USER SATISFACTION SURVEY RESULTS
Fall 2008
" We Hear You "

We thank you for your valuable input via the Online Library 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 2008 Fall Semester survey are as follows:

Participants:

Freshmen	22
Sophomores	20
Juniors	27
Seniors	15
Graduate Students	8
Faculty	2
Total:	94

Results

Freshmen were * most satisfied with the <u>Ask-A-Librarian Service</u> (100%), <u>Staff </u>(95.5%), and <u>Electronic Reserves</u> (95.5%). They were ** least satisfied with <u>Internet Access</u> (9%) and <u>Digital Collections</u> (9%).

Sophomores were * most satisfied with <u>Online Databases</u> (100%), <u>Internet Access</u> (100%), and <u>Staff</u> (95.3%). They were ** least satisfied with <u>Off-Campus Access</u> (15%).

Juniors were * most satisfied with <u>Staff </u>(96.2%), <u>Ask-A-Librarian</u> (96.2%), <u>Online databases</u> (92.5%) and <u>Internet Access</u> (92.5%). They were ** least satisfied with <u>Off-Campus Access</u> (11.1%).

Seniors were * most satisfied with <u>Reference Services</u> (100%), <u>Ask-A-Librarian</u> (100%) and Internet Access (93.2%). They were ** least satisfied with <u>Periodical Collections</u> (13.3%) and <u>Special Collections</u> (13.3%).

Graduate Students were * most satisfied with <u>Online Databases</u> (100%), <u>Internet Access</u> (87.5%),<u>Ask-A-Librarian</u> (87.5%), <u>Electronic Reserves</u> (87.5%) and <u>Staff</u> (87.5%). They were * least satisfied with <u>Periodical Collection</u> (25%).

Faculty were * most satisfied with <u>Online Databases</u> (100%), <u>Off-Campus Access</u> (100%), <u>Digital Collections</u> (100%), <u>Staff</u> (100%).

*Most satisfied= Excellent, Very Good and Satisfactory
** Least satisfied= Not Very and Not At All

SATISFACTION WITH LIBRARY RESOURCES BY MAJORS

Books

Business Administration students rated the book collection as Excellent (40%), Very Good (40%), Satisfactory (10%) and Not Very (10%).

Nursing students rated the book collection as Excellent (22.2%), Very Good (33.3%) and Satisfactory (44.4%).

Psychology students rated the book collection as Excellent (16.6%), Very Good (33.3%), Satisfactory (16.6%) and Not Very (33.3%).

Biological Sciences students rated the book collection as Excellent (10%), Very Good (10%), and Satisfactory (8)%%).

Health Sciences students rated the book collection as Excellent (14.3%), Very Good (71.4%) and Not Very (14.4%).

Computer Science students rated the book collection as Excellent (50%), Very Good (25%) and Satisfactory (25%).

Criminal Justice students rated the book collection as Very Good (42.8%) and Satisfactory (57.2%).

Mass Communications students rated the book collection as Excellent (25%), Very Good (25%) and Satisfactory (50%).

Periodicals

Business Administration students rated the periodical collection as Excellent (25%), Very Good (25%) and Satisfactory (50%).

Nursing students rated the periodical collection as Excellent (77.1%), Very Good (14.2%), Satisfactory (28.5%) and Not Very (14.2%).

Psychology students rated the periodical collection as Excellent (33.3%), Very Good (16.6%), Satisfactory (16.6%) and Not Very 33.3%).

Biological Sciences students rated the periodical collection as Excellent (25%), and Satisfactory (75%).

Health Sciences students rated the periodical collection as Very Good (75%) and Satisfactory (25%).

Computer Science students rated the periodical collection as Very Good (100%).

Criminal Justice students rated the periodical collection as Very Good (28.5%) and Satisfactory (71.5%).

Mass Communications students rated the periodical collection as Excellent (25%), Very Good (25%) and Satisfactory (50%).
Music Education students rated the periodical collection as Very Good (33.3%), Satisfactory (33.3%) and Not very (33.3%).

Online Databases

Nursing students rated the online databases as Excellent (55.5%), Very Good (33.3%) and Satisfactory (11.2%).

Human Performance and Sport Science students rated the online databases as Excellent (66.6%) and Very Good (33.3%).

Engineering students rated the online databases as Excellent (33.3%) and Very Good (66.6%).

Psychology students rated the online databases as Excellent (28.6%), Very Good (14.3%) and Satisfactory (57.1%).

Health Sciences students rated the online databases as Excellent (33.3%0, Very Good (66.6%).

Biological Sciences students rated the online databases as Excellent (11.1%), Very Good (55.5%) and Satisfactory (33.3%).

Computers Science students rated the online databases as Excellent (50%) and Very Good (50%).

Business students rated the online databases as Excellent (30%), Very Good (40%) and Satisfactory (30%).

Music Education students rated the online databases as Excellent (33.3%) and Very Good (66.6%).

Criminal Justice students rated the online databases as Excellent (12.5%) and Very Good (87.5%).

Mass Communications students rated the online databases as Excellent (25%), Very Good (50%) and Satisfactory (25%).

TOP RATED LIBRARY RESOURCES AND SERVICES

	Excellent
Ask-A- Librarian	31%
Staff	29%
Internet Access	29%
Online Databases	25.4%
Reference Services	23%
Circulation Services	20.4%

Interlibrary Loan	16%
Special Collections	16%
Electronic Reserves	16%
Periodical Collection	14.2%
Off-Campus Access	13.4%
Book Collection	13%
Government Documents	12.2%
Digital Collections	12%

Very Good

Online Databases	48.1%
Staff	45%
Internet Access	42%
Ask-A-Librarian	39.4%
Electronic Reserves	39%
Off-Campus Access	33.3%
Circulation Services	32%
Reference Services	31.1%
Special Collections	31%
Periodical Collection	29.2%
Digital Collections	29%
Interlibrary Loan	27%
Book Collection	25.7%
Government Documents	21.1%

LOW RATED LIBRARY RESOURCES AND SERVICES

Not Very

Periodical Collection	10%
Book Collection	8.7%
Off-Campus Access	6.5%
Internet Access	5.8%
Special Collections	4.1%
Interlibrary Loan	3%
Reference Services	2.5%
Digital Collections	2.5%
Government Documents	2.4%
Electronic Reserves	2.3%
Online databases	2%
Circulation Services	2%
Staff	.9%

Ask-A-Librarian   0%

	Not At All
Staff	3.4%
Internet Access	1.3%
Digital Collections	1.3%
Ask-A-Librarian	.9%
Online Databases	.7%
Off-Campus Access	.7%
Book Collection	0%
Periodical Collection	0%
Reference Services	0%
Circulation Services	0%
Interlibrary Loan	0%
Special Collections	0%
Government Documents	0%
Electronic Reserves	0%

RESOURCES MOST REQUESTED

Computers	28%
Electronic Books	14.4%
Online Periodicals	11%
Online Databases	9.5%
Print Books	8%
Print Periodicals	7.6%
Newspapers	6.2%
Staff	4.3%

RESOURCES REQUESTED BY CLASSIFICATION

Freshmen

Majority of the Freshmen requested more **Computers (42.3%),** Print Books (15.4%), Newspapers (11.5%), Online Periodicals (7.7%), Electronic Books (7.7%), Print Periodicals (7.7%), Staff (3.8%) and Microforms (3.8%).

Sophomores

Majority of the Sophomores requested more **Computers (33.3%)**, Electronic Books (14.8%), Newspapers (14.8%), Online Databases (11.1%), Print Books (11.1%), Online Periodicals (7.4%), Print Periodicals (3.7%) and Staff (3.7%).

Juniors

Majority of the Juniors requested more **Computers (25.7%),** Electronic Books (23%), Online databases (14.3%), Print Periodicals (11.4%), Print Books (8.6%), Online Periodicals (5.7%), Staff (5.7%) and Newspapers (5.7%).

Seniors

Majority of the Seniors requested more **Computers (35.3%),** Electronic Books (23.5%), Online Periodicals (11.8%), Newspapers (11.8%), Online Databases (5.9%), print Books (5.9%) and Staff (5.9%).

Graduate Students

Majority of the Graduate Students requested more **Online Databases (25%), Online Periodicals (25%),** Electronic Books (18.7%), Computers (12.5%), Print Periodicals (12.5%) and Print Books (6.2%). They ranked the current Online Database Collection as 37.5% Excellent, 25% Very Good and 37.5% Satisfactory.

The Library will continue to work closely with CIT to increase the number of computers available for student use. In addition, the Library is working on a Learning Commons Area for collaborative work on a variety of projects. The Learning Commons will be located on the 2nd floor of the Main Campus Library and will offer special workstations and software.

Library Usage by Classification

Daily
Freshmen   57.1%

Weekly
Graduate Students   62.5%

Monthly
Juniors   22.2%

Quarterly

Seniors	15.3%

Once A Year

Sophomores	9.5%

N/A

Seniors	7.7%

Assistance Requested by Classification

Daily

Freshmen	23.8%

Weekly

Sophomores	42.8%

Monthly

Graduate Students	25%

Quarterly

Juniors	18.5%

Once A Year

Graduate Students	25%

N/A

Seniors	23%

YOUR COMMENTS

Freshmen

" Have a section in the Library for a quiet time." Mechanical Engineering, Main Campus
  Please use the study rooms on the 2nd floor. The rooms are enclosed for privacy.

" Get more electronic books." Psychology, Main Campus
The library subscribes to over 400,000 electronic books and will continue to do so. However, budget cuts may affect the subscriptions.

Sophomores

" The librarians are sometimes unhelpful. They don't really answer your questions and always refer you to the computer. Also the library should widen the expansion of books and a variety of books." Social Work, Main Campus
Please do not leave the library until you get the answers or the information you need. You mayuse the Book Request online form to order books.

" The noise level is loud*." Dental Hygiene, Main Campus
We need your assistance in keeping the noise level down. Sometimes Security is called to alleviate the problem.

Juniors

" People talk too much in here. This is a Library, people should'nt by having conversations in a normal tone of voice. The No Cell Phones signs might as well be taken down. Almost no one follows them and no one enforces people not talking on their cell phones. It is distracting*."* Criminal Justice, Main Campus
The librarians do warn the students not to use cell phones in the library or about their loud conversations. At times students do not listen and that is when the Security is called. We certainly hope that our students use their library in a way that is conducive for study. We need your help.

" The services in the Library are fine. I have no personal complaints." Biology, Main Campus
Thank you.

"I never feel like I can come to the Library to study. People are loud and inconsiderate of others. Staff does not enforce quiet rules." Psychology, Main Campus
We need your help, the peers, to keep the Library quiet.

" Try to work on the computer system and printer. There always seem to be a problem." Spanish Education, Main Campus
 Be assured that we are working on those problems with CIT.

"I really like how immediate help comes whenever there are questions to be asked or whenever there are technical problems, someone is there. P.S. at least that has been my experience." Occupational Therapy, Main Campus
It is good to know that the Library staff is assisting you and meeting your needs.

" More staff to help noise level. Have more computers that actually work. Better TSU card machine that stays up and running." Social Work, Main Campus
We are working on the noise problem but we also need your assistance. We are working with CIT to make sure that computers in the Library are in good working condition. Card machines are maintained by CIT and we are working with them.

" Should put a restriction of computer when students are accessing this computer or scanner for 'My Space' and 'Facebook'. That way students that need to use these items for a class or some other important things don't have to wait on them." Mechanical Engineering, Main Campus
We agree and we try to check periodically to make sure that computers are used for educational purposes. If you need to use a computer or scanner and a person is on My Space please inform a librarian. Thank you.

" The Library's services are very good." Criminal Justice, Main Campus
Thank you.

" More experiences and a younger staff to help with the older workers/staff." Criminal Justice, Main Campus
We will work on that.

"There is no variety of books required for use with Children's Literature Classes." Elementary Education, Main Campus
Please note that the Main Campus Library provides access to hundreds of children's books located on the 3rd floor under a large sign, Youth Collection.

" None as of now.. everything met/passed my needs and expectations." Biology, Main Campus
Thank you.

"I like our library a lot. We just need more computers synced with the printers. Also more private places where students can study." Psychology, Main Campus
We are working with CIT in increasing the number of computers available to students and also the maintenance of the equipment. Hopefully, when the library is expanded, we will have more study rooms and quiet places.

" Sometimes people forget to return books. Please send e-mail before fine." Psychology, Main Campus
The library sends overdue notices via myTSU e-mail accounts. Please check your e-mail via myTSU. Courtesy notices are sent 3 days before fines are charged. Also students may renew their books via online twice.

" I would like for more of the computers to be in working condition." Music Education, Main Campus
The computers are maintained by the CIT and we are working hard to make sure that they are in working condition.

" The services and the help from the librarians are overall good." Biology, Main Campus
Thank you.

" I requested books on hold for AWC pickup. They were not sent there. I am picking them up at the Main Campus. I never know where I can park on the Main Campus when I need to use the library." Public Administration, Avon Williams Campus
Both campus libraries use the courier service three times a week to transport materials. Please try again. You may park at the student parking lot adjacent to the Faculty Parking Lot M.