

Student Library Satisfaction Survey 2009 Report

The goal of this survey was to broadly measure student use and satisfaction with the services and resources available at the Nelson Poynter Memorial Library.

Methodology

The Student Library Satisfaction Survey was distributed from Monday March 23rd to Wednesday March 27th from 9am to 5pm by various library staff and student workers. Surveys were distributed to USF students outside of the Nelson Poynter Library entrance and in the Davis Student Lounge. Students were offered a bottle of water as incentive to complete the survey. A copy of the survey is attached as an appendix to this report.

Results

A total of 203 students completed the survey. Demographically, the survey respondents were:

- 50% male, 47% female and 3% did not respond
- 87% undergraduate students, 9% graduate students, and 4% did not respond
- 64% from the College of Arts and Sciences, 27% from the College of Business, 4% from the College of Education, 1% from the College of Marine Science, and 4% were undecided.

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

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

- 10% of the students used this service *Very Often*, 19% *Often*, 55% *Sometimes*, and 16% reported never using this service.
- Of those that reported having asked a librarian for help 98% were either *Very Satisfied* or *Satisfied* and 2% were either *Dissatisfied* or *Very Dissatisfied*.

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

- 21% of the students use print resources *Very Often*, 28% *Often*, 36% *Sometimes*, and 15% reported never using this type of resource.
- Of those that reported having using print resources 94% were either *Very Satisfied* or *Satisfied* and 6% were either *Dissatisfied* or *Very Dissatisfied*.

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

- 29% of the students use electronic library resources *Very Often*, 27% *Often*, 29% *Sometimes*, and 15% reported never using this service.
- Of those that reported having using electronic resources, 95% were either *Very Satisfied* or *Satisfied* while 5% were either *Dissatisfied* or *Very Dissatisfied*.

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

- 9% of the students used this type of A/V resources *Very Often*, 6% *Often*, 27% *Sometimes*, and 58% reported never using these resources.
- Of those that reported having using Audio-Visual resources 82% were *Very Satisfied* or *Satisfied* and 18% were either *Dissatisfied* or *Very Dissatisfied*.

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

- 47% of the students used these resources *Very Often*, 23% *Often*, 20% *Sometimes*, and 10% reported never using these resources.
- Of those that reported having used the Information Commons, 95% were either *Very Satisfied* or *Satisfied* and 5% were *Dissatisfied* or *Very Dissatisfied*.

Library Wireless Network:

- 37% of the students used this service *Very Often*, 17% *Often*, 21% *Sometimes*, and 25% reported never using this service.
- Of those that reported having used the wireless network, 91% were either *Very Satisfied* or *Satisfied* and 9% were either *Dissatisfied* or *Very Dissatisfied*.

Course Reserve Materials:

- 29% of the students used this service *Very Often*, 15% *Often*, 29% *Sometimes*, and 27% reported never using this service.
- Of those that reported using Reserve Materials, 93% were either *Very Satisfied* or *Satisfied* and 7% were either *Dissatisfied* or *Very Dissatisfied*.

Inter Library Loan:

- 10% of the students used this service *Very Often*, 9% *Often*, 20% *Sometimes*, and 61% reported never using this service.
- Of those that reported using the Inter Library Loan service to borrow materials from other libraries, 90% were either *Very Satisfied* or *Satisfied* while 10% were either *Dissatisfied* or *Very Dissatisfied*.

The Library as a Social Environment:

- 36% of the students went to the library for individual or group student *Very Often*, 33% *Often*, 26% *Sometimes*, and 5% reported never going to the library to study.
- 4% of the students went to the library for events or activities *Very Often*, 6% *Often*, 29% *Sometimes*, and 61% reported never going to library events or activities.
- Of those students that went to the library, 98% were either *Very Satisfied* or *Satisfied* with the library's interior environment, while 2% were *Dissatisfied* or *Very Dissatisfied*.

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

- 81% of the students stated that the library contributed *Very Much* or *Quite a Bit* to their ability to obtain and effectively use information for problem solving while only 3% said that the library made *Very Little* contribution.
- 68% thought that the library helped them *Very Much* or *Quite a Bit* to develop critical and analytical abilities, while only 9% thought that the library had very little impact in this regard.
- 73% thought that the library helped them *Very Much* or *Quite a Bit* to develop the ability to distinguish scholarly from non-scholarly resources, while 7% thought that the library made *Very Little* contribution.
- Finally, 65% stated that the library helped them *Very Much* or *Quite a Bit* to develop the ability to evaluate the quality of information from various media sources, while 12% thought that the library helped them only *Very Little* in this regard.

Respondents used the comments section to clarify areas where they thought the library should improve its services and physical environment. The four consistent complaints were for: 1) longer library hours – in the evenings and on weekends; 2) issues with the current printing system – students called for free or reduced printing prices, the ability to use BullBucks and the ability to print from laptop computers; 3) improved wireless coverage throughout the library, and 4) that the library was too cold.

While a complete list of all the student comments is available in the report appendix, a selection of student comments is provided here:

- warmer temperatures in group study rooms
- Sometimes the internet does not work well on the 3rd floor. Longer hours
- Stay open later
- Make the internet access easier to get on and make sure all the floors get the internet, cheaper copies, bigger audio visual section
- Keep printing prices low or try to lower them, advertise laptops more, you guys ROCK!
- Bad wireless at St Pete campus and in study rooms
- Our library is fantastic
- The library temperature is a little too cold
- I wish we didn't have to pay to print materials
- Change the coin system
- Perhaps a scanner and maybe cards that tell the IP address to the printers for laptop users
- The library is my domain. I can spend hours upon hours as long as I have my sandwich, laptop, and my course material. I am taking 24 credits this semester and need the library

Library Response

The survey results point to several areas for the library to respond.

Due to recent water restrictions, the regional water management agency, Swiftmud, has called for all public buildings that use water cooling towers to raise their thermostat to 78 degrees or higher. If the Nelson Poynter Library is one of those buildings, by following this dictate, the library will be required to become warmer and thereby resolve the students' complaints regarding a cold building.

The Nelson Poynter library is currently in the process of expanding wireless coverage in the library. Money from the Florida Center for Library Automation will be used to add 2 wireless access points in the library. One access point will be located on the 1st floor by the Poynter Presentation Corner; this location will provide wireless access to the presentation area and to the study rooms on the 1st floor. The second wireless access point will be located on the 2nd floor; this access point will provide wireless coverage to the Library Studio, education area, and to some study rooms and tables on the 2nd floor. These additional access points will improve the library's wireless services, although we will not be able to guarantee complete coverage.

Despite student requests for less expensive or free printing, the Nelson Poynter Library does not have sufficient usage levels to change the current printing prices. Currently the library is at

cost with regards to the printing services. However, Berrie Watson, Head of Systems & Technology, can explore options using credit or BullBucks cards with the current printing vendor.

Longer library hours will be problematic in light of predicted budget cuts. In fact, the library staff will be challenged to maintain its existing schedule.

The survey results also point to issues that should be probed during future assessments. For example, are students who use the Interlibrary Loan program less frequently because they can acquire all the resources that they need here at the Nelson Poynter Library, because they are not aware of the service, or for some other reason? Similarly, are students used the Audio/Visual resources less frequently because they are more interested in Hollywood movies that are better provided through companies such as NetFlix or Blockbuster, because they are unaware of our collection, or they can't find the educational media materials that they need for their learning?

Finally, while the survey attempts to gauge how the library contributes to the academic success of the students, due to time constraints, it relies on self-reported outcomes. In the future, the library should begin to conduct a formal outcomes assessment of its information literacy program, perhaps through a pre-test/post-test structure or through a bibliographic analysis of student papers. This is something that should be explored in the 2009/10 academic year.

Library Survey 2009

1. In your experience at USF St. Petersburg during the current school year, about how often have you done each of the following?

	<i>Very Often</i>	<i>Often</i>	<i>Sometimes</i>	<i>Never</i>
a) Asked a campus librarian for help (in person, email, chat, etc.)	4	3	2	1
b) Used print based library resources (books, journals, newspapers, etc)	4	3	2	1
c) Used electronic based library resources (full text articles, ejournals, ebooks, etc)	4	3	2	1
d) Used audio-visual library resources (DVDs, CDs, etc.)	4	3	2	1
e) Used the library Information Commons (computers, scanners, printers, etc)	4	3	2	1
f) Used the library wireless network or laptop areas	4	3	2	1
g) Accessed print or online class reserve materials	4	3	2	1
h) Borrowed materials from other libraries (Interlibrary Loan)	4	3	2	1
i) Went to the library for individual or group study	4	3	2	1
j) Went to the library for events or activities	4	3	2	1

2. How satisfied are you with the following library services and resources?

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Never Used</i>
a) Asked a campus librarian for help (in person, email, chat, etc.)	4	3	2	1	0
b) Print based library resources (books, journals, newspapers, etc)	4	3	2	1	0
c) Electronic based library resources (full text articles, ejournals, ebooks, etc)	4	3	2	1	0
d) Audio-visual library resources (DVDs, CDs, etc)	4	3	2	1	0
e) Library Information Commons (computers, scanners, printers, etc)	4	3	2	1	0
f) Wireless network or laptop areas	4	3	2	1	0
g) Print or online class reserve materials	4	3	2	1	0
h) Borrowing from other libraries (Interlibrary Loan)	4	3	2	1	0
i) The quality of the library interior environment (lighting, cleanliness, etc)	4	3	2	1	0

3. To what extent does the USFSP library contribute to your success in the following areas?

	<i>Very Much</i>	<i>Quite a Bit</i>	<i>Some</i>	<i>Very Little</i>
a) Developing the ability to obtain and effectively use information for problem solving.	4	3	2	1
b) Developing critical, analytical abilities.	4	3	2	1
c) Developing the ability to distinguish scholarly resources (peer reviewed journal articles, government documents, books)	4	3	2	1
d) Developing the ability to evaluate the quality of information available from various media sources (TV, radio, newspapers, magazines, etc).	4	3	2	1

4. Do you have any additional comments or suggestions?

Gender:

- Male
- Female

Status:

- Undergraduate Student
- Graduate Student

College:

- College of Arts and Sciences
- College of Business
- College of Education
- College of Marine Sciences
- Undecided

Response Totals

1. In your experience at USF SP during the current school year, about how often have you done each of the following?

	<i>Very Often</i>	<i>Often</i>	<i>Sometimes</i>	<i>Never</i>
Asked a campus librarian for help (in person, email, chat, etc.)	21	38	112	32
Used print based library resources (books, journals, newspapers, etc)	43	57	74	30
Used electronic based library resources (full text, ejournals, ebooks,	58	55	59	31
Used audio-visual library resources (DVDs, CDs, etc.)	18	13	54	118
Used the library Information Commons (computers, scanners,	95	46	41	20
Used the library wireless network or laptop areas	76	34	43	50
Accessed print or online class reserve materials	58	32	58	55
Borrowed materials from other libraries (Interlibrary Loan)	20	18	41	124
Went to the library for individual or group study	73	65	51	11
Went to the library for events or activities	8	13	58	124

2. How satisfied are you with the following library services and resources?

	<i>Very satisfied</i>	<i>satisfied</i>	<i>dissatisfied</i>	<i>Very dissatisfied</i>	<i>Never used</i>
Asked a campus librarian for help	99	78	2	1	21
Print based library resources	89	77	11	0	24
Electronic based library resources	86	83	7	2	25
Audio-visual library resources	41	45	16	3	98
Library Information Commons	103	74	9	0	14
Wireless network or laptop areas	89	60	15	5	34
Print or online class reserve materials	71	71	8	3	50
Borrowing from other libraries	37	48	7	2	109
library interior environment	121	75	3	1	3

3. To what extent does the USFSP library contribute to your success in the following areas?

	<i>Very Much</i>	<i>Quite a Bit</i>	<i>Some</i>	<i>Very Little</i>
Developing the ability to obtain and effectively use information for problem solving.	87	73	31	6
Developing critical, analytical abilities.	61	73	46	18
Developing the ability to distinguish scholarly resources (peer reviewed journal articles, government documents, books)	80	65	40	13
Developing the ability to evaluate the quality of information available from various media sources (TV, radio, newspapers, magazines, etc).	61	67	46	23

Gender:

102 Male
94 Female
6 No response

Status:

177 Undergraduate
18 Graduate
8 No response

College:

126 College of Arts and Sciences
54 College of Business
8 College of Education
2 College of Marine Sciences
7 Undecided

Student Comments:

- More Mac Computers, more books, update multi-media (cds, dvds,) better wireless connections, free copies (or lower price) lower vending drink -prices, add snack machine, ventilate upper levels where students study, dust more, extend interlibrary loan time, extend locked study room time
- I'm told it needs better wireless service
- To make the printing in the common area capable of using and accepting USF cards. More available parking that is not half a mile away. Longer hours on the weekends
- Noisy sometimes
- Not sure what can be done, but the homeless population make it a little creepy when you try to find a quiet corner to read or study
- Faster internet, longer hours (#1 complaint – hours need to be much longer), warmer temperatures in group study rooms
- More fiction, evening shift librarians need to cheer up, if you don't love literature, go elsewhere
- I would greatly more DVDs, a starbucks, maybe some Xbox 360s, free printing, an escalator, and a tattoo parlor
- Sometimes the internet does not work well on the 3rd floor. Longer hours
- Longer hours please
- It is frustrating that one cannot use bullbucks to print and or copy in the library, yet it is the only copier on this side of the campus. Also some programs required by classes, such as Smithville, are not on the computers and nobody will help to get them on due to "restrictions" making it inconvenient to work/study here, as you have to go to other places on campus mid-work to access some things and make copies → very unsatisfied
- Better help in the computer center
- I think a couch would be nice
- Not really, I get very good assistance from the librarians and library staff
- Stay open later
- The library is great, I come here quite often to start projects and for quiet study time. The staff are exemplary and always willing to help when I need it. This is a great place for students
- Hours suck, should be open 24/7 instead of wasting money building bears and giving out goldfish we should be able to access study tools all the time. As an O/F combat veteran I was very offended by the anti-war display with the # of men lost written as if in blood displayed on the 1st floor in the main display. I did not come to the library until it was removed
- Make the internet access easier to get on and make sure all the floors get the internet, cheaper copies, bigger audio visual section
- You guys and gals are doing a great job! Keep up the good work and the USF SP library will continue to flourish
- As a higher learning and research institution, the library should offer extended hours. The current hours are very limited
- Honestly I believe that this library is very nice and is a great resource. I just don't take advantage of it as much as I should. I believe that I will start to now though
- Perhaps more than one copy of particular documents can be retained at the library reserves
- Keep printing prices low or try to lower them, advertise laptops more, you guys ROCK!
- Bad wireless at St Pete campus and in study rooms

- Our library is fantastic
- Very supportive and friendly staff, good books and DVDs for school and pleasure, great online articles – very helpful, love the late hours!! And the early hours!! Thanks ☺
- Better wireless network, signal on 2nd and 3rd floor is usually little to none. More study rooms
- Printing too expensive – printing school work should not be breaking my bank, library hours need to be extended
- Great work, friendly staff
- I would like to see more recent editions of exam study guides that can be borrowed such as FTCE and CLEP study guides. I would also like to see more quality children’s books (students in the COE would use them)
- I like the library a lot, I often, if not always, find the books I need and its clean and quiet
- The bathrooms get very dirty towards the end of the day
- A lot of DVDs are “lost” also they aren’t organized very clearly, we could get newer ones too.
- The circulation staff is way cooler than the reference staff.
- Better wireless, additional print/copy equipment, better system for student #s, better survey questions
- Yes it is too cold!
- The library temperature is a little too cold
- We need more books and full articles
- The library needs to stay open LONGER... many student have jobs that end at 10 at night at which time the library is no longer open for their needs
- I have always been successful with reading material. It may not be a focus of the library which I understand; the CD music collection is not good.
- Happy of how quiet and spacious it is. You can always find a quiet corner
- My only suggestion would be to regulate the use of our library and library restrooms from homeless people. It is distracting when I am reading and a homeless man is snoring in a chair next to me
- I wish we didn’t have to pay to print materials
- I wish you enforced some degree of quiet talking on the 1st floor when studying or just using the computer, some people talk and cat and giggle and its quite annoying
- I wish they would extend the hours
- Bigger budget, more hours
- Change the coin system
- The library is very well designed and the staff is very helpful. Sometimes the study rooms on the 2nd floor are too cold. Sometimes the expo markers are out of ink as well. Overall the library is great and I enjoy having it available for my academic needs
- Hours could be extended later into the evening
- The librarians are very friendly and helpful. Also the library is very clean
- More films by Godard and Truffaut
- I wish I could use my bull bucks card to print. I don’t always have change to use
- I am very happy with the USF SP library. I find its staff to be very helpful
- It’s always cold in the study rooms
- Perhaps a scanner and maybe cards that tell the IP address to the printers for laptop users
- Wireless needs to be fixed in the back rooms of the library
- Perhaps the media center resources should be made available to more students instead of being restricted to specific majors. This has caused me frustration on numerous occasions,

and the restrictions by major prevents legitimate pursuits of learning through multi-media avenues that could only serve to nourish students education

- My home away from home
- Very clean and quiet. Nice rooms, great wireless service
- Shorter survey
- Good job so far! It doesn't have to be broken to get better!
- The library is my domain. I can spend hours upon hours as long as I have my sandwich, laptop, and my course material. I am taking 24 credits this semester and need the library
- The Librarian provided excellent assistance locating and obtaining inter-library loan information. Very professional and helpful
- I love the library!
- I love how I feel that I can come to the library anytime and know that if I need help someone will be there to give it to me. I love how I can go there and get school work done in a quiet, clean and educational environment. Thanks for all that you do
- Wireless printing from laptops
- Sometimes the library is very cold on the second floor maybe you could save energy by not using so many lights because the sun shines in the windows
- Everything is nice and lovely
- Require professors to reserve copies of all books and syllabus
- The librarian was very helpful with showing me how to use lexis/nexis
- I would suggest that certain subjects (such as social work) have more indepth materials that are accessible on campus. This can help me not have to travel to Tampa to get the materials and sources I need
- It would be beneficial if they had longer hours on the weekend, also its always very cold
- The library should be open later through the week and weekends. Closing the library at ten doesn't give students time for research who work during the day and have classes at night. Most night classes end at 9 or 10. More hours
- The wireless network is better than other schools but it would be nice if it extended to the ENTIRE library
- More computers would be helpful as they get quite busy in the early afternoon