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Information Commons Computing Services and Resources Assessment 2012/13 Report

Nelson Poynter Memorial Library

University of South Florida St. Petersburg

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Computer Commons Services and Resources Assessment 2012/13 Report

In 2012, the Information Commons computing area at the Nelson Poynter Memorial Library began a phased transformation of the Information Technology service and resource provision. A technology support desk was created with the hiring of three skilled student workers to provide computer hardware and software support to students using library-based IT resources. Additional changes included the purchase of three collaboration stations, a widening of the reach of the wireless network as well as increasing the number of concurrent connections; and the replacement of all PC and Apple laptops doubling the number of available units for student check out. Knowing that additional changes were still to come, the goal of this survey was to solicit student preferences with regards to the arrangements of student use computers, and to assess their satisfaction level with the new IT service desk.

Methodology

Students were asked to complete an online survey, administered through Survey Monkey, of the computer services and resources provided in the Information Commons of at the Nelson Poynter Memorial Library. A copy of the survey instrument is included at the end of this report.

Data collection occurred during the first week of April 2013. USFSP students were asked to complete the survey at 2 locations on campus: 1) the 2 standing computers by the library entrance, and 2) by the Sembler Fountain at the center of the USFSP campus. As an incentive to participate, students were offered chocolate.   A total of 152 students completed the survey.

Demographically, the survey respondents were:

First year	19%	College of Arts and Sciences (CAS)	66%
Sophomore	16%	College of Business (COB)	22%
Junior	28%	College of Education (COE)	3%
Senior	29%	USF colleges in Tampa or Sarasota	8%
Graduate Student	8%	Other	1%

Results

Respondents reported regularly using the library's computer resources

- 20% reported using the computer commons daily
- 43% reported using the computer commons weekly
- 13% reported using the computer commons monthly
- 13% reported using the computer commons each semester
- 2% reported using the computer commons yearly

9% of respondents reported never using the library's computers, while 13% of the respondents reported bringing their own laptop to use in the library.

Organization of computers

The survey respondents were asked for their preferences regarding the possible reorganization of the student computers in the library. Students could mark all of the computer configurations that they liked. Reported preferences are as follows:

- 53% - Large clusters of computers (10+ computers)
- 15% - Public shared monitor for collaborative work
- 24% - Secluded shared monitor for collaborative work
- 24% - Public small clusters of computers (4-5 computers)
- 34% - Secluded small clusters of computers (4-5 computers)

Additionally, three respondents found the computer commons too noisy and asked for quiet areas to use the computer. Other comments include:

- I really appreciate the fact that there are group tables to share a screen and work together!
- I like the new design of the first floor. It's comfier
- I come to the library everyday. If the school is trying to improve any facilities, then the library is a good place to start
- Overall a nice facility

Computer Commons Software

Most students reported that the library's current selection of software met their needs. However, other students also suggested a vast array of other software programs:

- Photoshop specifically (14 students)
- Adobe Suite (7 students)
- iMovie / movie editing (3 students)
- Rosetta Stone or Language learning software (3 students)
- VMware (3 students)
- CAD modeling software (2 students)
- Upgrade Windows (2 - to W7 and W8)
- Better scanning options
- Basic programming suites
- Dropbox
- Abelton live
- Quickbooks
- XCode

- Final Cut Pro
- Logic
- Adobe downloadable content compatible with mymathlab.com, myitlab.com, etc.
- ChemDraw, for drawing organic molecules on computers
- ArcGIS
- SAS
- Google chrome
- Personal use OSX
- Garageband
- Pages
- Minitab
- Dreamweaver flash graphic software

Computer Commons Hardware

While the survey did not directly ask respondents to comment on the computer hardware available in the library, several suggestions were still presented:

- The current library computers have out dated technology. For example, singe core processors and 2GB of DDR2 memory are too out dated for today's students. Larger monitors would also be nice.
- Smartboards
- More macs (3 students)
- More computers (4 students)
- More printers (2 students)
- Intel i7 processor, 8 Gb Ram
- These computers are really loud and big and the typing is noisy
- Sometimes the computers run too slowly

Technology Support

The majority of survey respondents (56%) used the library's Technology Support desk when they needed computer or software help. Other common sources included searching on the internet for IT suggestions (54%) or asking friends for help. Among those that used the library's Technology Support desk, the response was one of overwhelming satisfaction in terms of usefulness, efficiency, and the customer service. More specifically, among respondents that had used the library's IT service desk:

- 97% of the survey respondents were very satisfied or satisfied with the student worker's ability to answer their technology related questions
- 96% were very satisfied or satisfied with the length of time that they had to wait for their question to be answered
- 97% of respondents were very satisfied or satisfied with the IT student workers' customer service

Some additional comments on the IT service desk include:

- The guys are very friendly
- The individual I spoke with was rude. I did not appreciate his attitude.
- The people who work in the library are always savvy and helpful for the student!
- Everyone in the library always seems very friendly and willing to help. I've never had any problems :)
- I am thoroughly satisfied with the computer services offered at the NPL
- Thank you for being here and always ready to support any problems that I/we may have

Library Response

We are gratified that so many students are satisfied with the computer services and resources provided at the Nelson Poynter Memorial Library, however, the survey does point to some areas for further review and attention.

1. In the next update of the computer commons, scheduled to occur in the 2013/14 academic year, the current computers in the commons will be replaced with towers that have Intel i7 processors with 8 Gb of Ram. This will provide more memory and make their processing faster. Furthermore, the library is slated to purchase additional 25 computers for the information commons.

2. Some of the computer software requested by students (such as Photoshop and SAS) are already available on the library computers, other requested software (such as ArcGIS, Adobe Creative Suite) are accessible through the apps.usf.edu website, while still others (Adobe InDesign, ERDAS) are offered through the USF VMWare infrastructure. As such many of the students are unaware of all the software available for them, nor where to access these programs. In response, the Systems department in the Nelson Poynter Library will create a list of all the software that is available to USFSP students and where that software is located. This information will be posted on the library systems webpage, at the IT service desk in the library, and will be promoted in other library news outlets (such as the Washroom newsletter, online on the library's news website, etc.). Finally software requested by students that is not academically relevant; such software resources are not a priority for the library but students will be directed to other sources for these tools.

3. The Nelson Poynter library will continue to support the IT Service Desk and the high student satisfaction ratings pertaining to caliber of customer service and expertise will be shared with the USFSP administration so that they are aware of its success.

4. In order to facilitate the ongoing increase in demand for library spaces, the Nelson Poynter Library will be adding Furniture throughout the first floor of the library where several possible areas exist which can provide additional seating. To the immediate west of the Information Commons an open area with four columns currently exists; also on the north side of the library atrium are additional available open spaces and in particular a long stretch of wall space with outlets. A funded project to enhance these areas incorporates both Resolve workstations and custom computer groupings that would wrap around existing 1st floor columns in open spaces in random fashion.

5. Several students expressed their desire for quiet computing space. The computer commons located on the 1st floor of the Nelson Poynter Library is not quiet space, but rather students are encouraged to meet up with their colleagues for group study and program collaboration. Currently the 3rd floor of the library is designated for quiet study and in the future, the scholars' lounge on the 1st floor, will be similarly designated, along with group study rooms. Students desiring a place for quiet study and contemplation will be encouraged to check out a library laptop and venture to these designated places. In addition, the library will continue to monitor this issue to ascertain whether there will be more requests for a quiet computing space once the campus computing lab in Bayboro is closed.

Appendix: Information Commons Services and Resources Assessment 2012/13

1. How frequently do you use the library computer resources?
   - Daily
   - Weekly
   - Monthly
   - Each Semester
   - Yearly
   - Never
   - If you infrequently use the library computers, please explain why:

2. The library is in the process of redesigning the 1st floor space and we are considering how to best organize the computer resources to match student preferences. Please mark the type of IT space that you would prefer to use the library computer. Mark all that apply:
   - Large clusters of computers (10+ computers)
   - Public shared monitor for collaborative work
   - Secluded shared monitor for collaborative work
   - Public small clusters of computers (4-5 computers)
   - Secluded small clusters of computers (4-5 computers)

3. What computer applications/software would you like to see added to the library computers?

4. When you need computer or software help, where do you go for assistance?
   - Library Technology Support Desk
   - Internet Search
   - Computer guides / Reference books
   - Atomic Learning
   - Other (please specify): _____

5. If you have used the library's Technology Support Desk, please mark your satisfaction levels with the student workers.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
Ability to answer your technology related questions					
Length of time you had to wait for you question to be answered					
Customer service					

   - Additional Comments?

6. Do you have any additional comments about computer services at the Nelson Poynter Library, USFSP?

7. Please mark your student status
   - First year
   - Sophomore
   - Junior
   - Senior
   - Graduate Student

8. Please mark your college
   - College of Arts and Sciences (CAS)
   - College of Business (COB)
   - College of Education (COE)
   - USF colleges in Tampa or Sarasota