

APPENDIX B
LIBRARY SURVEYS

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LibQUAL Comment Summary Spring 2006

Group	People	Comments
Undergrads	204	247
Grads	16	34
Faculty	13	13
Staff	3	4
Total	246	298

	Undergrads		Grads		Faculty/Staff	
	<u>Positive</u>	<u>Negative</u>	<u>Positive</u>	<u>Negative</u>	<u>Positive</u>	<u>Negative</u>
Technology	5	61	5	3	1	0
Atmosphere	25	50	1	11	0	0
Staff/Service	33	16	5	3	5	3
Resources	2	21	1	3	0	2
General	22	9	2	1	1	1

Comment Category Breakdown

Positive Comments

Undergrads

Atmosphere (25)	
Great Study Place	12
Quiet Study	9
24 Hour Room	5
Technology (5)	
Online Resources	2

Grads

Technology (5)	
Online Resources	5

Combined Positive Comments

Online Resources	7
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Negative Comments

Undergrads

Technology (61)	
More Computers	42
Computer Software	4
More Online Journals	4
Website Usability	4
Difficult Search Tools	4
Atmosphere (50)	
Noise Level	24
Furnishings/Look	12
24 Hour Study (Overlap)	9
Group Study	3
Snack Area	3

Library Resources (21)	
More/Updated Books	7
More Journals	3
Organization of Materials	2
Staff/Service (16)	
Student Workers	7
Desk Complaints	3
General	
Library Hours	6

Grads

Atmosphere (11)	
Noise Level	3
Group Study	2
24 hour area (Overlap)	6
Technology (3)	
More computers	2
Online Journals	3
Staff/Service	
Student Workers	1

Faculty

Staff/Service	
Student Workers	1

Combined Negative Comments

More Computers	44
Noise	27
24 Hour Area (Overlap)	15
Student Workers	9
Online Journals	7
Group Study	5

Media Services User Survey Fall 2006

Media Services User Survey was implemented in the fall 2006 semester. The target population is the library patrons who have used the services during the fall 2006 semester. The survey goal is to identify patrons, service use patterns, user satisfaction, improvement needs, and consideration needs.

Media Services User Survey Results:

Target Population:	994	patrons
Respondent:	178	responses
Response Rate:	18%	

The results of the survey identified:

Patrons

- Majority patrons are LHU senior (23%), junior (20.7%), and faculty (19.1%).

Service Use Patterns

- Media Services are often used at least once per month (36.3%) and at least once per semester (34%).
- Media Services are typically used weekday afternoons (62.8%) and evenings (39.4%).
- Patrons frequently use DVDs / VHS / CDs (71.4%), media computers (36%), and equipment for loan (34.2%).

User Satisfaction

- In the overall, patrons are very satisfied (50%) and somewhat satisfied (48.8%).
- Patrons are satisfied with Media Services staff and student workers' service-mind.
- Patrons are satisfied with Media Services DVDs collection.

Improvement Needs

- Increasing student's awareness of some services in the area. Services that need attentions are die-cutting machine, French TV, laminating, assistive technology, and poster printer with unawareness rates; 27.3%, 22.5%, 17.9%, and 12.1% accordingly.
- Working collaboratively with faculty members to incorporate available services in course assignment. Services that need attentions are die-cutting machine, French TV, laminating, and assistive technology with never used and unawareness rates combined; 85%, 84.6%, 84.3%, and 74% accordingly.

Consideration Needs

- An easier catalog for DVDs / VHS / CDs collections
- A system for reserving DVDs for class
- Broader DVDs / VHS / CDs collections
- Adjusting loan period for DVDs
- Allowing Media Services' computers for public use in case of computer lab unavailable

Stevenson Library Spring 2005 Survey

The Stevenson Library spring 2005 survey showed overall satisfaction of library facilities, services, and resources. They also responded that library resources were easy to use. No single area of concern could be determined from the responses.

Student comments indicated satisfaction with library facilities, services, and resources. Students expressed appreciation of the quiet study areas, the 24-hour study area, and the updated look and furnishings. They also noted the friendly staff and ease of use. When asked what students liked the least, computer availability and noise level were most often cited.

Because the general survey provided so little useable data, the committee recommends that future surveys target specific resources and services.

Stevenson Library Survey Results

1. Status

Freshman	13
Sophomore	12
Junior	21
Senior	16
Graduate Student	1

2. Major:

Arts & Science	41
Education & Human Services	26

3. Age

24 or below	54
25 or above	6

4. In the past academic year, have you used any of the following to complete an assignment?
(Check all that apply)

Used the Internet	62
Used library databases	52
Used library printed books or journals	53
Used library multimedia	24
Asked a reference librarian for help	43

5. Have you ever attended a library instruction class at LHU?

Yes 33
 No 23

6. How easy is it for you to do the following? (1=Very difficult, 2=Difficult, 3=Somewhat easy, 4=Very easy, 5=Never tried)

	1	2	3	4	5
Find a book	1	6	22	34	1
Find a print journal	2	6	26	24	6
Find an electronic journal	2	2	25	31	3
Find information on an assigned topic	1	3	31	29	0
Find a web site	0	0	9	54	1
Find a librarian	0	1	13	45	3
Find an item on microfilm	1	8	14	6	35
Borrow something from another library	1	4	11	23	25

7. Resources: Please indicate your level of satisfaction with the following library resources in terms of meeting your course needs: (1= very dissatisfied, 2= dissatisfied, 3=satisfied, 4= very satisfied, 5=do not use)

	1	2	3	4	5
Main book collection	3	2	30	24	5
Reference books	0	5	24	28	7
Journals & magazines	0	7	30	22	5
Newspapers	0	1	25	23	13
Online databases	0	3	34	26	1
Media	1	3	16	13	31
Library web site	0	2	30	32	0
Interlibrary loan	1	1	21	15	26
Library instruction class	1	2	24	12	25

8. Facilities: Please indicate your level of satisfaction with the following areas of the library: (1= very dissatisfied, 2= dissatisfied, 3=satisfied, 4= very satisfied, 5=do not use)

	1	2	3	4	5
Reference area	0	2	35	22	4
24 hour study area	0	3	23	34	4
Children's library	1	1	14	17	31
Media services	1	2	21	14	26
Individual study areas	0	8	25	23	7
Group study areas	0	5	29	21	9
Quiet study areas	0	5	20	29	9
Lounge areas	0	1	34	27	2
Noise level	0	12	38	13	0

9. Service Satisfaction: Overall, have your experiences with library services this year been

Very satisfactory 27
 Satisfactory 37

Unsatisfactory	0
Very unsatisfactory	0

Stevenson Library Survey Comments

“What I Like the Most” Comments
62 People Commented with 101 comments

Facility	45	
Quiet Study		13
24-Hour Room		11
New/Comfortable Look		7
Comfortable Furnishings		6
Study Areas (In General)		3
Group Study		2
Size		2
Noise Level		1
Services	38	
Friendly Staff		14
Ease of Use		10
Selection of Resources		7
ILL		4
Accessibility		2
Web Site		1
Resources	18	
Online Resources		7
Availability of Computers		7
Mag./Jour./Newspapers Open		3
Children’s Library		1

“What I Liked the Least” Comments
47 People Commented with 63 Comments

Resources	31	
Computer Availability		12
Outdated Books		6
Selection of Books		5
More DVD’s CD’s		3
Organization of Books		2
Finding Books		1
Pilot		1

Online Jour. Difficult to Use	1	
Facility	19	
Noise Level		10
Lighting		2
Atmosphere of Library		1
Bathroom Accessibility		1
Comfortable Furn. 3 rd Floor		1
Heat in Computer Lab		1
Only 1 entry		1
Over Crowded		1
Smell of 3 rd Floor		1
Services	13	
Hours		5
Equipment Not Working		3
Better Script Location		1
Paying for Photocopying		1
Unorganized Media Services		1
Slow ILL		1
Staff		1

“Changes” Comments
44 People Commented with 56 Comments

Facility	14	
More Quiet Study		3
Bigger Library		2
More Seating in 24-hr Rm		2
Vending/Food		2
More Group Study		2
Too Loud in 24-hr Room		1
More Comfortable Chairs		1
Need Floor Maps		1
Resources	14	
Newer Books		6
More Fiction		2
Books Hard to Find		2
More Minority Books		1
More Spanish Chil Lit		1
More Full-Text Articles		1
More Journals		1
Services	14	

More Technical Help	2
Email for new books & media	1
Friendlier Staff	1
Help on Research Projects	1
Update Pilot	1
More Classes on EbscoHost	1
New organizational system	1
Dry Erase Boards	1
Renew Online Didn't Work	1
Color Printers	1
More Staff	1
Shelve Books Correctly	1
More Librarians Available	1
Computers	13
24-Hr Lab	4
More	4
MS Office on Ref Comps.	1
2 nd & 3 rd Floor Don't Work	1
Circulate Laptops	1
No Classes in Comp Lab	1
Comp Labs too loud	1

“General” Comments
22 People Commented with 27 Comments

Good Library/Helpful Staff	16
Suggestions	11
Open Longer on Weekends	2
New Furniture	1
No Yellow Paint	1
Ground Level Exit	1
Train Student Shelves	1
More Computers	1
Better Lighting on 2 nd & 3 rd	1
Provide Individual database inst.	1
Too Much Noise	1
Get All New Employees	1

Clearfield Library Spring 2005 Survey Results

In spring 2005 the Clearfield Campus Library conducted a user survey to assess satisfaction with library facilities, services and resources. Overall responses indicated that students were satisfied with library resources, services and facilities. They noted that assistance was readily available and that personnel were helpful, they expressed appreciation for the ease in obtaining materials from other libraries and that they enjoyed the library environment.

When asked what was found to be least satisfying, library users indicated noise levels and the size of the book collection.

As noted with the Stevenson Library survey, the next survey will focus on targeting specific resources and services in order to elicit more reliable data.

1. Status

Freshman	40
Sophomore	21
Junior	15
Senior	4
Graduate Student	4
Faculty	1
Staff	11
Associate Degree	18
Other	3

2. Major:

Arts & Science	41
Education & Human Services	26
Graduate Studies	4
Exploratory Studies	5
No Response	13

3. Age

24 or below	73
25 or above	56

4. In the past academic year, have you used any of the following to complete an assignment? (Check all that apply)

Used the Internet	120
Used library databases	92
Used library printed books or journals	79

Used library multimedia	40
Asked a reference librarian for help	72

5. Have you ever attended a library instruction class at LHU?

Yes	57
No	73

6. How easy is it for you to do the following? (1=Very difficult, 2=Difficult, 3=Somewhat easy, 4=Very easy, 5=Never tried)

	1	2	3	4	5
Find a book	0	2	432	61	24
Find a print journal	2	6	40	48	34
Find an electronic journal	2	7	46	45	30
Find information on an assigned topic	0	4	57	57	12
Find a web site	0	0	23	102	5
Find a librarian	0	0	20	104	6
Borrow something from another library	0	3	20	47	60

7. Resources: Please indicate your level of satisfaction with the following library resources in terms of meeting your course needs: (1= very dissatisfied, 2= dissatisfied, 3=satisfied, 4= very satisfied, 5=do not use)

	1	2	3	4	5
Main book collection	1	4	63	30	32
Reference books	1	1	53	43	32
Journals & magazines	0	2	45	61	22
Newspapers	0	1	40	56	33
Online databases	0	2	47	59	22
Media	0	4	35	34	57
Library web site	0	0	48	69	13
Interlibrary loan	0	0	26	32	72
Library instruction class	0	2	24	46	58

8. Facilities: Please indicate your level of satisfaction with the following areas of the library: (1= very dissatisfied, 2= dissatisfied, 3=satisfied, 4= very satisfied, 5=do not use)

	1	2	3	4	5
Reference area	0	0	46	60	24
Media services	0	1	29	45	55
Individual study areas	0	2	37	70	21
Group study areas	0	3	26	70	31
Noise level	1	9	42	76	2

10. Service Satisfaction: Overall, have your experiences with library services this year been

Very satisfactory	94
Satisfactory	35

Unsatisfactory 0
Very unsatisfactory 0

Clearfield Library Survey Comments

Total patrons commenting - 132

Total comments – 258

Personnel 60

Helpfulness of staff - 50

Increase hours - 8

Need more staff - 2

Environment - 86

Quiet atmosphere - 26

More individual study areas – 5

More group study areas – 3

Need more quiet - 14

Comfortable (chairs, lighting, etc.) - 33

Not comfortable - 8

Collection - 47

More books - 23

More journals - 3

More newspapers - 2

More variety - 1

More leisure collection – 2

More children's books – 2

More videos – 1

Collection heavily weighted to nursing - 1

Satisfied with collection- 12

Additional Suggestions/Comments - 65

More computers – 3

Improve access to materials – 8

Add color printing – 1

Reduce copying fees – 3

Do more advertising – 1

Have more equipment available to borrow or use – 4

Adequate supplies and equipment - 5

Extend renewal times – 1

Need more space – 2

Put MS Office on all computers – 2

Overall satisfaction - 35

**Stevenson Library
Spring 2005 Children's Library Survey**

In the spring 2005 semester a children's library survey was given to education students at Lock Haven University. Eighty four students responded to the survey that was placed in the children's library and handed out in elementary and special education classrooms. The respondents were primarily senior elementary education and special education majors.

The results of the survey show an overall satisfaction of the library's collections and facilities. Students also indicated satisfaction in the improvements that were made with the recent renovation of the library. Student comments highlighted two areas that need to be targeted for improvements: organization/shelving of materials and newer books.

Results

1. Classification:

Sophomore:	2
Junior:	10
Senior:	71
Graduate:	1

2. Major:

Early Childhood Education:	2
Special Education:	11
Elementary Education:	69
Secondary Education:	2

3. How often do you use the Children's/Curriculum Library?

Once or more per day:	3
Once or more per week, but not daily:	33
Once or more per month, but not weekly:	29
Once or more a semester, but not monthly:	17
Less than once a semester:	2

4. When do you typically use the Children's/Curriculum Library? (Check all that apply)

8:00am – 10:00am:	21
10:00am – 12:00pm:	17
12:00pm – 2:00pm:	27
2:00pm – 4:00pm:	19
4:00pm – 6:00pm:	36
6:00pm – 8:00pm:	29
8:00pm – Close:	21
Weekends:	22

5. If you use the Children's/Curriculum Library, what area(s) do you use? Please check all areas that you have used more than once.

Easy Readers:	62
Curriculum Books:	58
Kits:	9
Juvenile/YA Books:	41
Reference Books:	36
Tables for Study:	43
Award Books:	57
Puppets:	5
Other:	2

6. When you come to use the Children's/Curriculum Library materials or services do you get/find what you need?

Almost never:	2
Some of the time:	26
Most of the time:	53
All the time:	2

7. Please rate the following areas of the Children's/Curriculum Library. (1= very dissatisfied, 2= dissatisfied, 3=neutral, 4=satisfied, 5= very satisfied, N/A=do not use)

	1	2	3	4	5	N/A
Curriculum Collection (Burgundy Section)	0	0	19	40	4	21
Kits (Burgundy Section)	2	1	14	17	4	46
Easy Readers (Yellow Section)	2	2	13	38	19	10
Juvenile/Young Adult (Blue Section)	1	4	16	34	13	16
Puppets	2	4	10	13	3	52
Award Books	0	2	4	29	40	9
Children's Reference Books	0	3	17	30	10	24
Children's Library Web Page	3	3	10	22	11	35
Signage	3	6	15	26	4	30
Lighting	0	7	13	32	24	8
Physical Size of Library	2	13	18	27	15	9

8. Please rate your overall satisfaction with the Children's/Curriculum Library.

Dissatisfied:	3
Neutral:	20
Satisfied:	56
Very Satisfied:	5

9. How would you rate the improvement of the Children's/Curriculum Library since its renovation?

No Improvement:	3
Improved:	30
Greatly Improved:	31
Don't Know:	20

Children's Library Survey Comment Results

32 patrons commented with 42 total comments

Organization/Shelving	13
Disorganized Shelving	7
Organize by Genre/Topic	3
General Organization	3
Update (Newer) Books	9
"In General"	5
Easy Readers	2
Adult Books	1
Books on Tape	1
Children's Library is Great/Improved	4
Better Labeling	4
Bigger Library	3
Paint/Mural	2
Additional Suggestions	7
More Visual Aids/Posters	
Add Printer	
Need Erasers for Dry-Erase Board	
More Puppets	
Helpful Employees	
Open Friday Nights	
Bigger Rows	