



The analysis of LibQUAL comments with the assistance of a SharePoint list

Biblioteek- en Inligtingsdiens

Library and Information Service



UNIVERSITEIT
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- Literature review
- A short overview of LibQUAL at Stellenbosch University
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- Microsoft Sharepoint at Stellenbosch University
- Demonstration of using a Sharepoint list
- Advantages and disadvantages of using a Sharepoint list
- Using results in library strategic planning

What do libraries do with their LibQUAL comments?

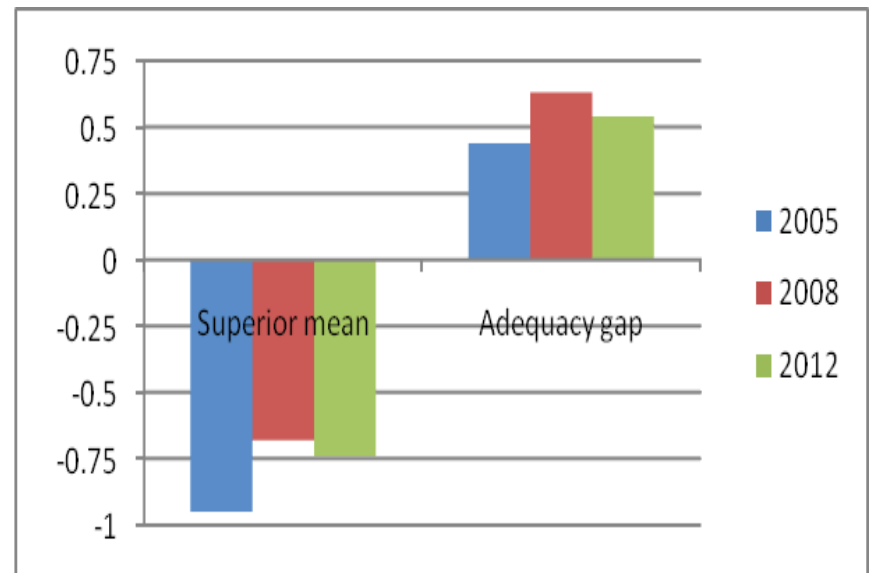
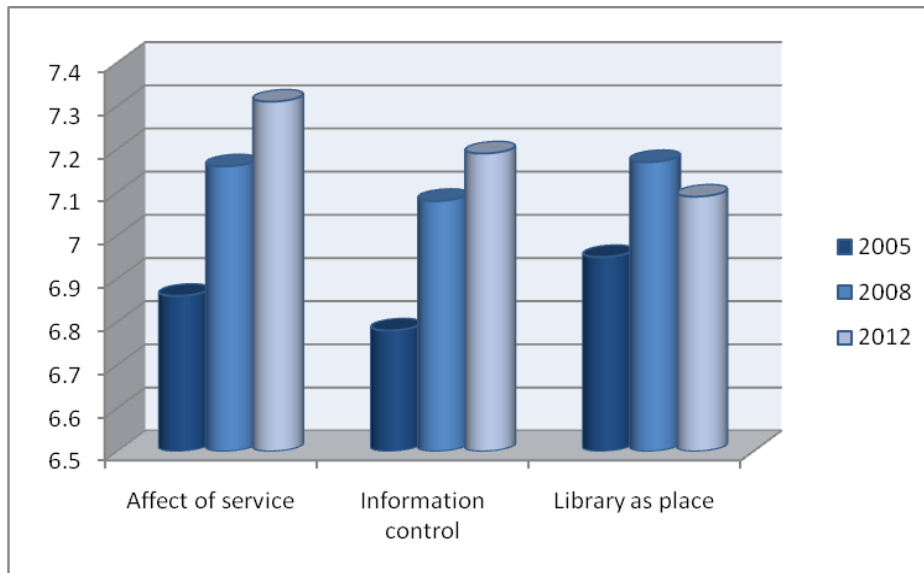
- Five different software programmes
- Survey undertaken by Neurohr, Ackermann, & White
- Microsoft Excel: 73%
- Atlas.ti.: 18%
- NVivo: 7.9%
- How many staff members code? One or two mostly
- Coding at Brown University: 20+ subject librarians

Overview of programmes

- Microsoft Access
- Microsoft Excel
- Atlas.ti.
- NVivo
- N6 (QSR)
- Dedoose
- Word clouds

Overview of LibQUAL at Stellenbosch University

- LibQUAL surveys in 2005, 2008 and 2012

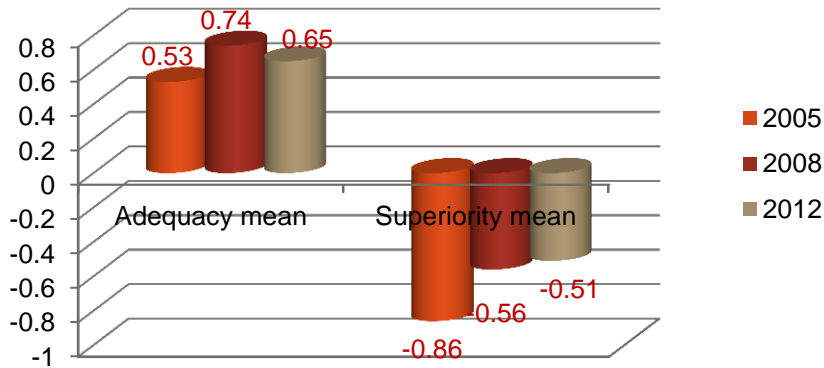


Learning Commons Research Commons Engineering Library

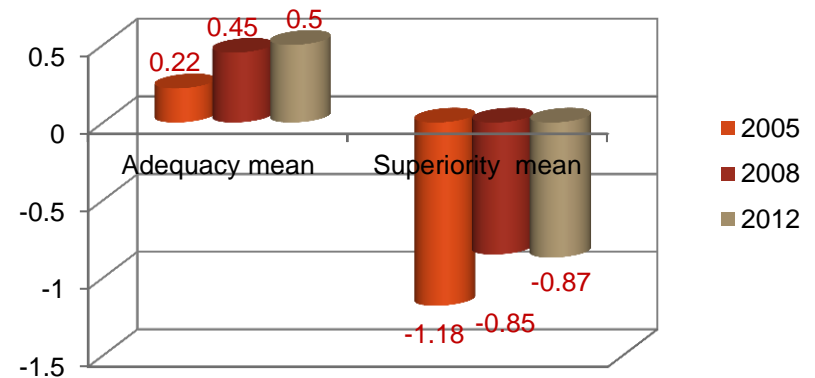


Gap scores comparison 2005-2012

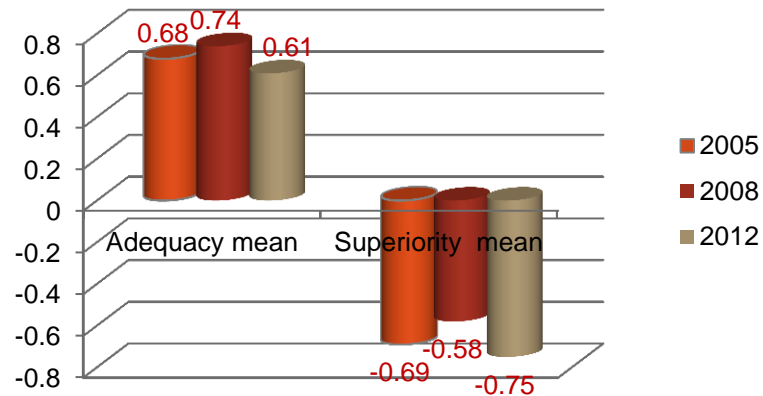
Gap scores: Affect of service



Gap scores: Information control



Gap Scores: Library as place



Analysis of comments in 2005/2008


- Microsoft Access
- Time-consuming to set up correctly
- Printing of reports for all middle and senior managers
- Unnecessary paper work

Microsoft Sharepoint at Stellenbosch

- Used for building websites and document management
- Sharepoint Team Sites
- Library's team site contains more intranet qualities
- Consist of lists, document libraries, calendars, photograph galleries, meeting work spaces, wiki's, blogs, etc.
- Explored the use of a Sharepoint list for the coding of LibQUAL comments

Demonstration

Site Actions Browse Page Roux, Marie <mr@sun.ac.za>

 Library and Information Service

Home Meeting workspaces Secure document libraries Wiki's Blogs Calendars

<p>Kalender / Calendar Verjaarsdagkalender / Birthday Calendar Biblioteekpersoneel / Library staff Dokumente / Documents Afdelings / Divisions Algemeen / General Komitees & Projekte / Committees & Projects Personeel / Staff Pret / Fun Professioneel / Professional Publikasies / Publications Strategies / Strategic</p> <p>Foto's / Pictures Logo's End Year Function 2012 Melinda afskeid / farewell Nuwelinge 2013 Welwees pretloop April 2013</p> <p>Nuttige skakels / Useful links Forum / Discussions</p>	<p>Aankondigings / Announcements</p> <hr/> <p>Jaarverslag 2012 / Annual Report 2012 21/06/2013 16:04 by Roux, Marie <mr@sun.ac.za></p> <p>Beste kollegas</p> <p>Die Jaarverslag vir 2012 is nou beskikbaar op Sharepoint.</p> <p>https://stbsp01.stb.sun.ac.za/vrr/library/Publikasies/Jaarverslag%20-%20Annual%20Report/2012/Jaarverslag%202012_Afr.pdf</p> <p>----- ...</p> <hr/> <p>AAN ALLE PERSONEEL / TO ALL STAFF - Reading Circle 28 Junie/June - Die gebruik van sosiale media / The use of social media 13/06/2013 17:14 by Hendrikse, S, Mev <shuleneh@sun.ac.za></p> <p>Beste Kollegas / <i>Dear Colleagues</i></p> <p>Let asb. daarop dat die volgende Reading Circle op 28 Junie in die Musiekbiblioteek Seminaarkamer sal plaasvind. / <i>Please note that the following Reading Circle will take place on 28 June in the Music Library Seminar...</i></p> <p>(More Announcements...)</p> <p> Add new announcement</p> <hr/> <p>Afsprake / Appointments</p> <hr/> <p>There are currently no upcoming events. To add a new event, click "Add new event".</p> <p> Add new event</p>	<p style="text-align: center; color: #800080; font-weight: bold; font-size: 1.2em;">SUBNUUS BLOG</p> <hr/> <p style="text-align: center; color: #008000; font-weight: bold; font-size: 1.2em;">HAPPY BIRTHDAY!</p> <p style="text-align: center; color: #000080;">Baie geluk aan ons kollegas wat hierdie week verjaar</p> <p style="text-align: center; color: #000080; font-weight: bold;">Ivan Jacobs - Maandag 17 Jun Ina Smith - Vrydag 21 Jun Niel Hendriksz - Sondag 23 Jun</p> <hr/> <p>E-vorms - Personeel</p> <ul style="list-style-type: none"> Opleidingstatistiek - Primêre kliënte Opleidingstatistiek - Nie-universiteitskliënte Elektroniese Aanbevelingsvorm vir Boekaankope E-bronne toegangskodes - E-resources access codes Opleidingstatistiek Handleiding <p> Add new link</p> <hr/> <p>Sharepoint tips</p> <hr/> <p style="text-align: center; color: #000080; font-weight: bold; font-size: 1.1em;">Lêername op Sharepoint</p> <p style="color: #800000; font-size: 0.9em;">Maak asseblief altyd seker dat Lêername so as dokumente se name so kort as moontlik Sodra die "path" te lank raak gaan jy sukkel om die dokument te redigeer, ens. Gebruik "Description" veld indien dit nodig is om inligting by te voeg oor die dokument of lêer</p>
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Name and Type

Type a name for this column.

Column name:

Category

The type of information in this column is:

- Single line of text
- Multiple lines of text
- Choice (menu to choose from)
- Number (1, 1.0, 100)
- Currency (\$, ¥, €)
- Date and Time

Additional Column Settings

Specify detailed options for the type of information you selected.

Description:

Require that this column contains information:

- Yes
- No

Enforce unique values:

- Yes
- No

Type each choice on a separate line:

General positive
General negative
Staff positive
Staff negative

Display choices using:

- Drop-Down Menu
- Radio Buttons
- Checkboxes (allow multiple selections)

Allow 'Fill-in' choices:

- Yes
- No

Default value:

- Choice
- Calculated Value

General positive

Adding a Category
column / adding a
category

Categorizing the comments

LibQUAL Comments_1 - 9/3/2012 12:47:21 AM

Edit

Save Cancel Paste Cut Copy Delete Item Attach File Spelling

Commit Clipboard Actions Spelling

UserGroup Voorgaads: Derdejaar

Discipline Natuurwetenskappe

Branch JS Gericke Biblioteek (Hoofbiblioteek)

Age 18 - 22

Sex Manlik

textResponse

I am very impressed with the services provided by the library however there are very small issue that need to be attended to such that the printers are not always functional, other than that I quite like the library

Category

- General positive
- General negative
- Staff positive
- Staff negative
- Suggestion
- Computers
- Noise
- Training
- Electronic resources
- Collection (general)
- Journal collection (print and electronic)
- Library Hours
- Library as place (general)
- Access (also off-campus)
- Facilities / Equipment
- Group space

Filtering

Foto's / Pictures

Logo's
End Year Function 2012
Melinda afskeid / farewell
Nuwelinge 2013
Welwees pretloop April 2013

Nuttige skakels / Useful links

Forum / Discussions

Opnames / Surveys

Key Filters

Apply

Clear

Category

General positive
General negative
Staff positive
Staff negative
Suggestion
Computers
Noise
Training
Electronic resources
Collection (general)
Journal collection (print and electronic)
Library Hours
Library as place (general)
Access (also off-campus)
Facilities / Equipment
Group space
Survey tool
Website positive
Website negative
Security
Book collection
IT
Printers
Interlending
Airconditioning
Photocopying
Cleaning / Maintenance
Student assistants
Short loans

1227 of
1231

4,673,307

9/3/2012
10:12:50
AM

Voorgraads: Tweedejaar Let
We

1225 of
1231

4,673,244

9/3/2012
6:57:21
AM

Voorgraads: Derdejaar Nat

1224 of
1231

4,673,173

9/3/2012
3:10:27
AM

Akademiese Personeel: Op
Professor

1222 of
1231

4,673,109

9/3/2012
12:47:21
AM

Voorgraads: Derdejaar Nat

1221 of
1231

4,672,867

9/2/2012
7:58:59
AM

Voorgraads: Vyfdejaar en Op
hoër

UserGroup	Discipline	Branch	Age	Sex	textResponse	Category
Voorgaads: Vyfdejaar en hoër	Regsgeleerdheid	JS Gericke Biblioteek (Hoofbiblioteek)	23 - 30	Manlik	the noise in the downstairs section can at times become pretty distracting but otherwise toilets and general upkeep of the building is very good for a studying environment	General positive, Noise ←
Voorgaads: Vyfdejaar en hoër	Geneeskunde en Gesondheidswetenskappe	Geneeskunde en Gesondheidswetenskappe Biblioteek	23 - 30	Vroulik	construction currently does not adhere itself to a study environment! but service otherwise is good.	General positive, Noise ←
Voorgaads: Vyfdejaar en hoër	Natuurwetenskappe	JS Gericke Biblioteek (Hoofbiblioteek)	23 - 30	Vroulik	Ek gee nie om om in die bib te sit en swot nie maar ek vind dat by die onderste studie area daar te veel geraas is van mense wat met hulle vriende staan en gesels in plaas daar van om stil te bly.	Suggestion, Noise ←
Nagraads: Onseker	Ekonomiese en Bestuurswetenskappe	JS Gericke Biblioteek (Hoofbiblioteek)	18 - 22	Manlik	Mense moet minder praat en gesels in studie areas	Suggestion, Noise ←
Voorgaads: Vyfdejaar en hoër	Geneeskunde en Gesondheidswetenskappe	Geneeskunde en Gesondheidswetenskappe Biblioteek	18 - 22	Vroulik	The staff is very kind and caring. They respond to any enquiries I have ever had. Too bad some users are not adherent to the quietness protocol so I can not study in the library as often as I want to.	Staff positive, Noise
Nagraads: Onseker	Opvoedkunde	JS Gericke Biblioteek (Hoofbiblioteek)	23 - 30	Vroulik	Ek sal n meer afgesonder plek wil he vir studente wat regtig wil studeer en ander wat bv. meer gaan gesels terwyl hulle studeer.	Suggestion, Noise

Advantages and disadvantages of using a Sharepoint list

Criteria for assessing software programmes for qualitative analysis

- Ease of integration – quick to set up
- Type of data – no changes required to original Excel file
- Read and review text – read and search options good
- Memo writing – insert a new column
- Categorization – easy and flexible
- Analysis inventory and assessment – data sorting and filtering
- Quantitative data import and export
- Merging projects

Strategic planning

- Annual strategic planning session 2012
- Divisional managers used the LibQUAL comments list on Sharepoint in preparation for this session
- Some of the main issues to be addressed:
 - Printers (more and better maintained)
 - Refurbishment of main library and some branch libraries
 - More user-friendly website
 - Noise levels
 - Library hours

QUESTIONS?