

## 2013 Survey Feedback and Changes at Ikeda Library

The Ikeda Library conducted a survey to find out how we can improve services to meet our students' needs. The comments and questions of survey-takers were insightful and gave us the opportunity to review our current practices. Below you will find common feedback we received through the survey and our responses to them.

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## 1.) Library website

*“The library website is confusing.”*

During the summer of 2013, the library’s staff completely redesigned the library website to reflect your suggestions. In September, the new library website was launched. The website’s main page now contains a central search box and five scroll-down columns that supply additional library information and resources. Additionally, the library’s main page also provides direct access to the SUA website, Angel, and Portal. The following improvements made on the new library website are elaborated below:

**Search Box:** The central search box allows you to search in a personalized manner. Search the library catalog, all library resources through the library’s discovery tool, print books, films, journals by title, reserve items, and items in other libraries. The search box also features an advanced search link and a How do I...? link to a library’s FAQ LibGuide.

Scroll-down columns:

**My Account:** renew your library items or renew your interlibrary loan (ILL) items. Have your Soka ID ready in order to renew Ikeda Library and ILL items online.

**Research:** locate LibGuides on the library’s catalog, the Ikeda Library’s databases, information on EndNote Web, and the Help section of the library’s website.

**Services:** locate information on course reserves, library instruction classes, interlibrary loan services, and reference resources at the library.

**About:** locate contact information, find library e-Forms, see the library’s operating hours, and review the floor directories of the library.

**Info for:** locate specific and helpful information that has been condensed in convenient LibGuides for students, faculty, staff, and visitors.

## 2.) Discovery tool (One Search/Summon vs. EBSCO Discovery Service)

*“I have been dissatisfied with OneSearch as a discovery search tool.”*

Due to the numerous and helpful comments provided to us on the survey, the Ikeda Library decided to conduct a trial period with EBSCO’s Discovery Service (EDS). EDS is another library discovery tool on the market. During the trial, we had you compare One Search/Summon with the new EDS search engine under evaluation. Many of you left positive feedback on EDS as a discovery tool, including the following:

- *“It does seem more organized and simple than One Search.”*

- *“It is easier on the eyes as far as presentation and organization.”*
- *“EBSCO led me directly to what I needed to find.”*
- *“I was amazed by the access to full e-book and a wide variety of sources that I am interested in.”*
- *“I LOVE it. Many convenient tricks in there. I really want this to be our school’s discovery tool.”*
- *“The cleaner interface makes it easier to navigate.”*
- *“I like EDS better because that’s the same search engine used by my favorite databases PsycInfo and PsycArticles.”*

After an extensive evaluation and technical alterations with EBSCO’s engineers, the Ikeda Library is happy to inform our patrons that EDS is now the Ikeda Library’s discovery tool.

As we move forward with the EDS discovery tool, it is important to review the differences between the library catalog, the library’s databases, and the EDS discovery tool for clarity on how to best use these library resources according to their individual purposes for research.

**Discovery Service Tool – EDS:** a discovery service tool serves as a single point of entry for all library searches. EDS is the Ikeda Library’s Google. It is an information net – you enter a search word in the search box of the discovery service tool to “fish” within the Ikeda Library’s resources. Like a fisherman casting a net, the discovery service tool searches for your word/term and “catches” relevant content across a wide range of information resources, including the Ikeda Library catalog and the Ikeda Library’s databases. These information resources include print books, eBooks, DVDs, journal articles, newspaper articles, podcasts, videos, conference materials, theses in the thesis collection etc. Once the discovery service tool “catches” the information relevant to your search word/term, it sorts the information according to a relevancy algorithm. After sorting the information retrieved according to relevancy, it then gives the information back to you in the form of a search results list.

**Catalog:** the Ikeda Library catalog includes all print books, eBooks, periodical/journal titles, films and music owned by the Ikeda Library. When you search the catalog, you search for these resources only. When you search the catalog you DO NOT search for individual journal articles, conference materials, newspaper articles, book reviews etc. – to do that you must search within the Discovery Service Tool – EDS or within the library’s databases.

**Databases:** a library database is an electronic collection of electronically published resources such as articles from journals/magazines, newspaper articles, and eBooks. When you search a library database such as Academic Search Premier, you are NOT searching for print books or films; you are searching for electronic materials such as all the journal articles on a specific

topic. The Ikeda Library currently subscribes to 90 databases, including e-journal packages from publishers.

**Summary:** for the most comprehensive search possible – use the EDS search box and discovery service tool. To search just Ikeda Library print books, eBooks, music, and films – search the catalog. To search for individual journal articles or a list of journal articles on a specific topic – search the library’s databases.

- EDS: all-encompassing
- Catalog: print books, eBooks, films, music, capstones, journal titles, magazine titles, newspaper titles, thesis collection
- Databases: individual journal articles, individual newspaper articles, articles on a specific topic or subject, eBooks

### 3.) Growing print book collection

*“I would like to see more books.”*

Throughout the course of the year, the Ikeda Library noted and reviewed all of your purchase requests. New acquisitions were selected after an evaluation of positive, scholarly reviews. The library was not able to obtain every purchase request, such as Japanese manga and video game requests. However, your librarians are continuously purchasing print books in order to develop a well-rounded collection in support of the courses offered at SUA. New acquisitions are announced each month on the library’s Facebook page and are also updated in the “What’s New” box on the library’s website (<http://libguides.soka.edu/students>).

### 4.) More foreign language books taught at SUA

*“I wish there was more children’s and young adult books in foreign languages.”*

Over the course of the last year, your library staff members have been adding more foreign language books to the Young Adult and Children’s collections at the Ikeda Library. The following list reflects the new foreign language title acquisitions in both collections:

French

[http://library.soka.edu/search~S0/X?SEARCH=\(\\*\)&SORT=D&I=fre&b=myad&b=mchld](http://library.soka.edu/search~S0/X?SEARCH=(*)&SORT=D&I=fre&b=myad&b=mchld)

Spanish

[http://library.soka.edu/search~S0/X?SEARCH=\(\\*\)&SORT=D&I=spa&b=myad&b=mchld](http://library.soka.edu/search~S0/X?SEARCH=(*)&SORT=D&I=spa&b=myad&b=mchld)

Japanese

[http://library.soka.edu/search~S0/X?SEARCH=\(\\*\)&SORT=D&l=jpn&b=myad&b=mchld](http://library.soka.edu/search~S0/X?SEARCH=(*)&SORT=D&l=jpn&b=myad&b=mchld)

Chinese

[http://library.soka.edu/search~S0/X?SEARCH=\(\\*\)&SORT=D&l=chi&b=myad&b=mchld](http://library.soka.edu/search~S0/X?SEARCH=(*)&SORT=D&l=chi&b=myad&b=mchld)

In addition to the aforementioned children's and young adult books, many foreign language literature classics are shelved on the 3<sup>rd</sup> floor of the library in the Circulation Collection.

## 5.) Tips on eBooks

*"I have been dissatisfied with certain eBook characteristics."*

While reviewing the annual survey, a trend emerged regarding patron dissatisfaction of the printing limits of eBooks. Unfortunately, the number of printed pages allowed within each session is regulated by eBook publishers. The Ikeda Library does not have any control or say of how many pages can be printed out of eBooks at this time. Please note that the number of pages that can be printed from each eBook varies by eBook and eBook publisher.

Additional eBook concerns that emerged are the availability of eBooks and the overall user experience of the eBook interface. This year, the Ikeda Library started subscribing to EBSCO's eBook Academic Collection in addition to ebrary's eBook Academic Collection. The number of eBooks now available to SUA patrons has increased to over 23,000 eBooks.

As eBook platforms such as EBSCO and ebrary respond to user feedback and evolve their eBook products, it is becoming easier and easier to manipulate eBooks. Your Ikeda Library staff members have found that the Adobe Digital Editions eBook reader software makes it much easier for you to browse, read, and print eBooks (<http://www.adobe.com/support/digitaleditions/downloads.html>). The library recommends that you download your eBook selections to your computer or mobile device first and utilize the Adobe Digital Editions eBook reader for a better user experience.

Additional information about eBooks at the Ikeda Library can be found within the eBook LibGuide (<http://libguides.soka.edu/ebooks>).

## 6.) Growing film collection

*"I would like to see more films."*

During the past school year, the Ikeda Library purchased a large number of DVDs. DVD selections were based on recommendations from students and faculty as well as reviews from

the online Rotten Tomatoes film database. The Ikeda Library film collection now contains more than 2,500 films ([http://ikedalibrary.soka.edu/Films\\_by\\_title.pdf](http://ikedalibrary.soka.edu/Films_by_title.pdf)).

In addition to its growing film collection, the library also offers over 1,000 streaming videos via the Filmmakers Library Online database (<http://flon.alexanderstreet.com/>). The new library website also makes it easier to look for films. To search for films, just utilize the “Films” tab on the library’s homepage.

## 7.) Research help

*“Where can I get research help online?”*

In response to patron requests for additional research help online, the following LibGuides were generated. These LibGuides were created with your survey comments and questions in mind and cover the following library and information related topics:

- Interlibrary Loan (ILL) requests: <http://libguides.soka.edu/ill>
- Properly citing resources: <http://libguides.soka.edu/citations>
- Research assistance and reference help: <http://libguides.soka.edu/reference>
- Getting started with research: [http://libguides.soka.edu/getting\\_started](http://libguides.soka.edu/getting_started)
- EndNote Web assistance: <http://libguides.soka.edu/endnote>
- Understanding how library resources are organized: <http://libguides.soka.edu/faq>
- Literature analysis research platform: [Artemis Literary Sources](#)
  - This is a groundbreaking research platform that integrates formerly disparate digital collections to enable innovative research. It includes resources from Gale's Literature Resource Center, Literature Criticisms Online, LitFinder, and literature reference eBooks from our GVRL collection.z

In addition to the LibGuides and resources listed above, there are other research guides available on the library website. Your Ikeda Library librarians are also hard at work creating more guides in anticipation of future resource needs and in response to your feedback.

## 8.) LibGuides

*“What is a LibGuide?”*

A LibGuide is a webpage created by an Ikeda Library librarian with helpful library information that is useful to library patrons. LibGuide content ranges greatly – from helpful FAQs to subject guides on the Spanish language. Have an idea for a LibGuide? Contact the library today and provide your valuable feedback so that we may better serve you.

## 9.) Outreach & marketing

*“How is the library marketing its services to patrons?”*

In response to your survey comments, library staff members have been promoting the Ikeda Library’s Facebook page. At the beginning of the school year, Reference Librarians Lisa and Leigh promoted library services, the library’s new webpage, and the library’s Facebook page at a marketing event within the dining hall. The library’s Facebook page now has over 450 Likes and is keeping you informed of new resources and services at the library. Occasionally, Ikeda Library news and updates are shared on the main SUA Facebook page as well. Please “Like” the Ikeda Library’s Facebook page for updates, news, and more:

<https://www.facebook.com/IkedaLibrary>.

The Ikeda Library has continued to submit articles to SUA Today in order to update the SUA community on what is going on at the library. We hope you are reading our SUA Today articles to stay informed!

## 10.) Printing & copying

*“I have some issues with printing and copying at the library.”*

In response to your survey comments, the Ikeda Library requested that the IT department add printers to the copy room on the 3<sup>rd</sup> floor, the 24-hour Study Room 461, and the Grand Reading Room 400 on the 4<sup>th</sup> floor. In addition, a copier/scanner with an automatic document feeder and larger copying surface was requested for the 24-hour study room on the 2<sup>nd</sup> floor. The library expects that the additional printers and new copier/scanner will be made available during the summer of 2014.

The library has been in communication with IT about the glitches with the existing printers and terminal computers in the library. We are aware that the printers freeze when there are many printing orders pending and have noted that the terminal computers are often slow and freeze. The IT department has been investigating a means to solve these recurring issues and hopes to resolve them soon.

## 11.) Off-campus access to databases

*“I can never access library resources remotely.”*

The SUA IT department has always been committed to offering remote access, also known as off-campus access, to SUA patrons. The current terminology used by IT for remote access of library resources is “Remote Desktop Connection”. When you are off campus and want to use

the library's databases, you must first be connected to the SUA network through the Remote Desktop Connection.

To review Remote Desktop Connection directions please go to Ikeda Library homepage → Info For... → Students → Off-Campus Access to Databases:

<http://libguides.soka.edu/content.php?pid=491627&sid=4062344>

If you are unable to locate these directions, please contact the IT Help Desk. The IT Help Desk is also prepared to answer any questions you may have about the Remote Desktop Connection.

## **12.) Wireless connection**

*"Sometimes I can't access Wi-Fi."*

Since the completion of the annual library survey, the IT department has improved Wi-Fi connections throughout the SUA campus. With these improvements in mind, we hope that you are no longer having Wi-Fi connection issues. Whenever you encounter any difficulties concerning Wi-Fi and wireless connection issues on the SUA campus, please report your findings to the IT Help Desk.

## **13.) Self-checkout machine**

*"Sometimes the Self-Check-Out Machine does not work."*

Your library staff members are aware of the frustrations that can occur when using the Self-Check-Out Machine. The Self-Check-Out Machine operates by detecting and checking out library items through the identification of an item's unique Radio-Frequency Identification (RFID) tag. RFID tags are placed within each library item and uniquely identify the library item according to a specific, assigned identification number. Whether you check out library materials at the Circulation Desk or at the self-checkout machine, the RFID reader can only process one item at a time. So, to avoid a malfunctioning of the Self-Check-Out Machine, please only scan one library item at a time when checking your library items out.

If you ever experience a problem with the Self-Check-Out Machine, please alert a library staff member so we can 1.) assist you and address the machine's malfunction and/or 2.) check out your library items for you at the Circulation Desk so you can be on your way.

The library also understands the frustration that arises when the alarm goes off at the security gate on occasion even when you have checked out your items properly. Library staff members have been trying to solve the false alarm problem with the security gate and automated library system companies. Unfortunately, while RFID technology has its advantages, it is not perfect. We will continue to monitor and work with both companies to reduce the false alarm issue.

## **14.) Course reserve loan period**

*"I would like the course reserve check-out limit to be extended."*

The purpose of the course reserve service at the Ikeda Library is to guarantee that all students of a particular course have the opportunity to check out and utilize important library resources deemed necessary by the course professor. This service is in place so professors can ensure that everyone has the opportunity to access the resources on reserve. Reserves can currently be checked out for a period of 2, 4, and 6 hours. All circulation check out periods are selected by SUA professors, not Ikeda librarians. If there is ever a conflict concerning course reserve check out times, it is best to bring up your concerns with your professor.

## **15.) Interlibrary Loan (ILL) renewal**

*"I am confused about ILL renewal."*

In order to make ILL renewal clear and confusion-free, we have made a distinction by providing two renewal options under the "My Account" link on the library homepage: 1) renewal for SUA library items and 2) renewal for ILL items. To renew your ILL items go to the Ikeda Library homepage → My Account → Renew ILL Items → ILL Renewal Request, Ikeda Library e-Form. Once you reach the e-Form, just fill out the requested e-Form information in order to renew your ILL items.

## **16.) Faded SUA ID card number**

*"My Soka ID number has faded on the back of my ID card – how can I renew library materials online without this ID number?"*

After reading survey concerns about faded ID numbers, your Ikeda Library staff members collaborated with the company that provides the library with its automated system to see if we could offer SUA's email and password as authentication access. Unfortunately, at this time it is not possible to provide access with your Soka email and password information. The company that provides the library with its automated system is constantly enhancing their product, so we will revisit this possibility in the future. In the meantime, please feel free to contact the library at [library@soka.edu](mailto:library@soka.edu) if you would like to know your card number. You can also visit the Circulation Desk to request your Soka ID number as well if you prefer.

## **17.) Crowded 24-hour study room**

*"The 24-hour study room gets messy and crowded."*

During the survey, some survey-takers commented that those using the 24-hour study room should not leave their belongings to reserve seats for themselves. The Ikeda Library agrees with these comments. We also would also like to remind our patrons that the desks in the 24-hour study room must be cleared of belongings when not in use so SUA custodians can clean them. The library wishes that the 24-hour study room provided more space for students to study. In the meantime, we encourage you to use the other 24-hour room, Room 461 on the 4<sup>th</sup> floor of the library. Please create a facilities request ticket if your ID card does not open this 24-hour study room on the 4<sup>th</sup> floor.

## **18.) Library hours & alternative study space**

*“I wish the library was open later so I could have a quiet place to study.”*

In the survey, many of you expressed that you would like the Ikeda Library to be open later for extended, late-night study hours. Although this is not possibility at this time, we would like to review the following late night study spaces that are available to you on campus to use after the library closes:

- The lounge in Student Affairs
- The “Fishbowl” on the 3<sup>rd</sup> floor of the Ikeda Library building
- The cafeteria’s open seating area
- The new Lion’s Den when it reopens
- The computer lab in IT

## **19.) Library temperature**

*“Sometimes the library is too cold to study.”*

Ikeda Library staff members are aware that the library often gets too cold, especially when the temperature rises outside. Library staff members check the thermometers in the library regularly and place the following work request with facilities when the library gets too cold: Cold Call (Area is Cold). Since the main library is not open 24 hours a day, please assist us in notifying facilities with Cold Calls when you are studying in the 24-hour study room after the library is closed. The work request to notify facilities is available at <http://avarchibus2.soka.edu/afmwr/createworkrequest-r00.cfm>

## **20.) Furniture & lighting**

*“Some library furniture and lighting fixtures are worn down or not productive for studying.”*

In response to your survey comments, many of the worn-out pieces of furniture in the library were replaced with new lounge chairs. If you happened to find chairs that need repairs or replacement, please let a library staff member know. With your assistance in notifying us of deteriorating library furniture, we will get them repaired or replaced as necessary in order to provide our patrons with the most comfortable study space possible.

The library has been in communication with facilities in order to provide better lighting in the library. This lighting issue is not an easy fix, but we have been trying different approaches to offer appropriate lighting for reading and studying. If you have any feedback or suggestions on better lighting in the Ikeda Library, please express your concerns with a library staff member.

***Don't wait till we have another survey. Feel free to share your thoughts or questions with us any time. We will continue exploring ways to improve our services and actualize your wishes.***

See you in the library!

The Ikeda Library Staff