

Student Library Survey Summary

An email survey of a random sample of 500 sophomore and junior students was conducted during two weeks of February 2008. There were 123 respondents for a return rate of 25%. When considering the results, it should be remembered this is a very small sample of a student body of over 8000. Complete survey results follow this summary. Questions covering use and satisfaction of individual departments (Access Services, IMC, Media Lab, Periodicals, Instruction) are discussed primarily in their self-study departmental reports.

Results:

The results pointed to a generally high degree of satisfaction with library services. The results are lower, however, than faculty response to equivalent questions on the faculty survey. Some highlights:

If you visit the library, how satisfied are you with the help and services you receive?

Very satisfied 22% and Satisfied 54% for a total 76% satisfaction rate. (Faculty rate total 94%)

If N/A responses are removed, satisfaction total rate is 85%.

Neutral 13%; Dissatisfied 0%; Very Dissatisfied 0%, N/A 11%.

The librarian adds value to the information search process.

Strongly agree 22%, Agree 48% (70% total), Neutral 22%, Disagree 0%, Strongly disagree 0%, N/A 9%

My research methods improved because of the librarian's guest lecture. (N/A responses not included in percentages.)

Strongly agree 10%, Agree 50% (60% total), Neutral 33%, Disagree 8%, Strongly disagree 0%

(Faculty survey question on class instruction of help to students—88% total strongly agree plus agree)

Students response to how many of your classes have had a librarian as a guest lecture—none 34%.

What level of satisfaction describes your overall experience of the library's collections and services?

Very satisfied 15%, Satisfied 57% (total 72%), Neutral 15%, Dissatisfied 12%, N/A 12%.

(Faculty rate total 90% satisfaction.)

The library is an important part of my college experience.

Strongly agree 35%, Agree 45% (80% total), Neutral 12%, Disagree 3%, Strongly disagree 1%, N/A 5%

While 88% of respondents said the library and its resources are helpful for doing research assignments, half of the students reported mainly using web search engines (Google, Yahoo, etc.) to find information for research assignments.

Library Use:

How often do you use the library's resources (in the building or online)?

Daily 9%, Several times a week 24%, Weekly 24%, Monthly 30%, Once a semester 8%, Once a year 2%, Never 3%

When using the library's resources or searching for information at the library, do you ever seek help from the library staff? Yes 58%

In the last year, why have you visited the library? Largest number responded 'class assignment' 78%, followed by 'check out books' 64%, 'get articles' 54%, and 'get help with research' 36%. Students come for group study 49% and individual study 62%. Computer use was 60%.

Comments section, 22 responses (full list follows actual survey results):

Positive comments (10 comments) focused on staff and services:

"Thank you for all your hard work! I love the library!"

"I found the research methods and resources lecture very helpful in finding articles for my class assignment. It was nice to get a refresher on how to find articles."

Negative or frustrated comments (6 comments) focused on problems with computers and finding resources:

"I know that the library has many resources available to me but I wish that I knew what all of the resources were and how to use them."

Suggestions (8 comments):

"Maybe have a poster board in front where people walk in saying a service that the library provides that people may not know about."

"I found that it took a few years for me to grow accustomed to the library. I feel that the Library Resources class should be something that is more strongly recommended for incoming freshman and transfer students."