How do students use the library and what do they think of it?

Results from a Spring 2009 student satisfaction & usage survey, with comparisons to 2005 results
Spring 2009 in context

Survey first created and administered

New Library opened

Library Priority Use & Quiet Policy implemented

15% cut to staff first implemented; acquisitions $ reductions

Survey second iteration

|-------------|----------|-------------|------------|------------|

Survey first created and administered

New Library opened

Library Priority Use & Quiet Policy implemented

15% cut to staff first implemented; acquisitions $ reductions

Survey second iteration
The Accomplices, 8 instructors, 18 courses
(219 surveys completed, 31% Spring '09 headcount)
[Spring '05 - 281 responses, 41% headcount]
How many semesters have you attended UW-S (including current semester)?

### 2005

- 2 semesters: 31%
- 3 semesters: 11%
- 4 semesters: 5%
- 5 semesters: 5%
- 6 semesters: 5%
- 7-10 semesters: 2%
- 1 semester: 7%

### 2009

- 2 semesters: 47%
- 3 semesters: 11%
- 4 semesters: 17%
- 5 semesters: 4%
- 6 semesters: 1%
- 7-14 semesters: 2%
- 1 semester: 16%

How many research assignments have you completed at UW-S?

2009
- None, 8%
- 1-5 assignments, 63%
- 6-15 assignments, 24%
- More than 15, 5%

2005
- None, 7%
- 1-5 assignments, 39%
- 6-15 assignments, 43%
- More than 15, 11%
Resources used to complete UW-S research assignments

Internet search engine: 94% (2009) 87% (2005)
UWS library resources: 88% (2009) 85% (2005)
UWS library online resources: 82% (2009) 75% (2005)
UWS library printed resources: 64% (2009) 59% (2005)
A public library: 42% (2009) 58% (2005)
Interlibrary loan: 18% (2009) 13% (2005)
Visiting another UW campus library: 4% (2009) 8% (2005)
Other (own resources, interviews, etc.): 5% (2009) 6% (2005)
Has a librarian provided instruction to at least one of your classes in last 2 years?

- Yes, 69%
- No, 31%

If Yes, was the instruction helpful/useful in doing work for your classes?

- Yes, 95%
- No, 5%

2009

- Yes, 69%
- No, 31%

2005

- Yes, 79%
- No, 21%

2005

- Yes, 91%
- No, 9%
Frequency of library use

1. Use library online resources outside of library (1.20 avg)
   - 2005 (1.09 avg)
     - 7%
     - 23%
     - 42%
     - 28%

2. Use computers for general use (1.84 avg)
   - 2005 (.90 avg)
     - 11%
     - 16%
     - 26%
     - 48%

3. Go to library to do research, get supporting material (1.41 avg)
   - 2005 (1.02 avg)
     - 5%
     - 20%
     - 48%
     - 27%

4. As a place to study or work on assignments (1.92 avg)
   - 2005 (1.21 avg)
     - 16%
     - 18%
     - 38%
     - 28%
What actions do you take when you need **help finding material** for a research assignment? Please indicate which one you typically do first, then second, etc. Leave blank any of the actions which you do not use.

<table>
<thead>
<tr>
<th>% that use</th>
<th>(% Rank within each: 1 2 3 4 5 6 )</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>2005</td>
</tr>
<tr>
<td>75% (73%)</td>
<td>Ask another student 59% 47 22% 29 12% 18 6% 4 1% 2</td>
</tr>
<tr>
<td>73% (74%)</td>
<td>Ask UW-S library staff 44% 49 20% 24 23% 16 11% 7 2% 3 1%</td>
</tr>
<tr>
<td>64% (63%)</td>
<td>Ask a UW-S instructor 29% 21 42% 40 21% 29 6% 10 2% 1</td>
</tr>
<tr>
<td>43% (39%)</td>
<td>Don’t ask at all 38% 29 6% 9 14% 16 13% 17 26% 28 3% 1</td>
</tr>
<tr>
<td>37% (44%)</td>
<td>Ask staff at another lib. 12% 15 5% 15 21% 15 34% 37 28% 19</td>
</tr>
<tr>
<td>6% (7%)</td>
<td>Other (please specify) 23% 30 15% 15 23% 25 0% 5 23% 5 15, 20</td>
</tr>
</tbody>
</table>

(specific responses for “Other”: Look on the internet (4), ask friends & family (3), online research (2), look myself)
Average rating, on a scale of 1 to 5 (overall avg 3.98)

- **Library available, courteous, prof. (83%)**
- **Libn knowledgeable/expertise (77%)**
- **Individual study space (78%)**
- **Group study space (64%)**
- **Web pages clear, easy to use (79%)**
- **Easy to access databases off-campus (72%)**
- **Interlibrary loan (38%)**
- **Library hours (84%)**
- **Databases easy to use (86%)**
- **Journal collection (incl. online) (65%)**
- **Book collection (65%)**
- **Physical facilities, furniture (85%)**
- **Individual study space (78%)**
2. Library Services Satisfaction

Average rating, on a scale of 1 to 5 (overall avg 4.18; 2005 - 3.98)

- a. Library available (80%)
- b. Library knowledge/expertise (90%)
- c. Web pages clear, easy to use (86%)
- d. Databases easy to use (95%)
- e. Easy to access databases off-campus (86%)
- f. Book collection (72%)
- g. Journal collection (incl online) (65%)
- h. Interlibrary loan (54%)
- i. Library hours (92%)
- j. Group study space (92%)
- k. Physical facilities, furniture (94%)

The chart shows the average ratings for library services in 2005 and 2009, with ratings in order from highest to lowest in 2005.
Library Services Satisfaction

Difference (improvement) in rating scores, 2005 to 2009

- Library hours (92%)
- Book collection (72%)
- Web pages clear, easy to use (86%)
- Library collection (incl. online) (86%)
- Interlibrary loan (54%)
- Databases easy to use (95%)
- Individual study space (92%)
- Group study space (79%)
- Journal collection, courteous, prof. (86%)
- Library knowledge/expertise (86%)
- Easy to access databases off-campus (77%)
- Furniture (94%)
- Physical facilities (94%)
- Library (92%)

Difference scores:
- 0.96
- 0.31
- 0.25
- 0.18
- 0.15
- 0.13
- 0.13
- 0.10
- 0.09
- 0.04
- 0.04
- 0.04
- 0.06
Average rating, on a scale of 1 to 5 (overall avg 4.18; 2005 - 3.98)

Library Services Satisfaction

- a. Librarian available, courteous, professional (80%)
- b. Librarian knowledge/expertise (88%)
- c. Library study space (92%)
- d. Library study space (92%)
- e. Group study space (92%)
- f. Physical facilities, furniture (94%)
- g. Easy to access databases off-campus (79%)
- h. Webpages clear, easy to use (86%)
- i. Interlibrary loan (incl. online) (86%)
- j. Journal collection (79%)
- k. Databases easy to use (85%)
- l. Book collection (72%)

2009 survey in order highest to lowest
Average rating, on a scale of 1 to 5
(overall avg 4.18; 2005 - 3.98)
Library Services Satisfaction

Average rating, on a scale of 1 to 5 (overall avg 3.98)

- b. Libn knowledge/expertise (77%)
- i. Individual study space (78%)
- a. Libn available, courteous, prof. (83%)
- j. Group study space (64%)
- c. Web pages clear, easy to use (79%)
- h. Interlibrary loan (98%)
- d. Dbases easy to use (72%)
- g. Journal collection (incl online) (62%)
- e. Easy to access dbases off-campus (79%)
- f. Book collection (65%)
- k. Physical facilities, furniture (85%)

Graph showing the average ratings for various library services with specific percentages and numerical values.
Library Services Satisfaction

Average rating, on a scale of 1 to 5 (overall avg 4.18; 2005 - 3.98)

- a. Libr available, courteous, prof. (80%)
- b. Libr knowledge/expertise (80%)
- c. Web pages clear, easy to use (86%)
- d. Databases easy to use (95%)
- e. Easy to access databases off-campus (79%)
- f. Book collection (72%)
- g. Journal collection (incl. online) (65%)
- h. Interlibrary loan (54%)
- i. Library hours (92%)
- j. Group study space (86%)
- k. Physical facilities, furniture (94%)
- l. Individual study space (92%)

2009
Average rating, on a scale of 1 to 5
(overall avg 4.18; 2005 - 3.98)

Library Services Satisfaction, Participation in Rating

in order highest to lowest increase in participation

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2005</th>
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<tbody>
<tr>
<td>a. Library available, courteous, prof.</td>
<td>65%</td>
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</tr>
<tr>
<td>k. Physical facilities, furniture</td>
<td>85%</td>
<td>94%</td>
</tr>
</tbody>
</table>
Free-text Responses:
What do you like most? *79% (172) replied
Free-text Responses:
What do you like most?

1. Computers (32 respondents)
Free-text Responses:
What do you like most?

1. Computers  (32 respondents)
2. Study Rooms  (31)
Free-text Responses:
What do you like most?

1. Computers (32 respondents)
2. Study Rooms (31)
3. Online Databases/Resources (19)
Free-text Responses: What do you like most?

1. Computers (32 respondents)
2. Study Rooms (31)
3. Online Databases/Resources (19)
4. Nice, quiet place to study (16)
Free-text Responses:
What do you like most?

1. Computers (32 respondents)
2. Study Rooms (31)
3. Online Databases/Resources (19)
4. Nice, quiet place to study (16)
5. (t) Helpful Librarians (13)
The Physical Space (13)
Free-text Responses:
What do you dislike most? *71% (155) replied
Free-text Responses:
What do you dislike most?

1. Nothing  (28 respondents)
Free-text Responses:
What do you dislike most?

1. Nothing (28 respondents)
2. Too Noisy (20)
Free-text Responses:

What do you dislike most?

1. Nothing (28 respondents)
2. Too Noisy (20)
3. Need more, or adjusted, hours (17)
Free-text Responses: What do you dislike most?

1. Nothing  (28 respondents)
2. Too Noisy  (20)
3. Need more, or adjusted, hours  (17)
   a. Saturday  (4 respondents)
Free-text Responses:
What do you dislike most?

1. Nothing (28 respondents)
2. Too Noisy (20)
3. Need more, or adjusted, hours (17)
   a. Saturday (4 respondents)
   b. Open before 8am (3)
Free-text Responses:
What do you dislike most?

1. Nothing  (28 respondents)
2. Too Noisy  (20)
3. Need more, or adjusted, hours  (17)
   a. Saturday  (4 respondents)
   b. Open before 8am  (3)
   c. More weekend hours (non-specific)  (2)
Free-text Responses: What do you dislike most?

1. Nothing  (28 respondents)
2. Too Noisy  (20)
3. Need more, or adjusted, hours  (17)
   a. Saturday  (4 respondents)
   b. Open before 8am  (3)
   c. More weekend hours (non-specific)  (2)
   d. Other: Sunday afternoon, later Friday, more hours during Finals week, 24-hour, non-specific
Free-text Responses: What do you dislike most?

1. Nothing (28 respondents)
2. Too Noisy (20)
3. Need more, or adjusted, hours (17)
   a. Saturday (4 respondents)
   b. Open before 8am (3)
   c. More weekend hours (non-specific) (2)
   d. Other: Sunday afternoon, later Friday, more hours during Finals week, 24-hour, non-specific
4. Need more study rooms (16)
Free-text Responses: What do you dislike most?

1. Nothing (28 respondents)
2. Too Noisy (20)
3. Need more, or adjusted, hours (17)
   a. Saturday (4 respondents)
   b. Open before 8am (3)
   c. More weekend hours (non-specific) (2)
   d. Other: Sunday afternoon, later Friday, more hours during Finals week, 24-hour, non-specific
4. Need more study rooms (16)
5. Furniture – malfunctioning or not comfortable (11)
Outcomes/Resulting Goals
Outcomes/Resulting Goals

• Minimize service reductions as much as possible re: 15% staff cut (staff availability)
Outcomes/Resulting Goals

- Minimize service reductions as much as possible re: 15% staff cut (staff availability)
  - Direct service reductions focused on Summer & Winterim
Outcomes/Resulting Goals

• Minimize service reductions as much as possible re: 15% staff cut (staff availability)
  – Direct service reductions focused on Sum/Win

• Continued focus on improving quality of book collection
Print collection expenditures, FY02-FY09

- New book expenditures
- Print periodical subscriptions

$7,000
$9,000
$11,000
$13,000
$15,000
$17,000
$19,000
$21,000

Print collection expenditures, FY02-FY11

![Chart showing print collection expenditures from FY02 to FY11. The chart includes two lines: one for new book expenditures and another for print periodical subscriptions. The expenditures are represented in dollars, with values ranging from $7,000 to $21,000. The chart indicates a general increase in expenditures over the years, with fluctuations in some periods.]
Outcomes/Resulting Goals

• Minimize service reductions as much as possible re: 15% staff cut (staff availability)
  – Direct service reductions focused on Sum/Win

• Continued focus on improving quality of book collection

• Continue with quiet policy
Outcomes/Resulting Goals

• Minimize service reductions as much as possible re: 15% staff cut (staff availability)
  – Direct service reductions focused on Sum/Win
• Continued focus on improving quality of book collection
• Continue with quiet policy
• More study rooms?
Outcomes/Resulting Goals

• Minimize service reductions as much as possible re: 15% staff cut (staff availability)
  – Direct service reductions focused on Sum/Win
• Continued focus on improving quality of book collection
• Continue with quiet policy
• More study rooms?
• Assist with catalog/online searching improvements