Category	Freshmen	Sophomores	Juniors	Seniors	Graduate Students
Information Commons	88.50%	87.50%	78.95	73.70%	50%
Circulation Desk	7.70%	8.30%	15.80%	10.50%	12.50%
Periodical Section	0%	4.20%	5.30%	5.30%	0%
Reference Desk	0%	8.30%	21%	0%	12.50%
Study Rooms	15.40%	25%	42.10%	42.10%	50%
Microform Readers	0%	0%	10.50%	0%	0%
Scanners	7.70%	0%	0%	0%	0%
Book Stacks	0%	0%	5.30%	0%	0%
Special Collections	0%	0%	0%	5.30%	0%
Smart Classrooms	3.80%	0%	5.30%	0%	12.50%
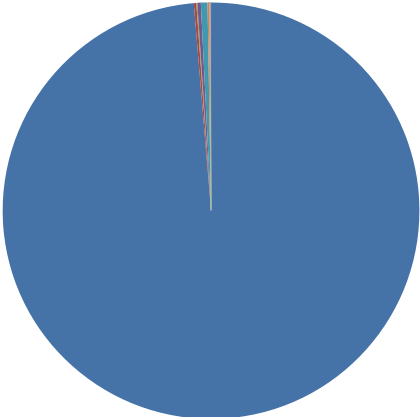
User Satisfaction Survey Results

Fall 2010

"We Hear You"

Areas of Library Used or Visited

Freshmen

- Information Commons
- Circulation Desk
- Periodical Section
- Reference Desk
- Study Rooms
- Microform Readers
- Scanners
- Book Stacks
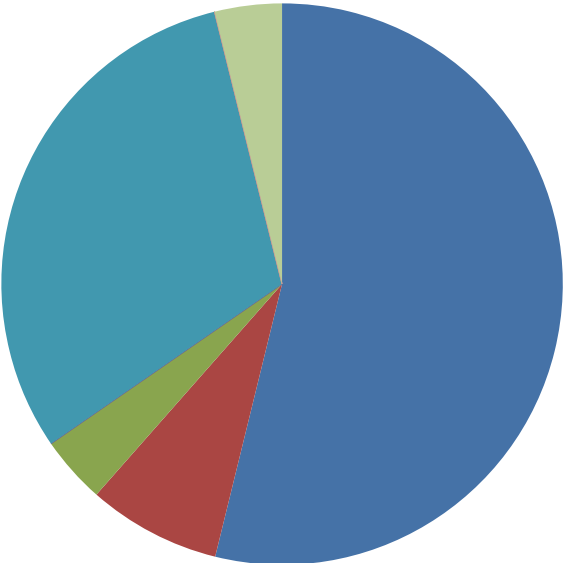- Special Collections
- Smart Classrooms
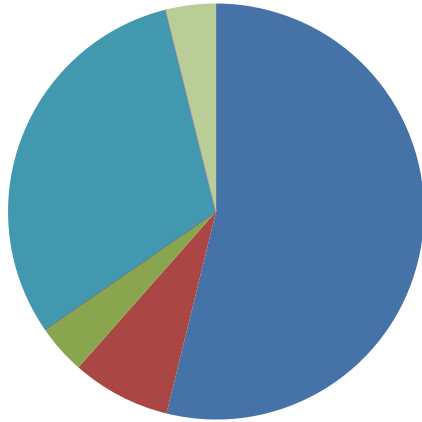
Juniors

- Information Commons
- Circulation Desk
- Periodical Section
- Reference Desk
- Study Rooms
- Microform Readers
- Scanners
- Book Stacks
- Special Collections

Seniors

- Information Commons
- Circulation Desk
- Periodical Section
- Reference Desk
- Study Rooms
- Microform Readers
- Scanners
- Book Stacks
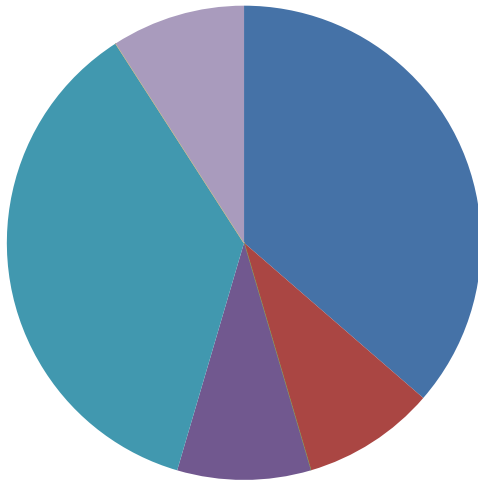- Special Collections
- Smart Classrooms

Seniors

- Information Commons
- Circulation Desk
- Periodical Section
- Reference Desk
- Study Rooms
- Microform Readers
- Scanners
- Book Stacks
- Special Collections

Graduate Students

- Information Commons
- Circulation Desk
- Periodical Section
- Reference Desk
- Study Rooms
- Microform Readers
- Scanners
- Book Stacks
- Special Collections
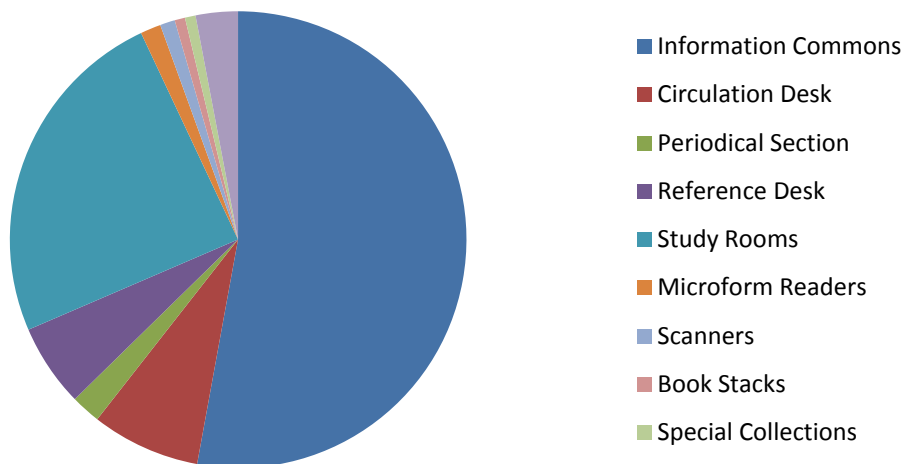- Smart Classrooms

Average

Legend:
- Information Commons
- Circulation Desk
- Periodical Section
- Reference Desk
- Study Rooms
- Microform Readers
- Scanners
- Book Stacks
- Special Collections

Importance of Services and Resources

Freshmen	Very Important	Somewhat Imp	Not Imp
Computers	100%	0%	0%
Assistance	73%	23%	3.80%
Access From Off-Sites	69.20%	30.80%	0%
Access to Online Resources	100%	0%	0%
Electronic Reserves	92.30%	7.70%	0%
Electronic Resources	80.70%	19.20%	0%
Print Book Collection	65.40%	26.90%	7.70%
Application Software	80.70%	15.40%	3.80%

Very Important
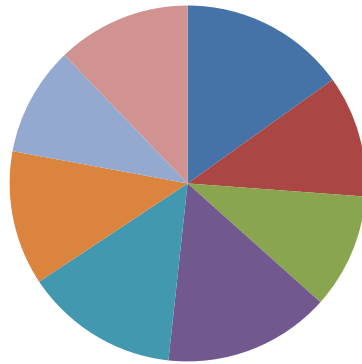
Legend:
- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection

Somewhat Imp

Legend:
- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software

Not Imp

Legend:
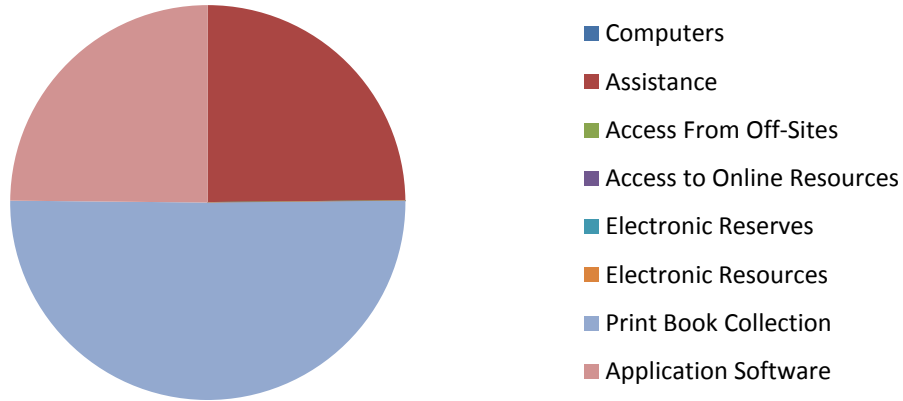- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software
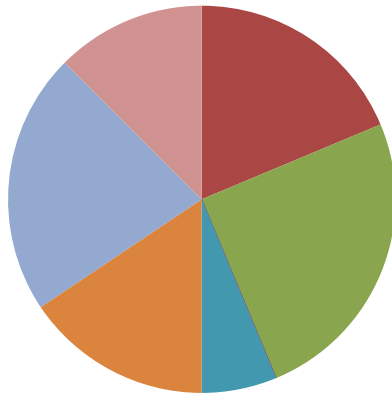
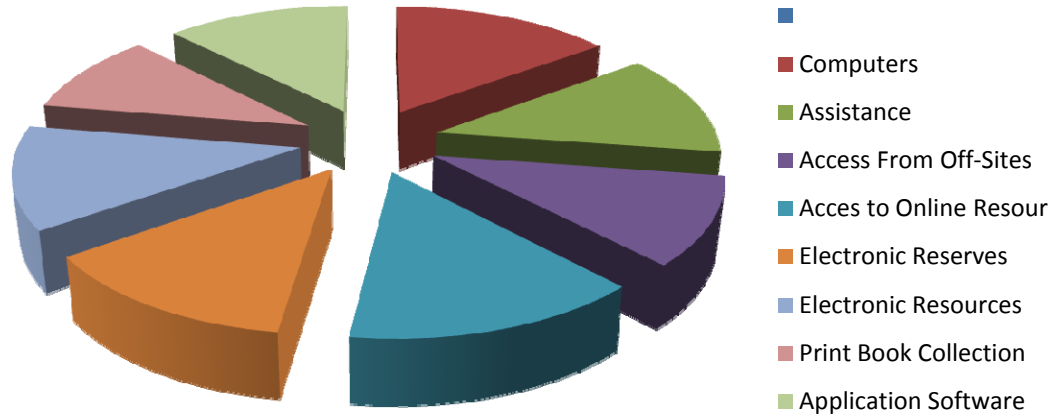| Sophomores	Very Important	Somewhat Imp	Not Imp
Computers	100%	0%	0%
Assistance	83.30%	16.70%	0%
Access From Off-Sites	70.80%	25%	4.10%
Acces to Online Resour	95.80%	4.20%	0%
Electronic Reserves	87.50%	12.50%	0%
Electronic Resources	83.30%	16.60%	0%
Print Book Collection	66.60%	29.20%	4.10%
Application Software	83.30%	16.60%	0%

Very Important

Legend:
- Computers
- Assistance
- Access From Off-Sites
- Acces to Online Resour
- Electronic Reserves
- Electronic Resources
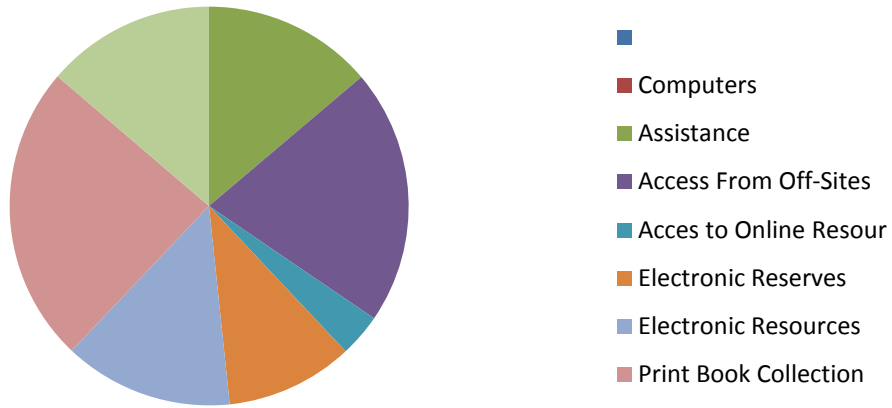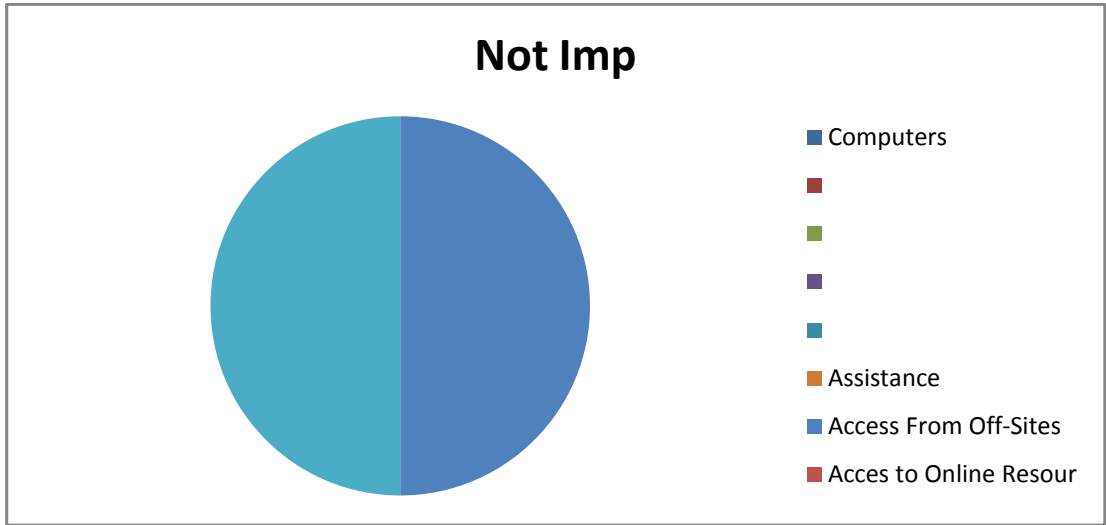- Print Book Collection
- Application Software

Somewhat Imp

Legend:
- Computers
- Assistance
- Access From Off-Sites
- Acces to Online Resour
- Electronic Reserves
- Electronic Resources
- Print Book Collection

Not Imp

Legend:
- Computers
- (unlabeled)
- (unlabeled)
- (unlabeled)
- (unlabeled)
- Assistance
- Access From Off-Sites
- Acces to Online Resour

Juniors	Very Important	Somewhat Imp	Not Imp
Computers	100%	0%	0%
Assistance	73.70%	26.30%	0%
Access From Off-Sites	64%	26%	10%
Access to Online Resources	89.50%	5.30%	5.20%
Electronic Reserves	79.00%	21%	0%
Electronic Resources	79.00%	21%	0.00%
Print Book Collection	73.70%	21%	5.30%
Application Software	79%	15.80%	5.30%

Very Important
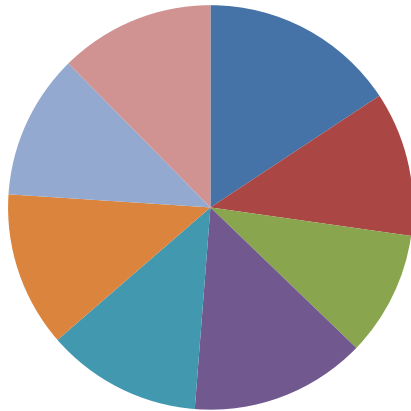
- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software

Somewhat Imp

- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software

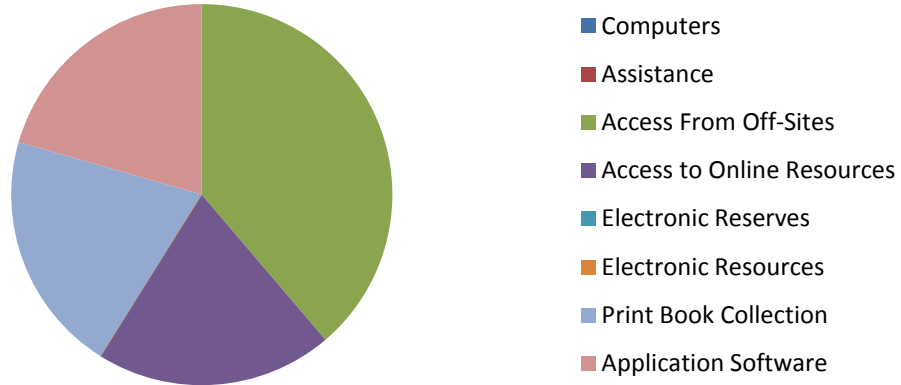# Not Imp

Legend:
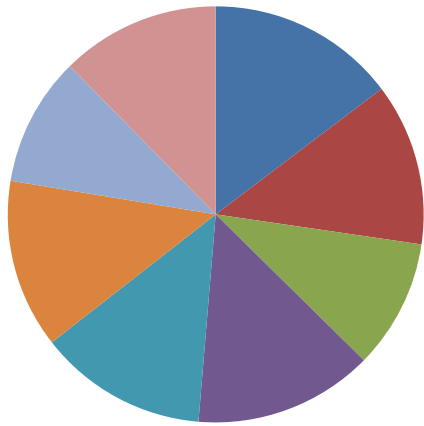- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software
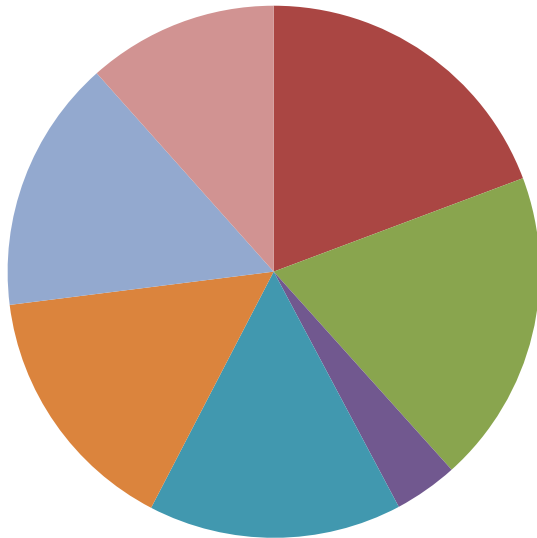
Seniors	Very Important	Somewhat Imp	Not Imp
Computers	100%	0%	0%
Assistance	86.00%	32%	0%
Access from Off-Sites	68.40%	21%	10.50%
Access to Online Resources	95%	5%	0%
Electronic Reserves	89.40%	10.60%	0%
Electronic Resources	89.40%	10.60%	0%
Print Book Collection	68.40%	15.80%	15.80%
Application Software	84.20%	15.80%	0%

Very Important

- Computers
- Assistance
- Access from Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software

Somewhat Imp

- Computers
- Assistance
- Access from Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
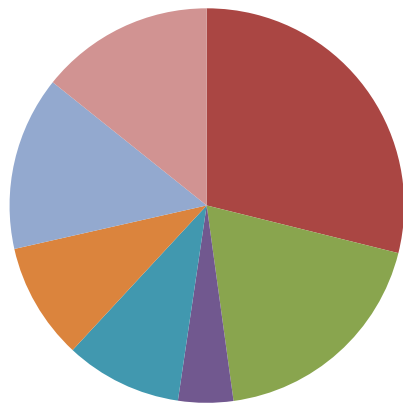- Application Software

Not Imp

Legend:
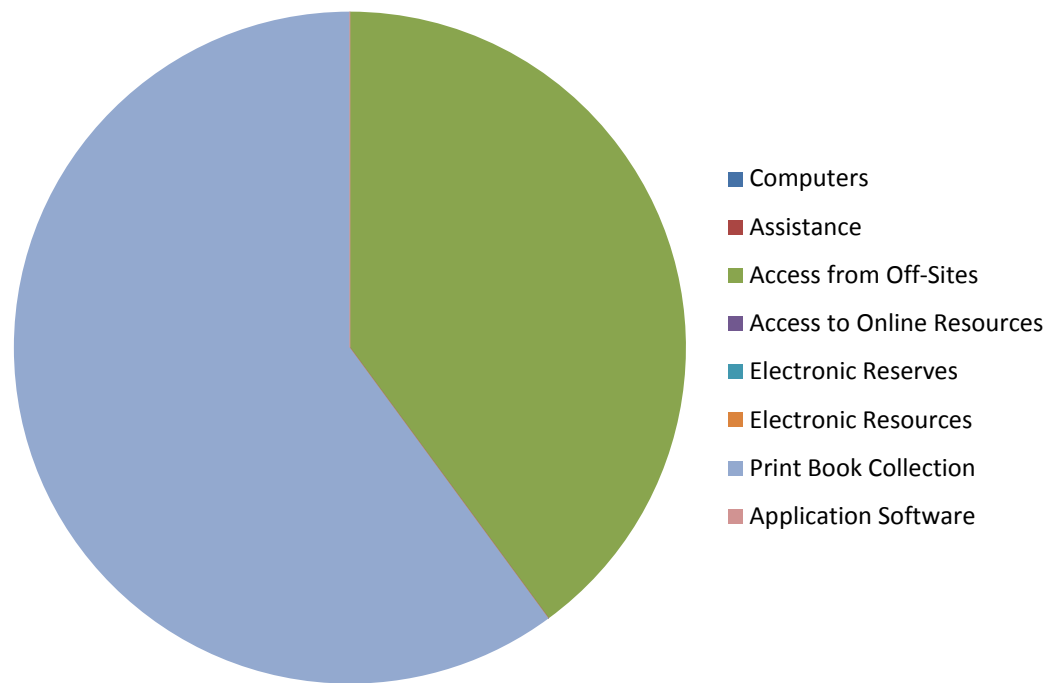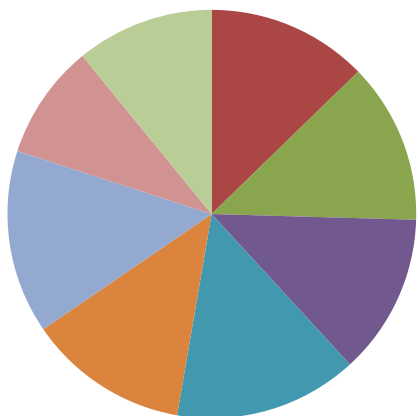- Computers
- Assistance
- Access from Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection
- Application Software

Graduate Students	Very Important	Somewhat Imp	Not Imp
Computers	87.50%	0%	12.50%
Assistance	87.50%	0%	12.50%
Access From Off-Sites	87.50%	12.50%	0%
Access to Online Resources	100%	0%	0%
Electronic Reserves	87.50%	12.50%	0%
Electronic Resources	100%	0%	0%
Print Book Collection	62.50%	25%	12.50%
Application Software	75%	25%	0%

Very Important

- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
- Print Book Collection

Somewhat Imp

- Computers
- Assistance
- Access From Off-Sites
- Access to Online Resources
- Electronic Reserves
- Electronic Resources
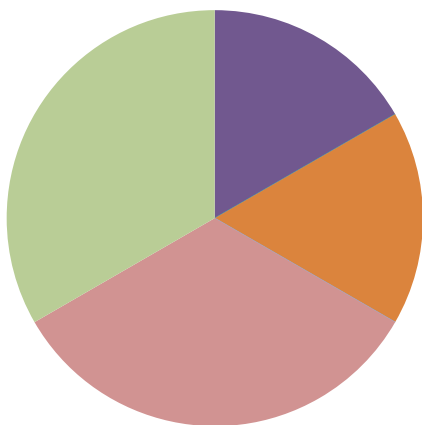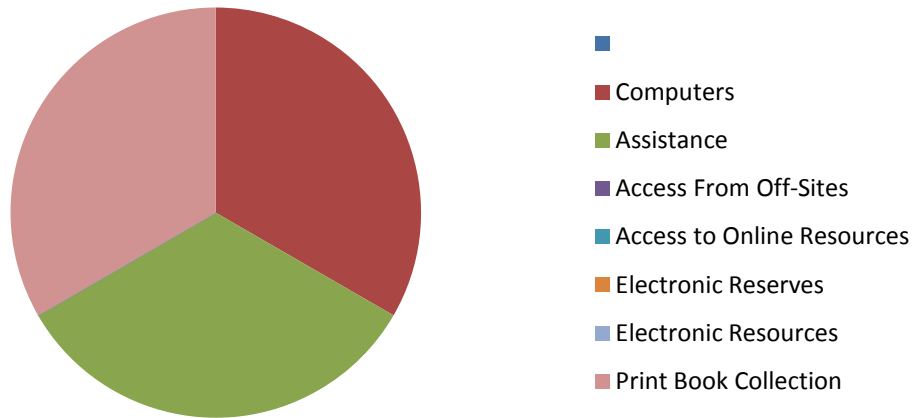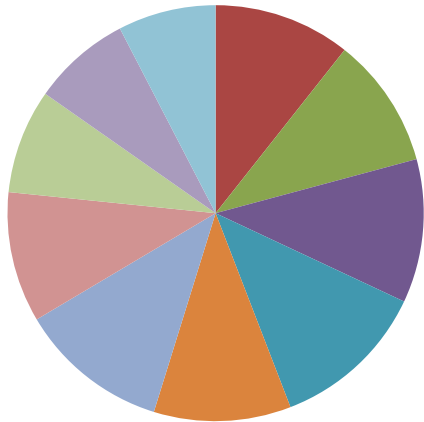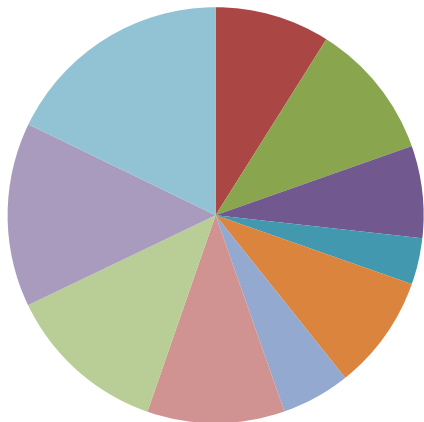- Print Book Collection
- Application Software

Not Imp

Legend:
- ■ (blue)
- ■ Computers
- ■ Assistance
- ■ Access From Off-Sites
- ■ Access to Online Resources
- ■ Electronic Reserves
- ■ Electronic Resources
- ■ Print Book Collection

Ratings of the Library	Resources/Services		
Freshmen	Excellent	Fair	Poor
Access to Computers	80.80%	19.20%	0%
Quality of Assistance	77%	23%	0%
Access to Online Resources	84.60%	15.40%	0%
Electronic Reserves	92.30%	7.70%	0%
Ease of Finding Information	80.80%	19.20%	0%
Quality of Online Databases	88.50%	11.50%	0%
Quality of Print Book Coll	77%	23%	0%
Quality of Government Docs	61.50%	27.00%	0%
Quality of Interlibrary Loan	58%	30.80%	0%
Library Hours	57.70%	38.30%	4%

Excellent

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs

Fair

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
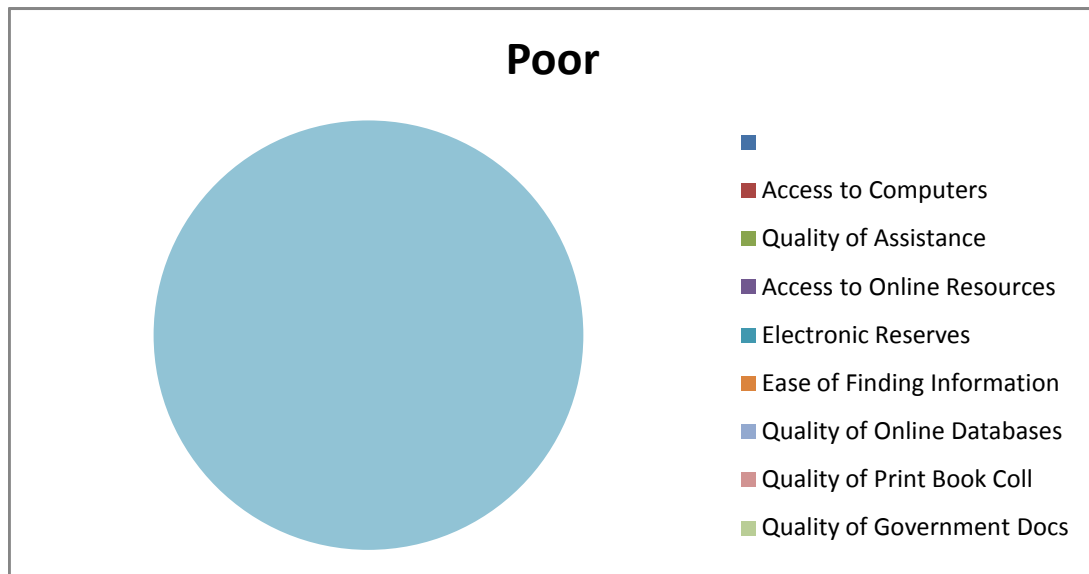- Quality of Print Book Coll
- Quality of Government Docs

Poor

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs

| Sophomores	Excellent	Fair	Poor
Access to Computers	87.50%	12.50%	0%
Quality of Assistance	87.50%	6.30%	0%
Access to Online Resources	83.30%	12.50%	0%
Electronic Reserves	66.70%	25%	0%
Ease of Finding Information	70.80%	29.20%	0%
Quality of Online Databases	79.20%	16.60%	0%
Quality of Print Book Coll	66.70%	25%	0%
Quality of Government Docs	62.50%	16/6%	6.30%
Quality of Interlibrary Loan	54.20%	20.80%	6.20%
Library Hours	70.80%	29.20%	0%

Excellent
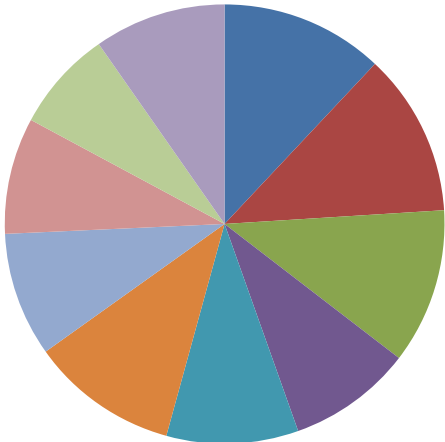
- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
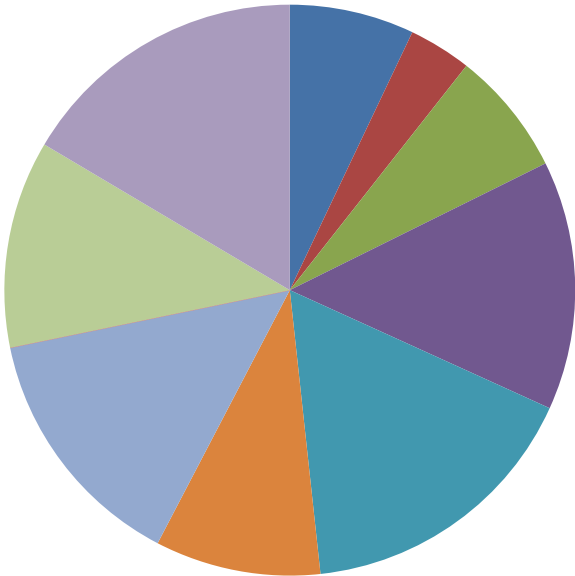- Quality of Government Docs
- Quality of Interlibrary Loan

Fair

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs
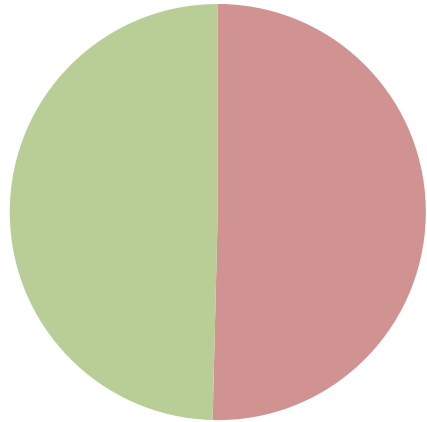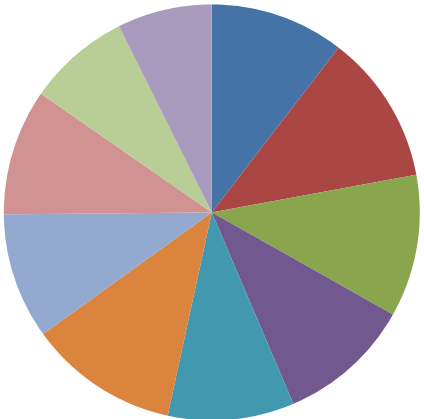- Quality of Interlibrary Loan
- Library Hours

Poor

Legend:
- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs
- Quality of Interlibrary Loan

Juniors	Excellent	Fair	Poor
Access to Computers	89.50%	10.50%	0%
Quality of Assistance	100%	0%	0%
Access to Online Resources	95%	5%	0%
Electronic Reserves	89.50%	5.30%	0%
Ease of Finding Information	84.20%	10.50%	0%
Quality of Online Databases	100%	5.00%	0%
Quality of Print Book Collection	84.20%	0%	0%
Quality of Government Docs	84.20%	0%	0%
Quality of Interlibrary Loan	68.40%	5.30%	0%
Library Hours	63.10%	10.50%	21%

Excellent

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
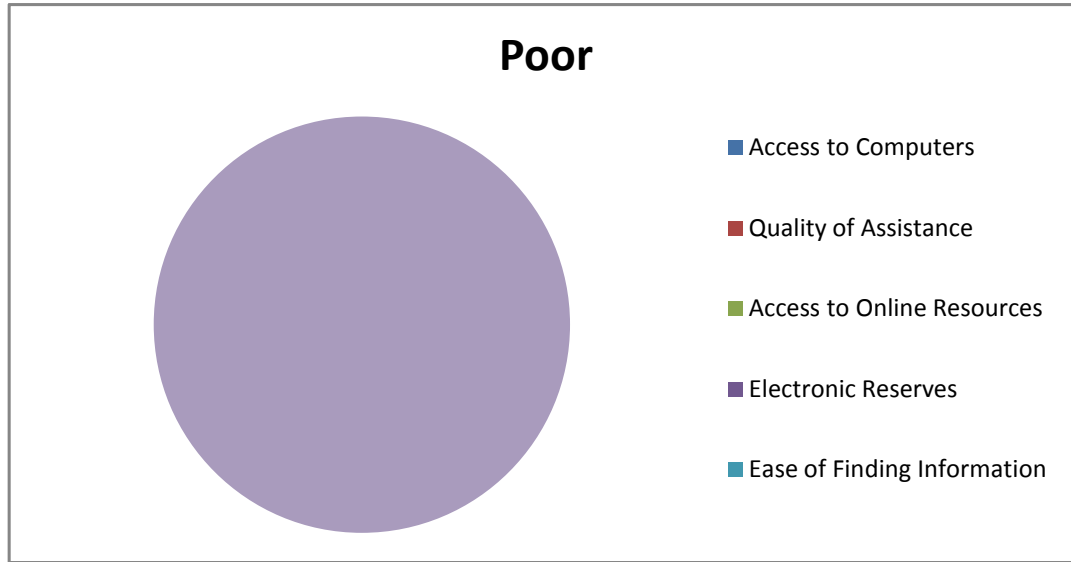
Fair
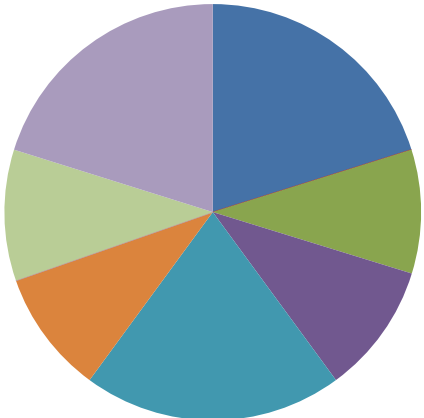
- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information

Poor

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information

Seniors	Excellent	Fair	Poor
Access to Computers	89.50%	10.50%	0%
Quality of Assistance	94.70%	5.30%	0%
Access to Online Resources	89.55	10.50%	0%
Electronic Reserves	84.20%	15.80%	0%
Ease of Finding Information	79%	21%	0%
Quality of Online Databases	84.20%	15.80%	0%
Quality of Print Book Coll	42.10%	31.60%	0%
Quality of Government Docs	58%	15.80%	0%
Quality of Interlibrary Loan	42.10%	15.80%	0%
Library Hours	89.50%	10.50%	0%

Excellent

- Access to Computers
- Quality of Assistance
- Access to Online Resources
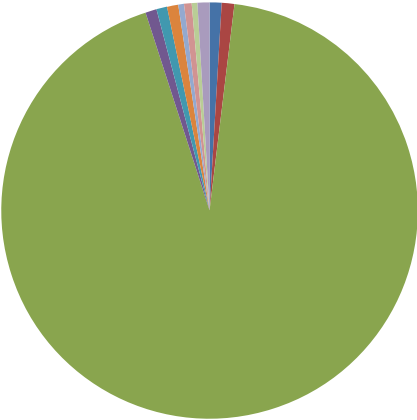- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs
- Quality of Interlibrary Loan

Fair

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
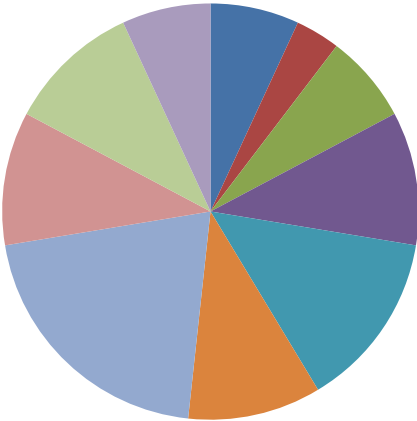- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs
- Quality of Interlibrary Loan

Poor

| Graduate Students	Excellent	Fair	Poor
Access to Computers	75%	12.50%	0%
Quality of Assistance	87.50%	12.50%	0%
Access to Online Resources	75%	25%	0%
Electronic Reserves	50%	25%	0%
Ease of Finding Information	50%	37.50%	0%
Quality of Online Databases	62.50%	37.50%	0%
Quality of Print Book Coll	62.50%	12.50%	12.50%
Quality of Government Docs	37.50%	12.50%	0%
Quality of Interlibrary Loan	25%	25%	0%
Library Hours	37.50%	50%	12.50%

Excellent
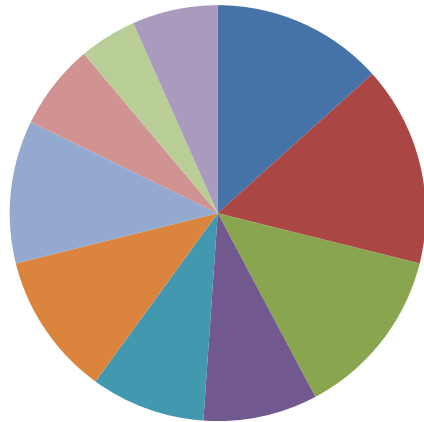
- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs
- Quality of Interlibrary Loan

Fair

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
- Quality of Government Docs
- Quality of Interlibrary Loan

Poor

- Access to Computers
- Quality of Assistance
- Access to Online Resources
- Electronic Reserves
- Ease of Finding Information
- Quality of Online Databases
- Quality of Print Book Coll
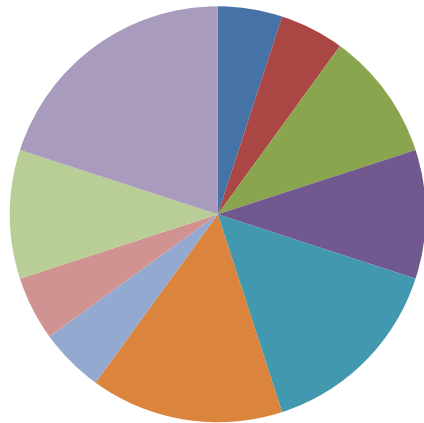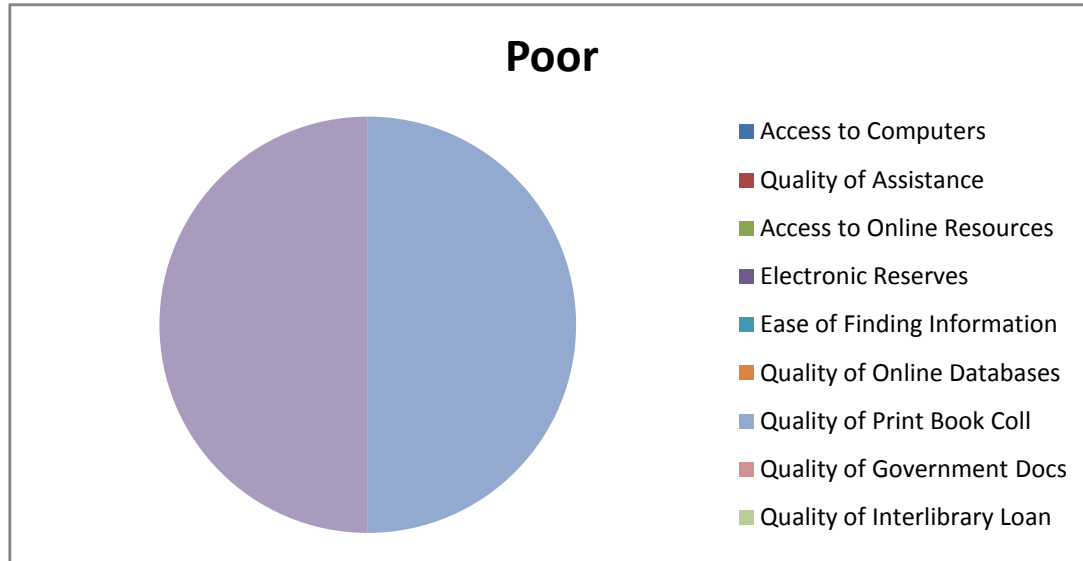- Quality of Government Docs
- Quality of Interlibrary Loan

SUMMARY:

1. Which areas of the library did you use or visit today?
Information Commons is the area that is most used by all students – **75.7%.**   Freshmen are the top users of Information Commons-88.5% followed by Sophomores- 87.5%, Juniors- 78.95%, Seniors – 73.7% and Graduate Students 50%.

<u>Action</u>: Library will again work with CIT to increase the number of PCs available in the Information Commons.

Study rooms are the second most used area- **35%.**   Juniors and Seniors- **42.1%** and Graduate Students – 35% are the top users.

<u>Status</u>: Library is still waiting for the expansion of all three floors to provide additional study rooms and larger space for Special Collections area. This is a problem that requires matching funding by the University.

An average of **11%** of all respondents are **checking out** books. Juniors are leading with 15.8%, followed

by Graduate Students 12.5%, Seniors 10.5%, Sophomores 8.3% and Freshmen 7.7%.

Action: Library will continue selecting relevant and current print collections to support teaching, learning and research.

An average of **8.4%** of all respondents are seeking assistance at the **Reference Desk.** Juniors are leading with 21%, followed by Graduate Students 12.5%, Sophomores 8.3%. Freshmen and Seniors indicated that they are not seeking assistance at the reference Desk.

Action: Library will continue with stationing library faculty at the Reference Desk for all types of assistance and consultations. Reference librarians will be visible at other areas, including the Information Commons area, periodical stacks and study rooms.

2. How important are the following services and resources to you in this library?
97.5% of the respondents stated that the **Computers** are Very Important. 100% of the Freshmen, Sophomores, Juniors and Seniors identify computers as the most important resource followed by 87.5% of Graduate Students.

Action: Library will again work with CIT to increase the number of PCs available in the Information Commons. Freshmen agree, followed by Sophomores 95.8%, Seniors and Graduate Students 95% and Juniors 89.5%.

Action: Library will continue working with the electronic resource vendors and CIT to provide seamless access to the Online Resources at on and off sites.

87.1% of the respondents **identified Electronic Reserves** as Very Important . 92.3% of the Freshmen indicated that Electronic Reserves service is Very Important, followed by Seniors 89.4%, Graduate Students 87.5%, Sophomores 87.5% and Juniors 79%.

Action: Library migrated the data in the Docutek- Electronic Reserves to a remote site supported by the vendor to provide reliable access.

86.5% of the respondents deemed the **Electronic Resources** as Very Important. 100% of the Graduate Students rated these resources as Very Good, followed by Seniors 89.4%, Freshmen 80.7%, Sophomores

83.3% and Juniors 79%.

Action: Library will continue with careful selection of the electronic resources taking into consideration budgetary restraints and requests from faculty and students.

67.3% of the respondents deem **Print Books** as Very Important. Juniors lead with 73.7%, followed by Seniors 68.4%, Sophomores 66.6%, Freshmen 65.4% and Graduate Students 62.5%.

Action: Library will continue to select relevant print books recommended and/or mandated by accrediting agencies, bibliographic tools, faculty and students.

3. How would you rate the library on the following?

Respondents rated the **Quality of Library Assistance** higher than any library resources and services in the survey- **Excellent 89.3%** followed by **Access to Online Resources – Excellent 85.4%, Access to Computers – Excellent 84.5%, Quality of Online** D**atabases – Excellent 83%** , **Electronic Reserves – Excellent 76.5%, and Ease of Finding information – Excellent 73%.**

Action: Library will look into the reasons why **Print Book Collection** is rated **Excellent 66.5%** followed by **Interlibrary Loan Services – Excellent 49.5%** were rated lower than the other resources and services**.**

<center>**"We Hear You"**</center>

Freshmen
" I enjoy the library staff & the hours. Should not cut back from this department."   Civil Engineering

" It just need to stay open until like 1:30am."   Biology

" Great" Criminal Justice

" Overall very content with library." Biology

" Library being open till 12:45-1:00am would be nice. Thank you." Economics and Finance

"I feel that the library especially during the week should be open longer. Sometimes I don't have enough time to do homework and study at the same time. The library is the only place I can go and study."   - Nursing

Sophomores
" TSU library overall is very helpful. I need computers a lot & it is dependable." Psychology

" I am pleased with the material and resources available in the library." Health Sciences

" Since I am an engineering major, I have to study more than just 12am I wish the library would stay open longer because I can't study anywhere else on campus but my room." Electrical Engineering

" Keep up the good work." Nursing

Juniors
" The noise level should be worked on. The use of cell phones should also be minimized." Nursing

" People at information desk are very helpful."

" More hours would be better, but funding is low. How can students help increase the money flow?"
Political Science

Seniors
" Printing from the printers are always stressful. Hopefully we can get some new printers. There won't be any issues." Early Childhood Education

" Some of the staff don't look at your eye to eye when talking to you. Change attitudes. Get a stapler that works. Students pay too much money not to have simple office supplies. " Nursing

" Keep updated with the software making sure they are able to print when done with assignment."
Respiratory Therapy

Graduate Students
" We have got to be able to drink water in closed bottles away from the computers. Printers always have problems. Study rooms need to be quite as they are not."   Physical Therapy

" Everything has been excellent with this library since I started here in August." Counseling Psychology

" Satisfied overall." Sports Science

" I wish the dividers between the study rooms kept out more noise." Psychology

" 24 hour library hours are needed daily." Physics

Visitors
" Customer service is impeccable."

Areas of Student Concern:
Hours- 6.2% of the students request longer hours. Some request that the library be open 24 hours. At this point, neither budget nor availability of staff permits longer opening hours.

Noise- 2% of the students complain about the noise. Library, Academic Affairs, Student Affairs and TSUPD are working on this problem.

Printing- 2% of the students complain about printing difficulties. Library worked with CIT in alleviating some of the problems that arose due to remote storage issues.

Eating/Drinking- 1% of the students requested that they be allowed to drink bottled water in the library. Library allows bottled water but no food or drinks especially at the computers.