

# F. D. Bluford Library



Thank you to all students, faculty and staff who participated in the LibQUAL library satisfaction survey during the month of April, 2006. The survey consisted of 22 core questions and 5 local questions addressing perceived service quality. For each question, respondents were asked to indicate, on a scale of 1 to 9, their minimum acceptable service level, their desired service level, and their perception of the level of service currently provided by the library. The survey measured three aspects of library service:

**Affect of Service** - questions were used to determine how well our staff serves you the patrons in terms of responsiveness, assurance, and empathy.

**Library as Place** – questions sought input about the perception of the physical facilities and the impact of that environment.

**Information Control** – questions addressed the adequacy and timeliness of resources and services.

Finally, five questions specifically designed for NC A&T concluded the survey. Bluford Library joined 212 institutions in completing 122,231 surveys.

## Survey Results

**What you told us about ....**

### **Collections**

#### **Areas Needing Improvement**

- Print and/or electronic journal collections I require for my work
- Making electronic resources accessible from my home or office
- Enhance collection of African American Resources

### **Action Taken or Planned**

- The library continues to leverage its buying power by actively participating in consortium purchases of electronic resources. The savings realized through the joint purchases have enabled the library to significantly increase its journal holdings. Additionally, review of the collection is standard to evaluate duplication between the electronic and print resources.
- The library administration lobbies for additional funds to support new library materials.
- The library subscribes to commercial document delivery services to obtain needed documents that are not included in the library's collection.
- The library received a donation of over 2000 Black Studies titles which have been cataloged and added to the collection. A media campaign to alert the user community to the difficulties in replacing Black Studies titles (often out of print) is forthcoming with an appeal for users to eliminate pilfering of these valuable resources.

### **Computers/Photocopying/Printing**

- Free printing
- Access to equipment that is not readily available in my department, e.g., scanners, CD burners, PDA's
- More "non-conventional" resources: copy center, smart classrooms, rent and house CD's
- More modern equipment that lets me easily access needed information
- Numerous requests for a color photocopies

### **Action Taken or Planned**

- Currently, printing is highly subsidized at \$.06 per page. Because the library receives only 30% of the revenue generated, the copy service is not self-supporting.
- The library added additional computers on the 2<sup>nd</sup> and 3<sup>rd</sup> floors. Additionally, computers were upgraded in the Learning Resources Center (LRC) on the lower level.

## **Food/Drink/Noise**

- Noise level needs to be reduced and cell phone usage curtailed
- Provide a “library café” so students can purchase snacks and take a break.

### **Action Taken or Planned**

- The library initiated a “quiet floor” during the Spring Semester and by all accounts it has been most successful. The Vice Chancellor for Student Affairs assisted in this effort by funding additional Security Officers to monitor the “quiet floor” during peak hours of use.
- Staff members are more proactive in monitoring cell phone usage.
- A request has been made to the Provost to re-claim space now occupied by the Interdisciplinary program to be utilized for a snack area.

## **Facilities**

- Users desire library space that inspires study and learning
- Quiet space for individual activities
- More community space for group learning and group study
- More “non-conventional” library resources: copy center, smart classrooms, house and sent popular DVD’s.

### **Action Taken or Planned**

- The library has proposed a Copy Center for the past several years.  
  
Pending funding, plans are under consideration for a smart classroom for student use.
- There are some constraints in the physical design of the building but planning is underway to provide more varied seating options for group discussion.
- Implementation of wireless and the use of laptops have facilitated group or community space.

## **Library Hours**

- Longer Hours – 24/7

### **Action Taken or Planned**

No action is to be taken on this request. Bluford Library is the only library in the Greensboro area opened 24/5. We are also, one of three libraries in the UNC System with 24 hour service.

## **Library Staff and Services**

- Staff is willing to help users
- Employers are consistently courteous
- Dependability in handling user's service problems needs improvement (Faculty responses only)

### **Action Taken or Planned**

The library consistently ranked high in good customer service by the undergraduate and graduate students and in comments by the faculty. However, displeasure was expressed by one faculty member regarding the use of borrowed materials. Greater effort will be made by the staff to better inform faculty of copyright issues and interlibrary loan lending policies.

- The list of items borrowed from other libraries is reviewed and appropriate items are purchased for the collection.
- Customer service activities such as workshops, training videos, etc., will continue to be an ongoing part of staff development activities.