LIBRARY STUDENT SURVEY REPORT 2016

knowledge articles
friendly resources include
timely computer Group
staff Student HOURS
space easy quiet find
ideal Booking area
chairs search
works Library lot
online
24 Webster Rooms
read access close
love open study great
pretty
ability UNIVERSE coffee
information printing
things librarian comfortable
Additional material campus

Webster University Library

Report prepared by Judy Geczi

August 2016

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INTRODUCTION

Webster University Library conducted Library Satisfaction Surveys in 2007, 2010 and 2013 with students, faculty, and staff at the St. Louis, international and extended campuses and in the online programs. The surveys were used to measure satisfaction with library materials, services, technology, and facilities. Average response scores for satisfaction levels of library resources and services were computed for the 2007, 2010 and 2013 surveys and reported together on the same charts for comparison. Valuable information from these surveys was gathered as user comments in text boxes. Based on user comments from all three of these surveys, the library made changes to its services, policies, collections, and facilities.

The current library survey, Library Survey of 2016, was redesigned to move beyond satisfaction-based questions in order to keep up with library assessment best practices, and to produce a library survey report that library management could use to support strategic directives and planning. The name of the survey was changed from Library Satisfaction Survey to Library Survey to reflect the changes.
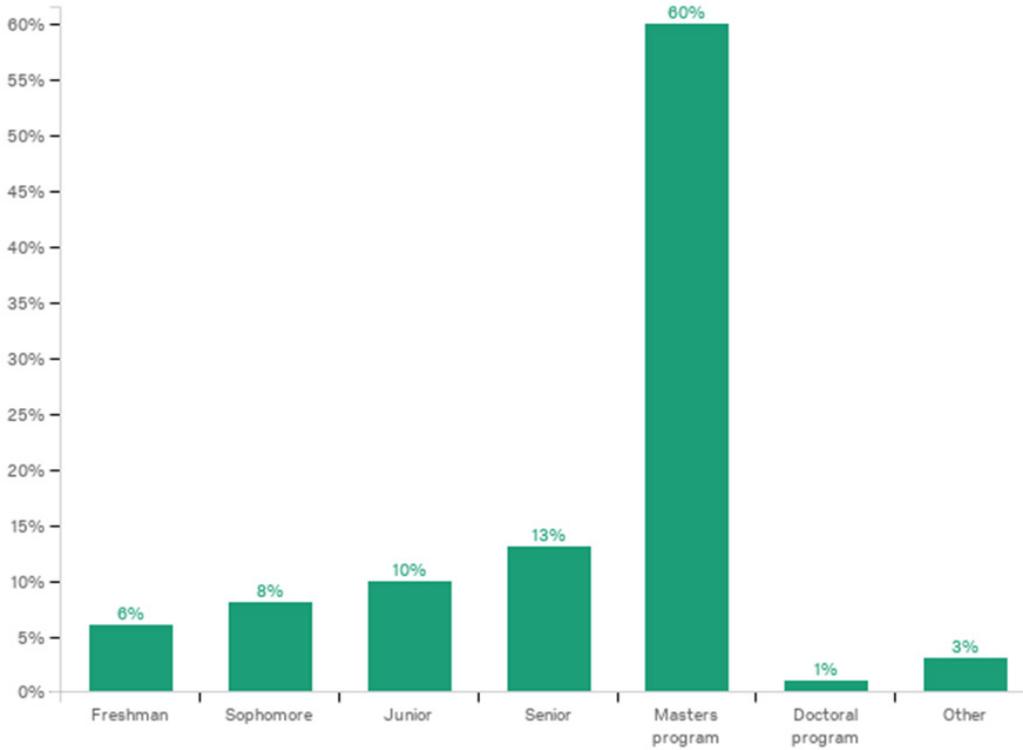
The data collection centered on:

- Examination of faculty/students engagement with the library – identifying how they use library resources and services, and their importance
- Examination of faculty/students research habits outside of library resources and services
- Collection of evidence to demonstrate library impact and value on instruction and research
- Marketing of library resources and services to survey participants by creating an awareness of the resources/services

The library survey was created using Qualtrics and was adapted from library surveys used by Claremont Colleges Library and Massachusetts Institute of Technology Library. The survey was strictly voluntary and anonymous, and it was heavily marketed to the worldwide Webster University community to increase participation rates over the previously administered Library Satisfaction Survey in 2013. The marketing of the survey was successful and the participation rate increased overall by 65% (1,085 students and 226 faculty/staff took the 2016 survey).

The Library Faculty and Staff Survey Report 2016 is available and is related to this report. To obtain a copy, please email Judy Geczi at judygeczi18@webster.edu.

DEMOGRAPHICS

What best represents your student status?

Freshman: 6%, Sophomore: 8%, Junior: 10%, Senior: 13%, Masters program: 60%, Doctoral program: 1%, Other: 3%

What is your academic school or college?

- College of Arts & Sciences — 23%
- Leigh Gerdine College of Fine Arts — 4%
- George Herbert Walker School of Business & Technology — 49%
- School of Communications — 12%
- School of Education — 7%
- undecided — 5%
- not sure — 6%
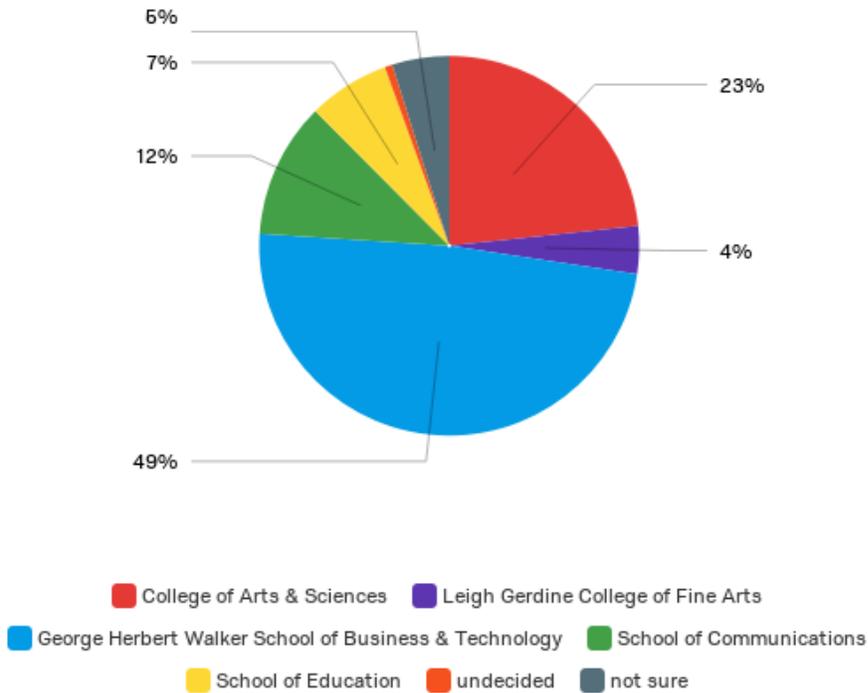
DEMOGRAPHICS

What is your campus location?

19%
42%
10%
24%
5%
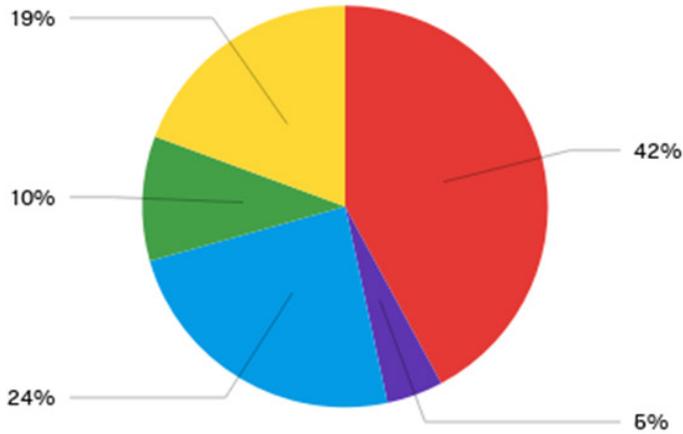
St. Louis home campus ■ Other St. Louis area campus ■ US extended metro or military campus
■ International campus ■ Online

What is your international campus location?

10.67%
41.33%
24.00%
13.33%
10.67%
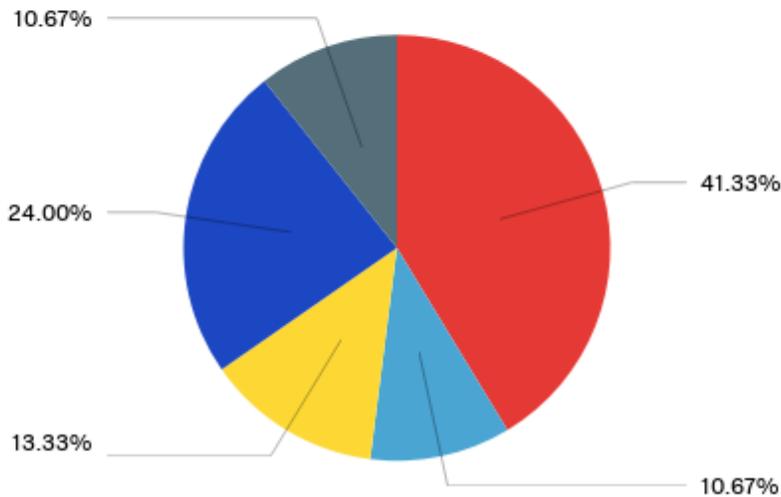
■ Austria ■ China ■ Ghana ■ Greece ■ Netherlands ■ Switzerland ■ Thailand

STUDENT ACTIVITIES in the INTERIOR SPACES of the LIBRARY BUILDING

During the semester, about how often do you use the Webster University Library BUILDING or PHYSICAL LOCATION to...

USE of LIBRARY RESOURCES and SERVICES

During the semester, about how often do you....

Legend:
- Didn't know I could
- Never
- Occasionally
- Frequently
- Very frequently

Use the library website: Didn't know I could 1%, Never 5%, Occasionally 46%, Frequently 31%, Very frequently 16%

Use library databases: Didn't know I could 1%, Never 8%, Occasionally 42%, Frequently 31%, Very frequently 18%

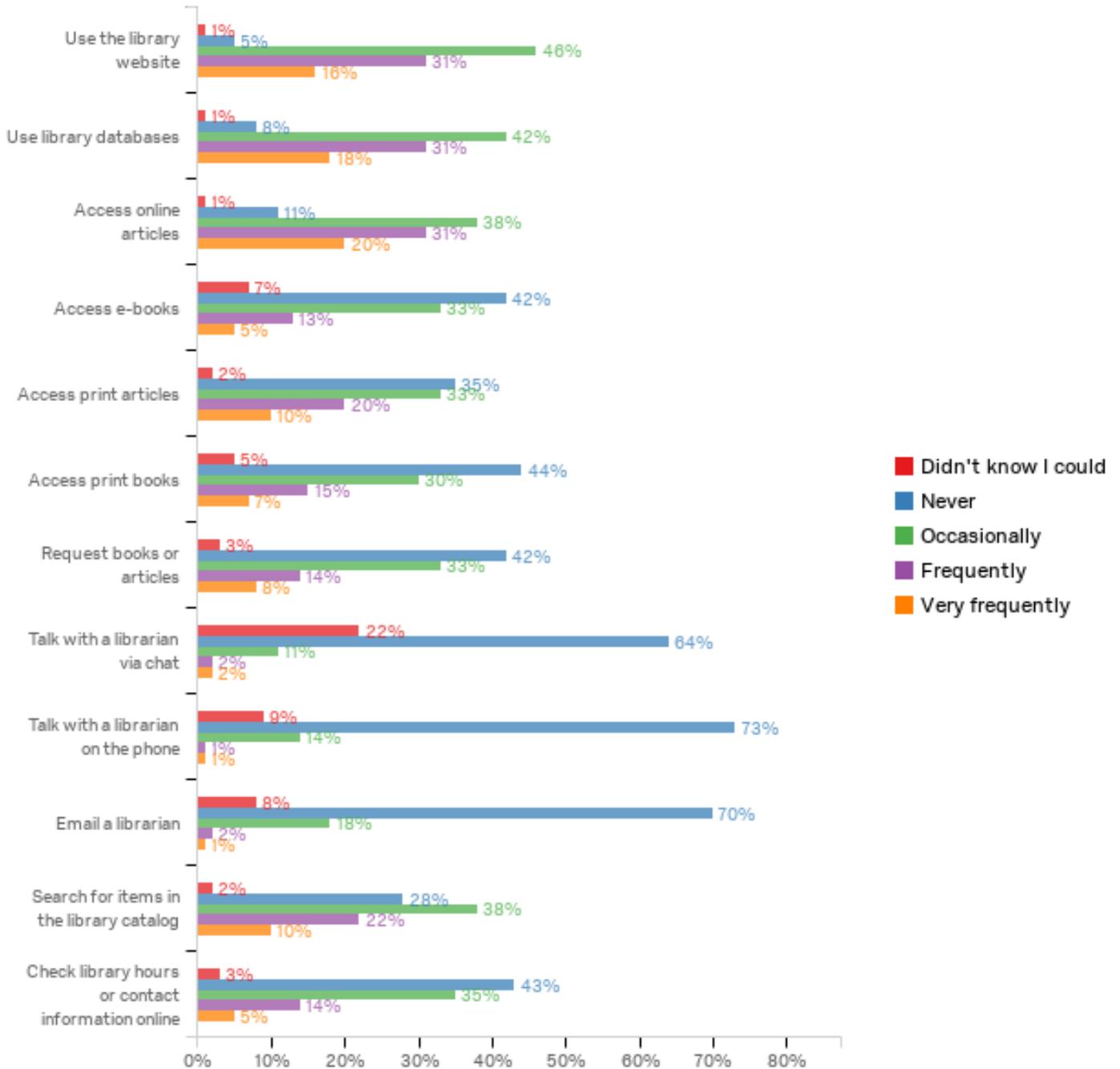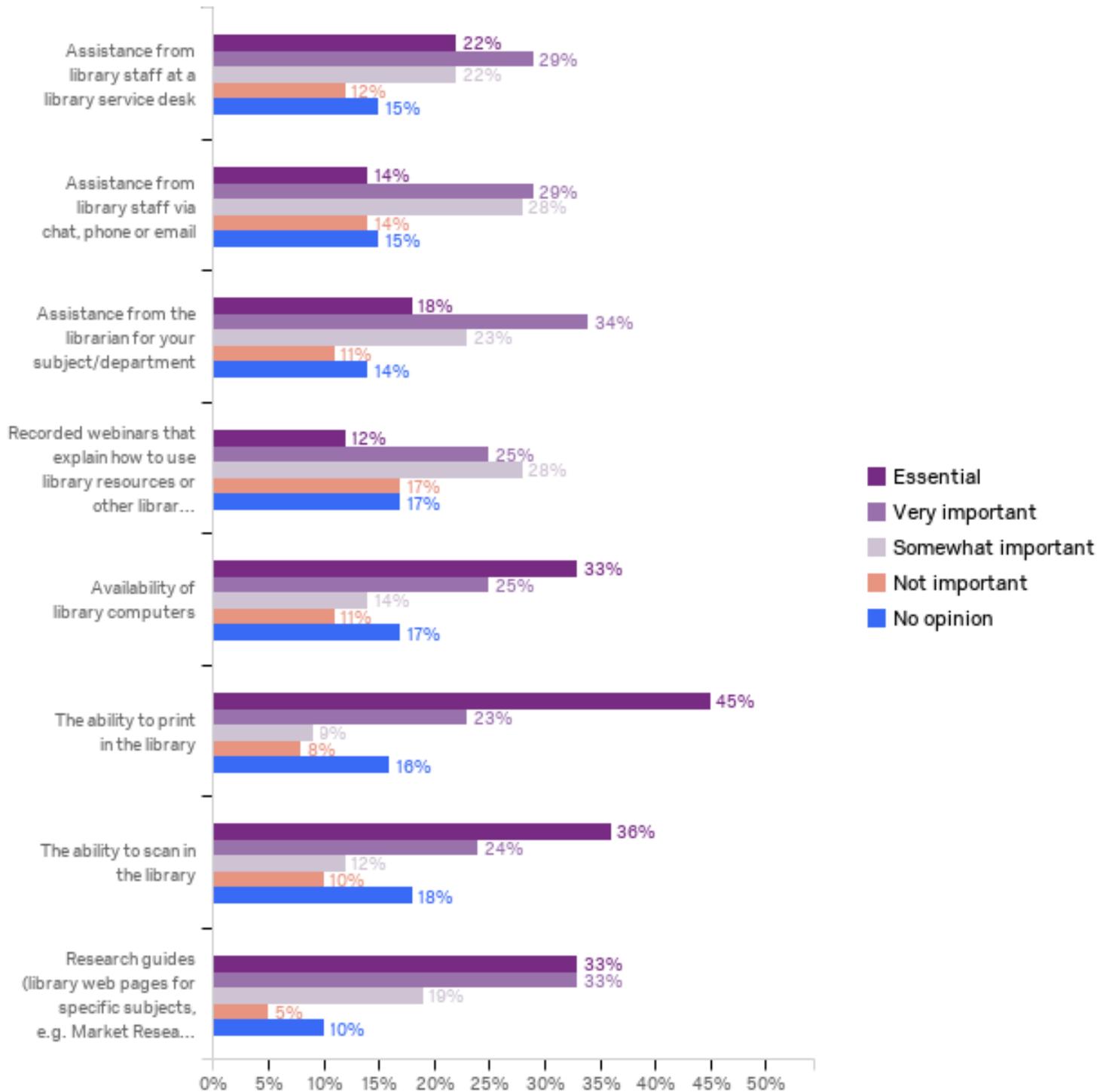**Access online articles:** Didn't know I could 1%, Never 11%, Occasionally 38%, Frequently 31%, Very frequently 20%

Access e-books: Didn't know I could 7%, Never 42%, Occasionally 33%, Frequently 13%, Very frequently 5%

Access print articles: Didn't know I could 2%, Never 35%, Occasionally 33%, Frequently 20%, Very frequently 10%

Access print books: Didn't know I could 5%, Never 44%, Occasionally 30%, Frequently 15%, Very frequently 7%

Request books or articles: Didn't know I could 3%, Never 42%, Occasionally 33%, Frequently 14%, Very frequently 8%

Talk with a librarian via chat: Didn't know I could 22%, Never 64%, Occasionally 11%, Frequently 2%, Very frequently 2%

Talk with a librarian on the phone: Didn't know I could 9%, Never 73%, Occasionally 14%, Frequently 1%, Very frequently 1%

Email a librarian: Didn't know I could 8%, Never 70%, Occasionally 18%, Frequently 2%, Very frequently 1%

Search for items in the library catalog: Didn't know I could 2%, Never 28%, Occasionally 38%, Frequently 22%, Very frequently 10%

Check library hours or contact information online: Didn't know I could 3%, Never 43%, Occasionally 35%, Frequently 14%, Very frequently 5%

IMPORTANCE of LIBRARY RESOURCES and SERVICES

How important is each of the following for your coursework or research?

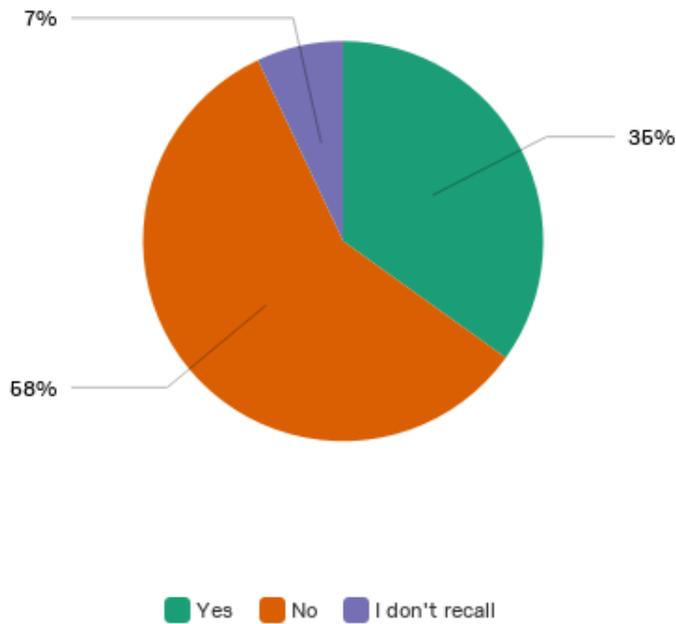Assistance from library staff at a library service desk
- Essential: 22%
- Very important: 29%
- Somewhat important: 22%
- Not important: 12%
- No opinion: 15%

Assistance from library staff via chat, phone or email
- Essential: 14%
- Very important: 29%
- Somewhat important: 28%
- Not important: 14%
- No opinion: 15%

Assistance from the librarian for your subject/department
- Essential: 18%
- Very important: 34%
- Somewhat important: 23%
- Not important: 11%
- No opinion: 14%

Recorded webinars that explain how to use library resources or other librar…
- Essential: 12%
- Very important: 25%
- Somewhat important: 28%
- Not important: 17%
- No opinion: 17%

Availability of library computers
- Essential: 33%
- Very important: 25%
- Somewhat important: 14%
- Not important: 11%
- No opinion: 17%

The ability to print in the library
- Essential: 45%
- Very important: 23%
- Somewhat important: 9%
- Not important: 8%
- No opinion: 16%

The ability to scan in the library
- Essential: 36%
- Very important: 24%
- Somewhat important: 12%
- Not important: 10%
- No opinion: 18%

Research guides (library web pages for specific subjects, e.g. Market Resea…
- Essential: 33%
- Very important: 33%
- Somewhat important: 19%
- Not important: 5%
- No opinion: 10%

Legend:
- Essential
- Very important
- Somewhat important
- Not important
- No opinion

SATISFACTION with LIBRARY RESOURCES and SERVICES

Are you satisfied with this item or service?
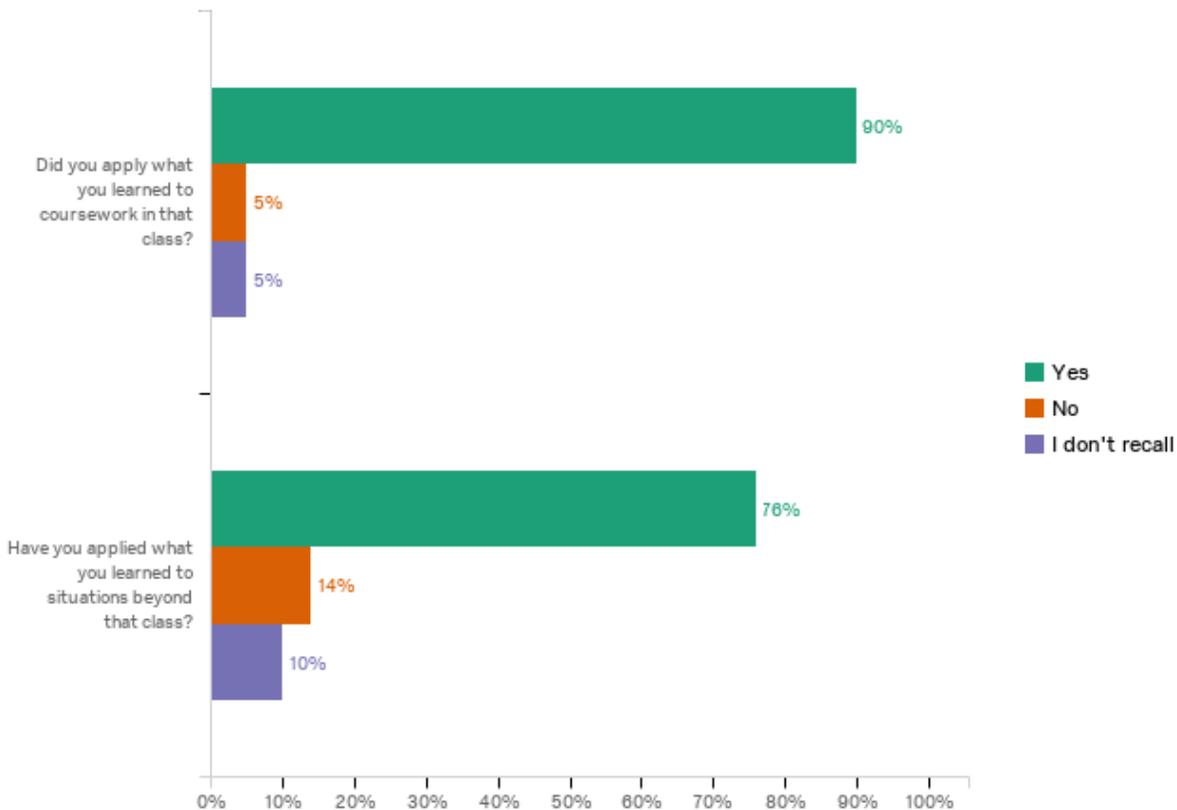
	Yes	No
Assistance from library staff at a library service desk	96%	4%
Assistance from the librarian for your subject/department	94%	6%
Recorded webinars	94%	6%
Availability of library computers	95%	5%
The ability to print in the library	93%	7%
The ability to scan in the library	93%	7%
Research guides (library web pages for specific subjects)	94%	6%
Use the library website	95%	5%
Use library databases	93%	7%
Talk with a librarian via chat	90%	10%
Talk with a librarian on the phone	90%	10%
Email a librarian	91%	9%
Search for items in the library catalog	93%	7%
Request books or articles	91%	9%
Check library hours or contact information online	93%	7%
Access print books	90%	10%
Access print articles	91%	9%
Access online articles	91%	9%
Access e-books	90%	10%

EFFECTIVENESS of LIBRARY INSTRUCTION

**Has a librarian ever presented/taught at one of your classes?**

Legend: Yes | No | I don't recall

Values: 7%, 36%, 68%

When you think about what you learned from the librarian:

Did you apply what you learned to coursework in that class?
- Yes: 90%
- No: 5%
- I don't recall: 5%

Have you applied what you learned to situations beyond that class?
- Yes: 76%
- No: 14%
- I don't recall: 10%

Legend: Yes | No | I don't recall

EFFECTIVENESS of WEBINARS

Have you attended a library webinar outside of an academic class?

Yes	14%
No	82%
I don't recall	4%
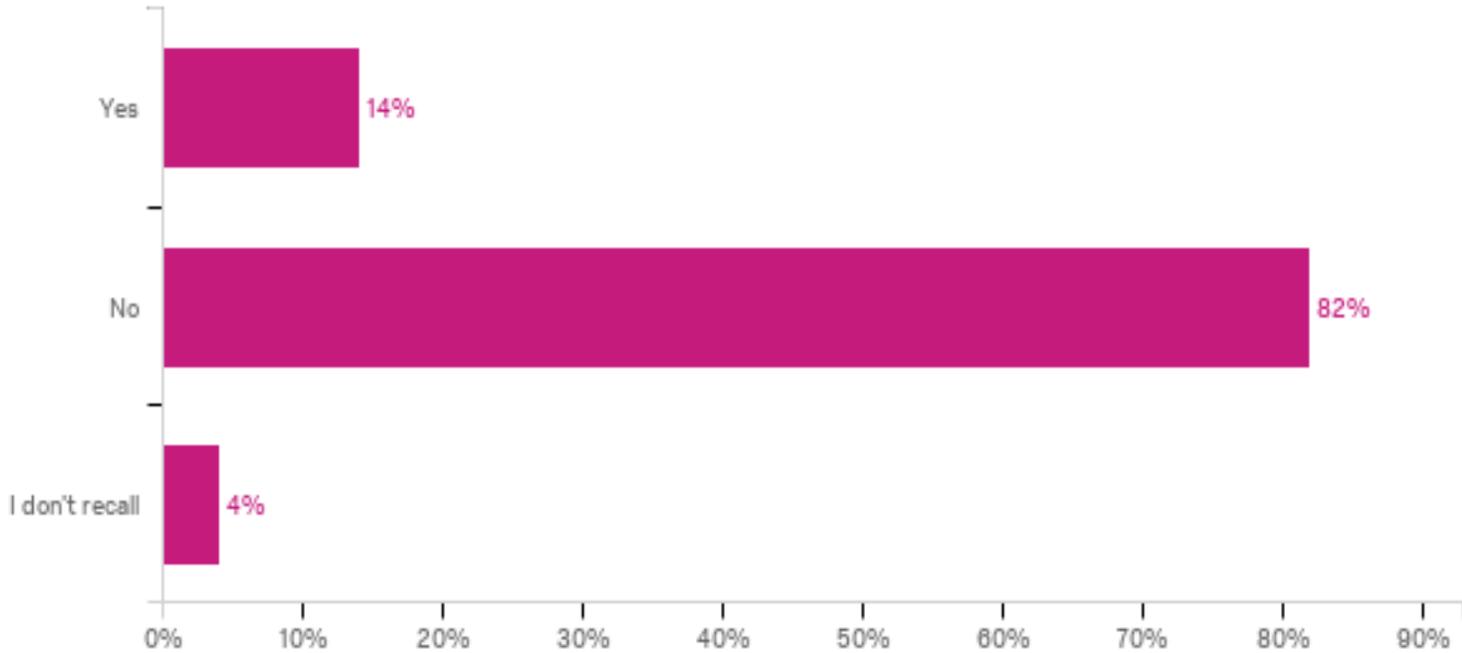
Would you recommend any of those webinars to someone else?

Yes	98%
No	2%
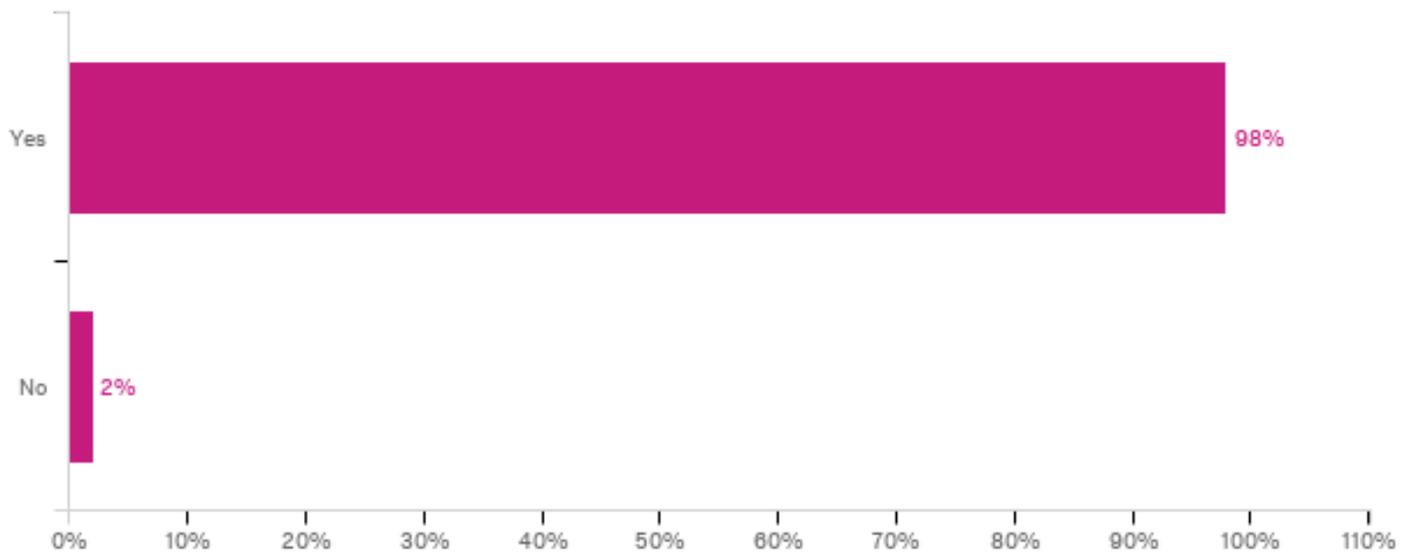
STUDENT'S PERCEPTION of the LIBRARY'S IMPACT on THEIR ACADEMIC SUCCESS

Please indicate your agreement with the following statements. The LIBRARY helps me to:
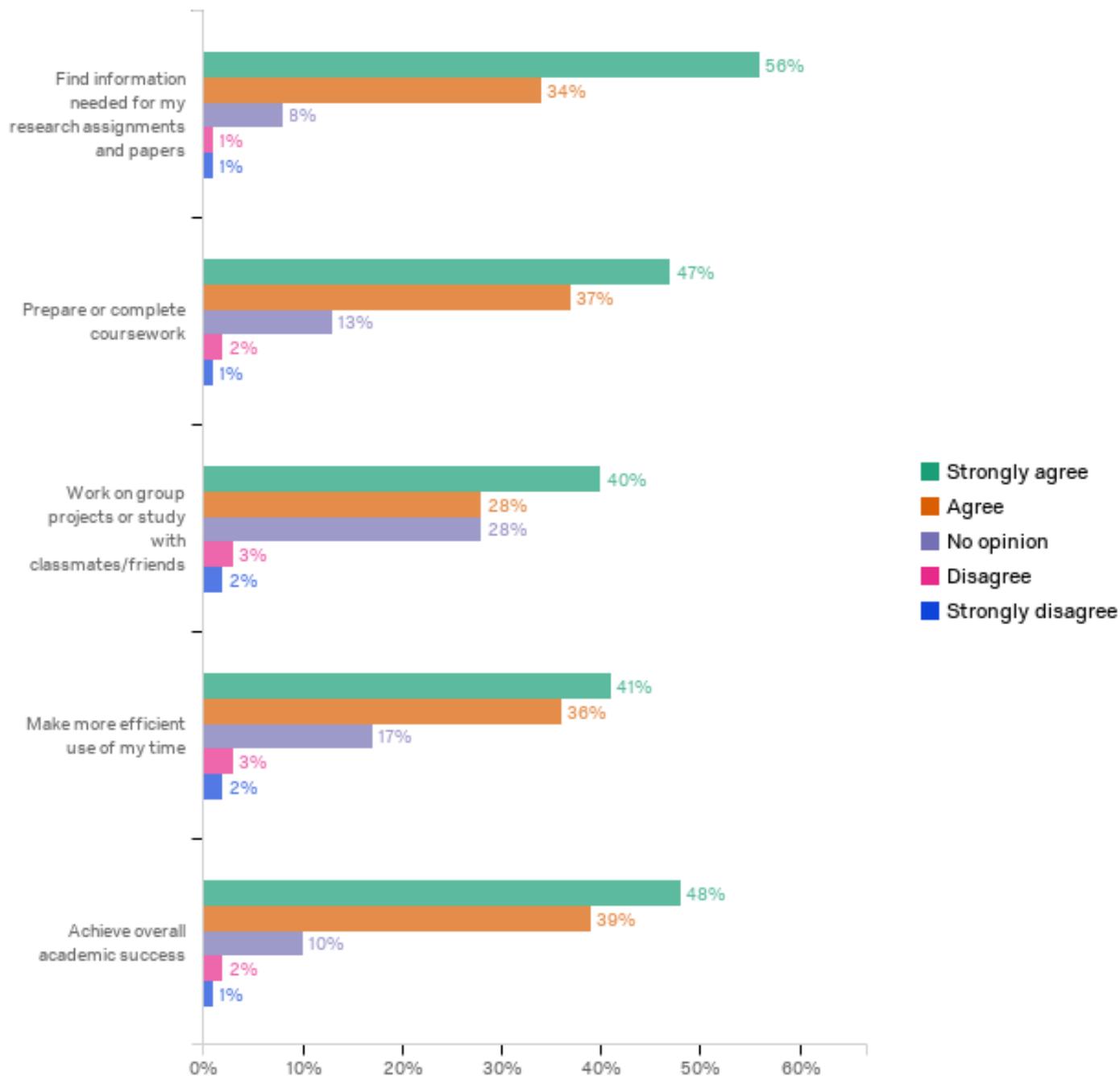
QUALITATIVE DATA ANALYSIS

The survey provided many opportunities for students to enter comments, compliments, complaints, and virtually any other type of text they desired. The open-ended questions were optional and included:

1) What do you appreciate about the library?
2) What would you like to change about the library?
3) Describe your ideal library.
4) Please elaborate on any items/services you were not satisfied with in the previous question
5) Do you have any other comments or suggestions?

POSITIVE COMMENTS

The most common type of open-ended responses were compliments! Students complimented a variety of things including the library staff, specific library resources and services, and the library's physical and virtual environment.

"The librarians are the nicest in the world! They are helpful and knowledgeable and funny"

"It is a beautiful, calm and welcoming space"

"I really appreciated the introduction to the library webinar"

"I LOVE THE LIBRARY. It's a great environment to be at and I love studying there. The librarians are so friendly and helpful, it's one of my favorite buildings on campus. I have always had positive associations with the library and never had a bad experience"

"As an online/distance student, having chat access to a librarian is greatly reassuring"

"I appreciate the versatility. The online support. The wealth of information in all forms"

NEGATIVE COMMENTS

A large number of negative comments were received regarding these five items:

1) Databases

"Make searching the available databases easier"

"The online articles and article request services are a bit confusing. It the article is listed in the search engine, why can't I access it?"

1) Quiet work areas

   "The library is too noisy and the rule to keep silence is not enforced"

   "More enforced quiet spaces or study rooms"

2) Library hours and library café hours

   "It could stay open later. A lot of people have class and rehearsal all day and past midnight, so we can't really get there before it closes. A coffee shop that's open all the time"

   "The opening hours are not convenient (library opens too late and closes too early)"

3) Library building and inside environment

   "More study rooms and a well lighted parking lot"

   "More Mac computers"

   "More security cameras"

   "Needs more of a lounge area where students can hang out and read. Something along the lines of bean bag chairs"

4) Printers

   "The printer in the café is extremely slow"

   "The printers tend to jam on a regular basis"

   "More printers that work"

   "The only issue I have encountered at times is printing. It seems as if there could be a   better, more efficient way to print things off. Examples: things not sending properly, having to wait on others to print off documents, maybe more printing stations would be helpful?"

5) Website

   "An updated more modern website that is easier to navigate"

   "The entire website can be more user friendly"

   "Maybe make it a little easier to understand the layout of the site. It seems a little cluttered and confusing"

If you are interested in reviewing the raw qualitative data collected in the library student survey, please contact Judy Geczi at judygeczi18@webster.edu for access to the qualitative data.

APPENDIX A

Student Survey Instrument Information

The student survey instrument was adapted from previous library surveys at Claremont Colleges Library and Massachusetts Institute of Technology Libraries that are licensed under a Creative Commons Attribution 3.0 License. If you'd like further information about these other surveys, please see the citations below.

Horowitz, L. (2014) MIT Library Survey. Retrieved from http://libguides.mit.edu/assessment/mitlibrarysurveys

Lowe, M. Sara; Booth, Char; and Savova, Maria, "Claremont Colleges Student Survey (Spring 2014)" (2014). Library Staff Publications and Research. Paper 25. http://scholarship.claremont.edu/library_staff/25

Lowe, M. Sara; Booth, Char; and Savova, Maria, "Claremont Colleges Faculty Survey (Fall 2013)" (2014). Library Staff Publications and Research. Paper 23. http://scholarship.claremont.edu/library_staff/23