

USER SATISFACTION SURVEY RESULTS
Fall 2007
“ We Hear You “

Thank you for your valuable input via the Online User Satisfaction Survey. Your opinions and comments are important to us and will play an important role in the maintenance and improvement of current library resources and services. The results of the Fall Semester 2007 survey are as follows:

Participants:

Freshmen	29
Sophomores	36
Juniors	18
Seniors	17
Graduate Students	9
Faculty	8
Staff	5

Total: **122**

RESULTS

Freshmen were *most satisfied with the Reference Services (79.3%), Electronic Reserves (79.3%) and Staff (79.3%). They were **least satisfied with Access (17.2%).

Sophomores were *most satisfied with Staff (74.9%) and Databases (74.3%). They were **least satisfied with Ask-A-Librarian Service (5.5%).

Juniors were *most satisfied with Electronic Reserves (77.7%), Databases (72.2%), Reference Services (72.2%) and Staff (72.2%). They were **least satisfied with the Journal Collection (11.1%).

Seniors were *most satisfied with the Staff (76.2%). They were **least satisfied with the Book Collection (11.7%).

Graduate Students were *most satisfied with the Staff (88.8%) and Reference Services (88.8%). They were **least satisfied with the Software (11.1%).

Faculty were *most satisfied with Databases (75%), Interlibrary Loan (75%) and the Staff (75%). They were least ** satisfied with the Journal Collection (12.5%).

Staff were *most satisfied with the Journal Collection (100%) and Software (100%). They were **least satisfied with the Interlibrary Loan Services (40%).

*Most satisfied= Excellent and Very Good

*Least satisfied= Not Very and Not At All

SATISFACTION WITH LIBRARY RESOURCES BY MAJORS

Books

Mechanical Engineering Students rated the book collection as Excellent (50%) and Very Good (50%).

Health Sciences as Satisfactory (100%).

Architectural Engineering as Excellent (33%), Very Good (33%) and Satisfactory (33%).

Physical Therapy as Very Good (100%).

Biology as Excellent (4%), Very Good (20%) and Satisfactory (40%).

Electrical/Computer Engineering as Very Good (50%) and Not Very (50%).

Nursing as Excellent (33%), Very Good (17%), Satisfactory (33%) and Not Very (17%).

Accounting as Excellent (50%) and Very Good (50%).

Business as Very Good (25%), Satisfactory (50%) and N/A (25%).

Art as Satisfactory (100%).

Speech pathology and Audiology as very Good (66%), Satisfactory (34%).

Social Work as Excellent (100%).

Sociology as Excellent (66%), Satisfactory (34%).

Speech Communication as Very Good (100%).

Chemistry as Satisfactory (100%).

Political Science as Satisfactory (100%).

Physical Sciences as Excellent (100%).

English as Very Good (25%) and Satisfactory (75%).

History as Excellent (100%).

Public Administration as Satisfactory (100%).

Music as Not Very (100%).

Educational Administration as excellent (25%) and Satisfactory (75%).

Economics/Finance as Very Good (100%)

Periodicals

Mechanical Engineering Students rated the Periodicals Collection as Excellent (100%).

Health Sciences as Satisfactory (100%).

Architectural Engineering as Excellent (25%) and Very Good (75%).

Physical Therapy as Very Good (100%).

Biology as Excellent (40%) and Satisfactory (60%).

Electrical/Computer Engineering as Not Very (50%) and N/A (50%).

Nursing as Excellent (33%), Very Good (33%), Satisfactory (17%) and N/A (17%).

Criminal Justice as Satisfactory (50%) and N/A (50%).

Accounting as excellent (50%) and Very Good (50%).
 Psychology as Satisfactory (100%).
 Business as very Good (25%), Satisfactory (50%) and N/A (25%).
 Art as Satisfactory (100%).
 Speech Pathology and Audiology as Excellent (33%), Satisfactory (33%) and N/A (33%).
 Social Work as Excellent (100%).
 Sociology as Excellent (66%) and Not Very (33%).
 Speech Communication as Excellent (50%) and Satisfactory (50%).
 Chemistry as Satisfactory (50%) and N/A (50%).
 Political Science as Very Good (50%) and Satisfactory (50%).
 Physical Sciences as Excellent (100%).
 English as Very Good (40%) and Satisfactory (60%).
 History as Satisfactory (100%).
 Public Administration as Very Good (100%).
 Music as Very Good (100%).
 Educational Administration as Excellent (33%), Very Good (33%) and Satisfactory (33%).
 Economics/Finance as N/A (100%).

Online Databases

Health Sciences students rated the Online Databases as Excellent (100%).
 Architectural Engineering as Excellent (75%) and Very Good (25%).
 Physical Therapy as Excellent (66.6%) and Satisfactory (33.3%).
 Biology as Excellent (40%) and Very Good (60%).
 Electrical/Computer Engineering as Very Good (50%) and Satisfactory (50%).
 Nursing as Excellent (33.3%), Very Good (16.6%), Satisfactory (33.3%) and N/A 16.6%.

OVERALL MOST (Excellent and Very Good) SATISFACTION WITH LIBRARY RESOURCES AND SERVICES BY RANK ORDER

Staff	78.0%
Databases	74.0%
Reference Services	69.4%
Internet and Software	69.0%
Ask-A-Librarian	66.0%
Electronic Reserves	65.6%
Periodicals	60.1%
Circulation	58.0%
Digital Collections	56.3%
Access from Off-Campus	55.5%
Books	55.3%
Special Collections	54.0%
Government Documents	49.5%
Interlibrary Loan	49.2%

RESOURCES REQUESTED IN RANKING ORDER

1. Computers	35.3%
2. Electronic Books	25.0%
3. Online Databases	23.7%
4. Print Books	23.0%
5. Newspapers	16.7%
6. Online Periodicals	16.1%
7. Staff	11.6%
8. Print Periodicals	10.0%
9. Microforms	3.0%

RESOURCES REQUESTED BY CLASSIFICATION

Freshmen

Freshmen requested more ***Computers (22.2%)***, Print Books (13%), Electronic Books (13%), Online Periodicals (11%), Staff (11%), Newspapers (11%), Online databases (7.4%), Print Periodicals (7.4%) and Microforms (3.7%).

Sophomores

Sophomores requested more ***Computers (40%)***, Electronic Books (16.6%), Staff (11.6%), Newspapers (10%), Print Books (8.3%), Print Periodicals (6.6%), Online Databases (3.3%) and Online Periodicals (3.3%).

Juniors

Juniors requested more ***Computers (26%)***, Online Databases (19.3%), Electronic Books (12.7%), Staff (13%), Print Periodicals (9.7%), Online Periodicals (6.5%), Newspapers (6.5%), Print Books (3.2%) and Microforms (3.2%).

Seniors

Seniors requested more ***Computers (32%)***, Online Databases (20%), Electronic Books (16%), Online Periodicals (8%), Print Books (8%), Newspapers (8%), Print Periodicals (4%) and Staff (4%).

Graduate Students

Graduate Students requested more ***Online Databases (27%)***, ***Print Periodicals (27%)***, Computers (18%), Electronic Books (9%), Online Periodicals (9%) and Newspapers (9%).

Faculty

Faculty requested more **Online Periodicals (22.7%)**, Electronic Books (18.2%), Print Books (18.2%), Online Databases (13.6%), print Periodicals (13.6%), Computers (4.5%), Microforms (4.5%) and News papers (4.5%).

Staff

Staff requested more **Print Books (25%)**, **Newspapers (25%)**, Computers (12.25%), Online databases (12.25%), Electronic Books (12.25%) and Staff (12.25%).

Based on the results from the Fall 2007 User Satisfaction Survey, the Library will work closely with the CIT to increase the number of computers available for students use at both libraries. Available space in the Avon Williams campus Library will dictate the number of additional computers. The third floor of the Main Campus Library may be utilized to house additional computers. The Library will continue to subscribe to relevant online databases and electronic books as requested by the users. The Library will also continue purchasing course related and some fiction books to support the academic programs.

YOUR COMMENTS

FRESHMEN

“ A copy of the Davinci Code would be nice.” Freshmen, Architectural Engineering, Main Campus

The Library will purchase a copy of the Davinci Code. Meanwhile, you may want to request this book via Interlibrary Loan Service.

“ I like studying in the library. The librarians are very helpful.” Freshmen, Biological Sciences, Main Campus

Thank you.

I like that this school has an online library, it is very convenient for me. Thank you.” Freshmen, Nursing, main Campus

“ A wider variety of books.” Freshmen, Nursing, main Campus

Please identify the areas that you would like to find more books in so that we can analyze the collection.

“ I haven't really used the library yet but when I start I will let you know of any suggestions or comments.” Freshmen, Accounting, Main Campus

Please begin to use your library as soon as possible. We welcome your suggestions and comments.

“ Hiring more students to work in the Library, download programs so that students may use computers to access course compass. “ Freshmen, Nursing, main Campus
The Library gets its work students from Financial Aid, please let them know that you are interested in working in the Library. Please provide us with the names of the software you would like to use in the Library.

“ Having more staff, more working computers.” Freshmen, Art, main Campus
Library staff will assist you, please ask. Computers that are not working are reported to the CIT Help Desk as soon as possible. A form with the information concerning the dates CIT is informed about computers that are not working is attached to those computers. Usually, it does not take very long for them to be repaired.

“ Please repair nonfunctional computers in a more timely manner because computers are already at a premium at both campuses. Freshmen, Speech Pathology, Both Campuses
CIT is in charge of repairing computers and library staff informs them about computers that do not work immediately.

“ The Library should have more copy machines for students to use so that there won't be a line.” Freshmen, Physical Therapy, Main Campus
The Main Campus Library has 4 copy machines- 2 on the first floor and 2 on the second floor. In addition, a scanner is available for students on the second floor.

“ Thanks for all your help.: Freshmen, Mechanical Engineering, Main Campus
We also thank you.

SOPHOMORES

“ I was wondering can the library offer more books about Africana Studies because the book I was searching for my class is not in the library whatsoever.” Sophomore, Speech Communication and Theatre, Main Campus
Please submit your request for books you are looking for online via the Library's webpage or in person to Ms. Glenda Alvin in Acquisitions Department. Also, please be aware that the Library does not purchase textbooks.

“ Have more computers in the Library, and make the students keep the noise level at a minimum.” Sophomore, Criminal Justice, Main Campus
There are plans to increase the number of computers from 80 to at least 100 at the Main Campus Library. Space is becoming a problem. As for the noise level, librarians are working with your peers to keep the library relatively quiet. We also need your assistance in impressing on your peers to keep the noise level down.

“ The only resource that I have really used in the library are the computers. I happen to be one of those students that does not really use the library. My classes are not required me to get any types of books from the library so far as I am concerned. I think that your service is very good.” Sophomore, Chemistry, Main Campus

If you are not using the Library's over 240 online databases, print and online books and print and online journals, you certainly are missing a lot. Please visit our website or talk to one of our librarians. We are sure that you will be pleasantly surprised. Thank you for your positive comment on our services.

“This database will come in handy to me in a lot of my classes, not just English. I truly like this database”. Sophomore, Physical Sciences, Main Campus

“ More computers and faster Internet.” Sophomore, Business, Main Campus
The Library has plans to increase the number of computers available to students in the near future. Faster Internet is also on the way.

Closing on time and not early. Sophomore, Main Campus
Library's night crew has been told to close on time. Thank you for your response.

JUNIORS

“ Improvement because we can always do better and get better”. Junior, Main Campus
The Library is always improving services with help from students, faculty and staff. Please let us know the areas that need improvement.

“ Provide breakfast for people that come between 7:00am and 9:00am”. Junior, Main Campus
That would be nice indeed.

“ Please allow bottles drinks or coffee in the library so we don't have to leave the library and disconnect from our studies for a drink thanks.” Junior, Main Campus
The Library understands students' needs and so far drinks and food are consumed in the Library. It is important that the students take care not to spill drinks on keyboards, carpeting and seating. A coffee shop in the Library is among plans.

“The Circulation Librarian has a very nasty attitude. The Library does not have laptop computers to check out”. Junior, Biology, Main Campus
The Library is working on user and library relationships. Few years ago, Library checked out laptop computer to students for use in the Library. Unfortunately, most of them were returned damaged. We are working with CIT to reinstate the laptop computer program.

SENIORS

“ Availability of codes and standards books for reference use by engineering students, e.g. International Building Code, Southern Building Code.” Senior, Architectural Engineering, Main Campus
There are 25 print and 1 electronic book on international and national building codes. Please check the online catalog under Keyword or consult with a librarian.

“ Please have all computers working with a Microsoft word processor and enforce quiet rules. The Library is often too loud to work in.” Senior, Sociology, Main Campus

All student computers in the Library provide access to Microsoft Office. Please consult with a librarian. Noise is a problem and is the responsibility of both students and librarians. We will continue to work together to lessen it.

“ Love it, get more books.” Senior, Main Campus

We are glad that you like your library. We purchase over 6,000 each year to add to our collection. Please let us know which titles you would like to see in the Library. You may also suggest subject areas.

“ I believe to better benefit our students is to have longer hours at the Library. It is not always available to those who work long hours. If you look at Vanderbilt their library is open longer to serve their student body. Also with the limited amount of hours that this library is open we don't need rude staff kicking us out 30 minutes before closing time.” Senior, Main Campus

The Library is open 92 hours a week as other academic libraries in TBR . Vanderbilt University Central library is not open much longer hours. Their hours are as follows:

SPRING SEMESTER 2008 (BEGINS JANUARY 7, 2008) *	
Sunday	11:00 a.m. - 12:00 Midnight
Monday-Thursday	7:30 a.m. - 12:00 Midnight
Friday	7:30 a.m. - 10:00 p.m.
Saturday	9:00 a.m. - 10:00 p.m.
* The Science and Engineering library is open 24-hours from 12:00 noon Sunday through 10:00 p.m Friday	

As for the early closing, the night staff knows not to close early. They are aware that a monthly report is received from our security agency indicating opening and closing hours.

“There are very few recent best sellers of the non-fiction variety. There is also few computers, lots of students, and not many librarians who feel the need to address the students who chose to sit at a computer for hours on facebook or myspace while talking on cellphones during mid term and exam period.” Senior, Political Science, Main Campus

The Library selects and purchases non-fiction. But, the function of the academic library is to support the academic curriculum. Non-fiction books are first housed in the Browsing Area on the first floor. Please consult with Ms. Glenda Alvin for your book requests. We will continue to monitor the proper use of the computers in the Library, that is for educational and research purposes.

“ Special Collections needs additional staff to open up nights and weekends.” Senior, History, Main Campus

Additional staff requires additional funding. If you need a book from Special Collections, please inform the Special Collections Librarian or her assistant. The book will be placed on Reserve on the first floor for you to read in the Library only.

“ Extended hours on the weekend for weekend students.” Graduate Student, Education, Main Campus

The Library is open from 10:00am until 6:00pm on Saturdays and from 2:00pm until 11:45pm on Sundays. Please get in touch with Reference Librarians to acquire the materials you need. The online databases, electronic books and journals are available at off-campus sites 24x7.

“ I would like to see the library stay open longer on Fridays and Saturdays. I would also like to see more physical resources in music available.” Graduate Student, Music, Main Campus
The Library provides access to 6092 print and electronic books and 201 print and electronic journals in the area of Music.

FACULTY

“ I ordered DVDs for classroom use two years ago and they never arrived.” Faculty, Both Campuses
Please check with Dr. Karen Gupton for their availability.

“Good library for CRMJ students but not enough print periodicals.” Faculty, Criminal Justice, Main Campus
The Library provides access to 16 print journals in Criminal Justice. Please check with Ms. Glenda Alvin if you would like to order journals in this area.

STAFF

“Currently the library services are excellent.” Staff, Both Campuses
Thank you.

“ I would like to know how the streaming video works and how to use the streaming video service.” Staff, Williams Campus
Please get in touch with our Media Center Technicians on the first floor of the Avon Williams Campus or the Main Campus.