

A photograph of a modern, multi-story library building with a large glass facade, set against a light blue background. The building has a prominent corner with a glass tower. The text is overlaid on the image.

# **Webster University Library**

## **User Survey 2019**

**Report prepared by Eliot Boden, Assessment Librarian**

# Executive Summary

The survey was administered March 26-April 30, 2019, and 825 responses were received. In general, respondents indicated that they were satisfied with library resources, and found our resources and services easy to use. An overwhelming number of the open-ended comments were positive.

Issues identified included: a need for more individual and group study spaces; challenges with finding information about how to use the library and with searching and finding in our online resources; and a need to publicize the library's resources.

Library staff continue to mine the survey data in an effort to improve library services.

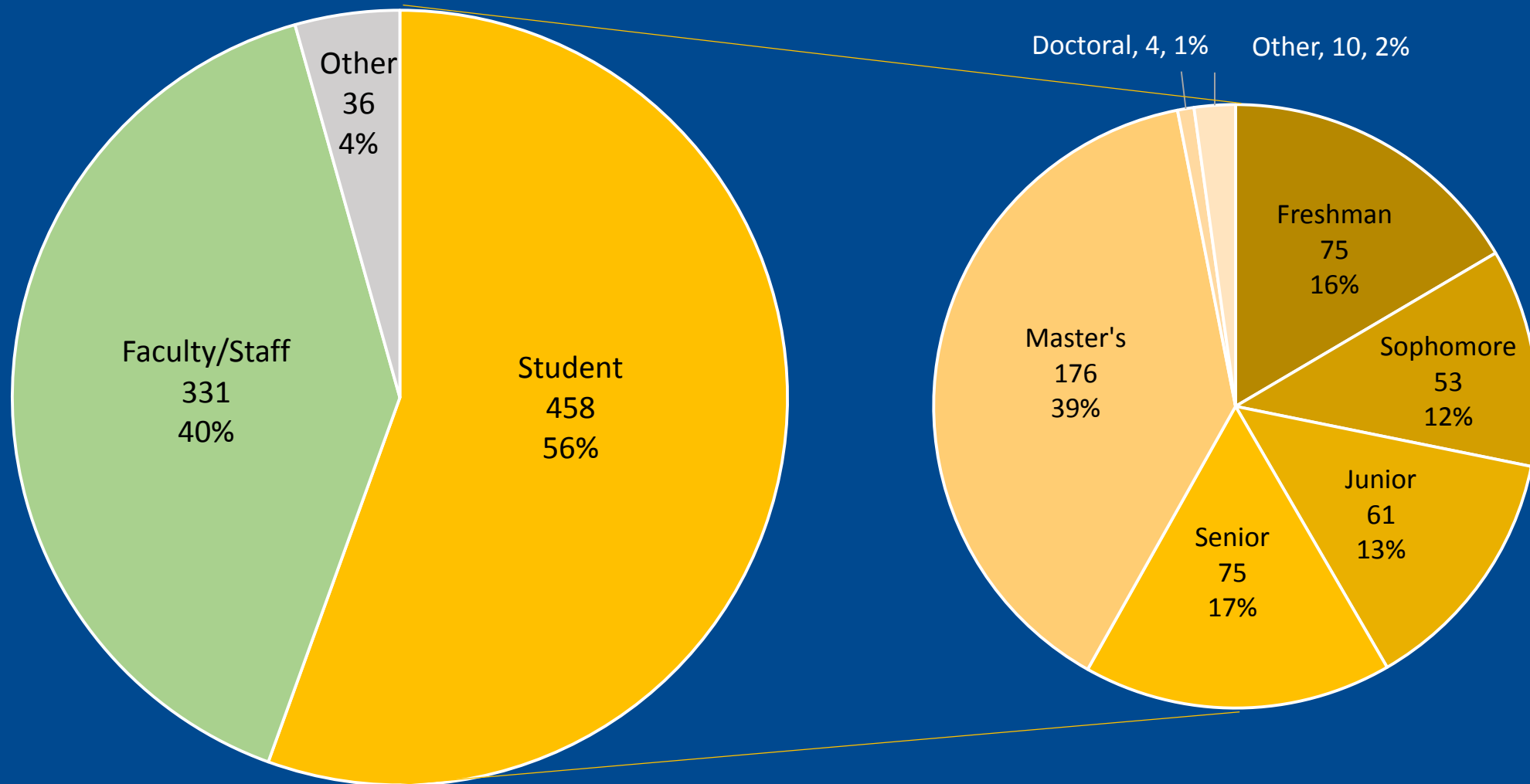
# What did we ask?

- 44 questions
  - Demographics (7 questions)
  - Physical Building and Spaces (8 questions)
  - Online Resources and Services (11 questions)
  - Instruction (11 questions)
  - Liaison Services [Faculty Only] (5 questions)
  - Follow-Up (2 questions)

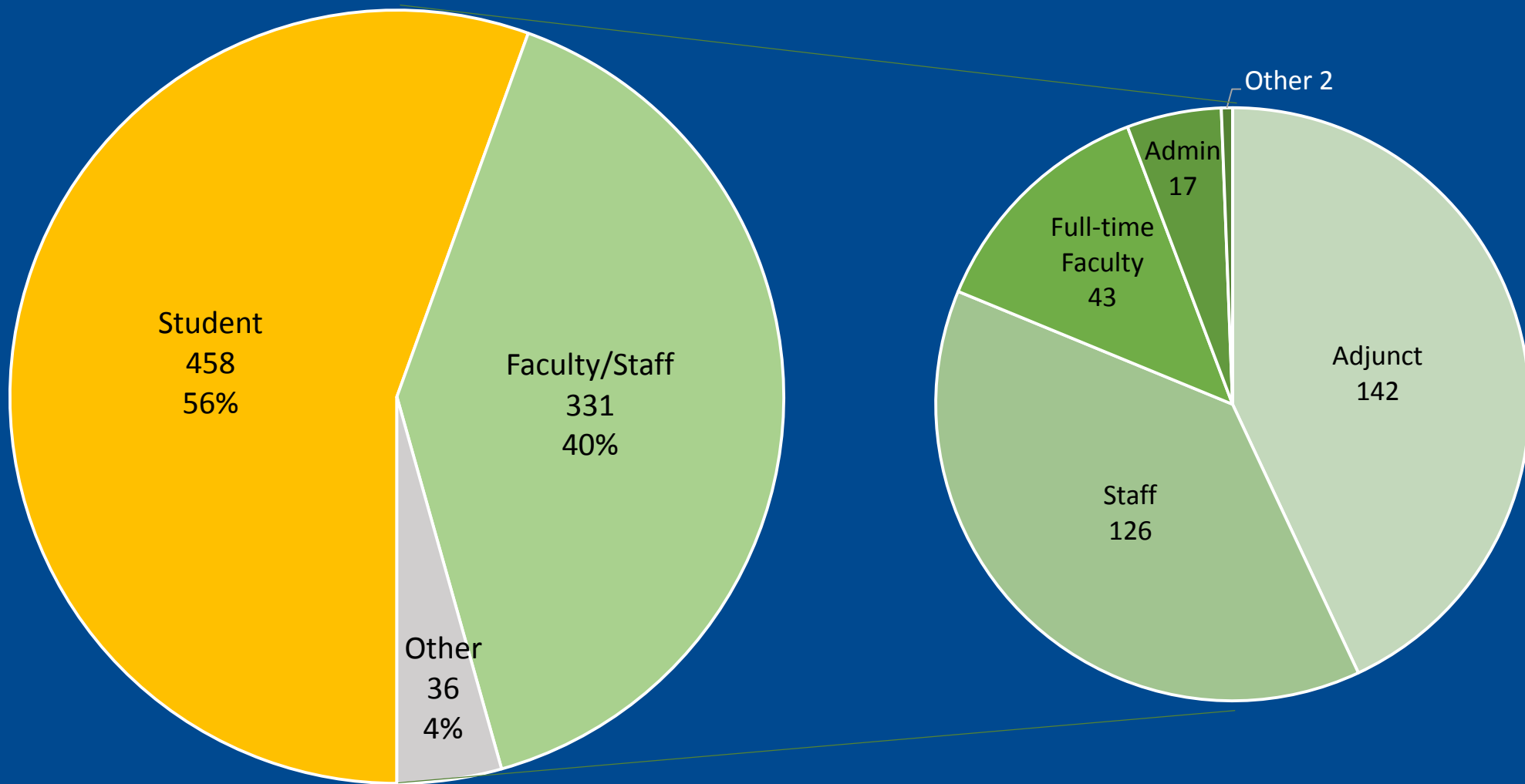
# Demographics



# 825 responses, 458 from students

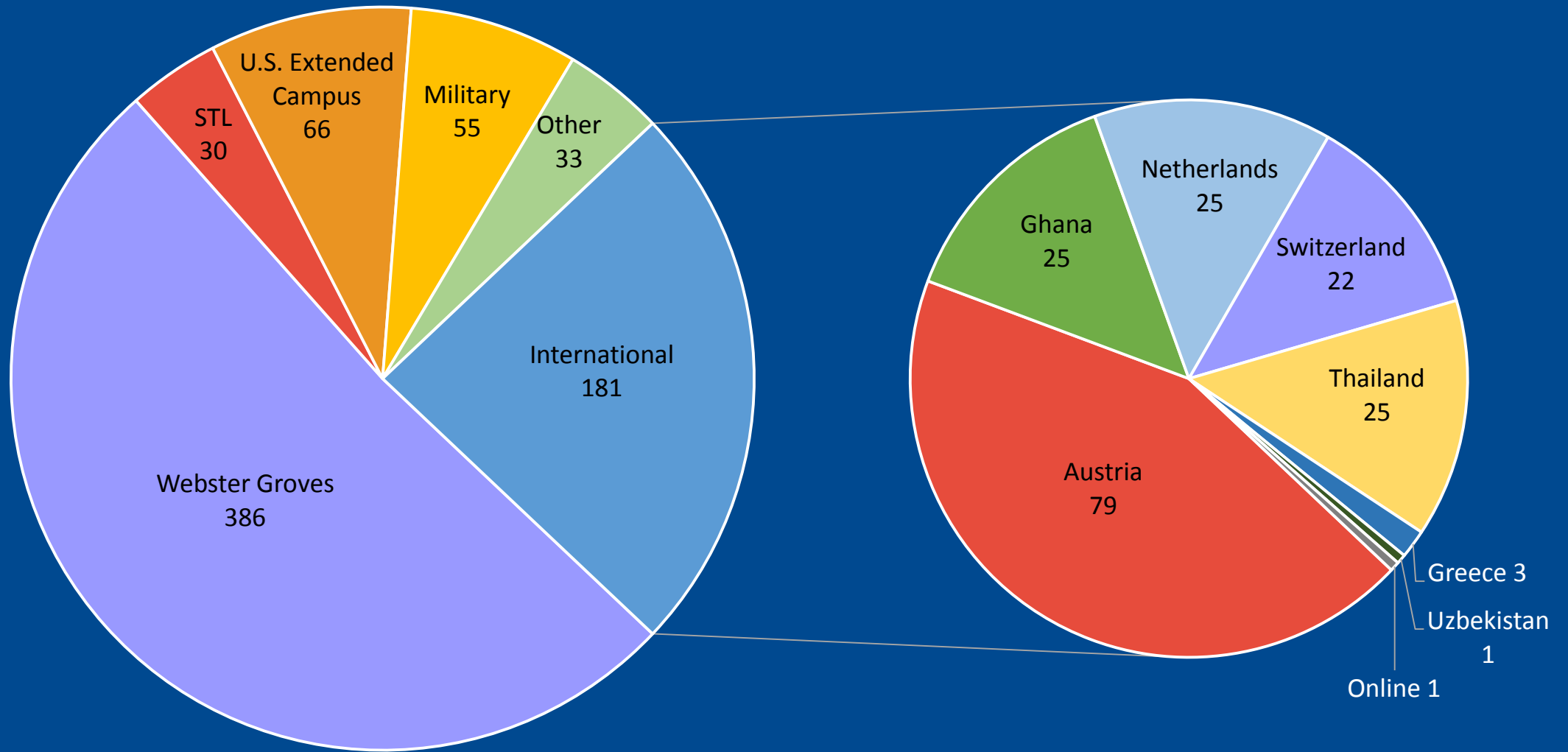


# 331 from faculty/staff





# 751 responses indicated the campus

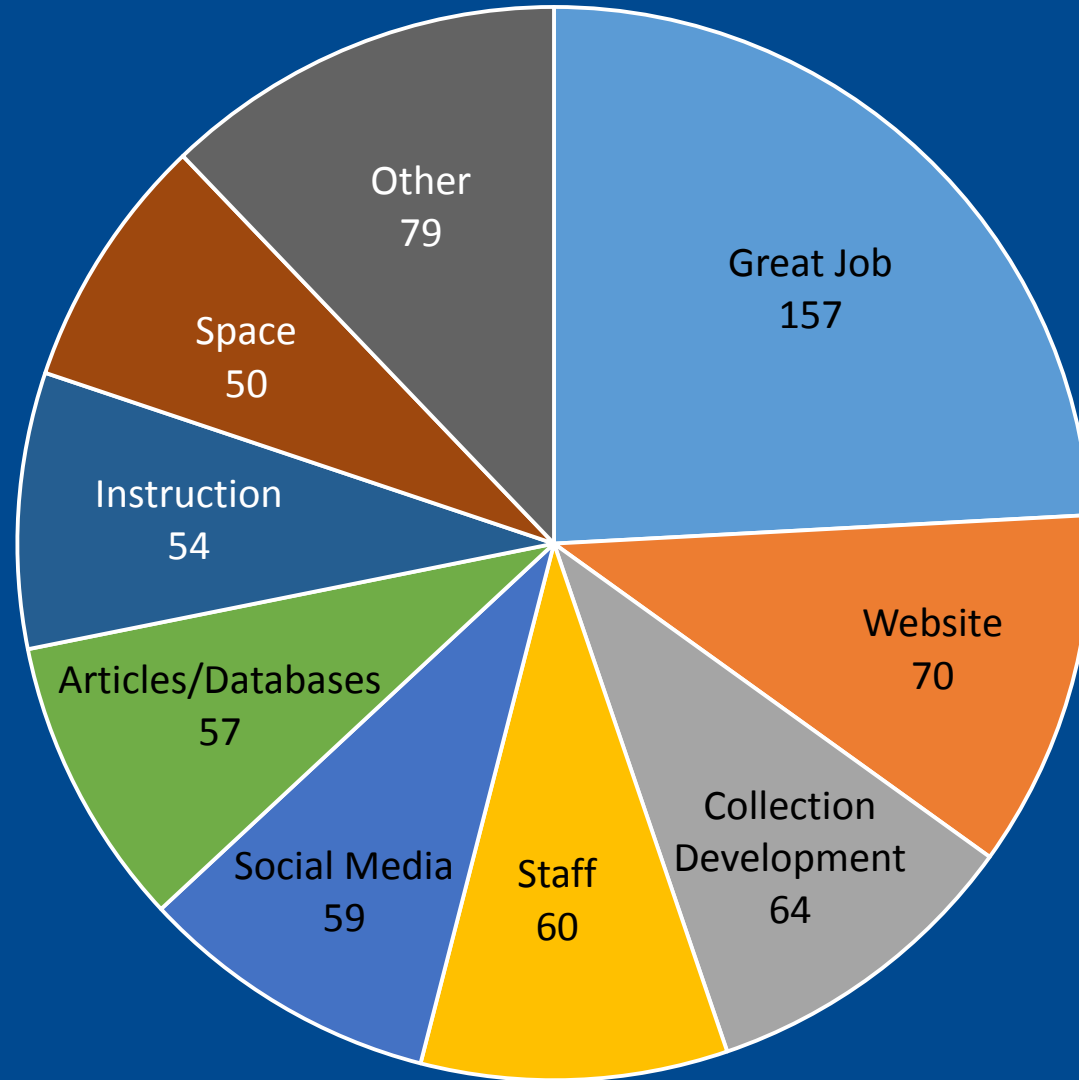


# Free-Response and Comments

- 5 free-response questions on the survey:  
How can we improve...
  - ...the library building and physical space?
  - ...library instruction?
  - ...social media?
  - ...webinars?
  - ...the website?
- 650 total comments
- 58 unique themes, 43 with 5 or more comments



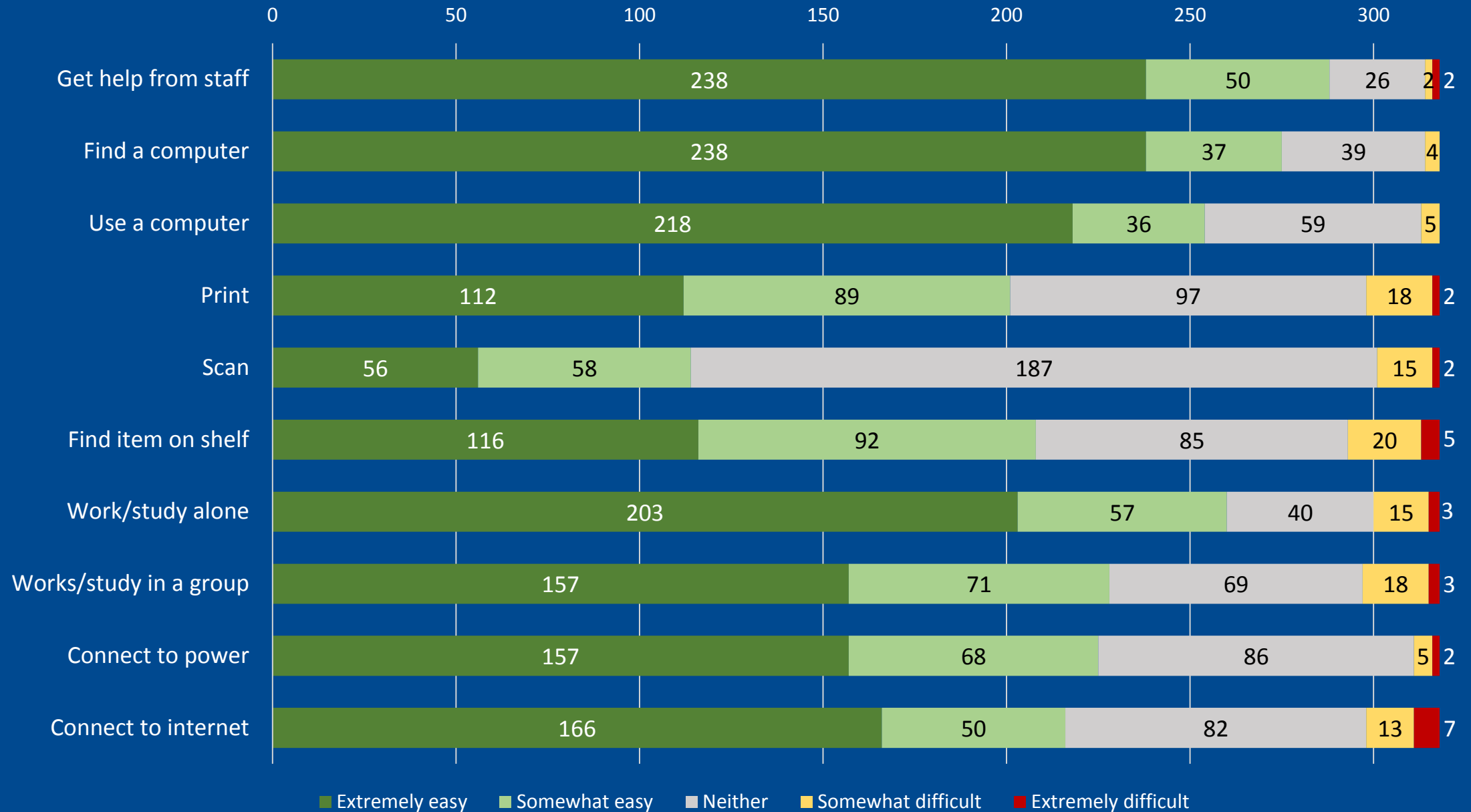
# Major Themes



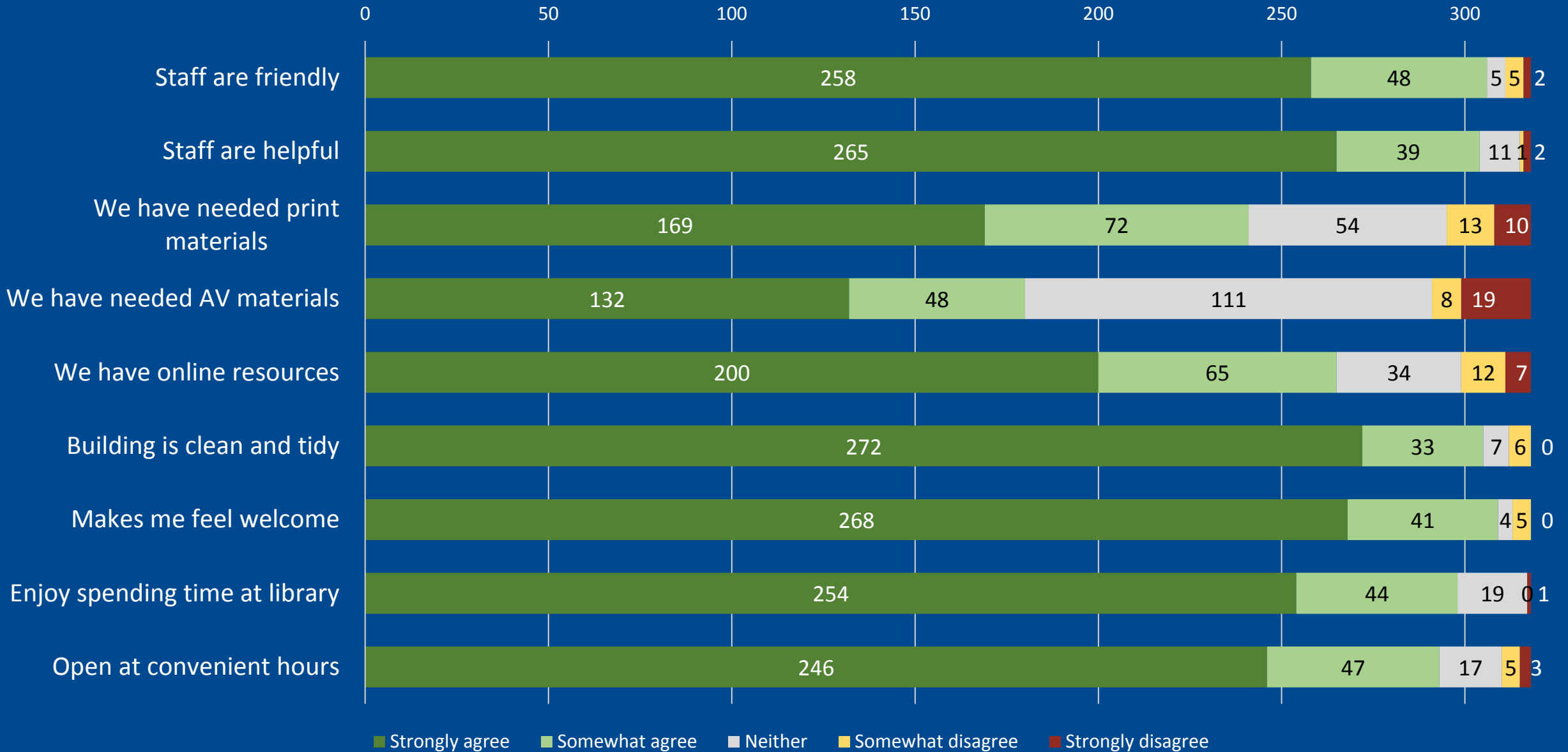
# Physical Buildings and Spaces



# Easy/Difficult Tasks in the Library - Webster Groves, MO Campus (318 responses)



## Satisfaction with the Library – Webster Groves, MO Campus (318 responses)



# What can we do to improve the building on your campus? Webster Groves, MO (139 comments)

25% of comments were positive – great job, no suggestions, I love it!, etc.

- “...optional color printing...would be fantastic! Even if we had to pay for it.”
- “...add button to hold the door open in second floor bathroom...to make it accessible.”
- “Wish the café would stay open later or on weekends.”
- “I wish there were more gender-neutral bathrooms.”
- “The library desperately needs more scanners.”
- “Clean surfaces more/disinfect. A lot of sick people spread germs.”
- “Keep it cleaner, especially the bathrooms.”

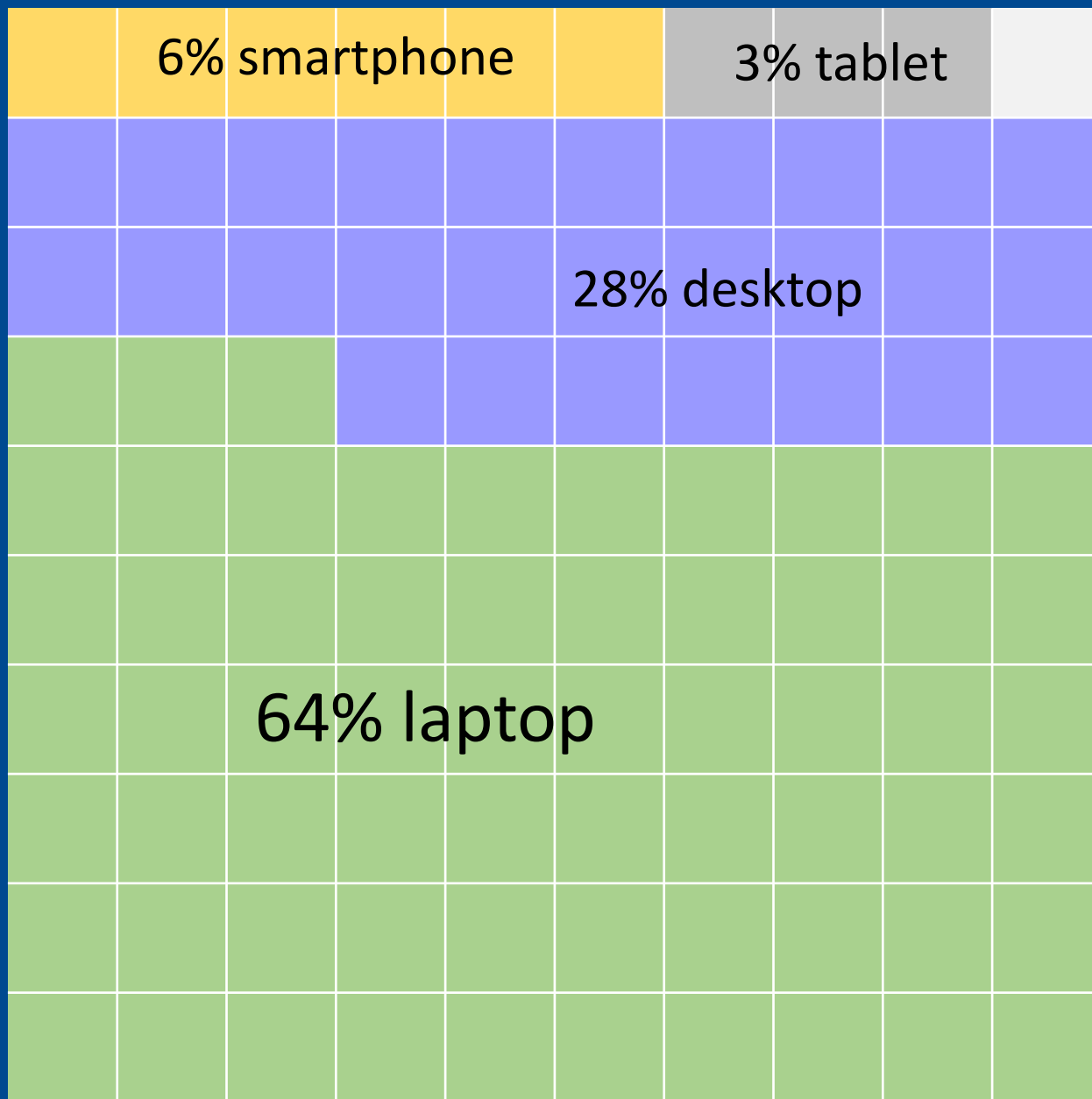
# Online Resources and Services



**90%** of users are likely to recommend the library website to a friend (248/274)

**3%** are not likely to recommend

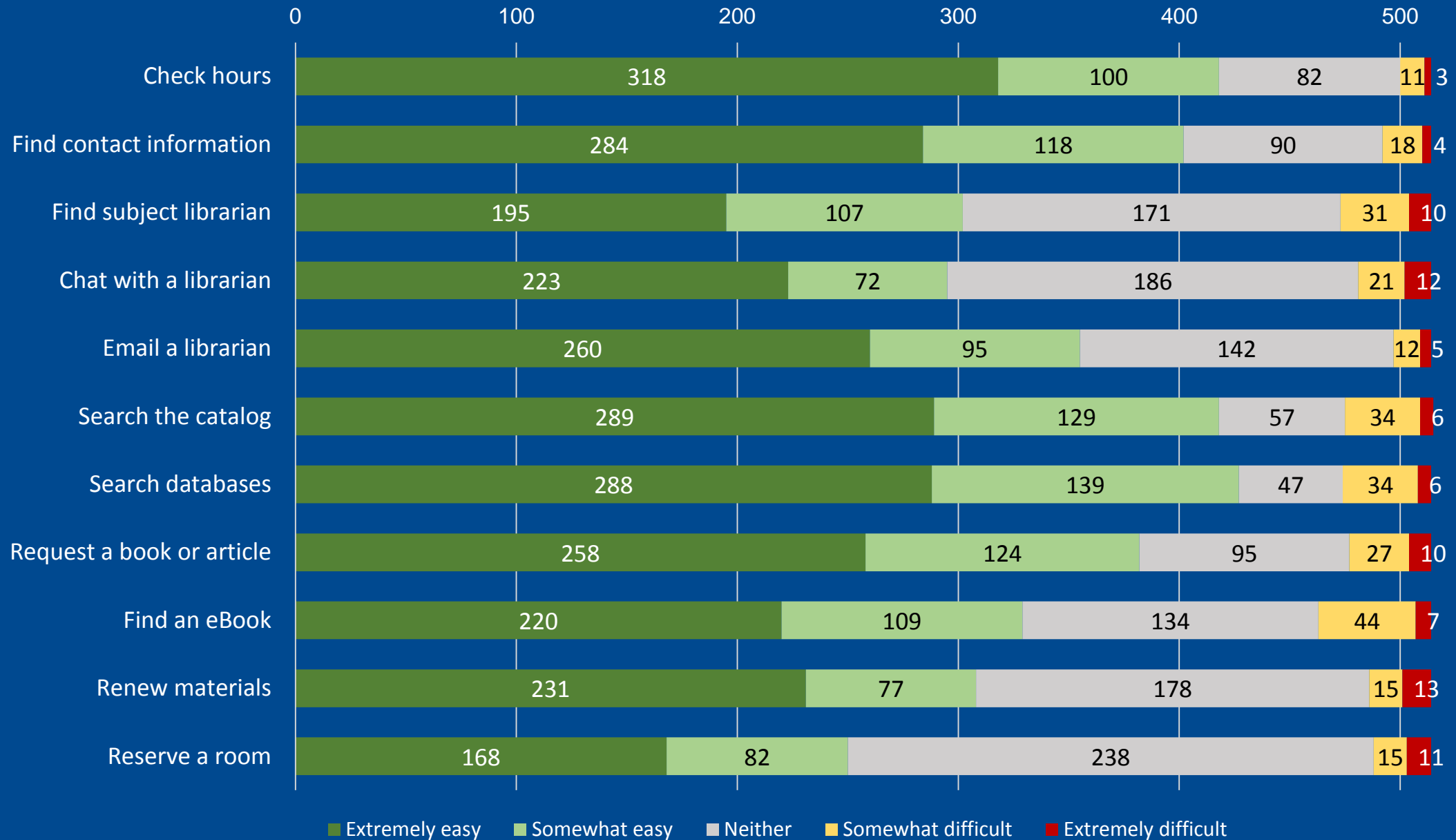
“Computer Collaboration” Lauren Proffitt (2019) CC BY 2.0 <https://flic.kr/p/Toet9S>



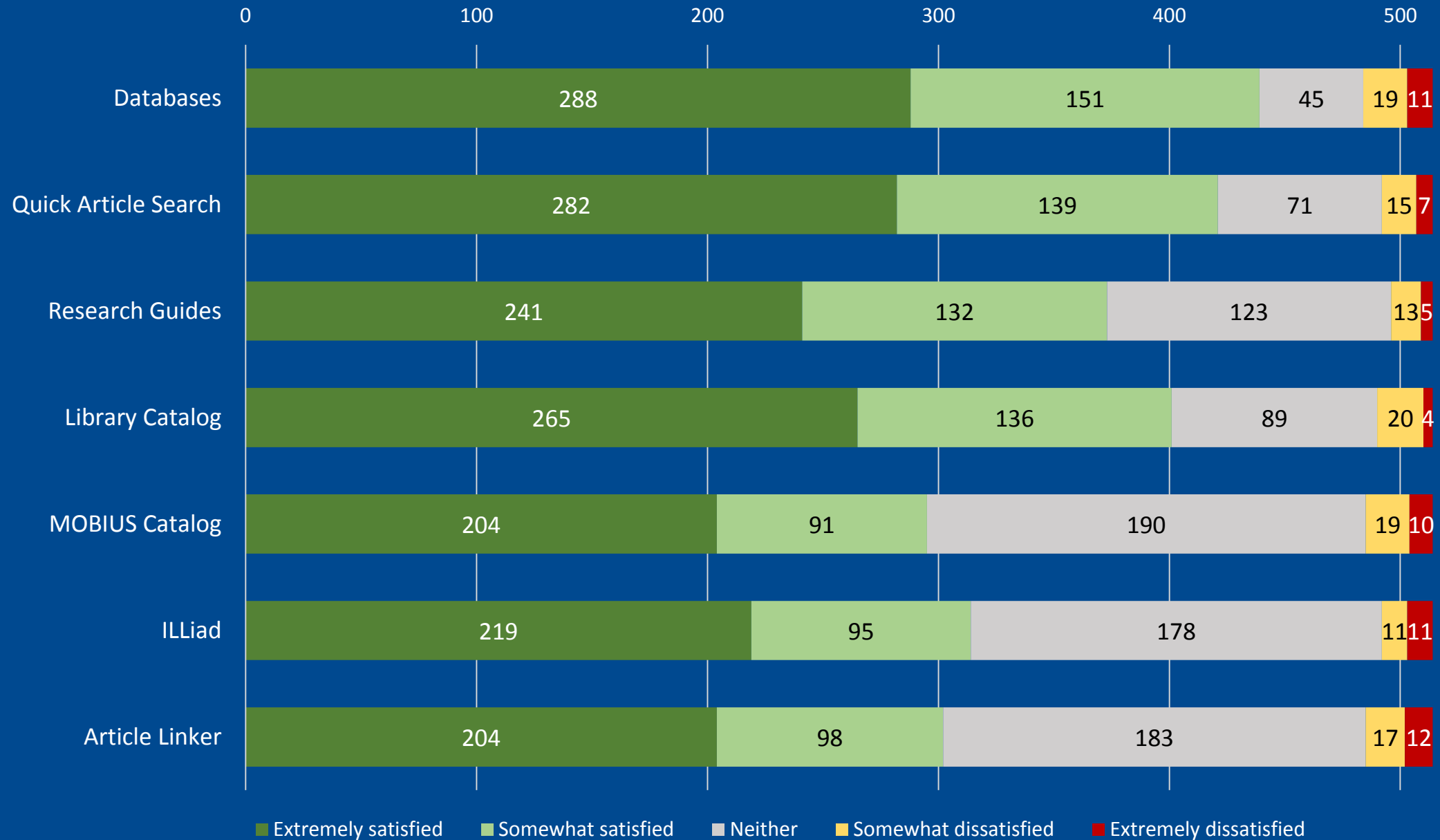
What device do you use most often to visit the library website?



## Easy/Difficult Tasks on the Website – All Campuses and Locations (514 responses)



# Satisfaction with Online Resources - All Campuses and Locations (514 responses)



# What can we do to improve the library website? All Campuses (137 comments)

12% of comments were positive – great job, no suggestions, I love it!, etc.

- “The link for the Library should not be hidden at the bottom of the homepage. Why is Athletics in plain site on the homepage but not the Library?”
- “It is difficult to find articles in the databases.”
- “It's hard to tell how to search for a book, an e-book, or an article. There are multiple search options. It would be nice to search one place for everything.”
- “Make it easier to figure out how to use the database/article search. Like, dumb down the guide to using the catalog to find articles for research.”
- “If the ebook search could be better explained for students - Multiple databases contain ebooks but the regular catalog also contains ebooks? That is, IF I understand that correctly”

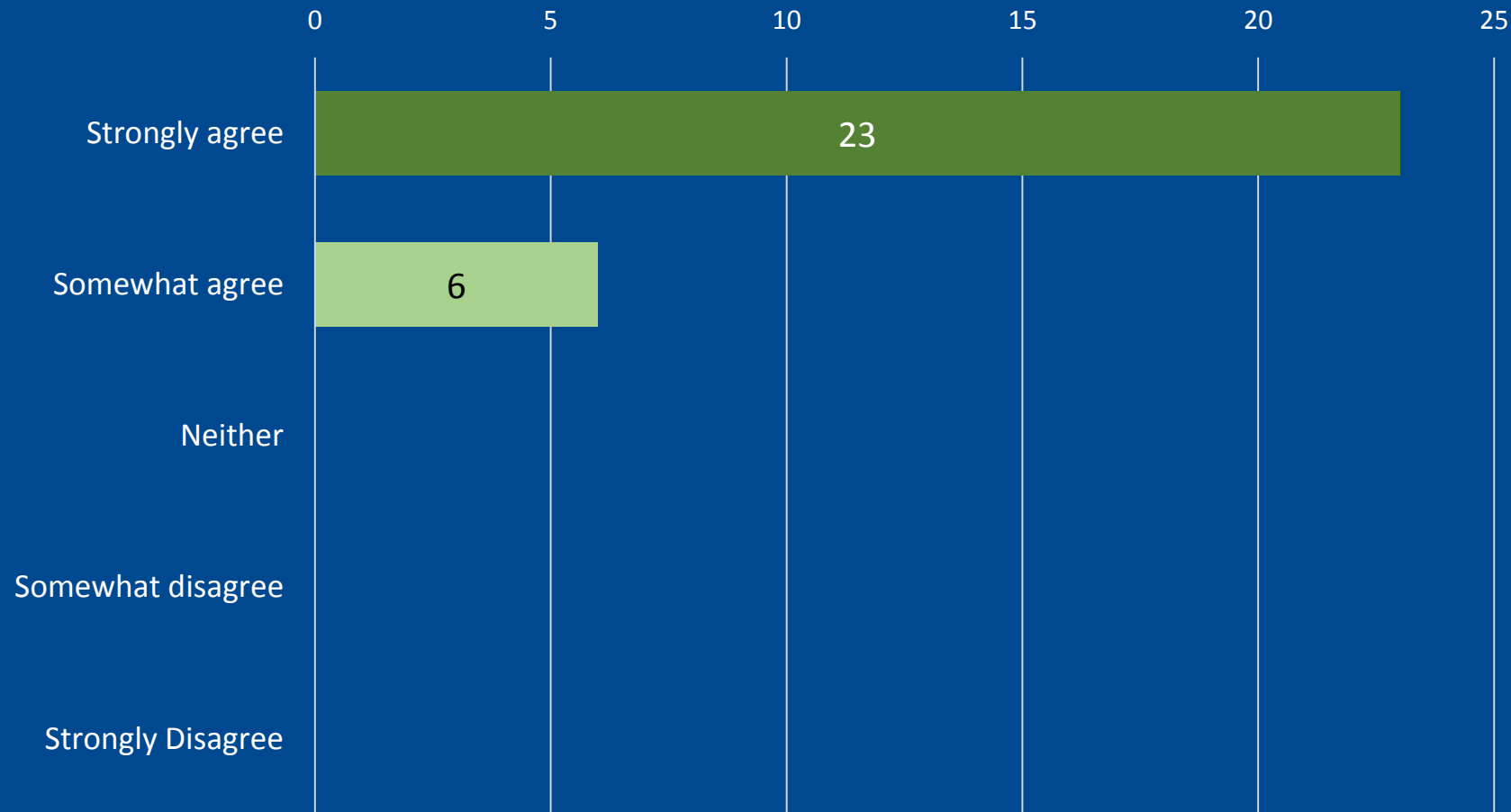
# Instruction



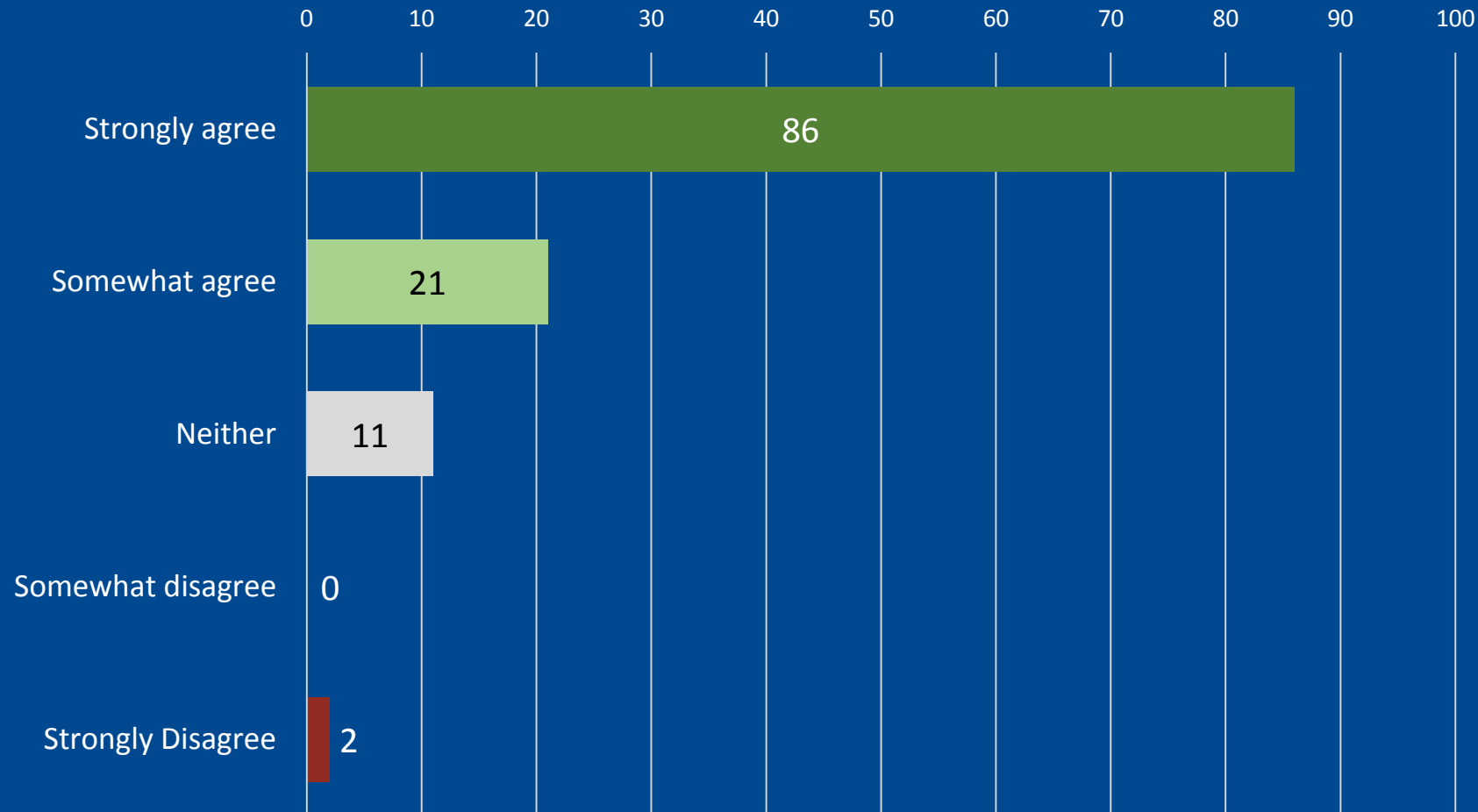
**100%** of faculty  
are extremely or  
somewhat likely to  
recommend  
scheduling library  
instruction to a  
colleague  
(29/29)

“Dr. Bergstrom Teaching” UGA CAES/Extension (2019) CC 2.0  
<https://www.flickr.com/photos/51400742@N07>

# Did the lesson taught by the librarian relate to the course objectives? (Responses from faculty only)



# Did the class prepare you for your research assignment? (Responses from students only)



# What can we do to improve library instruction? Webster Groves, MO Campus (44 comments)

36% of comments were positive – great job, no suggestions, I love it!, etc.

- “Engage the librarians in more mainstream academic settings to help build their communication and ability to put their content in laymen’s terms to help average students understand things easier.”
- “Have them slow down when teaching how to go through the databases.”
- “Make it shorter! if we really need help we can come to you and ask.”
- “Stop treating us like we know nothing about computers.”
- “Help us find where to go on your website specifically for the common things like to check out a book, etc, not just stuff we didn't know was available.”



# Liaison Services

(Responses from faculty only)

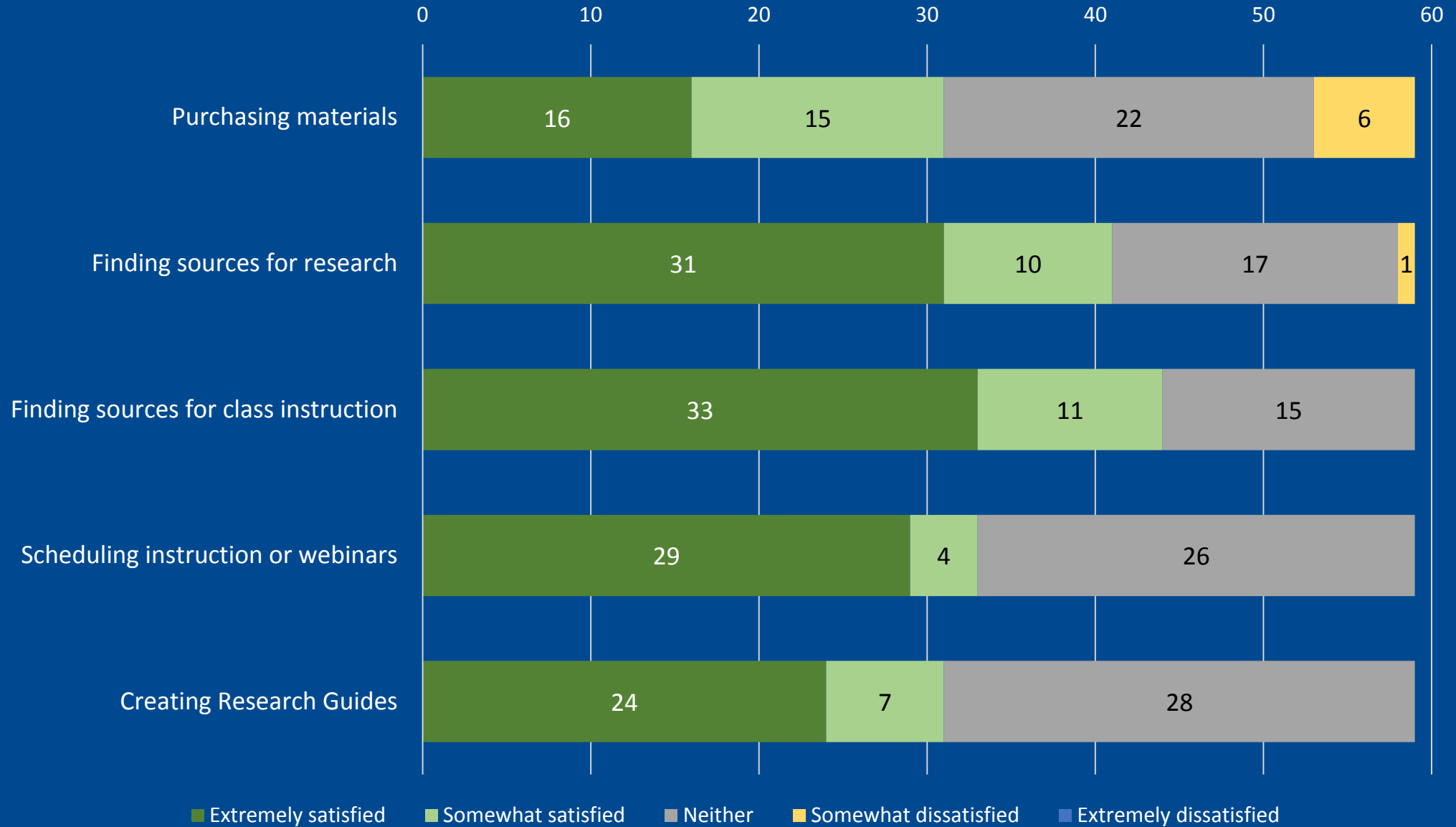


80% of faculty are extremely satisfied with liaison services (47/59)

0% are dissatisfied

“Dr. Bergstrom Teaching” UGA CAES/Extension (2019) CC BY 2.0  
<https://www.flickr.com/photos/51400742@N07>

# How satisfied are you with the services of your subject liaison?



# Kudos for the library!

...a joyful place to work and study.

...a great place and great people...

I love all the windows and how many different spots there are to study! I wouldn't change a thing!

# Keep up the fantastic work!

...the library does an excellent job and should be commended...

...a lovely space to learn and grow!

...one of the most outstanding resources we have at Webster.

# Actions and Next Steps

- We continue to work on improving ease of use of the website, updating information about using library resources, and developing new ways to publicize our services.
- Shelving was removed on the 1st floor to create a new seating area.
- We are exploring funding possibilities for additional collaborative spaces as well as for additional materials for the collection.
- We conducted a study of building usage in spring 2020 and are analyzing the results.
- Staff responsible for different areas (including the librarians at the international campuses) are reviewing survey responses in depth.