Summary and Improvement
Library Services Survey Fall 2014

Summary

The total number of participants in the online survey was 533, a decrease from 725 in the previous survey two years ago. Of those 533, 24% were nursing majors, and 23% were general studies majors, compared with 24% general studies and 17% nursing in 2012.

Fall 2014  533
Fall 2012  725
Fall 2010  503

Top Library Services Used (past two surveys)

2014  Using research databases on campus  80%
      Using research databases from off campus  70%
      Searching websites on the Internet  61%
      Studying or reading  61%

2012  Using research databases on campus  81%
      Using research databases from off campus  69%
      Searching websites on the Internet  61%

Top Most Satisfactory Library Services Used (past two surveys)

Note: A benchmark of 85% was set for the “Quality of Library Services” ratings. Results were positive and similar to those of the 2012 survey. No service was rated below the benchmark, so that was an improvement for the number of computers (87%) and quality of database selection (86%), which were a little below the benchmark in 2012. See discussion in “Improvement” section.

2014  Fairness of rules  97%
      User friendly web page  95%
      Responsiveness of staff  95%
      Quality of research instruction  95%

2012  Fairness of rules  97%
      Reliability of equipment  97%
      Responsiveness of staff  94%
      User friendly web page  93%

Top Most Useful Databases (past two surveys)

2014  ProQuest Central  36%
      Academic OneFile  25%
      ProQuest Health & Medical Complete  20%
      ProQuest Psychology Journals  20%
      ProQuest Research Library  20%
      Academic Search Complete  20%

2012  Academic OneFile  35%
      ProQuest Central  34%
      ProQuest Psychology Journals  25%
      Gale Biography in Context  25%
      ProQuest Research Library  21%
Comments (2014 Survey)

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.

Top Dissatisfaction and Other Comment Topics (149 Total)

<table>
<thead>
<tr>
<th>Subject</th>
<th>Total Comments &amp; Percentage of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database content or search or access problems</td>
<td>24 (16%)</td>
</tr>
<tr>
<td>Not enough hours (including “Sunday” complaints)</td>
<td>22 (15%)</td>
</tr>
<tr>
<td>Not enough computers</td>
<td>5 (3%)</td>
</tr>
<tr>
<td>Equipment or Blackboard and network complaints (new issue for 2014)</td>
<td>18 (12%)</td>
</tr>
<tr>
<td>Too noisy in centers</td>
<td>8 (5%)</td>
</tr>
<tr>
<td>Printing</td>
<td>2 (1%)</td>
</tr>
<tr>
<td>Complaints about staff</td>
<td>2 (1%)</td>
</tr>
<tr>
<td>Temperature</td>
<td>4 (3%)</td>
</tr>
</tbody>
</table>

Improvement

Number of computers – There has been an improvement from 84% to 86% rating and in comments on not enough computers from 8% in 2012 to only 3% in 2014. It appears students are using the centers in other buildings more, and some of the comments made were referring to peak times in the AAB media center. Of course we do not have as many students as two years ago.

Reliability of equipment – This rating decreased from 97% in 2012 to 90% in 2014. 12% of the comments made were complaints about Blackboard, network connection, and slowness of computers. This was not a surprise due to the number of server issues experienced earlier in the fall semester.

Quality of database selection – A slight increase in the rating (86% in 2014 compared to 84% in 2012) helped this make the benchmark of 85%.

Comments made about the databases included a wide range: problems accessing off campus, dissatisfaction with content, and a desire for a database like Wikipedia.

It is obvious some students would benefit from information literacy instruction, which has diminished over the years by request from course coordinators. Currently a video tutorial/quiz is posted in Blackboard for SDV100 students, a video tutorial for all students/staff is posted on the Library Services webpage, vendor-produced video tutorials are posted on the webpage, one-on-one assistance is offered, and individual classes can be instructed when the instructor requests training. Database tips are posted on the webpage, and instruction on database content is offered to new faculty.

Hours of operation – An improvement in this rating occurred with 88% in 2014, compared to 85% in 2012, but there was an increase in dissatisfactory comments made (12% in 2012 increased to 15% in 2014). Comments included more weekend hours, particularly on Sunday, more hours for the AHB center, earlier hours and later hours, being open longer like Salisbury University, and dissatisfaction with some resource centers being closed on Fridays.

Currently the centers cannot open when the campus is not operational: before 8 a.m. and after 11 p.m. on weekdays, before 8 a.m. and after 5 p.m. on Saturdays, and closed on Sundays. 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. 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. Compared to other community college library hours in Maryland, Wor-Wic’s are adequate and even more extensive than some, with the exception of Sundays.

**Conducive Work Environment** – 7% rated as unsatisfactory (8% in 2012); 5% of total comments were about noise level (8% in 2012); 3% of total comments were about uncomfortable temperatures (2% in 2012).

Complaints about noise referred to AAB217, which is the busiest center, and included noisy staplers, printers, and loud students. 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. It is interesting to note that staff members feel that the noise level and conduct during fall semester has been very good, better than usual.

**Other**

Only two negative comments were made about the staff: one was about not being able to find a staff member and the other was about a staff person not being able to help and the student had to go to a different center. It is not clear that the comments were specifically made about library staff, because other centers on campus are often mentioned.

Our staff are reminded to always provide good customer service in a friendly manner. The role of the library center staff is to provide assistance in research, which includes finding and documenting sources. We cannot always assist with every question about software and the web, but we try or we do a referral.

It is important to note that 95% of participants rated “responsiveness of staff” as satisfactory, and 12 positive comments about the helpfulness of staff were made.