

2016 Triennial Survey Comment Codes

Comments are coded using the categories and codes noted below. There are three types of codes: 1) a code that describes the content of the comment; 2) a code that indicates which unit/library was mentioned in the comment, if any; and 3) a flag code for internal use.

For content codes, each comment will be coded in its entirety. If a comment has content that fits more than one category, multiple codes will be assigned. Some categories have sub-codes to further refine the category and are noted with their codes in parentheses under the broader category.

A unique respondent ID was preserved in order to link comment to demographic information (e.g., to see all comments by first-year students).

“CONTENT” CODES

• SPACES

- **ENVIRONMENT**: use for comments about accessibility (FDA), cleanliness, food, lighting, security, temperature, air.
- **HOURS**: use for any comments on hours, including ones that do not ask for any change in hours.
- **FURNITURE & OUTLETS**: use for mentions of whiteboards, types and comfort of furniture, outlets and charging stations.
- **GROUP OR INDIVIDUAL STUDY SPACES**: use for generic mention of study spaces/rooms (I like using study rooms to work). Can use for general comments about noise levels (e.g., “it’s too noisy”)
 - ***Group study only*** – use for comments relating to doing group and collaborative work/study spaces, general comments about collaborative work activity. Includes study rooms/room reservation system and comments on reserving spaces.
 - ***Individual study only*** – use for comments relating to individual work/study spaces, general comments about individual work activity. Includes silent *study/work* spaces.
 - ***Both/mixed space*** – use for comments that compare group and individual study spaces or that mention both (e.g., “I love the Harry Potter Room when I really need to focus, but use OUGL all the time for group meetings”).
- **OFFICE HOURS**: use for comments from graduate students about use of Libraries spaces for meeting with students.

• SERVICES

- **CIRCULATION-ACCESS**: use for all circulation activities, fines, stack maintenance, arrangement of collections, availability of materials. Includes navigating within or between libraries and comments about not being able to find specific areas.
 - ***Interlibrary Loan***– use for comments about delivery of PDFs, Summit, Document Delivery, delivery of library materials to UW mailboxes.

- **STAFF & LIAISON**: use for comments about staff as a whole or about specific individuals. Include here comments about communication issues (e.g., lack of awareness, publicity of particular services/resources) and OWRC comments.
 - ***Liaison & research support***– use for general comments about liaisons not tied to instruction (e.g., “I couldn’t do my work without the support of history librarian,” “My librarian has been so responsive whenever I’ve asked her to order materials”). Also use for general comments about support for scholarship/research (e.g., “I’ve received wonderful support from the Libraries in developing a data management plan.”)

- **TEACHING AND LEARNING**: use for all comments faculty and grad students made in response to the open-ended question “What could the Libraries do to best support your teaching/work as a teaching assistant?” Use for specific student comments about a time when a librarian taught a class, if/how instruction was useful. Also use for comments such as “I wish the Libraries offered more classes.”
 - ***Instruction***– use for specific examples of librarian instruction, or expressions of interest in librarian-led instruction.
 - ***Handouts, Tutorials, Guides*** –use for requests for online tutorials, use of/requests for course guides, handouts, or other instructional support materials.

- **ONLINE SERVICES**: use for all online services including comments regarding Libraries created websites, Primo/WorldCat, LibGuides, virtual reference/chat, etc. Include here comments about off-site access/proxy. Use for discovery and website comments (e.g., specific comments relating to finding resources through catalog, databases, etc.). Relates to *searching, discovery, and findability* of materials rather than *content*. Comments about the importance/use of specific databases (e.g., PubMed) are coded under Resources: Collections. Use also for comments in Q.3a that mention improving discovery systems in relation to teaching & learning (e.g., “the best way you can support my teaching is to improve the catalog so my students and I can find the articles we need”).
 - ***Catalogue & search tools*** – use for specific mentions of catalog, as well as comments about use of other search tools such as Google Scholar.
 - ***Chat/Ask Us*** – use for comments relating to use of 24/7 chat reference service

- **INFORMATION TECHNOLOGY**: use for comments regarding use or access to equipment and services related to information technology, including printing and scanning. Include here comments concerning computers (including availability of computers), video projectors, printers, and scanners. Includes software such as final cut pro.
 - ***Video gaming*** – use for comments about gaming, gamers, and games in the library

- **RESOURCES AND COLLECTIONS:** use for comments about library materials such as books, journals, databases, etc. Also use for collections funding, journal requests/cancellations, and scholarly communication issues. Includes generic comments about online resources (e.g., “I couldn’t do my work with access to online resources”) as well as specific databases (“I use PubMed every single day”). Use also for comments for in Q.3a on faculty and grad surveys that indicate that the best way to support teaching is through access to journals, databases, books (these are also coded with TL).
 - **RESERVES & TEXTBOOKS** – use for textbooks, e-reserves, mentions of readings on Canvas
 - **MEDIA** – use for comments about audio, video (DVDs), and streaming media, and general comments about media collections
 - **JOURNALS & DATABASES** – use for comments about use of, subscriptions and access to journals and databases
 - **SPECIAL COLLECTIONS** – use for mention of special collections/archival materials (physical and digital collections).
 - **EBOOKS** – use for comments on ebooks, online textbooks, and digital access to books.
- **MISCELLANEOUS:** use for general compliments/complaints about library. Also use for why people don’t use library. Only use if no other codes apply

UNIT CODES

Unit codes are used in conjunction with category codes when a specific unit is mentioned or a unit was identifiable by the response (e.g., “I love the undergrad library”).

- Suzzallo-Allen (Special Collections & Media Center included here)
- Research Commons
- Health Sciences
- Odegaard Undergraduate Library (OUGL) (applies to all mentions of 24 hour opening, even if OUGL not called out specifically)
- Odegaard Writing & Research Center (OWRC)
- Foster Business
- East Asia
- Engineering
- Math Research
- Friday Harbor
- Built Environments
- Art
- Drama
- Music
- Bothell
- Tacoma