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Student Library Satisfaction Survey 2013/14 Report

Nelson Poynter Memorial Library.

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Student Library Satisfaction Survey 2013/14 Report

Nelson Poynter Memorial Library
University of South Florida St. Petersburg

Compiled by
Kaya van Beynen
Carol Hixson
Tina Neville

June 2014
Student Library Satisfaction Survey 2013/14 Report

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.

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, 2010/11, and 2011/12. A copy of the 2013/2014 survey questionnaire is included in an appendix to this report.

Data collection occurred from September 30 to October 10, 2013. USFSP students were asked to complete the survey at three locations on campus: 1) the two standing computers by the library entrance, 2) the cafeteria in the University Student Center, and 3) by the Sembler Fountain at the center of the USFSP campus. Two student workers set up a table with two laptops to solicit participation in the library survey. As an incentive to participate, students were offered candy or chocolate. A total of 260 students completed the 2013/14 Student Library Satisfaction Survey.

Demographically, the survey respondents were:

<table>
<thead>
<tr>
<th></th>
<th>2010/11 Survey Respondents</th>
<th>2011/12 Student Respondents</th>
<th>2013/14 Student Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>First year</td>
<td>34%</td>
<td>23%</td>
<td>17%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>20%</td>
<td>22%</td>
<td>22%</td>
</tr>
<tr>
<td>Junior</td>
<td>23%</td>
<td>25%</td>
<td>29%</td>
</tr>
<tr>
<td>Senior</td>
<td>20%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Graduate Student</td>
<td>3%</td>
<td>3%</td>
<td>5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2010/11 Survey Respondents</th>
<th>2011/12 Student Respondents</th>
<th>2013/14 Student Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Arts and Sciences (CAS)</td>
<td>63%</td>
<td>67%</td>
<td>65%</td>
</tr>
<tr>
<td>College of Business (COB)</td>
<td>29%</td>
<td>26%</td>
<td>24%</td>
</tr>
<tr>
<td>College of Education (COE)</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>USF colleges in Tampa or Sarasota</td>
<td>2%</td>
<td>1%</td>
<td>6%</td>
</tr>
</tbody>
</table>
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

Asked for Technical Help (computers, software, printing, etc.):
- 76% of student respondents reported using the library technology help desk – an extremely high use rate
- 5% of the students used this service Very Often, 9% Often, 40% Sometimes, and 45% reported never using this service.
- Among those who responded, 98% were either Very Satisfied or Satisfied and 2% were either Dissatisfied or Very Dissatisfied.

Asked for Research Help (finding articles, books, references, etc.):
- 7% of the students used this service Very Often, 8% Often, 30% Sometimes, and 54% reported never using this service.
- Among those who responded, 98% were either Very Satisfied or Satisfied and 2% were either Dissatisfied or Very Dissatisfied.

Used the USFSP Special Collections and Archive:
- 6% of the students use Special Collections resources Very Often, 7% Often, 37% Sometimes, and 53% reported never using this type of resource.
- Among those who responded 97% were either Very Satisfied or Satisfied and 3% were either Dissatisfied or Very Dissatisfied.

Used print based library resources (books, journals, newspapers, etc.):
- 75% of student respondents reported using the library print collections – an extremely high use rate
- 13% of the students reported using electronic library resources Very Often, 21% Often, 37% Sometimes, and 30% reported never using this service.
- Among those who responded, 98% were either Very Satisfied or Satisfied and 2% were either Dissatisfied or Very Dissatisfied.

Used electronic based Library Resources (full text articles, ejournals, ebooks, etc.):
- 21% of the students reported using electronic library resources Very Often, 23% Often, 32% Sometimes, and 24% reported never using this service.
- Among those who responded, 97% were either Very Satisfied or Satisfied and 3% were either Dissatisfied or Very Dissatisfied.

Used Audio-Visual Library Resources (DVDs, CDs, audiobooks, etc.):
- 7% of the students used this type of A/V resources Very Often, 8% Often, 20% Sometimes, and 64% reported never using these resources.
- Among those who responded, 93% were either Very Satisfied or Satisfied and 7% were either Dissatisfied or Very Dissatisfied.
Used Library Information Commons (Computers, scanners, printers, etc.):
- 88% of student respondents reported using the library information commons – an extremely high use rate
- 34% of the students used these resources Very Often, 26% Often, 25% Sometimes and 15% reported never using these resources.
- Among those who responded, 95% were either Very Satisfied or Satisfied and 5% were either Dissatisfied or Very Dissatisfied.

Used the Library Wireless Network:
- 91% of student respondents reported using the library wireless – an extremely high use rate
- 51% of the students used this service Very Often, 20% Often, 17% Sometimes, and 10% reported never using these resources.
- Among those who responded, 95% were either Very Satisfied or Satisfied and 5% were either Dissatisfied or Very Dissatisfied.

_used print or online class reserve materials:
- 19% of the students used this service Very Often, 18% Often, 21% Sometimes, and 37% reported never using this service.
- Among those who responded, 94% were either Very Satisfied or Satisfied and 6% were either Dissatisfied or Very Dissatisfied.

Gone to a research workshop (Advanced searching, RefWorks):
- 4% of the students used this service Very Often, 5% Often, 15% Sometimes, and 64% reported never using this service.
- Among those who responded, 97% were either Very Satisfied or Satisfied and 3% were either Dissatisfied or Very Dissatisfied.

Borrowed materials from other libraries (Interlibrary Loan):
- 10% of the students used this service Very Often, 9% Often, 18% Sometimes, and 58% reported never using this service.
- Among those who responded, 94% were either Very Satisfied or Satisfied and 6% were either Dissatisfied or Very Dissatisfied.

Used a library laptop:
- 13% of the students used this service Very Often, 9% Often, 17% Sometimes, and 54% reported never using this service.

Gone to the Library Facebook page or blogs:
- 9% of the students used this service Very Often, 7% Often, 16% Sometimes, and 57% reported never using this service.
Students were asked to rate their overall satisfaction with the quality of library services and resources:
- 99% of the respondents reported being either Very Satisfied or Satisfied and only 1% said they were either Dissatisfied or Very Dissatisfied.

Table 1: Student Library Use and Satisfaction Levels: 2008/09 and 2010/11 Surveys

<table>
<thead>
<tr>
<th></th>
<th>2008/09</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2013/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Student respondents</td>
<td>203</td>
<td>213</td>
<td>235</td>
<td>260</td>
</tr>
<tr>
<td>USFSP Unduplicated Headcount</td>
<td>4684</td>
<td>4510</td>
<td>--</td>
<td>4700</td>
</tr>
<tr>
<td>% Response Rate</td>
<td>4.3%</td>
<td>4.7%</td>
<td>--</td>
<td>5.5%</td>
</tr>
<tr>
<td></td>
<td>% Used</td>
<td>Satisfied or Very Satisfied</td>
<td>% Used</td>
<td>Satisfied or Very Satisfied</td>
</tr>
<tr>
<td>Print Resources</td>
<td>85%</td>
<td>94%</td>
<td>80%</td>
<td>96%</td>
</tr>
<tr>
<td>eResources</td>
<td>85%</td>
<td>95%</td>
<td>80%</td>
<td>93%</td>
</tr>
<tr>
<td>A/V Resources</td>
<td>42%</td>
<td>82%</td>
<td>43%</td>
<td>92%</td>
</tr>
<tr>
<td>Info Commons</td>
<td>90%</td>
<td>95%</td>
<td>92%</td>
<td>95%</td>
</tr>
<tr>
<td>Wireless</td>
<td>75%</td>
<td>91%</td>
<td>90%</td>
<td>92%</td>
</tr>
<tr>
<td>Course Reserves</td>
<td>73%</td>
<td>93%</td>
<td>73%</td>
<td>97%</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>39%</td>
<td>90%</td>
<td>57%</td>
<td>98%</td>
</tr>
</tbody>
</table>
Library Space and Furnishings

With the library undergoing major changes to its layout and furnishings, students were asked to provide input on their use of types of configurations, furnishings, and flexibility.

Students were initially asked their motivation and usage patterns for coming to the library:

Gone to the Library to Study:
- 53% of the students used this service Very Often, 26% Often, 13% Sometimes, and 8% reported never using this service.

Used the library study rooms:
- 29% of the students used this service Very Often, 23% Often, 23% Sometimes, and 23% reported never using this service.

Gone to the Library for events or activities:
- 11% of the students used this service Very Often, 8% Often, 25% Sometimes, and 49% reported never using this service.

Gone to the Library to meet friends:
- 24% of the students used this service Very Often, 20% Often, 31% Sometimes, and 23% reported never using this service.

Students were also asked about their satisfaction level with library layout and furnishings.

Layout and Design of the 1st Floor
- 94% of the students who used this service reported being Very Satisfied or Satisfied
- 2% reported never using the 1st floor

Layout and Design of the 2nd and 3rd Floor
- 89% of the students who used this service were Very Satisfied or Satisfied
- 8% reported never using the 2nd and 3rd floors

Comfort of furniture on the 1st floor
- 90% of the students who used this service were Very Satisfied or Satisfied,
- 4% reported never using the furniture on the 1st floor

Comfort of furniture on the 2nd and 3rd floor
- 79% of the students who used this service were Very Satisfied or Satisfied
- 11% reported never using the furniture on these floors

Ability to customize study space on the 1st floor
- 84% of the students who used this service were Very Satisfied or Satisfied
- 10% reported never adapting this space
-
Ability to customize study space on the 2nd and 3rd floor
- 80% of the students who used this service were Very Satisfied or Satisfied
- 14% reported never adapting this space

Students were then asked to rate their opinion on whether the library had sufficient quantity of the following library furnishings:

<table>
<thead>
<tr>
<th></th>
<th>Not Enough</th>
<th>Just Right</th>
<th>Too Many</th>
<th>Never Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study tables</td>
<td>21%</td>
<td>74%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>Study carrels</td>
<td>8%</td>
<td>78%</td>
<td>0%</td>
<td>14%</td>
</tr>
<tr>
<td>Comfy chairs</td>
<td>35%</td>
<td>60%</td>
<td>1%</td>
<td>4%</td>
</tr>
<tr>
<td>White boards</td>
<td>25%</td>
<td>63%</td>
<td>0%</td>
<td>12%</td>
</tr>
<tr>
<td>Power outlets</td>
<td>42%</td>
<td>50%</td>
<td>0%</td>
<td>8%</td>
</tr>
<tr>
<td>Library computers</td>
<td>29%</td>
<td>63%</td>
<td>1%</td>
<td>8%</td>
</tr>
<tr>
<td>Library laptops</td>
<td>11%</td>
<td>55%</td>
<td>0%</td>
<td>34%</td>
</tr>
<tr>
<td>Collaboration stations</td>
<td>11%</td>
<td>70%</td>
<td>1%</td>
<td>18%</td>
</tr>
<tr>
<td>Group study</td>
<td>16%</td>
<td>73%</td>
<td>0%</td>
<td>11%</td>
</tr>
<tr>
<td>Quiet study</td>
<td>23%</td>
<td>69%</td>
<td>1%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Notably from this question, the library can ascertain that students thought they would like additional:

1) Power outlets,
2) Comfy chairs,
3) Library computers,
4) White boards, and
5) Quiet study.

Student Space and Furnishing Comments
The student comments on the library space ranged in focus from expressing general satisfaction with the library as a study space, to comments about furnishings, the 1st, 2nd and 3rd floors, and a desire for more designated quiet study space.

General Space Satisfaction
- It’s a good library
- The library is just right in my opinion.
- Overall I think the library is comfortable.
- Only place I can study in peace.
- It’s such a great place to study!
- It’s a really good place to study and make sure to stay focused.

**Furnishings**
- Longboard storage
- Love the open windows and big tables by windows.
- It’s very open and the furniture is comfortable
- The chairs in the study room are uncomfortable
- Not enough study tables during certain times of the semester
- Library lockers

**1st Floor**
- Layout of the first floor allows for convenient study spaces without having to go to the 2nd and 3rd floor.
- I love the whiteboards, I have never been in a library at any other college campus and had the opportunity to use a whiteboard.
- Computer chairs are very uncomfortable.
- I like the option of common space and private space.

**2nd and 3rd Floors**
- Get better chairs on the 2nd floor
- The furniture on the second and third floor are nowhere near as comfortable as the furniture on the first floor.
- I love working on the 3rd floor
- You cannot beat the view of the library study area. Very relaxing and conducive to studying, for me.
- Quiet study on 3rd floor was very warm and air felt stale. Studying on first floor is difficult sometimes.
- 2nd floor side rooms could be better utilized, roof could remain open for study area
- Open rooftop with tables
- higher floors aren't attractive to me
- the 2nd and 3rd floors should be for quiet study only but there is lots of talking and slamming of the study room doors... it’s almost more distracting than the constant chatter on the 1st floor

**Quiet Study**
- I would like the study area in the back (where the comfy chairs are) to be a quiet study area. The groups of people should get a room or go the front part of the library. People back there on their phones are disruptive.
- I think more quiet areas is a big deal.
- Limited quiet space/computer lab too noisy, too hard to concentrate
- Satisfied with layout, dissatisfied when others come and start talking while I try to study.

In the final question regarding library layout and design, students were asked about the likelihood that they would use a hypothetical café in the library.
- 56% of the student respondents reported that they were *Very Likely* to use a library café
- 33% of the student respondents reported that they were *Likely* to use a library café
- 12% reported being *Not Likely* or *Not Likely At All* to use a library café

Student comments were either enthusiastic or worried about the added noise from a café:
- This is definitely a must. If there were a cafe in the library I would not have to leave the building to get something to eat or drink.
- Should accept meal plans
- We should get a Starbucks in the library, like Tampa
- I would love a cafe in the library! I would also love longer hours in the library, but after my classes, the library is closed.
- Would use cafe in library as long as food/beverages are good quality and have healthy options
- Adding a cafe would make the library too noisy
- Although a cafe sort of area would be nice, it would probably end up being very loud.

Students were asked when they normally visited the library. The times that the students most frequently reported visiting the library were:

1) Wednesday 11-1
2) Monday 11-1 & Wednesday 1-5 (tied in popularity)
3) Monday 1-5
4) Thursday 1-5
5) Tuesday 1-5

16% of students reported visiting the library from 7pm to 10pm on Mondays to Thursdays. Wednesday was the most popular day, while Sunday was the least popular day. Only 25% of students reported coming to the library on Saturday and Sunday.

Library Instruction and Contribution to Information Fluency

When asked about their interactions with librarians and library staff:

- 99% of the students report that they found the librarians and library staff to be approachable
- 99% of the students reported that they were Very Friendly or Friendly, and
- 99% reported that they found that the librarians and library staff were Helpful.

Students were asked whether they had a librarian demonstrate research skills to their class and their satisfaction with this library instruction:

- 53% of the student respondents had attended a library research instruction session in one of their classes
- Among those who had participated, 94% reported being either Very Satisfied or Satisfied and 6% were either Dissatisfied or Very Dissatisfied.

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

- 80% of the students stated that the library contributed to their ability to obtain and effectively use information for problem solving while only 4% said that the library made Very Little contribution.
- 73% 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.
- 80% thought that the library helped them develop the ability to distinguish scholarly from non-scholarly resources, while 6% thought that the library made Very Little contribution.
- Finally, 74% stated that the library helped them develop the ability to evaluate the quality of information from various media sources, while 6% thought that the library helped them only Very Little in this regard.
Table 2: Perceived Lib. Contribution to Skills Development: 2007/08, 2008/09, and 2010/11 Surveys

<table>
<thead>
<tr>
<th></th>
<th>2007/08</th>
<th>2008/09</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to obtain &amp; effectively use information for problem solving</td>
<td>59%</td>
<td>81%</td>
<td>80%</td>
<td>84%</td>
<td>80%</td>
</tr>
<tr>
<td>Critical and analytical abilities</td>
<td>51%</td>
<td>68%</td>
<td>74%</td>
<td>76%</td>
<td>74%</td>
</tr>
<tr>
<td>Ability to evaluate information from various sources</td>
<td>56%</td>
<td>65%</td>
<td>74%</td>
<td>82%</td>
<td>80%</td>
</tr>
<tr>
<td>Ability to distinguish between types of scholarly resources</td>
<td>Not Asked</td>
<td>73%</td>
<td>77%</td>
<td>76%</td>
<td>74%</td>
</tr>
</tbody>
</table>

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:
   - The staff are very helpful and willing to assist you as much as possible.
   - Staff is very friendly and knowledgeable
   - I have always had a pleasant experience and the librarians were helpful
   - I am very satisfied because the people who work here are very nice and I always love coming to do homework here.
   - Great in-class presentation. Very Helpful
   - Services exceed expectations

2) Information Technology:

   **Printing**
   - Sometimes the printers available are out of service. Additionally, I think the fees for printing overall are too expensive
   - Cost to print, partner up to make it free
   - Creating a printing credit on student ID cards that would allow us to print a certain number of pages per day.
   - I would like wireless printing
   - ADA needs direct access to printers.

   **Outlets**
   - More power outlets.
   - Put more comfy chairs near the power outlets.
   - The only readily available power outlets are at the desk in the area in regards to first floor

   **Computers**
   - Need more computers in the common area for students.
   - Computers could use an upgrade to the same touchscreen all-in-one systems in the DAV building.
   - Think there should be computers available at some of the private tables
- Love this library, it’s quiet and lots of places to get comfortable and focus. Sometimes it is difficult to work on the computers next to people who are distracting.
- need more computers with less distractions

**Wireless Network**
- There are too many wireless networks to connect to and it is very confusing on which one to use so I do not even bother!
- Wi-Fi network is always reliable and fast

3) Library Services and Resources:

**Collections**
- I don't like the leisure reading section size.
- limited resources on reserve (books for every class should be accessible at the library)
- If there is a map of the library somewhere I am not aware of it. Making the location of such a thing known would be helpful so it is easier to navigate the different floors

**Online Resources**
- The online library could be more user friendly.
- I'd like a tutorial or an online how-to of all the library's resources and how to obtain them off campus (if possible)

**Interlibrary Loan**
- Interlibrary Loan keep time is short
- staff has been extremely helpful & knowledgeable, especially with interlibrary loan

4) Hours
- Longer hours at night. At least till 11pm or midnight....Come on!
- Library hours on weekends do not support evening study times.
- Need longer hours during week. At least 1 hour more.
- Extend the hours PLEASE on weekends !!!!!!!
- Weekend hours at USFSP are terrible...I would come here on the weekends if it were open later
- I would like to see the library hours extended, especially on weekends.
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. Some of the steps that we have taken or are planning to take include:

- We purchased additional whiteboards. While the majority are located on the 1st floor, there are several whiteboards now distributed on the 2nd and 3rd floors.

- Additional computers have been added to the 1st floor in more quiet study locations. Students now have the opportunity to use library desktop computers in both collaborative and quiet, individual, study locations.

- New printing service options are being explored to determine what would work best for students and would be feasible for the library. Library staff have met every year for the last five years with Student Government about this issue to explore the possibility of partial subsidies. The sticking point for Student Government is that we have no mechanism for limiting printing just to students, as the library serves all USF faculty and staff, as well as the general public. Student Government has tried and is planning again to have a limited amount of free printing in the University Student Center in a controlled space open only to students.

- Additional new furniture has been purchased. Some of these new furnishings will include additional comfy chairs and will be hardwired for laptop connections.

- Recent purchases of study and computer tables have included options for bringing power down from the ceiling in order to increase students’ access to power.

- A charging station has been set up in the library to allow students to charge their mobile and other devices.

- Every semester, the Library extends study hours during exam periods. Initially this was subsidized by Student Government but now the Library simply absorbs the additional costs. We advertise the extended hours widely and encourage students to make use of them so that we can document the need for extended hours to the University Administration. Unfortunately, usage of the library during the extended hour periods is very low and does not support requests for additional staffing to keep the library open. Additionally, the Library has presented budget requests to University Administration to allow for key-card access to the building and locking down the 2nd and 3rd floors where the bulk of the collections reside so that the building could be open extended hours without staffing but funds have not yet been made available for this purpose.

- The Library has developed a series of video and online tutorials on basic services and research skills in order to provide 24/7 access to research assistance to students. These are available through the Library’s website and the USFSP digital archive. Library online tutorials are being revised during the summer 2014 semester. In fall 2014, they will be marketed to faculty and students to increase awareness and availability.
- The library has maps for students. In April 2014, the large maps on the 2nd and 3rd floor landings were updated to reflect the new library configurations. Additionally, print maps are available for students to take at both the Circulation and Technology service desks. Currently there are plans to design maps for the library elevators to indicate clearly and graphically explain the various noise levels permitted on each floor of the library. This will communicate to students that the 1st floor of the library is for collaborative work and communication, while the 3rd floor is reserved for quiet study.

- The Library is undertaking a systematic review of all policies and guidelines to ensure a consistent user experience and to clarify expectations of behavior and noise levels throughout the building.

- The Library Dean and other staff have met with representatives of Student Government every year to explore options for providing access to more course materials, such as textbooks, through Library Reserves. Unfortunately, Student Government has not yet found a way to continue the work and discussions when new people are brought into Student Government. No pilot project has yet been developed. The Library has neither the staffing to monitor course list and acquire the materials, nor the money to purchase them, without a subsidy from Student Government.

- In 2013/2014, the Library became the only open-use computing lab on campus and inherited a number of computers from Campus Computing. Those machines are being rolled out as new workstations are acquired and access to power is arranged.

The Library has been tracking increased numbers of library users, has documented the growth in service requests as student enrollment increases, and has requested additional one-time and recurring funds in order to keep pace with student needs. To date, the University has been unable to fund those requests. To try to make do, we have cross-trained staff and have moved away from a just-in-case to a just-in-time service model where librarians are on call rather than sitting at a service desk. We have introduced a self-checkout machine and have created online and video training to try to spread our existing staffing resources over a growing number of users and expected services. While we have made much progress in doing more with the same or less, we nevertheless run into obstacles that can only be removed with additional staff or money. We will continue to be as creative as possible with our available staffing and resources. We will continue to survey our students and other users and meet with them during focus group sessions to try to gauge their most pressing needs. And we will continue to meet with representatives of Student Government to explore partnerships to enhance Library services.