



## **LIBRARY USER SURVEY 2021 COVID-19 LOCKDOWN: FINDINGS OF SURVEY NO. 2 WITH RECOMMENDATIONS**

This second survey was carried out by the Laucala main campus Library's Reader Services (RS) team during the Semester 2, Covid-19 second wave lockdown period from Thursday 5 August- Friday 20 August 2021 in Fiji to determine the Library's response to user information needs against the findings of the 2020 survey.

### **Objectives**

The objectives of this survey were:

- (i) To measure levels of user awareness of library services;
- (ii) To measure levels of user satisfaction of library services;
- (iii) To measure how successful the Library met users' needs;
- (iv) To identify areas of improvement and action appropriately.

### **Questionnaire**

The survey consisted of 10 questions, two of which were additional to the 2020 survey and categorized as follows:

Category of User and School affiliation

- Q1 Library Update News Awareness
- Q2 Online Renewals Service Awareness
- Q3 Library Resources Online Search Tool Access and Use
- Q4 Databases or Library Web Pages Access and Use
- Q5 Online Resources Problems or Technical issues
- Q6 Services and Resources Use
- Q7 Laptop and Tablet Use
- Q8 Online Research Skills Sessions
- Q9 *AskALibrarian* Service Usage
- Q10 Additional Comments

### **Administration**

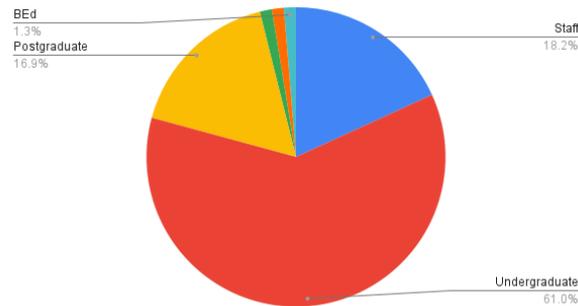
The Survey was administered online via Google Forms and accessed through the library webpage and social media platforms. After the Covid-19 Semester 1, 2021 ended, all responses were collated using Google Forms and a statistical analysis done.

The findings are presented as a percentage based on the number of respondents to each question. Actions or possible solutions are provided for consideration and implementation by the Library to address the areas of concerns identified from the survey.

A total of 77 library users participated and where the total number of respondents does not match this can be explained as follows: users were: (i) not expected to respond or (ii) did not attempt to provide a response. Categories of respondents were as follows:

## Who are you?

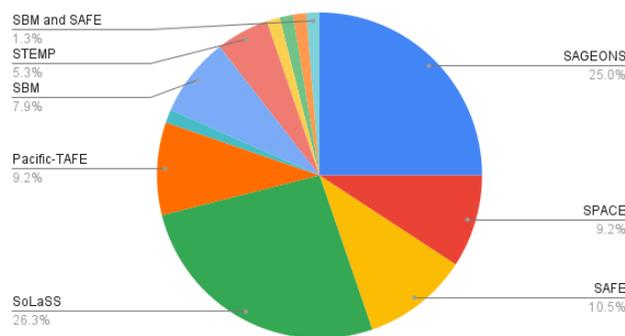
77 responses



The majority of respondents were under-graduate students with 62.3% (**48**) with the remaining 37.7% (**29**) distributed by the following respondents: PG 16.9% (**13**), and Staff 18.2% (**14**), and 1.54% (**2**) merely noting student, and diploma student that would also be part of undergraduates.

## Which school or department are you a part of?

76 responses

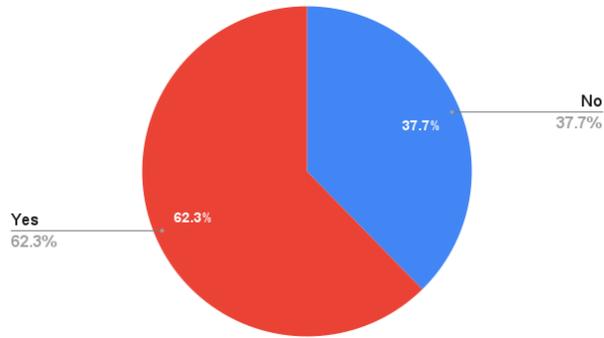


The majority of respondents were affiliated with SoLaSS 26.3% (**21**), followed by SAGEONS 25% (**19**), SAFE 10.5% (**8**), SPACE 9.2% (**7**), Pacific TAFE 9.2% (**7**), SBM 9.2% (**7**), STEMP 5.3% (**3**). Pace SD had 2.28% (**3**) respondents and the Library 0.76% (**1**).

## FINDINGS AND RECOMMENDATIONS

**1. The image provided is from our Covid-19 updates page which is on our library homepage. Did you consult this page at all during the library closure?**

77 responses



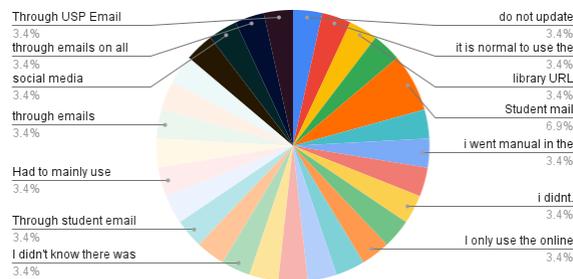
From the 77 responses received 62.3% (48) of respondents consulted the COVID-19 updates page in the library homepage. The remaining 37.7% (29) did not consult this page at all during the closure period.

### 1.1 Recommendation

To vigorously market the Library homepage as an important source of COVID-19 information and updates on library services to users. At the same time ensure that other communication channels namely tukutuku, twitter, facebook, Liaison librarians and USP Radio Pasifika 89.4FM station.

#### 1a. If you answered 'no' how did you stay updated with library news?

29 responses



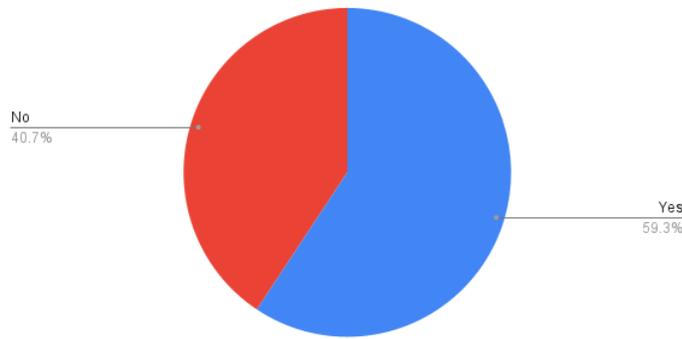
From the 29 responses received, 62.06% (18) stayed updated with library news through the student email, while the rest 37.94 (11) varied in their responses from 13.79% (4) not staying updated with library news, 6.89% (2) only using online databases, 3.44% (1) consulting the library URL, 3.44% (1) rarely loaning or borrowing books, 3.44% (1), visiting the library personally, 3.44% (1) did not know there was any library news, and 3.44 (1) using social media.

#### 1.1a Recommendations

That recommendation 1.1 is also applied here.

**2. If you had items on loan were you aware of our online renewals service?**

73 responses



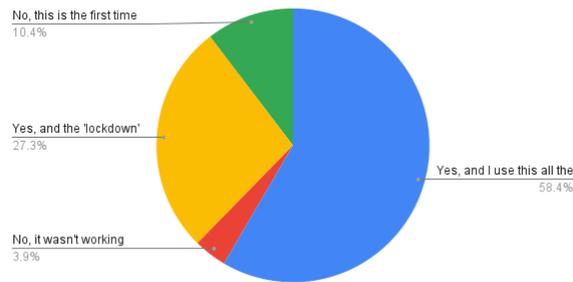
From the 73 responses received, 59.3% (**43**) were aware of the library’s online renewal service, while 40.7% (**30**) were not.

**2.1 Recommendation**

That the ‘online renewals service’ is specifically marketed to users via tukutuku, library social media platforms and alerts on the Library homepage.

**3. Were you able to access and use our online search tool?**

77 responses

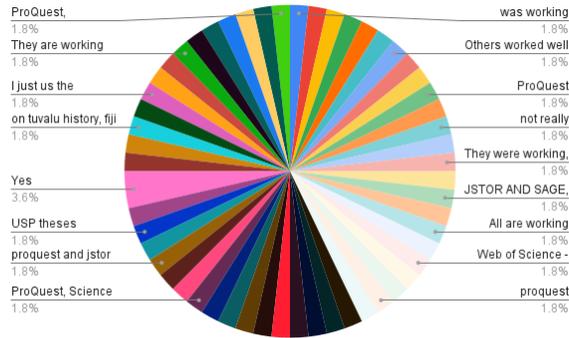


From the 77 responses received, 59.4% (**46**) responded positively, and that they use this all the time; 27.3% (**20**) said lockdown period was the first time they used it; 10.4% (**8**) said no, and that the survey was the first time they had heard of it, and 3.9% (**3**) said no, as it was ‘not working’.

**3.1 Recommendation**

Noting that over 85% of respondents were able to use and access the online search tool there remains the need to reach out to those who are not using it or could not access it. Outreach will take the form of information research skills programme, Liaison Librarian (LL), First Year Experience (FYE) Coordinators, learning support teams, student association groups, faculty orientation and referral to the online brochure.

**4. If you used any individual databases or library web pages, please list them & tell us whether they were working as expected. (Examples include but aren't limited to those in the image provided).**



55 responses

From the 55 responses received, 96.3% (**53**) used the databases and confirmed that the databases including ProQuest, JSTOR, Science Direct, Moana, e-Books, Exam Papers, USP theses were all working while 1.8% (**1**) did not answer the question and 1.8% (**1**) said that the databases were not working.

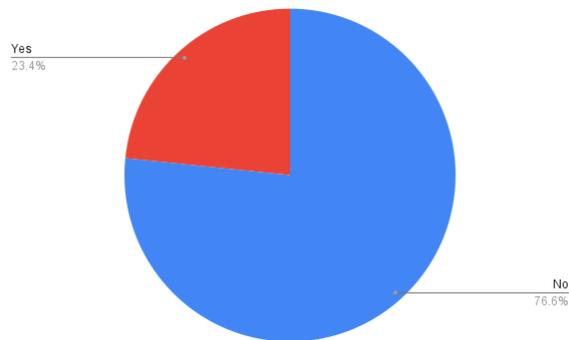
**4.1 Recommendation**

To continue advertising and teaching specific database searching classes to help both database users and those who either do not use or are not aware of the databases that exist to support their learning.

**5. Did you have any technical issues with our online resources?**

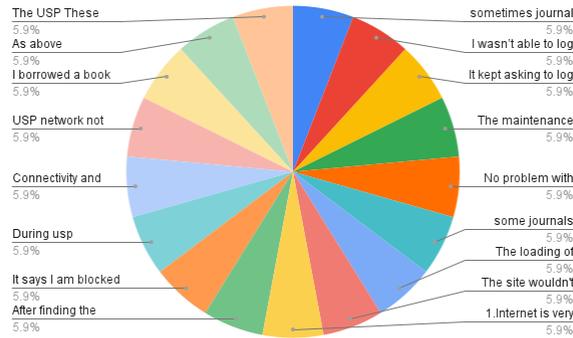
5a. If you answered 'Yes', please detail.

77 responses



Of the 77 respondents, 76.6% (**59**) replied that they did not have any technical issues with the library online resources. 23.4% (**18**) had technical issues with the library online resources.

**5a. If you answered 'Yes', please detail.**



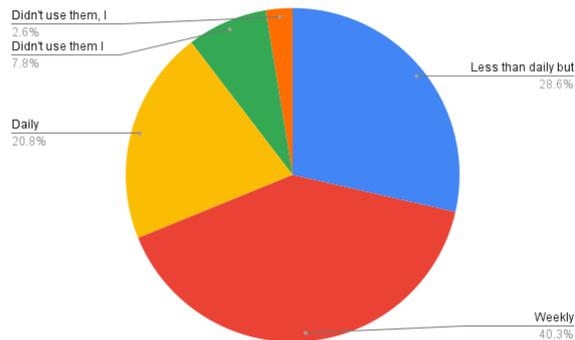
Technical problems related to issues such as how to search for resources, maneuvering between tabs on these page, logging in, connectivity, downloading and emailing resources to student account, tablet not been able to access campus wi-fi, laptop charging issue, and laptop configuration.

**5.1 Recommendation**

To introduce a targeted IRS course on the library homepage with a focus on the *How to Search@USP Library* video and to expand the library’s support programme to include basic technical issues. Where necessary liaise with ITS for training.

**6. How often did you use our services/resources?**

77 responses



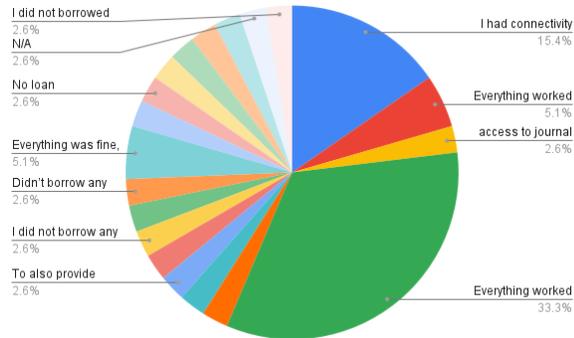
From the 77 responses received, 40.3% (31) used the services weekly; 28.6% (22) used the services less than daily but more than weekly; 20.8% (16) used the services daily, and 10.4% (8) didn’t use library services and resources as they accessed Google or other non-library printed resources.

**6.1 Recommendation**

To continue vigorously marketing library services and resources in collaboration with USP Marketing and through tukutuku emails and social media with the aim of users viewing the Library as the first ‘port of call’ for information. At the same time pursuing LL work with Schools and Pac TAFE

**7. IF you borrowed either a laptop or a tablet during the closure please tick any of the boxes that apply to you. If there's anything else we can do please fill in the 'other' field. (Please tick all that apply).**

39 responses



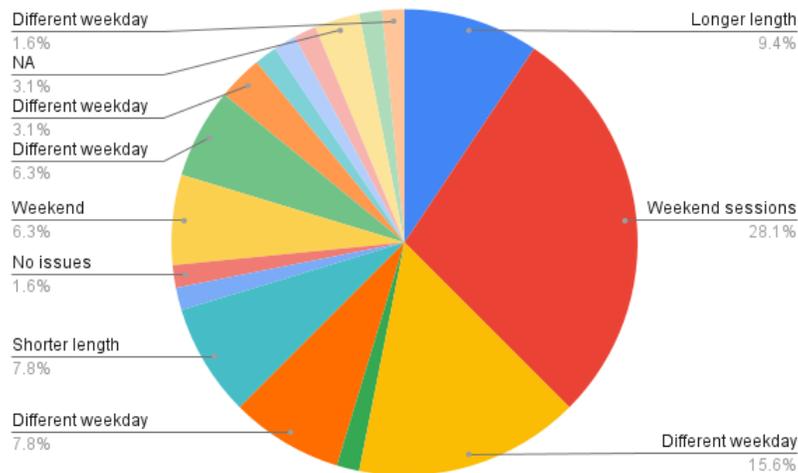
From the 39 responses received, 43.5% (17) mentioned that everything worked or was fine; 15.4% (6) had connectivity problems; 10.4% (4) mentioned they did not borrow during this period; 5.2% (2) did not respond and 2.6% (1) said the question was not applicable. The rest 22.9% (9) did not borrow a laptop or tablet.

**7.1 Recommendation**

To remind library users that connectivity problems should be reported to the ITS helpdesk and not the Library.

**8. Our online sessions (image below) run weekly and cover a variety of research skills topics that students regularly have issues with. What would persuade you to attend one? (Please tick all that apply).**

90 responses



The total number of respondents to the whole survey was 90, due to respondents ticking all responses that applied to the question.

From the responses received, 27% (24) preferred having week-end sessions, 22.5% (20) preferred different weekday times, although not specifically stating the day(s), 14% (13) preferred shorter length sessions, 10% (9) suggested longer

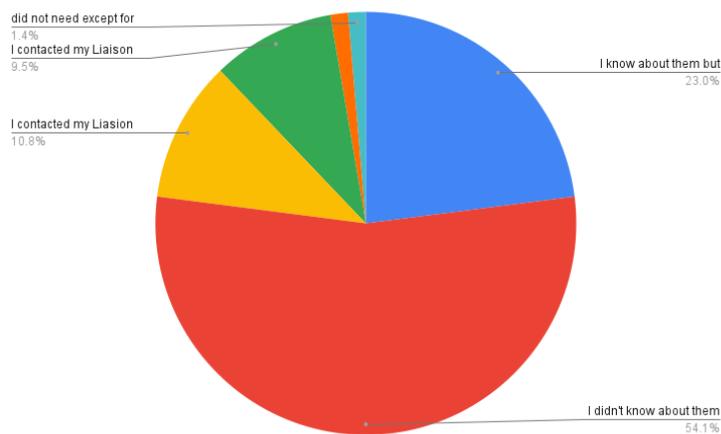
sessions, 1.8% (2) requested providing recorded online session and making them available in Moodle course webpages 4.5% (4) found the question not applicable and 20.2% (18) did not respond to the question.

### 8.1 Recommendation

To re-introduce weekend research skills sessions and to vary the days each week when sessions are offered; Secondly to send regular reminders through *Library News* that recorded online sessions are available on relevant Moodle course webpages; to continue evaluating teaching sessions.

**9. There is a Liaison Librarian for each subject area e.g. Law, Accounting, Climate Change, Education. Did you contact them at all?** [https://www.usp.ac.fj/index.php?id=lib\\_liaison](https://www.usp.ac.fj/index.php?id=lib_liaison)

73 responses



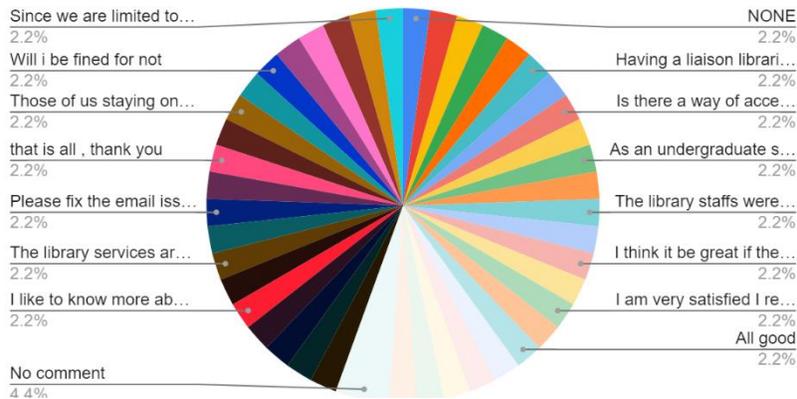
From the 73 responses received, 54.1% (40) mentioned they did not know about the Liaison Librarians. 23% (17) said they knew about the Liaison Librarians but did not use them. 10.8% (8) confirmed that they contacted their LL for general help while 9.5% (7) said they contacted their LL for specialist help. 1.4% (1) said they did not need to do so, except for renewal of books.

### 9.1 Recommendation

The Library emphasizes to professional staff the importance of Liaison Librarian outreach; To consider other strategies that market the role and work of Liaison Librarians (LLs) such as monthly academic unit visits during the year, introducing Liaison Librarians on Moodle course webpages, constant reminders of LL role during BOS meetings and new staff/students orientation of LL role and contribution to Learning and Teaching.

**10. Finally, add any other comments you may have.**

**46 responses**



18 responded positively to the help online that the Library provided during the 2021 COVID-19 second lockdown period with recommendations to be noted.

**10.1 Recommendation**

To thank respondents for their feedback; to encourage library users to continue to share their views on library services through the various means available e.g. print and online suggestion box, 'chalk your thoughts board' and finally to also respond and inform them of survey findings and actions taken by the Library.

**SUMMARY OF RECOMMENDATIONS**

**1.1 Recommendation on Library Update News Awareness**

To vigorously market the Library homepage as an important source of COVID-19 information and updates on library services to users. At the same time ensure that messages continue to be communicated in a timely manner in the Covid-19 page on the library's homepage and complemented by other normal communication channels namely USP staff and students' email - tukutuku, twitter, facebook, liaison librarians and through the USP Radio Pasifika 89.4FM station.

**2.1 Recommendation on Online Renewals Service Awareness**

That the 'online renewals service' is specifically marketed to users o ensure that any message for users to benefit library services is communicated quickly to them via tukutuku, library and other social media platforms like twitter and facebook and alerts an updates page on the Library homepage.

**3.1 Recommendation on Library Resources Online Search Tool Access and Use**

Noting that over 85% of respondents were able to use and access the online search tool there remains the need to reach out to those who are not using it or could not access it. Outreach will take the form of the information research skills programme, the teaching of online tools through Liaison Librarian (LL) work with schools, Pac TAFE, First Year Experience (FYE) Coordinators, learning support teams, student association groups, through the Students Association and during faculty orientation and by referral to the online brochure.

#### **4.1 Recommendation on Library Web Pages Access and Use**

To continue advertising and teaching specific database searching classes to help both database users and those who either do not use or are not aware of the databases that exist to support their learning.

#### **5.1 Recommendation on Online Resources Problems or Technical Issues**

To introduce a targeted IRS course on the library homepage with a focus on the *How to Search@USP Library* video and to expand the library's support programme to include basic technical issues. Where necessary liaise with ITS for training.

#### **6.1 Recommendation on Services and Resources Use**

To continue vigorously marketing library services and resources in collaboration with USP Marketing and through tukutuku emails and social media with the aim of users viewing the Library as the first 'port of call' for information. At the same time pursuing LL work with Schools and Pac TAFE.

#### **7.1 Recommendation on Laptop and Tablet Use**

To remind library users that connectivity problems should be reported to the ITS helpdesk and not the library.

#### **8.1 Recommendation on Research Skills Sessions**

To re-introduce weekend research skills sessions and to vary the days each week when sessions are offered; Secondly to send regular reminders through Library News that recorded online sessions are available on relevant Moodle course webpages; to continue evaluating teaching sessions.

#### **9.1 Recommendation on ASKALibrarian Liaison Service Usage**

The Library emphasizes to professional staff the importance of Liaison Librarian outreach; To consider other strategies that market the role and work of Liaison Librarians (LLs) such as monthly academic unit visits during the year, introducing Liaison Librarians on Moodle course webpages, constant reminders of LL role during BOS meetings and new staff/students' orientation of LL role and contribution to Learning and Teaching.

#### **10.1 Additional Comments**

To thank respondents for their feedback; to encourage library users to continue to share views on library services through the various means available e.g. print and online suggestion box, 'chalk your thoughts board' and finally to also respond and inform them of survey findings and actions taken by the Library.

### **CONCLUSION**

The Library acknowledges that participation of respondents to the survey in informing the Library of its performance in service provision over the period of COVID lockdown in 2021.

The Library will shortly be sharing its responses to the 2020 survey findings and recommendations.

**Customer Services**  
**January 2022**