

LIBRARY EQUIPMENT

Three hundred fifty-eight (95%) of respondents agreed that the library has the equipment they need to complete their class assignments while 17(5%) said **no**. Suggestions included a need for more computers, better printers and more color printers. Students also mentioned issues with printers not working or running too slowly. One student suggested adding printers upstairs and one student suggested we needed a laminating machine.

PHYSICAL ENVIRONMENT

Three hundred thirty-one (88%) of respondents agreed that the Library's physical environment was suitable for their academic needs. Forty-four (12%) did not agree. Several students suggested that it is too noisy around the computers and in the group study rooms. Other suggestions mentioned that the library is too hot or too cold.

ADEQUATE STUDY SPACE

When asked if the library has adequate group and individual study space, 346 (92%) of the students responded **yes** while only 29 (8%) said **no**. Most comments indicated that we need more study rooms upstairs and that they need to be bigger.

ENCORE CATALOG

Two hundred thirty (61%) students indicated they had not used the Encore catalog while 145 (39%) said they had used it. A few students commented that the Encore catalog was confusing and very complicated. Three students said it was very helpful.

HELPFULNESS OF LIBRARY STAFF

When asked if the library staff were helpful in meeting their needs, 363 (97%) answered **yes**, while 12 (3%) said **no**. Of the 12 comments given, positive comments included: "Excellent," and "Friendly and Helpful." One student commented that the staff is "Rude." Other comments indicated that they had never asked for help from the staff.

GROUP INSTRUCTION

Group instruction given by library staff was perceived to be good to excellent by 66% of the respondents with 247 responding in these categories. Twenty-eight (7%) rated instruction as fair. One hundred (27%) students said that they had never received group instruction.

ENCORE CATALOG

When asked if they had used the new Encore catalog and article quick search, 58% (34) said no, while 36% (21) said yes. None of the seven comments were positive; generally, they agreed that “it could be improved.”

AVAILABILITY OF LIBRARY’S RESOURCES

When rating the availability of the Library’s resources in satisfying their needs in their academic area, 53% (31) said “excellent,” 31% (18) said “good,” and 10% (6) said “fair.” Only one answered “poor.” A single comment in the excellent category was “extremely satisfied with all areas of the library.” In the “good” category, one comment was “for the size school and budget, I think it’s fine.” In the “fair” category, one commented “I’m sad that our book holdings are so meager...key journals are missing from the shelves now...students have little guidance from the library...” Under the “poor” category, the single comment was: “incredibly outdated books. And the online Choice cards are a poor substitute for the old, analog version.”

ONLINE LIBRARY PURCHASE REQUEST

When asked if they had used the online Library Purchase Request feature, 68% (40) said no, and 25% (15) said yes. One was not aware of the service. Another called it a wonderful resource!...so pleased that the orders are taken care of so quickly!”

GENERAL COMMENTS

Sixteen respondents offered additional comments and suggestions. These included “does a good job,” “Thanks for all that you do,” “meets my needs,” “impressed with the subscriptions providing me online access,” “You guys don’t get the real credit that you deserve,” and “job well done.”

Other suggestions included: “Would like to see some cosmetic enhancements,” “instruction on how to appropriately use Google might be a great workshop,” “library is far more concerned with renting laptops and planning snack bars than serving as a research library,” “when books are available only as eBook at a partner PASCAL institution, it often prevents me from borrowing the book. There needs to be a way to somehow fill in this loophole,” “it could use a few new comfortable chairs for quiet reading on both floors,” and “workshops [to] highlight the resources available in all of the disciplines.”

Two respondents asked for services that are already provided. One suggested we provide Google Scholar links to the library’s electronic holdings, which is available now. Another asked that we correct a problem for online students to obtain their ID card number without coming to campus. This has been addressed via Swampfox for Students and the new gmail login.

The 2015 survey indicates that the majority of the faculty who responded do require students to use the library and are satisfied with the assistance they receive from library staff including instruction and interlibrary loans. However, a number of them reported dissatisfaction with the lack of current book resources and instruction for classes and faculty workshops.

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