proper functioning system in the college! Thanks to all the staff!
- Library is the best facility in Cluain Mhuire. Friendly staff at Cluain Mhuire library thanks.
- Library hours are very poor should be 9-9 everyday in Chluain Mhuire. Printers in the Chluain Mhuire library as there are always classes were the current four printers are !!! Plus for over 300 or 400 students two B/W printers and two colour printers are not enough !!! AND SCANNERS we are an art college after all.
- Library opening hours should be SAME as Dublin Road !!! Should be 9-9 on week days ! Should be more scanners & computers in the library ! Not enough ! Needs to addressed quickly
- Staff very nice and helpful
- In Cluain Mhuire we have an irregular timetable resulting in the the library closing at 4 some days. In Cluain Mhuire I believe there is a need for longer opening hours and the purchase of printers. It is shocking that we only have a few computers and no printers in the library.
- I have always found the library staff extremely helpful and encouraging.
- Could be longer & open on Saturdays. As far as a library goes it can sometimes be a bit frustrating because of the noise levels! It cant always be a place to go to for peace and quiet! Much is the point of having a library for it to be a place to quietly research and work but when people talk loudly on the phone or are having full blown conversation s and not being told to leave, it annoys me.
- Later opening on Friday and opening on Saturday in Cluain Mhuire campus. Level of noise is very distracting. Computers in library are well past the update time. Need more of PC as well. And a working scanner
- Librarians & Bill excellent. Needs lots more books especially on Irish artists.

GMIT Library User Survey 2009

Please take a few moments to complete this questionnaire and help us to improve your library service.

1. In which Institute school are you a student/staff

| Business | Engineering | Hotel & Catering | Humanities | Science |
|----------|-------------|------------------|------------|---------|
| | | | | |

2. Please state the year of your course

| 1 st | 2 nd | 3 rd | 4 th | Part-time | Postgraduate | Staff |
|-----------------|-----------------|-----------------|-----------------|-----------|--------------|-------|
| | | | | | | |

3. How often do you visit the library?

| Once a month or less | Several times a month | Several times a week |
|----------------------|-----------------------|----------------------|
| | | |

4. How often do you use the following resources?

| | Never | Once a month or less | Several times a month | Several times a week |
|---------------------------|-------|----------------------|-----------------------|----------------------|
| Library Catalogue | | | | |
| Books | | | | |
| Journals | | | | |
| Reference books | | | | |
| Desk reserve material | | | | |
| Theses | | | | |
| CDs/DVDs | | | | |
| Maps | | | | |
| Newspapers | | | | |
| Exam papers –hard copy | | | | |
| Exam papers - online | | | | |
| EndNote citation software | | | | |

5. How often do you use the following services?

| | Never | Once a month or less | Several times a month | Several times a week |
|-----------------------------|-------|----------------------|-----------------------|----------------------|
| Individual study spaces | | | | |
| Group study rooms | | | | |
| Photocopying | | | | |
| Computers | | | | |
| Independent Learning room | | | | |
| Research room | | | | |
| Multimedia room | | | | |
| Desk services | | | | |
| Inter library loans | | | | |
| Inter branch loans | | | | |
| Self Service issues/returns | | | | |

6. Do you use Library Electronic Resources:

| Never | Occasionally | Frequently |
|-------|--------------|------------|
| | | |

7. Please list the electronic resources you consult:

| Title | Never | Once a month or less | Several times a month | Several times a week |
|------------------------------------|-------|----------------------|-----------------------|----------------------|
| Academic Onefile | | | | |
| Academic Search Premier | | | | |
| Art Abstracts | | | | |
| Arts and Humanities Citation Index | | | | |
| Barkeeper | | | | |
| Business.ie | | | | |
| Business Source Premier | | | | |
| British Standards Online | | | | |
| E-Packs French | | | | |
| Emerald | | | | |
| Engineering Village | | | | |
| Factfinder | | | | |
| General Onefile | | | | |
| Gut / Zut | | | | |
| Index to Theses | | | | |
| Info4Education | | | | |
| Irish Times Online | | | | |
| ISI Science Citation Index | | | | |
| Science Direct | | | | |
| Social Sciences Citation Index | | | | |
| Taxfind | | | | |
| Web of Science | | | | |
| Wiley InterScience | | | | |
| Wilson Omnifile | | | | |
| <i>Others (please State)</i> | | | | |
| | | | | |
| | | | | |
| | | | | |

8. Please give your level of satisfaction with the GMIT library web-site (<http://library.gmit.ie>) in terms of:

| | Very dissatisfied | Dissatisfied | Satisfied | Very satisfied | Not applicable |
|--|--------------------------|---------------------|------------------|-----------------------|-----------------------|
| Usefulness of content | | | | | |
| Up-to-date information | | | | | |
| Access to online information resources and databases | | | | | |
| Ease of navigation | | | | | |

9. Please indicate your level of satisfaction with the following:

| | Very dissatisfied | Dissatisfied | Satisfied | Very satisfied | Not applicable |
|--------------------------------------|--------------------------|---------------------|------------------|-----------------------|-----------------------|
| Course books | | | | | |
| Journals | | | | | |
| Library catalogue | | | | | |
| Photocopying facilities | | | | | |
| Study areas | | | | | |
| Group study rooms | | | | | |
| Independent learning room | | | | | |
| Computers | | | | | |
| Signage | | | | | |
| Printed guides | | | | | |
| Printers | | | | | |
| Inter library loans | | | | | |
| Inter branch loans | | | | | |
| Exam papers online | | | | | |
| Training/tours of library | | | | | |
| EndNote software training | | | | | |
| Electronic resources training | | | | | |
| Online services (My library account) | | | | | |
| Library staff | | | | | |
| Overall library service | | | | | |

10. Please give your opinion on the Library opening hours

| Poor | Adequate | Good | Very Good |
|------|----------|------|-----------|
| | | | |

**11. If you think the library should extend its opening hours, what additional opening hours would you prefer?
Please rank (1, 2, 3 ...) in order of preference**

Earlier mornings Later Evenings Longer Saturday opening

Other (please specify)

12. How do you keep up with library developments? (please tick as many as apply)

| |
|---------------------------|
| Library Newsletter |
| Library Web-site |
| E-mail updates |
| Students Union Newsletter |
| Staff Newsletter |
| Notices/leaflets |
| Other (please specify): |

13. Any additional comments?

Thank you for completing our questionnaire.

