"Excellent and keep it that way!"

Tritonia's customer survey
Results 2013

Summary

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TRITONIA

Contents

Respondents

The third national library user survey, coordinated by the National Library of Finland, was organized in spring 2013. The aim of the survey was to gain an overall picture of the usage of library services, their impact and customers satisfaction with the services.

Of Tritonia's customers, a total of 324 persons answered the survey. 233 customers evaluated the services at *Yliopistonranta*, 44 at *Raastuvankatu* and 40 at *Sarjakatu*. 213 of the respondents were students and 107 personnel. Fewer replies were received than in 2010, when there were 538 respondents. There were fewer respondents in the entire university sector.
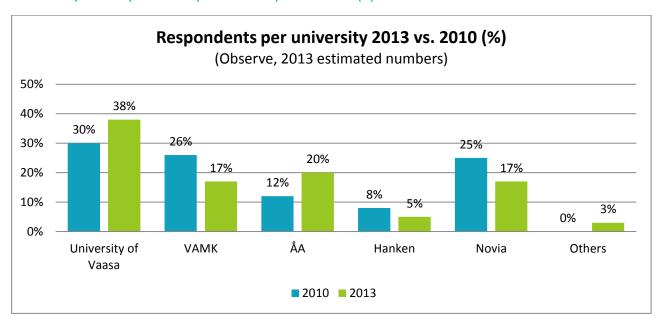
Table 1 Respondents per university in 2013 compared to 2010 (%)

Areas of development and strengths of the different units

The tables show gap analyses regarding the development areas and strengths of the different units. The five most important development areas (more than –0, 5 difference between importance and success) are marked in red and the five areas graded the highest are marked in green. The last columns are compared results from university respondents and respondents from universities of applied sciences.

Scale:
Importance: Evaluate the importance of library services on a scale from 1 to 5 where:
1 = not at all important, 2 = not very important, 3 = neither important nor unimportant,
4 = quite important, 5 = very important, or indicate don't know/not relevant

Success: Evaluate how well the library has succeeded in providing these services on a scale from 1 to 5 where:
1 = very poorly, 2 = poorly, 3 = moderately, 4 = well, 5 = very well, or indicate don't know/not relevant.

The Yliopistonranta unit

Table 2 Gap analysis of development areas at the Yliopistonranta unit (in red) and strenghts (in green)

GAP ANALYSIS - YLIOPISTONRANTA					
Statement	Importance	Success	Gap	cp. 2010, Univ.	cp. 2010, Univ. of applied sciences
4.4 The electronic materials I need are easy to locate	4,43	3,51	-0,92	-0,80	
4.1 The printed library collections meet my needs	4,46	3,67	-0,79	-0,87	-0,48
4.3 The printed materials I need are easy to find	4,51	3,79	-0,72	-0,69	
4.2 The electronic library collections meet my needs	4,38	3,74	-0,64	-0,69	-0,37
3.8 I am able to influence the library and its services if I wish to	4,01	3,50	-0,51		
3.3 The library as a service environment is easy to navigate	4,38	3,90	-0,48		-0,46
3.1 The opening hours of the library are convenient	4,44	3,97	-0,47	-0,84	-0,45
5.6b The information retrieval instruction offered by the library has helped to improve my information retrieval skills	4,23	3,77	-0,46	-0,43	-0,06
3.7 The information I need is easy to find on the library website	4,49	4,08	-0,41	-1,19	-0,78
5.5 The library solves any problem situations quickly	4,45	4,11	-0,34	-0,57	
3.6 The electronic library services function well	4,73	4,40	-0,33		
5.2 The library staff is willing to serve	4,52	4,23	-0,29	-0,45	-0,26
5.3 In my opinion, the staff is competent	4,51	4,27	-0,24	-0,45	
5.1 The staff is readily available when needed	4,37	4,18	-0,19	-0,42	
5.4 I have received help in information retrieval	4,32	4,13	-0,19		
3.2 The library premises answer my needs	4,11	3,95	-0,16		-0,25
3.5 The library provides enough information about its services and collections/resources	3,80	3,66	-0,14	-0,37	-0,35
3.4 The group work rooms meet my needs	3,39	3,83	0,44	-0,03	

The Raastuvankatu unit

Table 3 Gap analysis of development areas at the Raastuvankatu unit (in red) and strengths (in green)

GAP ANALYSIS - RAASTUVANKATU				
Statement	Importance	Success	GAP	cp. 2010
3.1 The opening hours of the library are convenient	4,55	3,05	-1,50	-0,89
4.1 The printed library collections meet my needs	4,64	3,81	-0,83	-0,68
4.3 The printed materials I need are easy to find	4,61	3,84	-0,77	
3.8 I am able to influence the library and its services if I wish to	3,97	3,41	-0,56	
5.6b The information retrieval instruction offered by the library has helped to improve my information retrieval skills	4,28	3,8	-0,48	
4.4 The electronic materials I need are easy to locate	4,13	3,66	-0,47	
3.5 The library provides enough information about its services and collections/resources	3,84	3,38	-0,46	-0,04
3.2 The library premises answer my needs	4,16	3,79	-0,37	
3.3 The library as a service environment is easy to navigate	4,55	4,18	-0,37	-0,03
3.4 The group work rooms meet my needs	3,68	3,31	-0,37	
4.2 The electronic library collections meet my needs	4,03	3,73	-0,30	
5.2 The library staff is willing to serve	4,77	4,51	-0,26	-0,06
3.7 The information I need is easy to find on the library website	4,54	4,29	-0,25	-1,03
5.1 The staff is readily available when needed	4,61	4,39	-0,22	
5.5 The library solves any problem situations quickly	4,69	4,47	-0,22	
3.6 The electronic library services function well	4,66	4,46	-0,20	
5.4 I have received help in information retrieval	4,64	4,47	-0,17	
5.3 In my opinion, the staff is competent	4,78	4,64	-0,14	

The Sarjakatu unit

Table 4 Gap analysis of the development areas and strengths at the Sarjakatu unit

GAP ANALYSIS - SARJAKATU				
Statement	Importance	Success	Gap	cp. 2010
3.3 The library as a service environment is easy to navigate	4,43	3,78	-0,65	-0,16
3.1 The opening hours of the library are convenient	4,37	3,87	-0,50	-0,30
4.4 The electronic materials I need are easy to locate	4,08	3,67	-0,41	
4.1 The printed library collections meet my needs	4,26	3,95	-0,31	-0,44
4.3 The printed materials I need are easy to find	4,26	3,97	-0,29	

5.6b The information retrieval instruction offered by the library has helped to improve my information retrieval skills	4,19	3,96	**-0,23**	
4.2 The electronic library collections meet my needs	4,15	3,97	**-0,18**	-0,50
3.6 The electronic library services function well	4,54	4,37	**-0,17**	
3.7 The information I need is easy to find on the library website	4,31	4,14	**-0,17**	-0,47
3.2 The library premises answer my needs	4,05	4,00	**-0,05**	-0,27
5.4 I have received help in information retrieval	4,70	4,65	**-0,05**	
3.8 I am able to influence the library and its services if I wish to	3,97	3,97	**0**	
5.2 The library staff is willing to serve	4,79	4,80	**0,01**	-0,12
3.4 The group work rooms meet my needs	3,85	3,88	**0,03**	
3.5 The library provides enough information about its services and collections/resources	4,08	4,13	**0,05**	
5.3 In my opinion, the staff is competent	4,73	4,79	**0,06**	
5.1 The staff is readily available when needed	4,65	4,74	**0,09**	
5.5 The library solves any problem situations quickly	4,54	4,69	**0,15**	

Conclusion

The survey gave us valuable information on customer satisfaction and customers' wishes regarding the library services. In short:

You customers…

…Appreciated the library spaces – especially the group study rooms at Yliopistonranta – but you wished for more study carrels, more ergonomic furniture and more comfortable common rooms

…Complimented the staff's expertise, service mindedness and accessibility, but also reminded us of the importance of a friendly smile

…Regarded the printed and electronic collections partially insufficient, especially since there are not enough textbooks for everyone

…Sometimes experiences that the e-resources you were looking for were hard to find and you wished for more instructions and tips to be able to find and use them

…Regarded the library's e-resources, especially renewals and reservations of books as well as reservations of group study rooms, important and well-functioning

Among the open answers there were many development suggestions and wishes to consider and we will, during autumn, publish these on Tritonia's website.