SUMMON NOW AND THEN: STUDENT SATISFACTION TWO YEARS ON

KEVIN MANUEL & DANA THOMAS
Ryerson University Library and Archives

PROJECT OVERVIEW
• To assess the discovery layer and explore how well the tool served our user needs.
• Feedback collected used evaluate investment in the tool.
• Project approved by Ryerson
• Research Ethics Funding supported by Ryerson Library

SUMMON AT RYERSON
TIMELINE
AUGUST 2011
Summon launched at Ryerson Library as "Search Everything"

NOVEMBER 2011
Second survey on satisfaction with Summon

FEBRUARY 2012
Focus groups with survey respondent volunteers

NOVEMBER 2013
Third survey on satisfaction with Summon

SURVEY PROMOTION AND RESPONDENTS
• Online survey (Survey Monkey)
• Advertised on library homepage, postcard, LCD screens
• Sent out email to Ryerson community to 10,000 population sample
• For faculty, staff and students
• 15 questions about user experience of 'Search Everything'
• Open and closed ended questions
• Incentive – iPad Mini
• For entry in Ryerson.ca email
• 2997 responses
• Recruited sample population for focus groups/interviews
• 241 students agreed to participate in focus groups
• 12 faculty members agree to be interviewed

UNDERGRADUATE STUDENT 88.1%
MASTERS STUDENT 7.1%
ALUMNI OR COMMUNITY MEMBER 1.9%
PHD STUDENT 1.3%
STAFF 1.0%
FACULTY 0.4%
RESEARCH ASSISTANT 0.2%

BREAKDOWN BY STATUS

RESULTS

OPEN FEEDBACK COMMENTS
• It is not as easy to use as Google Scholar. For academic articles it should be easier to see the dates. Downloading a PDF should require only one click.
• It is really broad, so it is very time consuming.
• I can look for resources that I need without even having to leave my home.

POSITIVE COMMENTS UP TO 19% FROM 2011

SEARCH EVERYTHING SEARCHES TREND 2011-2013

OVERALL

UNDERGRADUATE STUDENT

GRADUATE STUDENT

ALUMNI OR COMMUNITY MEMBER

PHD STUDENT

STAFF

FACULTY

RESEARCH ASSISTANT

TYPE OF ASSIGNMENT AND RESOURCES

WHAT TYPE OF ASSIGNMENT WERE YOU COMPLETING?

YES 30%
NO 70%

19% INCREASE SINCE 2011

DID YOU USE SEARCH EVERYTHING IN SEARCHING FOR ACADEMIC INFORMATION?

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SEARCH EVERYTHING
WEB SEARCH ENGINES
WEBSITES
PROFESSOR/INSTRUCTOR
FRIENDS (SOCIAL MEDIA)
OTHER LIBRARY
OTHER ACADEMIC DATABASE
RYERSON LIBRARY

HOW EASY IS SEARCH EVERYTHING TO USE?

HOW EASY IS IT TO FIND RESOURCES YOU NEED USING SEARCH EVERYTHING?

HOW SATISFIED ARE YOU WITH SEARCH EVERYTHING?

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