In May 2013, the UOIT Library conducted an online information technology survey. 859 responses were received from UOIT and 368 from Durham College. This is the summary for the UOIT segment of population.

The majority of respondents were undergraduate students (92.5%), followed by graduate students (3.7%) staff (1.7%) and faculty (1.2%). The rest were library and administration staff. 78 percent were from the North Campus, and 22 percent was based on the Downtown Campus.

The first section of the survey asked about the use, ownership and perceived value of various technology devices in the context of teaching and learning. Mature, older technologies such as laptops, printers, scanners and copiers were used most for school and work, although smartphone use (63%) was also increasing. Tablets (17%) are still lagging in this regard, while other consumer devices such as MP3 players or standalone e-book readers are used infrequently. The perceived value of these devices corresponds to the actual use for school/work, although tablets are now perceived as more valuable than desktop computers. See Figure 1.

![Figure 1 - Rating of devices](image-url)
Next, users were asked about their information needs. Respondents have high expectations for school research. They either want to find everything on a topic (37% of respondents) or the most relevant items (46%). Users are mostly self-directed: they expect to find information on their own, online. As shown in Figure 2, although the library is not the starting point in this process for most users, its combined resources come in close second behind search engines. This actually compares very favorably for the library with results of other large scale North American research studies.¹

![Pie chart showing starting points for information search]

**Figure 2 - Starting points for information search**

The library databases were also ranked high for value - behind general search engines and Google Scholar, but ahead of sources such as peers and professors.

¹ For example the latest OCLC (the largest library cooperative in the world) survey of students’ perceptions reported that library web sites were selected by just 2 percent of students as the source used as the first step for an information search.
The next section asked about the use of the library. 77% of respondents get their material from the library, while bookstore, course packs, and free internet resources are also frequently accessed (about 50% of the time). The survey revealed that the frequent users of the library tend to visit in person rather than accessing it remotely, while the less frequent users (2-3 times a month) tend to do this remotely. Printing, studying (private or group work) and accessing the network were the most frequently used services. Figure 3 shows that the library databases lead the list of the most popular online tools, followed by the group study room booking system, the library research guides, and the catalogue.

Finally, people were asked about their assessment of the Library’s online resources. These are popular tools for helping users finding what they want, although direct contact with library staff is just as important. The responses also revealed certain gaps: for example some of resources and services are not as easy to use as they should be, considering their importance to people. These findings and the detailed analysis of the entire survey will help us improving the library IT services in the coming academic year.