

Summary and Improvement Library Services Survey Fall 2010

Summary

The total number of participants in the online survey was 505, a decrease from previous years. Of those 505, 22% were general studies majors, and 19% were nursing majors, compared with 21% general studies and 23% nursing in 2009.

Fall 2010	505
Fall 2009	593
Fall 2008	531
Fall 2007	548
Fall 2006	739

Top Library Services Used

2010	Using research databases on campus	77%
	Using research databases from off campus	71%
	Searching websites on the Internet	63%

(Note: There was an increase in "Using help guides (MLA/APA handouts, etc.*)" from 52% in 2009 to 62% in 2010.)

2009	Using research databases on campus	84%
	Searching websites on the Internet	68%
	Using research databases from off campus	68%
2008	Using research databases on campus	82%
	Searching websites on the Internet	69%
	Using research databases from off campus	69%
2007	Using databases on campus	82%
	Searching websites	66%
	Using databases off campus	65%
2006	Using databases on campus	82%
	Using databases off campus	69%
	Searching websites	68%

Top Most Satisfactory Library Services Used

Note: A benchmark of 85% was set for the "Quality of Library Services" ratings. Library services results were generally positive, and similar to last year's, with "fairness of rules" (98%) and "responsiveness of staff" and "user-friendly webpage" (95%) ranking as the most satisfactory. Dissatisfaction with the number of computers (79% satisfactory), and the quality of database selection (84% satisfactory) were rated below the benchmark. This was a decrease from 2009 for number of computers (26% unsatisfactory in 2009; 21% unsatisfactory in 2010) and an increase for quality of database selection (11% unsatisfactory in 2009; 16% unsatisfactory in 2010). See discussion in "Improvement" section.

2010	Fairness of rules	98%
	Responsiveness of staff	95%
	User-friendly webpage	95%
	Reliability of equipment	94%
2009	Fairness of rules	97%

	User-friendly webpage	97%
	Quality of research instruction/ assistance	95%
	Reliability of equipment	95%
2008	Fairness of rules	95%
	Quality of research instruction/ assistance	95%
	User-friendly webpage	94%
	Reliability of equipment	94%
2007	Fairness of rules	97%
	Reliability of equipment	96%
	Quality of research instruction	94%
	Conducive work environment	94%
2006	Fairness of rules	96%
	Conducive work environment	95%

Top Most Useful Databases

2010	ProQuest Central	34%
	ProQuest Psychology Journals	29%
	ProQuest Research Library	22%
	Academic Search Premier	21%
	Health & Wellness Resource Center	21%
2009	ProQuest Central	33%
	ProQuest Psychology Journals	32%
	Gale Virtual Ref. Library (ref. eBooks)	26%
	Health & Wellness Resource Center	23%
	Academic OneFile	22%
2008	ProQuest Research Library	38%
	ProQuest Psychology Journals	29%
	Health & Wellness Resource Center	25%
	Academic OneFile	25%
	Gale Virtual Reference Library (eBooks)	25%
2007	ProQuest Research Library	40%
	Gale Virtual Reference Library	34%
	ProQuest Psychology Journals	31%
2006	ProQuest Research Library	35%
	Academic Search Premier	34%
	ProQuest Psychology Journals	32%

Comments

A “dissatisfaction with any library service and why” question and an “other comments” question were included at the end of the survey again this year.

Positive Comments

It is interesting to note 17 (50%) of the “Other” comments were positive comments made about services, staff, and databases.

Top Dissatisfaction and Other Comment Topics

<u>Subject</u>	Dissatisfaction (58 total)	Other (34 total)	Total (92)
Not enough hours	12 (21%)	0	12 (13%)
Not enough computers	10 (17%)	0	10 (11%)
Database content or search problems	7 (12%)	2 (6%)	9 (10%)
Too noisy in centers	7 (12%)	1 (3%)	8 (9%)
Complaints about staff	3 (5%)	1 (3%)	4 (4%)
Need for tables and study space	2 (3%)	0	2 (2%)
Temperature too cool	2 (3%)	2 (6%)	4 (4%)

Improvement

Number of computers – 21% rated as unsatisfactory (26% last year); 11% of total comments were about computers (15% last year)

There is now a total of 121 computers for student use in the four library centers on campus. The 7 new stations for AAB217 were requested in the FY11 budget and added in summer 2010, which gives AAB217 (Media Center) a total of 35 computers. With the increase in enrollment and the heavy use in AAB by the general studies majors, these additional stations have helped.

Students can use computers in the resource centers in other buildings or the computer lab (64 computers) when the Media Center is filled to capacity; they just need to walk to another building. In Fall 2011 with the opening of the new Allied Health building, 32 more computers will be available for use in that resource center.

Quality of database selection – 16% rated as unsatisfactory (11% last year); 10% of total comments were about database content or searching (9% last year)

Student comments about the research databases indicated that they are not satisfied with their search results or they are not using appropriate databases for their assignment. Information literacy instruction by library staff now includes English 095 classes and an online tutorial for English 101 classes, a brief introduction to the databases offered by SDV instructors, and individual classes when the instructor requests a training. More options for instruction will be explored; for example, instructional tutorials or presentations added to the Library Services webpage and more communication to faculty regarding the research database content.

Hours of operation – 10% rated as unsatisfactory (15% last year); 13% of total comments were about hours (9% last year)

The 12 comments about hours included the need for earlier and later hours in the WDC and HH Resource Centers and earlier and later weekend hours for the Media Center. Usage statistics in the past have not supported the need for more hours in the resource centers, particularly since the Media Center and computer lab in MTC have extended hours. With the opening of a fifth library center in Fall 2011, appropriate hours for all the centers will be carefully considered. Currently the centers cannot open when the campus is not operational: before 8 a.m. and after 5 p.m. on weekends. The Media Center is open 8 a.m. to 10 p.m. on M-Th, 8 a.m. to 4 p.m. on F, 10 a.m. to 4 p.m. on Sat, and 12 noon to 5 p.m. on Sun. The computer lab in MTC is open from 9 a.m. to 5 p.m. on Saturdays if students want to come in a little earlier and stay later.

Conducive Work Environment – 8% rated as unsatisfactory (7% last year); 9% of total comments were about noise level (3% last year); 2% of total comments in 2010 were about a need for more tables/study space; 2% of total comments in 2010 were about the temperature being too cold.

The complaints about noise were referring to the peak times in the Media Center in AAB217, which is the busiest center. Noise level is difficult to control in between classes and at lunchtime; staff will continue to speak to students who are too loud. Again, there are other centers to use if a student wants a quiet atmosphere.

Other

Regarding the 5 negative comments made about the staff, there were complaints that staff are unfriendly and not responsive. Staff will be reminded to always provide good customer service. The role of the library center staff is to provide assistance in research, which includes finding and documenting sources.

It is important to note that 95% of participants rated “responsiveness of staff” as satisfactory.

All the positive comments made about staff are appreciated.