

Tennessee State University

Libraries

LIBRARY USER SATISFACTION SURVEY

Fall 2011

During the Fall 2011 semester, **102** students completed the Library User Satisfaction Survey in print and online format. Respondents included **38** Freshmen, **19** Sophomores, **15** Juniors, **11** Seniors and **19** Graduate Students. The print surveys were distributed to the students at both campus libraries and an announcement appeared on myTSU and University Communications concerning the availability of the survey online via the Library's web page.

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|--|--|--|--|--|--|--|--|
| Survey Formats Used | | | | | | | |
| Freshmen- Majority of the Freshmen respondent via print surveys (71%) | | | | | | | |
| Sophomores- Majority of the Sophomores responded via online surveys (52.6%) | | | | | | | |
| Juniors- Majority of the Juniors responded via print surveys (53.3%) | | | | | | | |
| Seniors- Majority of the Seniors responded via print surveys (54.5%) | | | | | | | |
| Graduate Students – Majority of the Graduated Students responded via online surveys (79%) | | | | | | | |
| Respondents by majors: | | | | | | | |
| Freshmen (38) | | | | | | | |
| Nursing (10) | | | | | | | |
| Criminal Justice (4) | | | | | | | |
| Social Work (3) | | | | | | | |
| Biological Sciences (2) | | | | | | | |
| Business Administration (2) | | | | | | | |
| Human Resources Management(2) | | | | | | | |
| Health Sciences (1) | | | | | | | |
| HPSS (1) | | | | | | | |
| Music Education (1) | | | | | | | |
| Mass Communications (1) | | | | | | | |
| Chemistry (1) | | | | | | | |
| Undecided (10) | | | | | | | |
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|--------------------------------|--|--|--|--|--|--|--|--|
| Sophomores (19) | | | | | | | | |
| Mass Communications (4) | | | | | | | | |
| Business Administration (2) | | | | | | | | |
| Psychology (2) | | | | | | | | |
| AgriBusiness (1) | | | | | | | | |
| History (1) | | | | | | | | |
| Engineering (1) | | | | | | | | |
| Political Science (1) | | | | | | | | |
| Accounting (1) | | | | | | | | |
| Health Sciences (1) | | | | | | | | |
| Social Work (1) | | | | | | | | |
| Nursing (1) | | | | | | | | |
| Criminal justice (1) | | | | | | | | |
| Not Reported (2) | | | | | | | | |
| | | | | | | | | |
| Juniors (15) | | | | | | | | |
| Early Childhood Education (2) | | | | | | | | |
| Nursing (2) | | | | | | | | |
| Health care Administration (2) | | | | | | | | |
| Business (1) | | | | | | | | |
| English (1) | | | | | | | | |
| Mass Communications (1) | | | | | | | | |
| Art Education (1) | | | | | | | | |
| Human resources Management (1) | | | | | | | | |
| Chemistry (1) | | | | | | | | |
| Finance (1) | | | | | | | | |
| Dental Hygiene (1) | | | | | | | | |
| Not Reported (1) | | | | | | | | |
| | | | | | | | | |
| Seniors (11) | | | | | | | | |
| Business Administration (2) | | | | | | | | |
| Psychology (2) | | | | | | | | |
| Africana Studies (1) | | | | | | | | |
| Biological Sciences (1) | | | | | | | | |

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|---|--|--|--|--|--|--|--|--|
| Commercial Music (1) | | | | | | | | |
| Computer Science (1) | | | | | | | | |
| Nursing (1) | | | | | | | | |
| Political Science (1) | | | | | | | | |
| Speech pathology and Audiology (1) | | | | | | | | |
| | | | | | | | | |
| Graduate Students (19) | | | | | | | | |
| Education (8) | | | | | | | | |
| Agricultural Education (1) | | | | | | | | |
| Environmental Engineering (1) | | | | | | | | |
| Nursing (1) | | | | | | | | |
| Speech pathology and Audiology (1) | | | | | | | | |
| Non- profit Certification (1) | | | | | | | | |
| CISE (1) | | | | | | | | |
| Health Administration and Planning 91) | | | | | | | | |
| Foreign languages (1) | | | | | | | | |
| Accounting (1) | | | | | | | | |
| Chemistry (10) | | | | | | | | |
| | | | | | | | | |
| <p>The survey results indicate that Graduate Students are making use of most of the library resources and services. For example, they are the highest users of print books (36.8%), print periodicals (15.8%), microforms (5.3%), and scanners (10.5%). They also request assistance from the library faculty more than any other group (42.1%). Sophomores use the Information Commons (79%) and Special Collections (15.8%) more than any other group. Browsing areas attract more Sophomores (10.5%) and Graduate Students (10.5%) than others. Sophomores prefer studying alone (52.6%) and Seniors prefer studying in a group (45.5%). Sophomores socialized in the library more than any other group (26.3%).</p> | | | | | | | | |
| | | | | | | | | |
| <p>Ratio of importance and ratings of the Library resources and services indicate that the satisfaction level (excellent) of Freshmen with the computer access, assistance provided, access to online resources, electronic reserves, electronic books and print book collections exceeds the level of importance they gave to those areas. Rest of the groups' assessment of the resources and services indicate that the level of satisfaction (excellent) exceeds the level of importance they assigned to computers access.</p> | | | | | | | | |
| | | | | | | | | |
| <p>Seniors lead the group of respondents in the use of library between 2-3 times a week (63.6%) followed by Juniors (63%), Sophomores (42%), Freshmen (34.2%) and Graduate Students (21%).</p> | | | | | | | | |
| | | | | | | | | |

Majority of the students use the computers in the library. Sophomores lead the group with 94.7% followed by Seniors (72.7%), Freshmen (71%), Juniors (66.7%) and Graduate Students (63.3%).

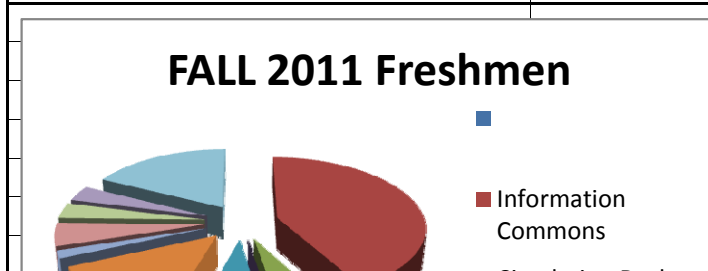
Sophomores lead the group in their preference to study individually (52.6%) followed by Graduate Students (42%), Seniors (36.4%), Freshmen (31.6%) and Juniors (26.7%).

The group that collaborates most is Seniors (45.5%) followed by Freshmen (29%), Juniors (13.3%), Sophomores (10.5%) and Graduate Students (5.3%).

The group that leads in the use of printers is Seniors (72.2%) followed by Freshmen (52.6%), Sophomores (52.6%), Graduate Students (47.4%) and Juniors (40%). However, Graduate Students use the copy machines (15.8%) more than Seniors (9.1%), Juniors (6.7%) and Freshmen (2.6%).

FALL 2011

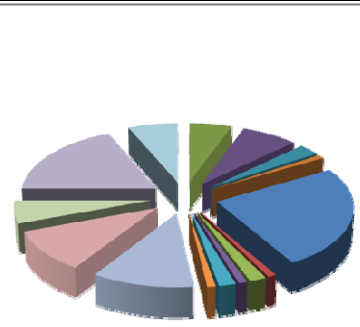
| Areas Used/Visited | Freshmen | Sophomors | Juniors | Seniors | Graduate Students |
|---------------------|----------|-----------|---------|---------|-------------------|
| Information Commons | 63.10% | 79% | 66.70% | 72.7 | 73.70% |
| Circulation Desk | 7.90% | 5.30% | 6.70% | 9.10% | 26.30% |
| Periodical Section | 0% | 0% | 6.70% | 9.10% | 15.80% |
| Reference Desk | 10.50% | 10.50% | 6.70% | 0% | 21% |
| Study Rooms | 21% | 0% | 33.30% | 36.40% | 26.30% |
| Microform Readers | 2.60% | 0% | 0% | 0% | 5.30% |
| Scanners | 7.90% | 0% | 6.70% | 0% | 10.50% |
| Book Stacks | 5.30% | 0.00% | 13.30% | 0% | 26.30% |
| Special Collections | 5.30% | 15.80% | 0% | 0% | 5.30% |
| Smart Classrooms | 26.30% | 5.30% | 0% | 9.10% | 5.30% |
| Other | 7.90% | 5.30% | 0% | 0% | 5.30% |



| Activity in the Library | Freshmen | Sophomors | Juniors | Seniors | Graduate Students | | | |
|------------------------------|----------|-----------|---------|---------|-------------------|--|--|--|
| | | | | | | | | |
| Asked for Assistance | 15.80% | 10.50% | 13.30% | 9.10% | 42.10% | | | |
| Looked for Library Materials | 21% | 0% | 20% | 0% | 26.30% | | | |
| Used the Browsing Areas | 7.90% | 10.50% | 6.70% | 9.10% | 10.50% | | | |
| Viewed the Displays | 2.60% | 5.30% | 7% | 0% | 10.50% | | | |
| Used the Computers | 71% | 94.70% | 66.70% | 72.70% | 63.20% | | | |
| Used Microform Collection | 2.60% | 0% | 0% | 0% | 0% | | | |
| Checked-out/Returned Books | 5.30% | 5.30% | 20.00% | 18.20% | 36.80% | | | |
| Made Photocopies | 2.65% | 5.30% | 6.70% | 9.10% | 15.80% | | | |
| Used Scanners | 5.30% | 0% | 7% | 0% | 5.30% | | | |
| Used Course Reserves | 2.60% | 0% | 0% | 0% | 0% | | | |
| Studied Individually | 31.60% | 52.60% | 26.70% | 36.40% | 42% | | | |
| Studied in a Group | 29% | 10.50% | 13.30% | 45.50% | 5.30% | | | |
| Met Friends/Groups | 16% | 26.30% | 13.30% | 9.10% | 5.30% | | | |
| Printed from the Computers | 52.60% | 52.60% | 40.00% | 72.70% | 47.40% | | | |
| Other | 18.40% | 0% | 0% | 0% | 0% | | | |

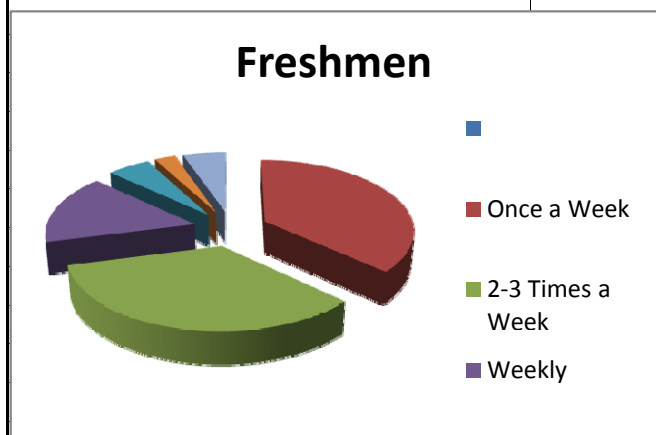


■ Circulation Desk
■ Periodical Section



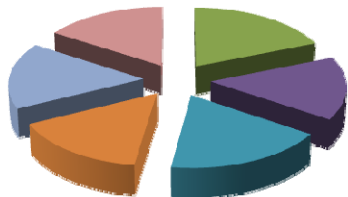
■ Activity in the Library
■ Asked for Assistance
■ Looked for Library Materials

| Frequency of Library Use | Freshmen | Sophomors | Juniors | Seniors | Graduate Students |
|--------------------------|----------|-----------|---------|---------|-------------------|
| Once a Week | 36.80% | 21% | 12.50% | 18.20% | 21% |
| 2-3 Times a Week | 34.20% | 42% | 63% | 63.60% | 21% |
| Weekly | 15.80% | 26% | 25% | 0% | 21% |
| Monthly | 5.30% | 5.30% | 0% | 0% | 5.30% |
| Quarterly | 2.60% | 5.30% | 0% | 18.20% | 5.30% |
| First Times | 5.30% | 0% | 0% | 0% | 5.30% |



| Resources/Services (Excellent) | Importance | Assessment |
|--------------------------------|------------|------------|
| Freshmen | | |
| Computers | 100% | 100% |
| Assistance | 82% | 89.50% |
| Access to Online Resources | 94.70% | 94.70% |
| Electronic Reserves | 81.60% | 97% |
| Electronic Resources | 86.80% | 89.2 |
| Print Book Collection | 84.20% | 97% |

Resources/Servi



- ces (Excellent)
- Freshmen
- Computers
- Assistance
- Access to Online Resources

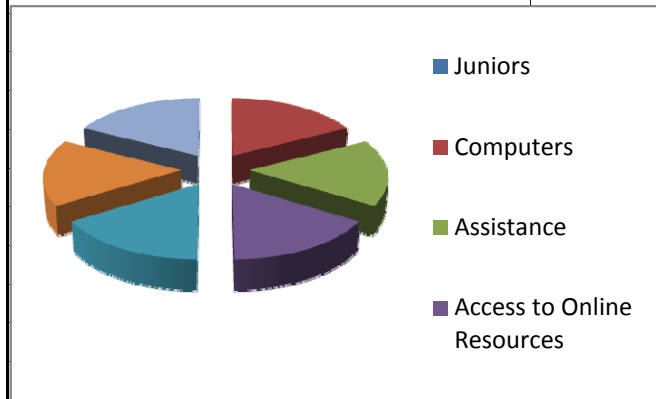
Sophomores

| | | |
|----------------------------|--------|--------|
| Computers | 94.40% | 84.20% |
| Assistance | 84.20% | 72.20% |
| Access to Online Resources | 95% | 77.80% |
| Electronic Reserves | 89.50% | 78.60% |
| Electronic Resources | 89.50% | 74% |
| Print Book Collection | 78.90% | 72% |

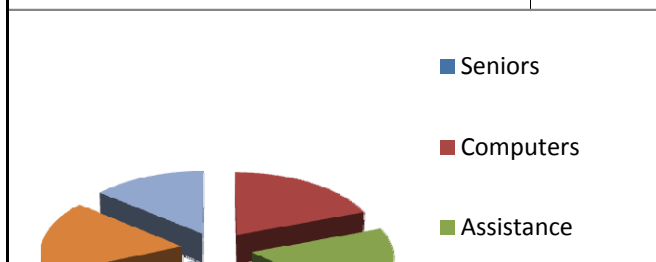


- Sophomores
- Computers
- Assistance
- Access to Online Resources
- Electronic Reserves

| Juniors | | | | | | | | | |
|----------------------------|--------|--------|--|--|--|--|--|--|--|
| Computers | 100% | 73.30% | | | | | | | |
| Assistance | 93.30% | 80% | | | | | | | |
| Access to Online Resources | 93% | 86.70% | | | | | | | |
| Electronic Reserves | 93.30% | 80% | | | | | | | |
| Electronic Resources | 93.30% | 73.30% | | | | | | | |
| Print Book Collections | 100% | 67% | | | | | | | |



| Seniors | | | | | | | | | |
|----------------------------|--------|--------|--|--|--|--|--|--|--|
| Computers | 100% | 100% | | | | | | | |
| Assistance | 90.90% | 81.80% | | | | | | | |
| Access to Online Resources | 100% | 72.70% | | | | | | | |
| Electronic Reserves | 63.60% | 57.10% | | | | | | | |
| Electronic Resources | 90.90% | 63.30% | | | | | | | |
| Print Book Collections | 72.20% | 57.10% | | | | | | | |



| Graduate Students | Percentage |
|-------------------------------------|-------------------|
| Access to Online Resources/Services | 94.7% |
| Assistance | 78.9% |
| Access to Computers | 78.9% |
| Online databases | 76.5% |
| Electronic Reserves | 73.7% |
| Library Hours | 58.0% |
| Ease of Finding Information | 55.5% |
| Print Book Collection | 44.0% |
| Interlibrary Loan | 39.0% |
| Government Documents | 35.3% |

