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Student Library Satisfaction Survey 2011/12 Report

Nelson Poynter Memorial Library.

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USFSP
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Student Library Satisfaction Survey 2011/12Report

The goal of this survey was to measure overall student use and satisfaction with the services and resources available at the Nelson Poynter Memorial Library.   The assessment's criteria for success were:

- Over 75% of student respondents will be satisfied or very satisfied with the library's resources and services.
- At least 80% of student respondents will report that the library helps them identify appropriate scholarly resources and effectively use information.

Methodology

Students were asked to complete a comprehensive online survey of their use of and satisfaction with the Library's services and resources. This survey had previously been administered to USFSP students in 2008/09 and 2010/11. A copy of the 2011/2012 survey questionnaire is included in an appendix to this report.

The initial data collection phase occurred the first week of November 2011.   The second phase of data collection occurred during the first week of December 2011. USFSP students were asked to complete the survey at 2 locations on campus: 1) the 2 standing computers by the library entrance, 2) by the Sembler Fountain at the center of the USFSP campus. 2 student workers set up a table with 2 laptops to solicit participation in the library survey. As an incentive to participate, students were offered either water or chocolate.   A total of 235 students completed the 2011/12 Student Library Satisfaction Survey. 68% of the surveys were completed by students outside of the library building.

Demographically, the survey respondents were:

	2010/11 Survey Respondents	**2011/12 Student Respondents**
First year	34%	23%
Sophomore	20%	22%
Junior	23%	25%
Senior	20%	27%
Graduate Student	3%	3%

	2010/11 Survey Respondents	**2011/12 Student Respondents**
College of Arts and Sciences (CAS)	63%	67%
College of Business (COB)	29%	26%
College of Education (COE)	6%	6%
USF colleges in Tampa or Sarasota	2%	1%

Results

The student responses for frequency of use and level of satisfaction for a variety of Nelson Poynter Library services and resources are as follows:

Library Services and Resources

Reference and Information Help (in person, email, chat, etc):

- 5% of the students used this service *Very Often*, 17% *Often*, 47% *Sometimes*, and 31% reported never using this service.

- Among the graduate student respondents: 25% of the students used this service *Very Often*, 63% *Sometimes*, and 12% reported never using this service.

- Among those who reported having asked a librarian or library staff member for help, **97%** were either *Very Satisfied* or *Satisfied* and 2% were either *Dissatisfied* or *Very Dissatisfied*.

	Very Often	*Often*	*Sometimes*	never
Overall	5	17	47	31
Graduate Students	25	0	62	12
Grads and Senior Undergrad	6	13	61	20

Print Library Resources (books, journals, newspapers, etc):

- 12% of the students use print resources *Very Often*, 25% *Often*, 36% *Sometimes*, and 26% reported never using this type of resource.

- Among the graduate student respondents: 38% of the students used this service *Very Often*, 25% *Often*, 12% *Sometimes*, and 25% reported never using this service.

- Among those who reported having used print resources **98%** were either *Very Satisfied* or *Satisfied* and 2% were either *Dissatisfied* or *Very Dissatisfied*.

	Very Often	*Often*	*Sometimes*	never
Overall	12	25	36	26
Graduate Students	38	25	12	25
Grads and Senior Undergrad	20	30	32	17

Electronic Library Resources (full text articles, ejournals, ebooks, etc.):

- 27% of the students reported using electronic library resources *Very Often*, 30% *Often*, 25% *Sometimes*, and 18% reported never using this service.

- Among the graduate student respondents: 63% of the students used this service *Very Often*, 25% *Often*, 12% *Sometimes*, and 0% reported never using this service.

- Among those who reported having using electronic resources, **98%** were either *Very Satisfied* or *Satisfied* while 1% were either *Dissatisfied* or *Very Dissatisfied*.

	Very Often	*Often*	*Sometimes*	never
Overall	27	30	25	18
Graduate Students	63	25	12	0
Grads and Senior Undergrad	42	29	25	4

Audio-Visual Library Resources (DVDs, CDs, audiobooks, etc.):

- 7% of the students used this type of A/V resources *Very Often*, 7% *Often*, 20% *Sometimes*, and 66% reported never using these resources.

- Among those who reported having used Audio-Visual resources **99%** were *Very Satisfied* or *Satisfied* and 1% were either *Dissatisfied* or *Very Dissatisfied*.

Library Information Commons (Computers, scanners, printers, etc):

- 43% of the students used these resources *Very Often*, 22% *Often*, 21% *Sometimes* and 14% reported never using these resources.

- Among those who reported having used the Information Commons, **94%** were either *Very Satisfied* or *Satisfied* and 5% were *Dissatisfied* or *Very Dissatisfied*.

Library Wireless Network:

- 88% of student respondents reported using the wireless network – an extremely high use rate

- 52% of the students used this service *Very Often*, 21% *Often*, 14% *Sometimes*, and 12% reported never using these resources.

- Among those who reported having used the wireless network, **95%** were either *Very Satisfied* or *Satisfied* and 4% were either *Dissatisfied* or *Very Dissatisfied*.

Course Reserve Materials:

- 20% of the students used this service *Very Often*, 24% *Often*, 27% *Sometimes*, and 29% reported never using this service.

- Among those who reported using Reserve Materials, **93%** were either *Very Satisfied* or *Satisfied* and 3% were either *Dissatisfied* or *Very Dissatisfied*.

Inter Library Loan:

- 9% of the students used this service *Very Often*, 10% *Often*, 23% *Sometimes*, and 58% reported never using this service.

- Among the graduate student respondents: 50% of the students used this service *Very Often*, 13% *Often*, 25% *Sometimes*, and 12% reported never using this service.
- Among those who reported using the Inter Library Loan service to borrow materials from other libraries, **95%** were either *Very Satisfied* or *Satisfied* while 3% were either *Dissatisfied* or *Very Dissatisfied*.

	Very Often	*Often*	*Sometimes*	never
Overall	9	10	23	58
Graduate Students	50	13	25	12
Grads and Senior Undergrad	10	15	27	49

Library Environment

Study Rooms:

- 91% of student respondents reported going to the library to use study rooms; an extremely high use rate
- 36% of the students used this service *Very Often*, 28% *Often*, 25% *Sometimes*, and 10% reported never using this service.
- Among the graduate student respondents: 50% of the students used this service *Very Often*, 13% *Often*, 13% *Sometimes*, and 37% reported never using this service.

	Very Often	*Often*	*Sometimes*	never
Overall	36	28	25	10
Graduate Students	50	13	13	37
Grads and Senior Undergrad	45	32	18	4

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Library Events/activities:

- 13% of the students used this service *Very Often*, 15% *Often*, 31% *Sometimes*, and 41% reported never using this service.

Going to the Library to meet with Friends:

- 23% of the students used this service *Very Often*, 20% *Often*, 32% *Sometimes*, and 23% reported never using this service.

Quality of the Library Interior:

- Among those who DID visit the library, **97%** were either *Very Satisfied* or *Satisfied* while 3% were either *Dissatisfied* or *Very Dissatisfied* with the library interior (lighting, cleanliness, etc).
- 7% of the student respondents reported never visiting the Nelson Poynter Library

Overall Quality of library services and resources

- Among those who DID use the library's services and resources, **97%** were either *Very Satisfied* or *Satisfied* while 3% were either *Dissatisfied* or *Very Dissatisfied*.

Customer Service

When asked about their interactions with librarians and library staff, **95%** of the students reported that they were *Very Friendly* or *Friendly*, and **93%** reported that they found that the librarians and library staff were *Very Supportive* or *Supportive*.

Library Instruction and Contribution to Information Fluency

20% of the student respondents had taken LIS 2005: Library & Internet Research Skills, 24% said that they have participated in a 1-hr library instruction session, while 13% have participated in a RAP session and 13% have used an online library tutorial.

Students were asked about their perceptions on how the USFSP library contributed to their academic development. Specifically,

- 84% of the students stated that the library contributed to their ability to obtain and effectively use information for problem solving while only 5% said that the library made *Very Little* contribution.

- 76% thought that the library helped them develop critical and analytical abilities, while only 6% thought that the library had *Very Little* impact in this regard.

- 82% thought that the library helped them develop the ability to distinguish scholarly from non-scholarly resources, while 5% thought that the library made *Very Little* contribution.

- Finally, 76% stated that the library helped them develop the ability to evaluate the quality of information from various media sources, while 8% thought that the library helped them only *Very Little* in this regard.

Selected Student Comments

Respondents used the comments section to clarify areas where they thought the library should improve its services and physical environment. Several themes emerged in the student comments, namely:

1) Comments on librarians and library staff:
   - Very accommodating staff
   - The librarians are always available and always happy to assist me
   - Happy with the staff, they are always helpful and pleasant
   - The staff in the library is great and very helpful.
   - The library provides a great level of service and professionalism
   - I needed help finding a book and no one helped me get it
   - The library is a great place for students and the management is perfect
   - Librarians should be available on the 1st floor instead of the student staff
   - The staff is super friendly.

2) Information Technology:
   - Computers are outdated
   - There should be free scanning and printing offered to students. It can be 22 B&W pages a day or offered only during finals week and there needs to be free printing on campus.
   - I use the library website all the time and really appreciate the resources offered
   - The access to computers is really great, there is always an open one to use.

- Blocks on the wireless network
- Printing is too high
- Need mousepads for mouses
- We need free printing, scanning, and longer hours to accommodate our commuter population
- I want wi fi printing
- Make the network a bit more user friendly as it lags a bit when using the library laptops

3) Library Environment
   - The library is clean, the materials are accessible and the staff is helpful and nice.
   - I think the library is very well maintained and that makes me a more satisfied library user.
   - It is possibly the cleanest library I have ever studied in. Occasionally I see the janitors going by to clean and straighten up the study areas
   - I wish the bathrooms were cleaner
   - The atmosphere in the library is very tranquil and peaceful. I enjoy it
   - A bit more lighting in the book sections upstairs. Some aisles are pretty dark and I have to use my phone light to see the titles – even in the middle of the day.
   - Please make the bathrooms cleaner
   - It would be better to have a coffee place and get more arm-chairs for individual readers

4) Study space
   - More organized seating and tables in the study area. Chairs are often moved around and there is a lot of open space, making it very disorganized
   - More study rooms
   - I really like the study places, study rooms that you can get; it allows for group members to be here and still communicate with each other above a whisper
   - Feel of the library isn't very inviting. It feels more like an office building than a place to hang out and study
   - It's a quiet and relaxing environment where I can focus and complete work
   - Great place to get my work done with a great environment
   - The atmosphere is so relaxing, it makes studying so easy and almost enjoyable
   - The library is very nice and somewhat easy to navigate through. Everyone is either here to study or find what they need which makes it a good environment for what you need to do.
   - There should be a quiet computer area

5) Library Collections:
   - Content is easily available and seems extensive
   - Wish ebooks were available to more than one person at a time. Sometimes multiple people in a class want to use the same ebook but it can only be used by one person at a time. It's a great way to access resources, just needs improvement
   - Easy to find books
   - Helpful people; always useful resources

6) Convenience of the Library
   - Everything was available when I needed it to be
   - General availability of materials and easy access to laptops for check out, to write papers while on campus, research internet, etc
   - All my needs have been met
   - The Library is very useful

- I have had good productive experiences every time I enter the library
- I am satisfied because all my needs are fulfilled
- Whenever I need to use something at the library, it is always available to me
- All library services are easy to use and easily accessible
- Everything is so convenient.
- Provide tutoring in the library for classes and have more tutoring hours

7) Hours
   - Make library hours longer. The current hours are a joke for a college library, the min hour a library should close is at 1am on a school night
   - Add longer hours
   - Please add longer weekend hours
   - The library should have later hours
   - Stay open later!!!!!!!!!!!!

How we meet the Assessment Criteria for Success

The Nelson Poynter Memorial Library met the assessment Criteria for Success for the 2010-11 academic year. The assessment's criteria for success were:

1) The first assessment goal was that over 75% of student respondents will be satisfied or very satisfied with the library's resources and services.

   In response to this Criteria for Success:

   - Overall 97% of the student respondents reported being either *Very Satisfied* or *Satisfied* with the library's overall services and resources.

2) At least 80% of student respondents will report that the library helps them identify appropriate scholarly resources and effectively use information.

   In response to this Library Assessment Criteria for Success:
   - 82% of the student respondents stated that the library contributed to their ability to distinguish scholarly resources
   - 84% of the student respondents stated that the library helped them obtain and effectively use information for problem solving

Library Response

We are gratified that so many students use one or more of the library's services and that they report a high degree of satisfaction with the services, the facility, and the collections. However, the survey does point to some areas of concern that need further review and attention.

The Nelson Poynter Memorial library has undergone changes in the way it provides reference service this year. Reference librarians are now scheduled as "on-call" rather than sitting at a desk waiting for people. Under this new just-in-time approach, librarians answer the research-specific questions, while the front line Circulation staff

answer the initial informational questions and a student Technology Assistant responds to the technology related questions.

Another change in service is the statewide introduction of the UBorrow Inter Library Loan system. While many continue to use the older process that requires staff mediation, the USFSP community now has the ability to make Interlibrary loan requests directly through the library catalog without any staff mediation. This new system is designed to provide a more streamlined ILL request process. We will continue to market this feature so that faculty and students are aware of the greater convenience of the new process.

Finally, the library has significantly revamped the library webpage www.nelson.usf.edu. This is an ongoing process, however, and a web committee is meeting bi-weekly to continue to work on improvement in design, utility, and accessibility.

Library staff

As the attitude of our staff is the only aspect of our service that is 100% under our control, we are gratified at the high degree of satisfaction expressed with librarians and other library staff.

Information Technology

The Library has had to purchase and maintain its own computers for many years. Access to some campus resources and the suite of applications used elsewhere on campus was restricted. Until recently, the Library received no assistance from Student Technology Fee money for maintaining this vital part of the service infrastructure. In the past two years, some money from the Student Technology Fee has been designated for the library to upgrade its infrastructure. As new equipment and software is purchased, it is being rolled out. The Library has also recently received temporary funding to hire student assistants to provide more help using the computer network in the Information Commons.

During the 2012 summer session an equipment refresh project will be initiated, all 38 computers in the library information commons will be replaced with new, faster computers. The library will also be adding twp collaboration stations during the fall 2012 semester. These collaboration stations are compatible with the library laptops and will allow students to share multiple, large screen videos.   The Library is purchasing 20 new laptop computers to replace the 10 older Dell laptops and to add to the collection of Mac library laptops available for student borrowing.

Additionally the library Systems and Technology department is upgrading the library's computer network that runs the Information Commons computers. This network upgrade was paid for by both the Student Tech Fee and the Distance Learning Fee and will be completed by fall 2012. As a result of the new network, the new Information Commons computers and the new laptops, students will experience faster computer and network speed. We expect that the upgrades to equipment and service will increase the level of satisfaction for this area.

Regarding requests for free printing at the library, the copier/printers are provided on a cost-recovery, non-profit basis. Funding does not enable the library to provide free printing at this time. The library administration has in

the past explored the possibility of Student Government helping reduce printing costs and will continue to be open to this option in the future.

Blocks on the wireless network are done through Campus Computing and are outside the control of the library. However, the Library Systems and Digital Technology department can provide information on why there are blocks, how they work, and how the students can report inappropriately blocked content.

<u>Library Environment</u>

The cleanliness of the library received comments, both positive and negative, with more people making positive comments. Lighting issues that were mentioned will be explored with Facilities Services to determine if any improved lighting in the stacks areas is possible. As the library has no budget for upgrading the facility, this would need to be funded centrally. The library did request to have the carpeting replaced but that proposal has not yet been funded. The library will ask the USFSP Facilities Department to monitor the cleanliness of the bathrooms more carefully and clean them more frequently as needed.

<u>Study Space</u>

In response to strategic planning undertaken by the Library in 2010 and ongoing student feedback, the Library's Space Allocation Committee has been working for over a year to review the needs and utilization of space within the Library. The focus in the first year has been on the first floor. The committee has conducted research, undertaken site visits, surveyed students, consulted with experts in the field of library design, and conducted focus group sessions with students to enable it to make informed choices that would satisfy the greatest number of students. In addition, a major weeding process of both the Reference and circulating collection has been the focus of many librarians and library staff this past year. In particular, the Reference collection on the first floor is being dramatically reduced with many older titles being withdrawn and many others being relocated to the circulating collection on the second and third floors._ With more open floor space, the Library has begun to implement the changes requested by students to provide more numerous and more varied study spaces. . As the library has no money available set aside for a full-scale renovation, all changes are being made incrementally using Library Foundation funds.

Improvements have already been made to group study spaces to increase their functionality. However, the Library is unable to provide more group study spaces because it lacks the financial resources for that type of physical remodeling of the facility. A former classroom in the Library that had been identified by the Library for more study space was instead allocated for the use of College of Business staff working on an online program. If the Library recovers that space, it will be possible to redesign that space to develop a quiet computer and study lounge for students. Additionally, as the Library faces a space crisis in its Special Collections and University Archives area, it must consider taking one or more group study areas out of circulation in order to meet the short term need for secure storage of these materials.

<u>Library Collections</u>

The Library shares the student's concern over ebooks that was expressed in the comments of this survey. Unfortunately, the Poynter Library has had no voice in the selection of the electronic resources that are provided on behalf of the libraries in the USF System by USF Tampa. The type of access to ebooks is negotiated by the USF Tampa Library with the vendors.

Convenience of the Library

The Poynter Library is gratified at the overwhelmingly positive comments in this area. Librarians and other library staff work hard to be responsive and proactive in providing consistently high quality service to students and other library users. The comment about requesting more tutoring hours and to have tutors available in the library is not currently under the Library's control. Conversations were held in the past to see if it would be possible to have tutors in the library. However, at the time no space was available and no clarity could be achieved on responsibility for the service. Whenever a service is located physically in an area, students assume that the managers of that physical space are also responsible for providing the service. If we had the funding to provide an appropriate space and if the responsibilities for providing the service were clearly articulated and understood by all parties, the Library would be willing to consider having this service housed in the building. What is not possible is for already overextended library staff to take on any responsibility for providing tutoring for students.

Hours

Having longer hours is always requested by students. While the Library is extremely sympathetic and would like to accommodate students with longer hours, we are unable to do so for two main reasons. The first reason we are unable to accommodate this request is financial: Student Government has stepped up in recent years to enable the library to stay open longer during exam weeks. However, even with that financial support, the Library must change the schedules of existing staff to cover a greater number of hours. To keep the library open longer hours consistently would require at least another permanent half-time position. The second reason that we are unable to accommodate the desire to keep the building open longer hours is due to the nature of the facility. Unlike the library at USF Tampa, we are unable to lock down the second and third floors where the collections reside and where many of our study spaces are. The floor plan of the Poynter Library is open and access to part of the building provides access to the entire building, This creates a security risk not just for the collections but also for students in the building late at night or on the weekends The Library has already used some of its own funds to hire a security guard for the evening and weekend hours. Unless the building is redesigned, it will continue to be necessary to have at least one security guard and one library staff member on duty for all evening and weekend hours. While the Library is open to such a redesign, it lacks the funds to plan for and implement it.

The Future

The development of new services for faculty and students and getting the word out about them, as well as continuing to provide existing services, is a growing challenge for the Library. As enrollments continue to increase and more adjunct and visiting faculty are hired to deliver courses for the growing student body, library staff at all levels are stretched, The Library has not received any additional funding for staff to enable it to keep the Library open longer hours. In fact, the Library continues to lose ground, with approval to fill vacant positions being delayed or denied. Even in a steady state environment (no further loss of staff or positions) the Library would be losing ground in relation to the growth in student FTE. When new students are enrolled, the Colleges are provided funding to hire instructors. The Library does not have access to a similar source of funding for new positions and must try to absorb the increased service demands with declining numbers of librarians and other staff. In spite of declining library staff and loss of access to carryforward funds to hire temporary staff, the Library continues to assess, review, revamp, and develop services to meet the changing needs of the University's faculty and students. However, this year may prove to be the tipping point, with the need to reduce some services in order to meet rising demand in other areas.