

Queen's University Library

**2004 LibQUAL+™ Comments
Easy Access & Analysis with**

INMAGIC

Goal

- ❖ Timely web access, to respondent comments, for Library staff
- ❖ Easy to use database with good keyword and field searching
- ❖ Easy to configure software; easy loading of LibQUALTM comment records
- ❖ Easy file maintenance: edit and delete records

Inmagic's DB/TextWorks: for database management and text retrieval - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://www.inmagic.com/products/textbase/TextWorks.html

Voyager SupportWeb Queen's IR Planning ... E-Metrics Inst. Repositories Queen's Sites QSpace at Queen's U... QSpace

Asset Management:

[Presto for InfoCenters](#)

[Presto for Newsrooms](#)

[Presto for Marketing](#)

Integrated Library Systems:

[Genie](#)

Online Catalogs:


[Genie Express](#)

Textbase Solutions:

[TextWorks](#)

[WebPublisher PRO](#)

[Platform Comparison](#)



TextWorks

TextWorks® is a component of Inmagic's DB/Text and *Content Server* information management solutions. On either the DB/Text or *Content Server* [platform](#), the Windows-based TextWorks client allows users to create, maintain, and search a flexible database that we call a "textbase," independent of IT support. TextWorks can be used in conjunction with *WebPublisher PRO*, Inmagic's interactive Web publishing solution, to subsequently publish your textbase on the Web or your company's Intranet.

What's unique about TextWorks?

TextWorks' strength lies in its unique best-of-both-worlds combination of a database management system and a text retrieval system. This marriage brings you a powerful, flexible textbase system for managing all of your information. TextWorks has what you want from a database system, such as the ability to write reports, sort and sub-sort information, and manage information with great power and precision. At the same time, TextWorks has what you want from a text retrieval system, including instantaneous keyword searches with a powerful search engine.

TextWorks is textbase software that enables information professionals to index, manage and retrieve text, images and multimedia objects. With its high-speed fielded search engine, TextWorks searches with lightening speed delivering precise results.

"I enjoy the great flexibility that TextWorks allows in database design. For instance, it's easy to rename fields, add new fields, or change field definitions. We're not locked into the initial textbase design or dependent on MIS for programming."

— Ann Kralk
Senior Librarian
Information Center, QVC

"The library selected Inmagic's TextWorks because of its flexibility in database design, unlimited length fields, and its strength in searching."

— Susan Baer
Director of Libraries.
The Law Society of
Saskatchewan Libraries

Success Stories

[Genzyme](#)

[QVC](#)

[BASF](#)

[Fisher Controls](#)

[Owens Corning](#)

Product Information

[New- Version 9 of DB/TextWorks and WebPublisher PRO](#)

Data Sheets

[TextWorks](#)

[The Inmagic Textbase Engine](#)

Product Demos

[Flash: DB/TextWorks](#)


Partner Directory


Queen's selected Inmagic's DB/TextWorks for its strength in retrieving text-based data, easily configured web interface & existing installation in Library

Survey Year: 2004

Sort Order:

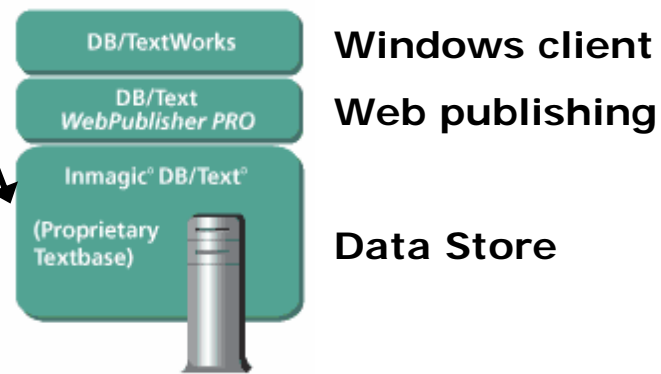
Show Comments:

 All comments as an Excel file

 All comments as a plain text file

Comments file
download from ARL
to Queen's DB

Libqual_export.csv



<http://db.library.queensu.ca/libqual/>

Identify & Map fields to Comments DB

Microsoft Excel - LibQUAL_export.csv

File Edit View Insert Format Tools Data FlashPaper Window Help Adobe PDF

Type a question for help

100% Arial

A1 Number

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Number	ID	Date	User Group	User Group	Discipline	Discipline	Library Branch	Library Branch	Age	Age	Sex	Sex	Comment			
2	1	485196	9:29 AM 2.	1	Undergrad	15616	Business	3395	Stauffer Lib	12	18 - 22	6	Female	I don't use library resources, but I study			
3	2	485187	9:29 AM 2.	4	Faculty	15623	Law	3393	Law (Leder	15	46 - 65	6	Female	Nancy McCormack is extraordinarily he			
4	3	485205	9:30 AM 2.	3	Graduate	15628	Psycholog	3395	Stauffer Lib	13	23 - 30	6	Female	Photocopying is too expensive, and the			
5	4	485198	9:31 AM 2.	1	Undergrad	15623	Law	3393	Law (Leder	13	23 - 30	6	Female	The Law			
6	5	485216	9:33 AM 2.	1	Undergrad	15616	Business	3395	Stauffer Lib	12	18 - 22	6	Female	there needs to be more space to study,			
7	6	485212	9:35 AM 2.	1	Undergrad	15619	Applied sc	3391	Engineerin	12	18 - 22	5	Male	The staff are always customer service a			
8	7	485218	9:36 AM 2.	4	Faculty	16247	Linguistics	3395	Stauffer Lib	14	31 - 45	6	Female	Queen's Library staff have always exce			
9	8	485191	9:40 AM 2.	4	Faculty	16274	Film Studi	3395	Stauffer Lib	14	31 - 45	6	Female	I have			
10	9	485235	9:40 AM 2.	4	Faculty	15621	Health Sci	3392	Health Sci	15	46 - 65	5	Male	I value highly the excellent staff in the B			

ID	Date	User group	Discipline	Library	Age	Sex	Comments
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Comments:

Generally, the staff are very nice. Need more electronic journals and more journals in general.

Demographic data for this respondent:

Primary Campus Library:
Stauffer Library

Field of Research/Study:
Psychology

User Group:
Graduate

Sex:
Female

Age:
31 - 45

Review Comments & Identify Major Themes or Descriptors

The screenshot shows the 'Inmagic Word Wheel 3.0: Descriptor(s) [assigned by Queen's Library]' window. It features a search bar at the top with a 'Go to' button. Below is a 'Choices List' section with a table of descriptors and their hit counts. The table has two columns: 'Hits' and 'Keys'. The data is as follows:

Hits	Keys
35	access to collections
12	circulation
88	collections
15	equipment
5	food drink
6	ILL doc delivery
21	library hours
7	library web site
6	photocopying printing
9	reference instruction
71	service to patrons
51	space physical facility
2	wireless

At the bottom of the window, there are radio buttons for 'Words List' and 'Terms List' (which is selected), a 'Field:' dropdown menu set to 'Descriptor1', and a 'Java Applet Window' label.

Add “Themes” to Records in a Descriptor Field

LibQUAL Comments Database -- EDIT RECORD FORM

Make your additions, corrections or deletions to the appropriate **Descriptor** fields below. Once you have finished, click on the **SUBMIT CHANGES** button at the bottom of the screen.

InMagic record number:	589
Date record last edited:	March 12, 2004 15:38:39
Respondent's comments:	Generally, the staff are very nice. Need more electronic journals and more journals in general.
Descriptor - 1st:	<input type="text" value="service to patrons"/>
Descriptor - 2nd:	<input type="text" value="collections"/>
Descriptor - 3rd:	<input type="text" value="collections (electronic)"/>

Summarize major “themes”



LibQUAL+
Home

Results & Actions

- **Affect of Service**
- **Library as Place**
- **Information Control**
- **Comments**

FAQ

Invitation to Participate

LibQUAL+ Working Group:

LibQUAL+ Presentation (ppt)

Prize Winner

Project Timeline/Action Plan

Survey Progress Monitor

ARL LibQUAL+ Site

Questions? Comments?

libqual@post.queensu.ca

Sam Kalb, 533-2830

LibQUAL+™ Library Service Quality Survey 2004 - Results



Comments

361 respondents (45%) took the time to fill in the Comments box on the survey form. You told us that you are generally pleased with staff and services and think the Library does a good job with available resources. Some issues are clearly common concerns among our University communities. These have been summarized with some early indications of actions taken by the Library to affect improvements. You also offered numerous valuable suggestions and comments about specific services and facilities which will be reviewed by Library staff over the coming year. In some cases, further investigation will be needed before appropriate solutions can be found.

Review the complete file of comments at:

<http://db.library.queensu.ca/libqual/>

You can search by keyword, descriptor, most used library, academic program, & more.

Link to
full DB
query

What you told us about ...

Library Staff & Services

- We may have a service or resource that you need but can't find. So you may assume it is not there. We have to find better ways to tell you about our full range of services and collections.

§ Action Taken or Planned §

You may have noticed a new feature on the [Library homepage](#) called:

You have said to us: "Wouldn't it be great if ..."

where we have begun to post brief answers to questions about library services and resources you may not have thought to ask.

Access to Collections

- Access to online resources from off-campus is highly valued but it needs to be

Query DB: What do grad students have to say about the Eng/Sci Library as space?

LIBRARY SERVICE QUALITY AT QUEEN'S 2004 - SURVEY PARTICIPANTS' COMMENTS

Search the comments which survey respondents have submitted to date, using one -- or a combination -- of free-text keywords (use the **Help** button to learn the keyword boolean commands for this database). **Alternatively:** You can simply search by one of the "Descriptors" assigned by Library staff. In either case, to start your search, click on the **Submit Query** button (located at the bottom of the screen).

Free-text keyword search:

Descriptor search:

In addition:

You can narrow your search by adding one, or a combination, of the following demographic categories, **OR**, you can search by these categories alone (either singly or a combination of categories):

Campus Library most often used:

User Group:

Academic Program:



Female or Male:

Age:

Retrieval software: DB/Text *WebPublisher*, produced by [InMagic](#)

Done

LibQUAL 2004 at Queen's -- COMMENTS from Survey Respondents

(Comments are sorted in reverse chronological order by submitted date)

Comments:

Online resources are worth considerably more to me than offline resources. I'd like more comfortable, casual, non-traditional spaces in the libraries for working.

Descriptors assigned to this comment: collections ; collections (electronic) ; space/physical facility

Demographic data for this respondent:

Primary Campus Library: Engineering/Science Library **Field of Research/Study:** Computing **User Group:** Graduate **Sex:** Male **Age:** 18 - 22

Date Comment Submitted: 7:01 PM 2/23/2004 Eastern Standard Time (EST) Record number: 509

Comments:

The staff and library space are wonderful. The problem is there are almost NO journals that I need so I must spend money and time with ILL. I feel the geology books are out of date, and the mining journals and books are extremely poor. The website is extremely difficult to read and difficult to use (particularly the updated version). there are no explanations and I often find the search does not retrieve information even when it is there. Also, no way to easily look up books, then order them.

Descriptors assigned to this comment: service to patrons ; space/physical facility ; collections ; library web site ; access to collections

Demographic data for this respondent:

Primary Campus Library: Engineering/Science Library **Field of Research/Study:** Geological Sciences and Engineering **User Group:** Graduate **Sex:** Female **Age:** 31 - 45

Date Comment Submitted: 1:59 PM 2/9/2004 Eastern Standard Time (EST) Record number: 334

Comments:

I do like the libraries. I like spending time in them. The people are nice and answer my questions usefully. My only real complaints are: a) the search engine is not consistent - it is too dependent on specific search criteria that are not evident to the user (i.e. it appears to only need words in the title for some searches but other things it will only find if it is given the exact title or it will find something by the author but not by the title...) b) there are journals with gaps (i.e. print until 1990 but online starts in 1995 or something) c) (small thing) Stauffer needs more garbage bins.

Descriptors assigned to this comment: access to collections ; service to patrons ; collections ; space/physical facility

Demographic data for this respondent:

Primary Campus Library: Engineering/Science Library **Field of Research/Study:** Applied sciences / Engineering **User Group:** Graduate **Sex:** Female **Age:** 23 - 30

Date Comment Submitted: 10:44 AM 2/9/2004 Eastern Standard Time (EST) Record number: 282

Comments:

Done



LibQUAL+

Home

Results & Actions

- **Affect of Service**
- **Library as Place**
- **Information Control**
- **Comments**

FAQ

Invitation to Participate

LibQUAL+ Working Group:

LibQUAL+ Presentation (ppt)

Prize Winner

LibQUAL+™ Library Service Quality Survey 2004 - Results



Comments

361 respondents (45%) took the time to fill in the Comments box on the survey form. You told us that you are generally pleased with staff and services and think the Library does a good job with available resources. Some issues are clearly common concerns among our University communities. These have been summarized with some early indications of actions taken by the Library to affect improvements. You also offered numerous valuable suggestions and comments about specific services and facilities which will be reviewed by Library staff over the coming year. In some cases, further investigation will be needed before appropriate solutions can be found.

Review the complete file of comments at:

<http://db.library.queensu.ca/libqual/>

You can search by keyword, descriptor, most used library, academic program, & more.

What you told us about ...

Space/Physical Facility

- Although many comments indicated that the libraries are valued as centres for study and information sources, there were a number of suggestions for improvements in individual libraries. The most common request were:
- More quiet space
- More space for group study
- More variety of seating areas
- More space for individual study (specially during exams)

§ Action Taken or Planned §

Planning is already under way to renovate Bracken ([CHEER: Centre for Health Electronic Education Resources](#)) and Stauffer Libraries ([Learning Commons](#)) to accommodate new learning centres which will address the needs for more varied study spaces for both individual and group study.

Summarized



Query DB: What do undergrad women have to say about Stauffer Library hours?

LIBRARY SERVICE QUALITY AT QUEEN'S 2004 - SURVEY PARTICIPANTS' COMMENTS

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Free-text keyword search:

AND

Descriptor search:

AND

In addition:

You can narrow your search by adding one, or a combination, of the following demographic categories, **OR**, you can search by these categories alone (either singly or a combination of categories):

Campus Library most often used:

AND

User Group:

AND

Academic Program:

AND

Female or Male:

AND

Age:

AND

Submit Query

Clear Screen



Retrieval software: DB/Text *WebPublisher*, produced by [InMagic](#)

Last revised: 3 September 2004

LibQUAL 2004 at Queen's -- COMMENTS from Survey Respondents

(Comments are sorted in reverse chronological order by submitted date)

Comments:

I'd like more full text articles online. I appreciate the extended library hours (until 2).

Descriptors assigned to this comment: [collections](#) ; [collections \(electronic\)](#) ; [library hours](#)

Demographic data for this respondent:

Primary Campus Library: Stauffer Library **Field of Research/Study:** Education **User Group:** Undergraduate **Sex:** Female **Age:** 18 - 22

Date Comment Submitted: 8:32 PM 3/8/2004 Eastern Standard Time (EST) Record number: 585

Comments:

Overall the employees working at Stauffer are pleasant. My grievances with Stauffer have to do with: (1) Bad lighting (lighting is harsh/and or too dark in certain areas or tables. (2) Old, slow & too few computers with the proper programs. (3) Art collection hours of operation. (4) The need for Stauffer to have wireless Internet connection for the many users of laptops

Descriptors assigned to this comment: [service to patrons](#) ; [space/physical facility](#) ; [equipment](#) ; [library hours](#) ; [wireless](#)

Demographic data for this respondent:

Primary Campus Library: Stauffer Library **Field of Research/Study:** English Language and Literature **User Group:** Undergraduate **Sex:** Female **Age:** 18 - 22

Date Comment Submitted: 6:44 PM 3/8/2004 Eastern Standard Time (EST) Record number: 584

Comments:

i would appreciate it if the library had longer hours of operation....and a clear policy on drinks in the library

Descriptors assigned to this comment: [library hours](#) ; [food/drink](#)

Demographic data for this respondent:

Primary Campus Library: Stauffer Library **Field of Research/Study:** Political / Policy Studies **User Group:** Undergraduate **Sex:** Female **Age:** 18 - 22

Date Comment Submitted: 5:43 PM 3/8/2004 Eastern Standard Time (EST) Record number: 581

Comments:

More study space on campus during exams would be nice with an extension of the library hours to 24 hours.

Descriptors assigned to this comment: [space/physical facility](#) ; [library hours](#)

Demographic data for this respondent:



LibQUAL+

Home

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Prize Winner

LibQUAL+™ Library Service Quality Survey 2004 - Results



Comments

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You can search by keyword, descriptor, most used library, academic program, & more.

What you told us about ...

Library Hours

- Longer study hours and longer service hours. While people appreciated the longer hours during exams in the Stauffer Library, there were many requests to extend library hours year-round throughout Queen's libraries.

§ Action Taken or Planned:

The Library implemented extended hours during exam periods this year in Engineering.Science and Stauffer Libraries:

<http://library.queensu.ca/hours/>. This extended service will be assessed on an ongoing basis.

Summarized



Thank You

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