

# *User Satisfaction Survey Report*

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The library staff conducted our Library User Satisfaction Survey during April 13-27, reaching a broad spectrum of library users. To this end surveys were handed out at each of the service desks (circulation, information, periodicals and reference). There was also substantial input (at least a third of all responses) from graduate students at the Northwest Center. It is entirely possible that most of the other changes we see below are attributable to this change in demographic; in any event, it is something we need to pay attention to. All paper entries had to be manually entered.

This survey was more than successful. Last year, 633 took the survey during the canvas period. This year we managed to have 698; a 10.3% increase from last year.

## **Executive Summary Statement**

### **Trend Change**

There was a decreased sense in the importance of the library overall, where research happened moved from on campus to remote access, but most importantly, our services (book collections, reference, circulation, archives, administration, etc.) **all** had a drastic increase in being 'not applicable.\*'

There was a slight (3%) increase in patron overall satisfaction (along with a 31% drop in those saying they were seldom satisfied), a 20% rise in those reporting having attended a library instruction session and an 8% drop in those saying they have not.

\*These surveys were all filled out in paper- students had to choose to mark the answer as 'not applicable;' blank answers were not counted. These students simply indicated the library is not applicable to them.

### **Class Rank**

There was a 49% decrease in the number of undergraduate respondents, and a 441% increase in the number of graduate students.

### **Age**

Following what we saw above, there was a 40% decrease in the age group of 18-22, and a 74% increase for the 23-30, a 283% increase for the 31-45 age group, and a 53% increase in the 46+ age range.

### **Gender**

There was a 16% increase in the number of female respondents, and a 24% decrease in the number of males.

### **Ethnicity**

There was a 6% drop in those self-identified as African American / Black, a 60% increase in Mexican American / Chicano and a 112% increase for White / Caucasian.

### **School Affiliation**

While most distributions stayed constant, we had a 236% increase from the College of Education; this is tied to the increased numbers from the Northwest Center as referenced above.

### **What days do you visit the library**

Mondays and Wednesdays remained the most popular days to come to the library. Most interesting here is the 164% increase in those that indicated that they “rarely visit the library.”

### **Where do you do research**

As indicated above, there was a 32% drop in those who prefer the PV campus, 47% increase in those choosing remote access and a 296% increase in those who do research at another campus.

### **When do you do research**

The survey shows similar data from last year that “weekdays 5-9 PM” continues to be the preferred time for research. Last year also saw weekdays being more preferable than weekends, but this year saw an equal distribution.

### **What areas of the library do you use most**

Circulation saw a 20% drop in respondents, and reference saw a slight 6% increase, but periodicals saw a 31% increase. The book stacks reported an 18% drop. There was also a 32% increase in the number who said they came to the library primarily for research.

### **Can you find a quiet study area**

There was a 26% drop in those who said they could ‘always’ find a quiet study area, and a 176% increase in those saying a quiet study area was not applicable.

### **Satisfaction with services**

This is where the prevailing trend for this year's survey is most evident; students showing across the board a slight increase in dissatisfaction with services, coupled with a much stronger sense that the physical building is not applicable to their information needs.

Below is a sampling of some of the more obvious trends:

	Always/Often/ Sometimes Satisfied with Hours, Staff and Resources	Not Applicable
Book Collections	5% decrease	51% increase
Reference	7% decrease	46% increase
Circulation	7% decrease	48% increase
Information Desk	8% decrease	73% increase
Reserves	4% decrease	33% increase

### **Hours**

14% more students are satisfied with the hours they way they are; there was a surprising 18% decrease in those wanting longer night hours, and a 129% increase in those wanting earlier morning hours. There was an 88% decrease in those saying the library hours are not applicable.

### **New Services**

The survey asked three new questions this year. The first asked if patrons were aware of the services we provide. While the majority (26%) knew about our E-mail / Ask-A-Librarian service, our newer services of faxing, scanning and e-reserves were better known than either ILL or our typewriter.

### Most / Least useful

We asked of the following three items which was most useful to students, and which was least useful:

- Print Journals
- Online Journals
- Books

The results were as follows:

<b>Most useful</b>	
Print Journals	21%
<b><i>Online Journals</i></b>	<b>52%</b>
Books	27%

<b>Least useful</b>	
<b><i>Print Journals</i></b>	<b>45%</b>
Online Journals	22%
Books	33%

**Comments 2009 User Survey**  
(Redundancy eliminated, spelling corrected where appropriate)

**Concerns in red**

**Suggestions in blue**

**Positive remarks in green**

**1- Do not charge library fees to students only enrolled at NW campus**

2- The employees are very helpful

3- Lap-top checkout, video camera checkout

**4- I do not go to the main campus but I'd benefit greatly from a library. I often use the computer lab**

5- Great! Efficient! Customer friendly

**6- I have not visited the main campus library as of today. This is my first semester at pvamu, and so far have not visited the main campus. It would be helpful to have greater access to resources provided at the main campus down at northwest.**

**7- Barely use the library usually do homework from home computer**

**8- I have never used the library**

9- Have more books and a bookstore at the northwest campus pv

**10- This is my first semester at PV and I have not visited the main campus library so far**

11- Keep up the great work! We have what we need. Thanks!

**12- I hate the way to do searches for articles on ebsco. It makes it very confusing to do multi-word searches**

13- I would like to know more about illiad and obtaining resources through this service

14- Follow up with illiad requests

15- Sell scantrons to students, have jazzman's stay open longer

16- Just longer night hours- it would be beneficial

17- We need a printing center like kinko's

18- 24 hr library

19- Additional hours

20- They need to stay open later

21- Yes they need to provide a service (printing service) for students especially since many professors require projects. Students need to be able to make color copies, transparencies, laminate more free copies too much cost asked for additional paper

**22- Copy machine prices are too high. No access to the fax machine**

23- Job well done, thanks John B Coleman library

**24- Clean the first elevator's walls. They are dirty and it smells in there**

25- You should change the hole puncher, second floor comp lab and check out laptops again

26- There are many study rooms but all of the (except one) are being used for storage. I, personally, study better in the small individual study rooms. Is it possible to clean those rooms out for individual and group study? That would be very beneficial to students who are easily distracted and need more of a quiet area during peak library times

27- None that I can think of

28- The library is nice, big and pretty

29- I don't use the library much b/c I'm in UC but I will next year!

30- I mac computers

31- imacs

32- Mr. Grundy should teach some of the thing he knows as a graduate course

33- The library should not close on weekends

**34- Often times the online catalog may not have a book that I type in but if I look in the stacks I often find it. So I assume that the online catalog needs to be updated**

35- When students receive a library barcode for the first time, please provide them with rules & regulations of the library. For instance how long a teacher reserved book is available to be loaned out, the price for late fees, library hours, and resources. This information upfront would be greatly appreciated. Assuming all students are aware of the regulations is not good business practice.

36- Mr. Marvin is very attentive to my needs as providing help for my school work. he does a great job and I appreciate his help. In addition, the tutors are doing an extraordinary job. Last semester they helped me out with calculus and I'm greatly appreciative. Just wanted to say thank you.

37- I would like to see more study rooms opened, especially on the 3rd floor

38- More printers in 1st floor!

39- Later hours

**40- The wireless service is horrible and non-reliable**

41- A place for food and drink to be allowed

42- Culture events (more)

43- Longer cafe hours

44- Wish there were more exhibits and announced better

45- Color printing, poster printing

46- Free coffee machine

47- An information desk on the 2nd floor. Because it's very confusing to find books there.

48- Overall, service was good

**49- The inside of the library is looking kind of shabby. The library needs a redo.**

50- Keep up the good work!

51- The staff at the library is very helpful

52- The librarians are very helpful in the John B. Coleman library.

53- Longer hours

**54- More assistances it was difficult finding books**

55- 24 hours during finals and have coffee more available to the student

**56- Could be a little more quieter**

57- Holiday hours made aware to students in advance of the holiday's arrival

**58- Computers are not maintained. Language communications are essential!**

**59- Yes after this weekend and I had to go to U of H Sunday Easter weekend to get access to a library and a lab hours in light of being off spring break and even Easter should start back Sunday evening at 6pm at least. And midterms and finals start late hours that Sunday of midterms and finals.**

60- More night hours

61- The staff is always helpful and friendly

62- The Coleman library does a great job and the material here is remarkable. The only improvement I see needed is to make hours of operation 24 hrs as well as make private rooms more available

**63- That has to be paramount: this library needs to have more books, better ways to locate books and maps on the internet**

64- Extend night and weekend hours

65- We should join the netlibrary network

66- The librarians are great, they help when you need it. Always professional and very helpful

67- Perfect

68- At least one night a week the library should be open LATE (ex. 1-3 am)

69- The library should have more computers, comfortable seating at them. Otherwise I like it very much

**70- I would like the copiers replaced they are constantly breaking down**

71- Information desk on 2nd floor should be included. Need to invest in color ink!

**72- TOO NOISY!!!**

**73- The people who work there are mean**

**74- Survey too long...**

75- More resources online, as grad students that lives in another city this would maximize my uses

76- If possible, buy some new books for Engineering. Appreciated!

77- -Discounted computer software for students - 24 hour access

**78- I don't understand why students are allowed to hang out in the library and I find it very disheartening that it is still happening.**

79- Open late please! There are some scholars here! :-)

80- Overnight hours –

**81- You need longer hours! Very Important. Some Grad Students only have after 9:30 on weekdays-**

82- Ms. Mayberry, Mr. Bob, Mr. Steve and Ms. L. Hill are very warm, friendly, helpful and supportive library personnel

83- There are no other additional services that I can think of at this time.

84- Thank you for keeping the library a friendly and comfortable environment to work and study.

85- A smoking section

86- library hours should be longer

**87- One time I needed to fax an important document and I was told that the library didn't provide access to a fax machine**

88- I think the library can be open longer on Fri. and sat

89- #35 -- was not aware

90- The staff at PVAMU Library rocks!! I have learned much needed information from Mr. Grundy assistance.

91- Dr. Shaw and his colleagues are fantastic!

**92- Reference hours are never late enough. There is always a printer broken; need to accept dollar bills for copies. Better hours...this is the only university I've attended that DOES NOT have a 24 hr library usage. That is unacceptable for a facility of higher learning.**

**93- The library is too loud on certain days**

**94- Please clean computers and workspaces regularly**

95- An area you can eat and study in. thank you for your time

96- No it is a great place

**97- We need longer library hours. I am very disappointed in the fact that we don't have a 24hr library!!!!**

98- They need longer hours of operation. They need computer programs to support architecture and engineer majors; such programs like revit, sketchup, autocad and photoshop

99- Scanner and architecture program on select computers

100- Opening hour should go back to its original time 2am

101- Y'all are doing a good job

**102- Books are often missing!**

103- I take advantage of the library when introducing new students to our campus, it is also a recruitment tool when explaining the resources our university offers.