

USER SATISFACTION SURVEY RESULTS
Spring 2009
“ 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 2009 Spring Semester survey are as follows:

Participants:

Freshmen	24
Sophomores	17
Juniors	29
Seniors	35
Graduate Students	39
Total:	144

SATISFACTION WITH LIBRARY RESOURCES AND SERVICES BY CLASSIFICATION

Freshmen were **Most Satisfied** with the Ask-A-Librarian Service (100%), Reference Services (100%), Books (100%) and Electronic Reserves (100%). They were **Least Satisfied** with Internet Access (9%).

Sophomores were **Most Satisfied** with Online databases (100%), Special Collections Services (100%), Reference Services (94%) and Staff (93.0%). They were **Least Satisfied** with Internet Access (17.6%).

Juniors were **Most Satisfied** with Electronic Reserves (100%), Reference Services (100%), Books (92.9%) and Staff (92.8%). They were Least Satisfied with Internet Access (10.3%).

Seniors were **Most Satisfied** with Online Databases (94.2%), Books (94.2%), Reference Services (94.1%) and Circulation Services (91.3%). They were **Least Satisfied** with Internet Access (Internet Access (14.2%).

Graduate Students were **Most Satisfied** with Online Databases (97.3%), Staff (91.3%), Reference Services (89.6%) and Off-Campus Access (89.5%). They were **Least Satisfied** with Internet Access (10.2%).

*The least satisfaction with Internet Access stems from the fact that all students want and need more PCs in the Library.

**Most Satisfied= Excellent and Very Good

SATISFACTION WITH LIBRARY RESOURCES AND SERVICES BY MAJORS

BOOK COLLECTION

Majors that are most satisfied with the book collection are in Biological Sciences (85.7%), Criminal Justice (85.6%), Business (70.5%), Speech Pathology and Audiology (68.7%), Education (66.6%), and Engineering (66.6%).

Biological Sciences majors rated the book collection as Very Good (85.7%), and Satisfactory (14.2%) .

Business majors rated the book collection as Excellent (17.6%), Very Good (52.9%) and Satisfactory (29.4%).

Chemistry majors rated the book collection as Very Good (60%), Satisfactory (20%) and Not Very Good (20%).

Criminal Justice majors rated the book collection as Excellent (57.1%), Very Good (28.5%) and N/A (14.2%).

Education majors rated the book collection as Excellent (16.6%), Very Good (50%), and Satisfactory (33.3%).

English majors rated the book collection as Very Good (33.3%) and Satisfactory (66.6%).

Engineering majors rated the book collection as Very Good (66.6%) and Satisfactory (33.3%).

Nursing majors rated the book collection as Excellent (28.5%), Very Good (28.5%), and Satisfactory (42.8%).

Psychology majors rated the book collection as Excellent (16.6%), Very Good (16.6%), Satisfactory (33.3%), and N/A (33.3%)

Public Administration majors rated the book collection as Excellent (22.2%), Very Good (27.7%), Satisfactory 38.8%, and N/A (11.1%).

Speech Pathology and Audiology majors rated the book collection as Excellent (25%), Very Good (43.7%), Satisfactory (18.7%) and N/A (12.5%).

PERIODICAL COLLECTION

Majors that are most satisfied with the periodical collection are in Criminal Justice (71.3%), Education (66.6%), Engineering (66.6%), Speech pathology and Audiology (62.5%), and Public Administration (61.1%).

Biological Sciences majors rated the periodical collection as Very Good (71.4%), Satisfactory (28.5%).

Business majors rated the periodical collection as Excellent (17.6%), Very Good (41.1%), and Satisfactory (35.2%), and N/A (5.8%).

Chemistry majors rated the periodical collection as Very Good (40%), Satisfactory (40%), and Not Very Good (20%).

Criminal Justice majors rated the periodical collection as Excellent (57.1%), Very Good (14.2%), Satisfactory (14.2%) and N/A (14.2%).

Education majors rated the periodical collection as Excellent (50%), Very Good (16.6%), Satisfactory (16.6%) and Not Very Good (16.6%).

English majors rated the periodical collection as Very Good (33.3%), and Satisfactory (66.6%).

Engineering majors rated the periodical collection as Very Good (66.6%), and Satisfactory (33.3%).

Nursing majors rated the periodical collection as Excellent (14.2%), Very Good (28.5%), Satisfactory (28.5%), Not Very Good 14.2%, and N/A (14.4%).

Psychology majors rated the periodical collection as Very Good (50%), and N/A (50%).

Public Administration majors rated the periodical collection as Excellent (11.1%), Very Good (50%), Satisfactory (33.3%), and N/A/ (5.5%).

Speech Pathology and Audiology majors rated the periodical collection as Excellent (25%), Very Good (37.5%), Satisfactory (31.2%), and N/A (6.2%).

ONLINE DATABASE COLLECTION

Majors that are most satisfied with the online database collection are in Chemistry (100%), Criminal Justice (100%), Engineering (100%), Public Administration (77.7%), Business (76.4%), Psychology (72.5%), Biological Sciences (71.3%), Speech pathology and Audiology (68.7%), Education (66.6%), English (66.6%), and Nursing (50%).

Biological Sciences majors rated the online database collection as Excellent (28.5%), Very Good (42.8%), and Satisfactory (28.5%).

Business majors rated the online database collections as Excellent (29.4%), Very Good (47%), and Satisfactory (23.5%).

Chemistry majors rated the online database collection as Excellent (40%), and Very Good (60%).

Criminal Justice majors rated the online database collection as Excellent (57.1%), and Very Good (42.8%).

Education majors rated the online database collection as Excellent (50%), very Good (16.6%), Satisfactory (16.6%) , and N/A (16.6%).

English majors rated the online database collection as Excellent (33.3%), Very Good (33.3%), and Satisfactory (33.3%).

Engineering majors rated the online database collection as Excellent (33.3%), and Very Good (66.6%).

Nursing majors rated the online database collection as Very Good (50%), and Satisfactory (50%).

Psychology majors rated the online database collection as Excellent (12.5%), Very Good (50%), Satisfactory (25%), and N/A (12.5%).

Public Administration majors rated the online collection as Excellent (22.2%), Very Good (55.5%), and Satisfactory (22.2%).

Speech Pathology and Audiology majors rated the online database collection as Excellent(31.2%), Very Good (37.5%), Satisfactory (25%), and Not Very Good (6.2%).

OFF-CAMPUS ACCESS SERVICES

Majors that are most satisfied with the off-campus access services are in Engineering (100%), Chemistry (80%), Business (70.5%), Speech Pathology and Audiology (8.7%), English (66.6%), and Public Administration (61%).

Biological Sciences majors rated the off-campus access services as Excellent (14.2%), Very Good (28.5%), Satisfactory (42.8%), and N/A (14.2%).

Business majors rated the off-campus access services as Excellent (11.7%), Very Good (58.8%), Satisfactory (17.6%), and N/A/ (5.8%).

Chemistry majors rated the off-campus access services as Very Good (40%), and Satisfactory (60%).

Criminal Justice majors rated the off-campus access services as Excellent (42.8%), and Very Good (42.8%).

Education majors rated the off-campus access services as Excellent (20%), very Good (20%), Satisfactory (40%), and N/A (20%).

English majors rated the off-campus access services as Excellent (33.3%), very Good (33.3%), and Satisfactory (33.3%).

Engineering majors rated the off-campus access services as Excellent (33.3%), and very Good (66.6%).

Nursing majors rated the off-campus access services as Excellent (14.2%), very Good (42.8%), and Satisfactory (28.5%).

Psychology majors rated the off-campus access services as Excellent (12.5%), Very Good (33.3%), and Satisfactory (50%).

Public Administration majors rated the off-campus access services as Excellent (22.2%), Very Good (38.8%), and Satisfactory (38.8%).

Speech Pathology and Audiology majors rated the off-campus access services as Excellent (31.2%), Very Good (37.5%), Satisfactory (12.5%), Not At All (6.2%), and N/A (12.5%).

TOP RATED LIBRARY RESOURCES AND SERVICES

Excellent

Staff	34.7%
Online Database Collection	32.1%
Ask-A-Librarian	30.6%
Special Collections Services	23.9%
Reference Services	23.6%
Internet Access	22.7%
Off-Campus Access	21.6%
Circulation Services	21.2%
Interlibrary Loan Services	20.4%
Electronic Reserves	18.7%
Book Collection	18.2%
Digital Collections	17.9%
Periodical Collection	17.5%
Government Documents	16.1%

Very Good

Staff	40.4%
Reference Services	40.4%
Book Collection	40.3%
Electronic reserves	39.4%
Circulation Services	39%
Online Database Collection	36.6%
Periodical Collection	36%
Off-Campus Access	35.3%
Internet Access	35.1%
Ask-A-Librarian	34.2%
Digital Collections	32.9%
Special Collections Services	31.2%

Government Documents	31%
Interlibrary Loan Services	28.7%

Satisfactory

Interlibrary Loan Services	35.1%
Book Collection	32.4%
Periodical Collection	32.2%
Circulation Services	31.5%
Special Collections Services	31.5%
Reference Services	31.4%
Electronic Reserves	30%
Internet Access	29.7%
Digital Collections	29.7%
Online Database Collection	29.4%
Government Documents	29.1%
Off-Campus Access	27.4%
Ask-A-Librarian	23.2%
Staff	15.7%

LOW RATED LIBRARY RESOURCES AND SERVICES

Not very

Internet Access	12.2%
Off-Campus Access	6.5%
Book Collection	6%
Staff	4.6%
Circulation Services	3.4%
Government Documents	3.4%
Digital Collections	3%
Interlibrary Loan Services	2.8%
Online Databases	2.5%
Electronic Reserves	2.3%
Periodical Collection	2.2%
Reference Services	2.1%
Ask-A-librarian	1.7%
Special Collections Services	1.2%

Not At All

Ask-A-Librarian	3.4%
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NOT APPLICABLE RATED LIBRARY RESOURCES AND SERVICES

N/A

Government Documents	23.1%
Digital Collections	16.2%
Interlibrary Loan	14.9%
Special Collections	12.8%
Periodical Collection	11.3%
Off-Campus Access	9.6%
Ask-A-Librarian	8.7%
Electronic Reserves	7.9%
Book Collection	7.8%
Circulation Services	7.3%
Reference Services	2.8%
Staff	2.5%
Online database Collection	1.3%

RESOURCES MOST REQUESTED

Computers	30.2%
Electronic Books	12.7%
Electronic Periodicals	11.5%
Print Books	10.7%
Online Databases	8.6%
Staff	8.2%
Newspapers	7.7%
Print Periodicals	5.7%

RESOURCES REQUESTED BY CLASSIFICATION

Freshmen

<i>Computers</i>	25%
Electronic books	15.3%
Print Books	13.4%
Online Periodicals	11.5%
Online Databases	11.5%
Newspapers	9.6%
Staff	7.7%
Print Periodicals	5.7%

Sophomores

Computers	40%
Online Periodicals	16%
Electronic Books	12%
Print Books	8%
Newspapers	8%
Staff	8%
Online Databases	2.9%
Microforms	2.9%

Juniors

Computers	33.3%
Electronic Books	11.1%
Newspapers	8.8%
Staff	8.8%
Online Periodicals	6.6%
Online Databases	6.6%
Print Books	6.6%
Print Periodicals	4.4%
Microforms	4.4%

Seniors

Computers	27.5%
Electronic Books	15.5%
Online Periodicals	12%
Print Books	12%
Online Databases	8.6%
Print Periodicals	8.6%
Newspapers	8.6%
Staff	5.1%
Microforms	1.7%

Graduate Students

Computers	25.4%
Online Databases	13.7%
Print Books	13.7%
Online Periodicals	11.7%
Staff	11.7%
Electronic Books	9.8%

Print Periodicals	9.8%
Newspapers	3.9%

Number one request for increased presence in the libraries by students in all categories is computers (30.2%). More electronic books are requested by 12.7% of the student body. Freshmen, sophomores, juniors and seniors rank electronic books as number two priority. However, it is notable that print books rank high among the freshmen, sophomores, seniors and graduate students. Library is working with CIT to increase the number of PCs in the Information Commons Area.

LIBRARY USAGE BY CLASSIFICATION

Daily

Juniors	17.2%
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Weekly

Seniors	21.8%
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Monthly

Sophomores	17.6%
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Quarterly

Seniors	9.3%
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Once A year

Graduate Students	3.8%
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N/A

Freshmen	6.2%
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ASSISTANCE REQUESTED BY CLASSIFICATION

Daily

Juniors	6.8%
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Weekly

Sophomores	17.6%
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Monthly

Juniors	18.9%
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Quarterly

Seniors	12.5%
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Once A Year

Graduate Students	3.8%
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N/A

Freshmen 16.6%

YOUR COMMENTS

Freshmen

“ They are fine, thank you.” Criminal Justice, Main Campus

“ The library staff has been doing a great job.” Business Administration, Main Campus

“ For some classes in order to do complete work, some things are required to be downloaded and they can't be downloaded because of the administrator application.” Nursing, Main Campus
CIT does not allow installation of certain applications on the hard drives of the PCs in the Library. You may want to save the material but you cannot download it.

“ I like the library.” Nursing, Main Campus

Sophomores

“ By getting head phones and more computers.” Health Sciences, Main Campus
Head phones are not hygienic and disposable ones become expensive. We suggest that you bring your own headphones. Library is working with CIT to expand the PCs in the Information Commons area.

“ Just get more computers.” Criminal Justice, Main Campus
Plans are underway to install additional PCs.

“ Library at TSU is the best.” Psychology, Main Campus
Thank you.

“ More stuff on Oprah. We need an Oprah section.” Communications, Main Campus
The Library subscribes to Oprah Winfrey's magazine-O. The Special Collections house information about her. Please ask librarians to assist you.

Juniors

“ Tune down the air conditioning in the Spring, early Fall.” Criminal Justice, Main Campus
The air temperature is maintained by the Physical Facilities staff. Please ask a librarian or staff for assistance.

“ I think the Downtown Campus id fine.” Accounting, Avon Williams Campus
Thank you.

“ Library behavior enforced more strictly.” Biological Sciences, both campuses
We are working with the students, Student Affairs and TSU Police in order to provide a scholarly environment that is conducive for study.

“ More information on African heritage. We had history before slavery.” Africana Studies, Main Campus
The Library develops its collections to support the curriculum offered. All faculty, students and staff are invited to order books and other materials in areas that support academic programs. Please send in your recommendations online, e-mail or in person.

“ Good job.” Chemistry, Main Campus
Thank you.

Seniors

“ I would like to see the library close at 6:00pm on Friday instead of closing at 4:40pm. I will need to do my weekend homework assignment here. Thank you all very much.” Interdisciplinary Studies, Main Campus
Library will look at the feasibility and necessity of extending hours on Fridays. You may also use the library on Saturdays from 10:00am until 6:00pm and on Sundays from 2:00pm until 12:00am.

“ More Biology periodicals.” Biological Sciences, Main Campus
The library subscribes to 283 periodicals in Biological Sciences and 419 periodicals in related fields. In addition, the library subscribes to 13 online databases. Please see a librarian for assistance.

“ I think this library has done a very good job. I wish to see more non-study books in the library. But other than that everything is great.” Psychology, Main Campus
Thank you. Please check our Browsing Area on the first floor of the Main Campus Library. You may also check the shelves for fiction books located in Library of Congress Classification PR, PS, PT and PZ.

Graduate Students

“ There should be a basic training to learn how to operate the printer for paper jams, low toner, etc and basic computer skills.” Business Administration, both campuses
The staff are trained by the CIT to trouble shoot as much as possible. Networked printers need the attention of CIT.

“ Get a subscription to the online database that is specific to speech-language pathology and audiology or communication science speech disorders.” Speech Pathology and Audiology, both campuses
The library subscribes to various databases related to the area you mention. DOME is one of them. Please ask a librarian for assistance.

“ Everyone has always been helpful.” Speech Pathology and Audiology, Avon Williams Campus
Thank you.