Libraries & Brightspace Support Feedback: September 2020 – April 2021

BACKGROUND

The Libraries & Brightspace Support Feedback button was launched in September 2020 to facilitate quick responses to user issues during the Covid-19 pandemic. The button was placed on the Libraries and Brightspace homepages, the Libraries Covid-19 Updates page, and the Research page (we were limited in the number of placements above the banner), as well as on the booking form. Signs with QR codes were placed near check-in points and exit doors at the beginning of February. The QR codes and the feedback button took the user to the feedback forms – one for space related comments with a multiple-choice list of library locations, and one for all other comments. Both forms contained a demographic question for respondent-type. Respondents were required to log in to avoid spam. This ended up working well by allowing the feedback admins (Mike Duggan, Mick Bottom, Linda Bedwell) to contact users who needed assistance. Coding was done on a biweekly basis with codes built as time went on and as warranted by the themes of comments received. Feedback comments aided the SEET team in identifying areas that needed swift improvements and forwarding these recommendations to SLT. Comments requiring ongoing consideration were forwarded to ADs.

THE NUMBERS

In total, from September 25th to April 30th, the feedback button collected 238 comments. Testing, duplicates, indecipherables, and 'no comments' amount to 47 of these comments, bringing the total down to 191. Multiple codes could be applied to each comment. The breakdowns by codes and by type of respondent are as follows:

General Compliment	72		First-year undergrad	46
Brightspace – support request	21		Later-year undergrad	85
Brightspace – suggestion/complaint	16		Grad	26
Brightspace – support compliment	13		Post-grad	4
Brightspace - positive	6		Non-degree student	1
Library services – positive	13		Faculty	18
Library services – suggestion/complaint	9		Staff	9
Spaces/Booking	10		Other	2
Search/Access	8			
Haven't/barely use Libraries	6			
Awareness (lack of)	5			
Resources	5			
Other	4			

Results Summary

Some of the feedback comments indicated a lack of awareness regarding access to spaces, and a lack of awareness or confusion with curbside pick-up procedures (these were corrected with some improvements to the online instructions). That aside, there were several requests for: extended hours, the ability to book three time slots in a row, usability issues with the booking form, being permitted to stay in back-to-back booked spaces during the one-hour cleaning, access to empty rooms due to no-shows, and allowing extra time for late-shows due to class schedules. These requests were forwarded to SLT and for the most part were satisfied. The booking form and database should be assessed and re-designed in the near future to fix usability issues.

Improvements in our search and access functions should also be considered going forward as respondents expressed dissatisfaction in this area. (This dissatisfaction appeared in our Insync survey results as well.) Difficulties with using Novanet and the single search bar, navigating the website to search for articles, accessing e-resources from off-campus, accessing e-books; availability of e-books limited to other Novanet libraries but not Dal ("despite the database saying it is accessible"); and a request to switch the library search bar with Google Scholar were highlighted by respondents. These comments were forwarded to Michelle Paon and Anne Matthewman where appropriate.

The demographic question was included to determine if any group, particularly first-year students, were having specific issues. It should be noted that first years did not complain about library services or resources and only one commented on spaces. If time permits, it may be helpful to look at library usage data by demographics to determine to what extent first-year use of services, resources and spaces was limited this academic year, more-so than for later-year students. Limited first-year interactions with the Libraries this academic year will have implications for the return to campus in the fall, as we will likely have both first and second year cohorts to familiarize with the Libraries. It should also be noted that comments regarding not/barely using the Libraries/Brightspace came from first-year undergrads, later-year undergrads, and grads; and comments that indicated a lack of awareness came from both first-year and later-year undergrads.

The live, excel spreadsheet of comments and coding continues to be accessible by all staff on the Shared drive at O:\Libraries - System-Wide Accessible Information\Assessment\Feedback.

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