

2018 In Library Use Survey

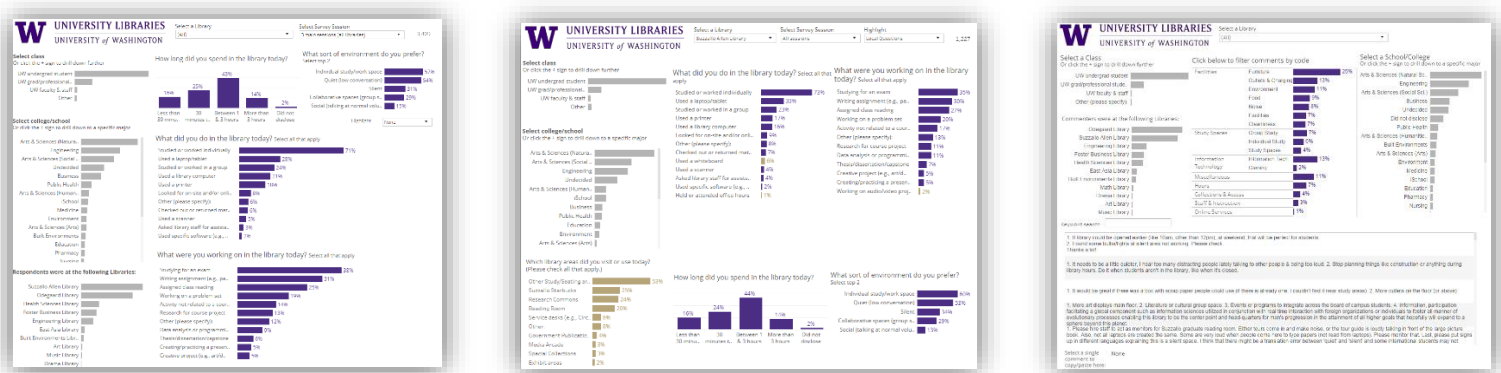
University of Washington Libraries

Working with Survey Results in Tableau Dashboards

2018 In Library Use Survey Dashboards

Dashboards for survey data and comments have been created. One dashboard allows you to compare results across all participating libraries. One dashboard allows you to examine the results for a particular library in depth. The third allows you to view all comments by library or code. Find links to all 3 dashboards at the following link:

- <http://www.lib.washington.edu/assessment/surveys/ilu>



Thumbnail views of the 2018 In Library Use Survey dashboards. From left to right: the comparison dashboard; the individual library dashboard, and the comments dashboard.

When to use each dashboard?

- The comparison dashboard is best for making general statements about use of the Libraries across the entire system. The dashboard only shows sessions run by all libraries and only the questions every library had in common.
- The library dashboard is best for looking at the use of a particular library throughout the duration of the survey. It has all the local questions and categories for the library. As a result, this should not be used to make general statements about use across the system or to compare different libraries.
- The comments dashboard is used to review themes in qualitative comments by code, library, demographics, or in a keyword search. Topical reports can also be made available for lengthier review or additional analysis.

Assessment Activates at UW Libraries

Use this to find information about other assessment projects and to find additional sources of data

<https://staff.lib.uw.edu/operations/assessment-planning/policies-procedures/surveys-and-assessment-projects>

UW Assessment Toolkit

Ready to start a project of your own? Find information on methods and best practices at the Assessment toolkit.

<https://staff.lib.uw.edu/operations/assessment-planning/policies-procedures/assessment-toolkit>

Contact Us

Questions? Concerns? Feeling stuck?

Contact Jackie Belanger (jeb24@uw.edu) or Maggie Faber (faberm@uw.edu) for help working with these results, or if you have an idea for a follow up assessment project.

Working with Filters

Selecting a filter will affect all charts on the dashboard. You can hover over any mark for additional detail and screenshot the dashboard at any time to make comparisons. At the top right of the dashboard you will find dropdown filters.

Select a Library

Suzzallo Allen Library

Click this filter to view a particular library in isolation.

Select Survey Session

All sessions

Click here to compare special sessions (weekend/evening) and standard M-F sessions.

Highlight

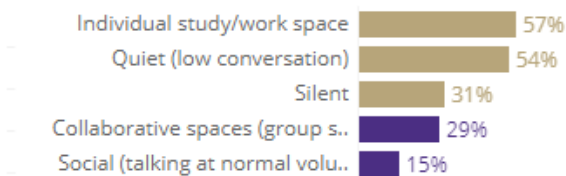
Local Questions

Click this filter to highlight selected patterns (group vs. individual) or local questions.

Highlight Individual/Quiet

What sort of environment do you prefer?

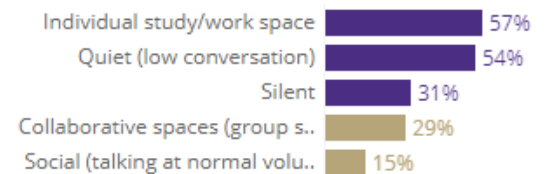
Select top 2



Highlight Group/Social

What sort of environment do you prefer?

Select top 2



The grey bar charts also work as demographic filters. Select any bar on the dashboard to filter results to that category.

Select School/College

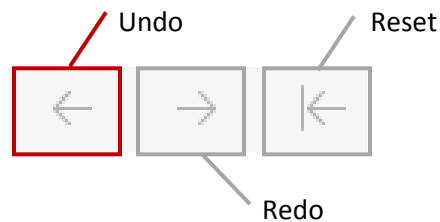
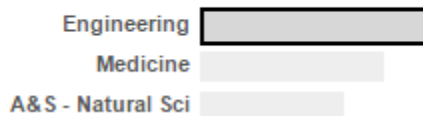
Or click the + to drill down to a specific department



Clear filter by deselecting the bar, or clicking Undo in the menu screen at the lower left.

Select School/College

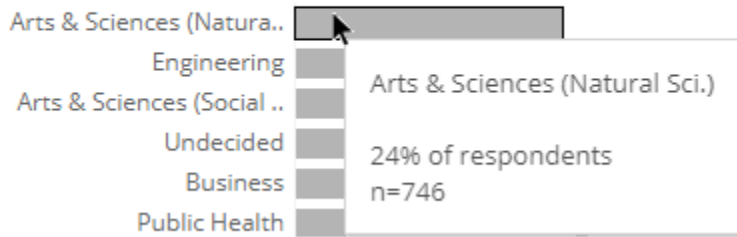
Or click the + to drill down to a specific department



Hover over any bar to see how many respondents there were in a category, and what percent overall it represents.

Select college/school

Or click the + sign to drill down to a specific major



Hover over the School/College to pull up the + menu. Click to expand down to department-level detail.

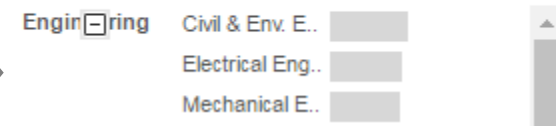
Select School/College

Or click the + to drill down to a specific department



Select School/College

Or click the + to drill down to a specific department



- Demographic filters

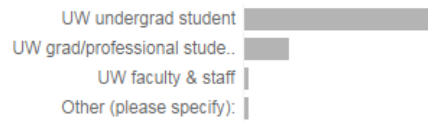
Select class

Or click the + sign to drill down further

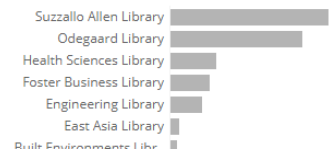


Select a Class

Or click the + sign to drill down further

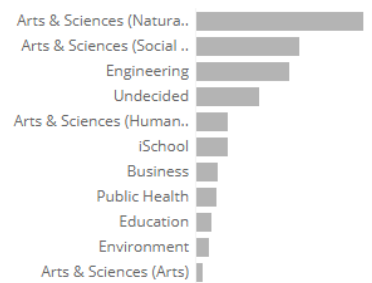


Respondents were at the following Libraries:

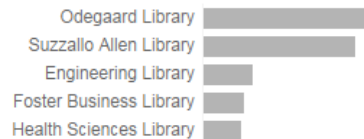


Select college/school

Or click the + sign to drill down to a specific major



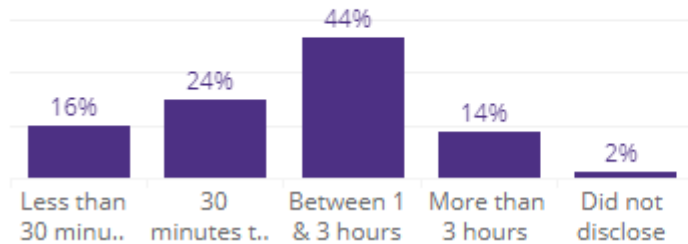
Commenters were at the following Libraries:



Survey Questions

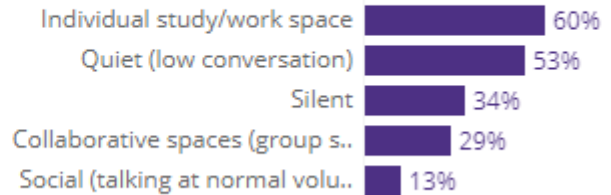
Two questions, “**How long did you spend in the library today?**” and “**What sort of environment do you prefer**” had limited selections available. Only one answer could be chosen for “How long did you spend in the library today.” Participants were asked to only select two choices for “what sort of environment do you prefer,” though responses where they selected three were still included.

How long did you spend in the library today?



What sort of environment do you prefer?

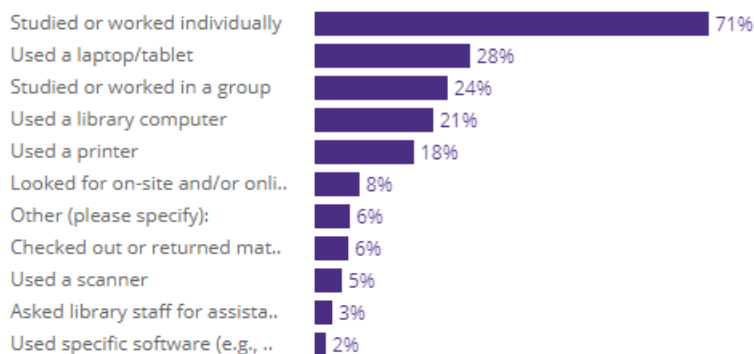
Select top 2



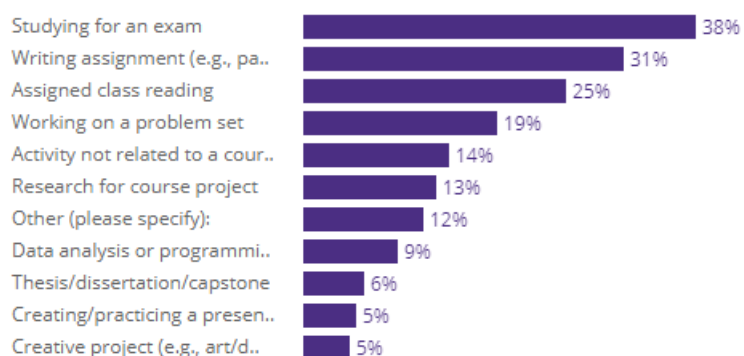
The two limited selection questions. Please note that “How long did you spend in the library today” will add up to 100% whereas “What sort of environment do you prefer” will not.

The other two questions, “**What did you do in the library today?**” and “**What were you working on in the library today?**” were multiple choice questions and participants could choose as many options as they liked.

What did you do in the library today? Select all that apply



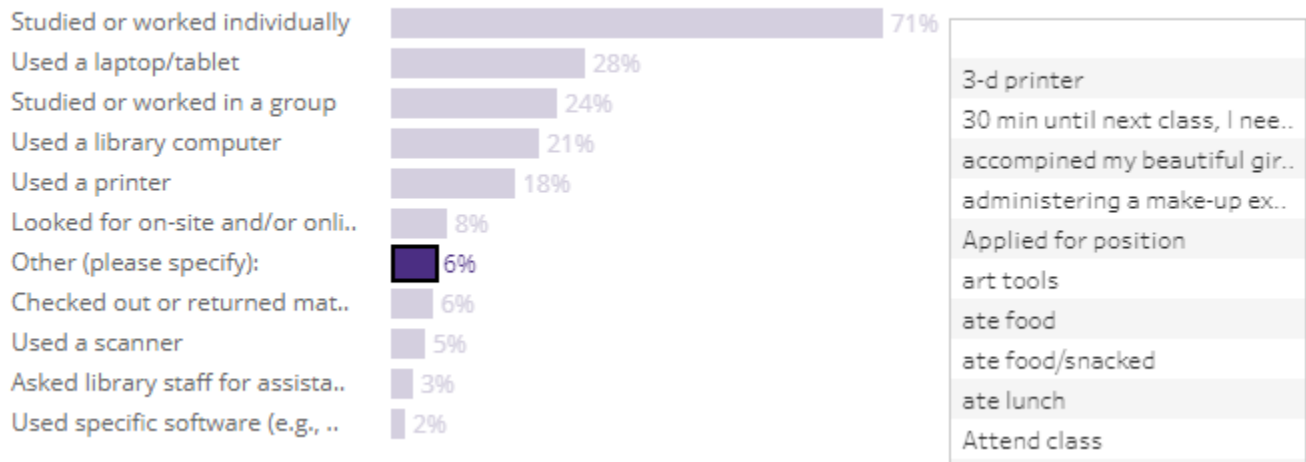
What were you working on in the library today? Select all that apply



Clicking any bar from any question will filter the results in the remaining charts to just respondents who selected that answer. This allows you to see and compare the intersection of two answers, for example, how long people who were studying for an exam stayed in the library vs. people who were working on a creative project or assigned class reading.

For the multiple choice questions, participants also had the opportunity to fill out a text response to “Other (please specify).” These qualitative text responses are available off to the side when you click the bar to bring up the chart.

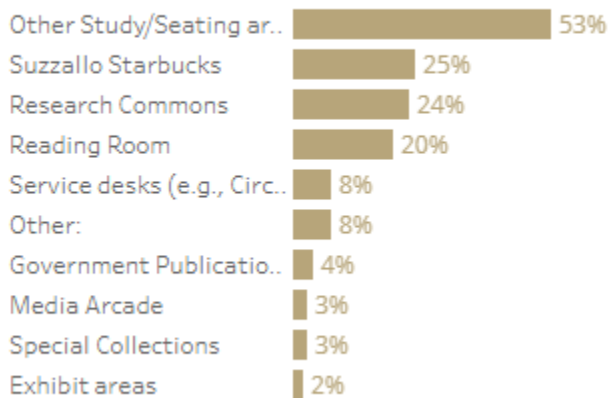
What did you do in the library today? Select all that apply



For the “What did you do in the library today?” question, “Used specific software” also allowed respondents the opportunity to fill out a text response; those are also available to the side when you select the “used specific software” bar.

In the library-specific dashboard, any questions particular to that library will be available in the lower left of the screen. For East Asia, Health Sciences, Music, Odegaard, and Suzzallo/Allen, we asked “Which library areas did you visit or use today (check all that apply)” and for Engineering, we asked “How often do you visit the Engineering Library in person.

Which library areas did you visit or use today? (Please check all that apply.)



Any responses to the “Other” category will also be available off to the side if you select the bar.

Survey Comments

Text responses to the survey have been gathered in their own dashboard. These can also be filtered by the demographic categories above, and the same information will be available on hover.

- a) Select or comments from a particular library from the menu at the top right

Select a Library

(All) ▼

Note that selecting a library means selecting **users who received surveys at that library** during the sampling schedule. Users were free to suggest improvements to any library or comment generally on the UW Libraries system

- b) Select a bar to see comments in that category. Use the + and – buttons to find more or less specific categories.

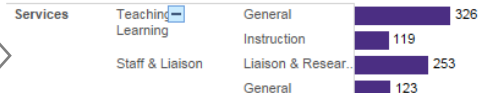
Click below to filter comments by code
Or click the + sign to drill down to subcategory code



Click below to filter comments by code
Or click the + sign to drill down to subcategory code



Click below to filter comments by code
Or click the + sign to drill down to subcategory code



Grey bars indicate demographic filters; purple bars indicate coded comments by topic

- c) Search for a particular term or name using the keyword search just above the comments

Keyword search

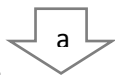
- d) If you find a comment you want to copy into a report or onto a slide, click it, then look to the bottom of the screen. You can highlight and copy paste comments one at a time from the text there.

They already do an awesome job! Thanks!

This survey-- like so much information that comes from the library-- helps keep me updated on technological resources that are available to me, which I could opt to use (or learn about). Thanks!

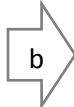
Select a single comment to copy/paste here:

This survey-- like so much information that comes from the library-- helps keep me updated on technological resources that are available to me, which I could opt to use (or learn about). Thanks!

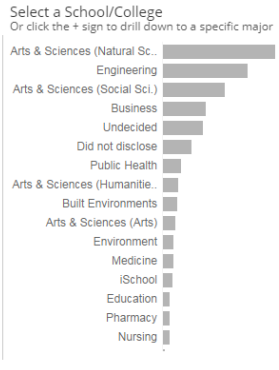
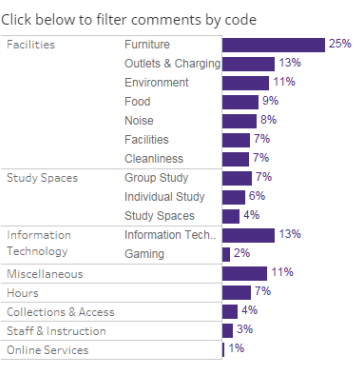


W UNIVERSITY LIBRARIES
UNIVERSITY of WASHINGTON

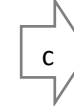
Select a Library
(All) ▼



- Select a Class
Or click the + sign to drill down further
- UW undergrad student
 - UW grad/professional stude..
 - UW faculty & staff
 - Other (please specify): |

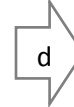


- Commenters were at the following Libraries:
- Odegaard Library
 - Suzzallo Allen Library
 - Engineering Library
 - Foster Business Library
 - Health Sciences Library
 - East Asia Library
 - Built Environments Library
 - Math Library |
 - Drama Library |
 - Art Library |
 - Music Library |



Keyword search

- If library could be opened earlier (like 10am, other than 12pm), at weekend, that will be perfect for students. 2. Found some bulbs/lights at silent area not working. Please check. Thanks a lot!
- It needs to be a little quieter. I hear too many distracting people lately talking to other people & being too loud. 2. Stop planning things like construction or anything during library hours. Do it when students aren't in the library, like when it's closed.
- It would be great if there was a box with scrap paper people could use (if there is already one, I couldn't find it near study areas). 2. More outlets on the floor (or above)
- More art displays main floor. 2. Literature or cultural group space. 3. Events or programs to integrate across the board of campus students. 4. Information, participation facilitating a global component such as information sciences utilized in conjunction with real time interaction with foreign organizations or individuals to foster all manner of evolutionary processes enabling this library to be the center point and head-quarters for man's progression in the attainment of all higher goals that hopefully will expand to a sphere beyond this planet.
- Please hire staff to act as monitors for Suzzallo graduate reading room. Either tours come in and make noise, or the tour guide is loudly talking in front of the large picture book. Also, not all laptops are created the same. Some are very loud when people come here to type papers (not read from laptops). Please monitor that. Last, please put signs up in different languages explaining this is a silent space. I think that there might be a translation error between 'quiet' and 'silent' and some international students may not



Select a single comment to copy/paste here: