SUMMARY OF LIBSAT SURVEY RESULTS FOR FALL 2012

Presented by: Dr. Darlene Parrish and Malka Schyndel
Date: December 12, 2013
SURVEY RESPONDENTS

- Total of 183 respondents (56% decrease from 2011)
- 84% from Boca Campus
- 5% from Davie Campus
- 5% from Jupiter Campus
- About 4% from HBOI
SURVEY RESPONDENTS

- 56.6% undergraduate students
- 28% graduate students
- 9.9% faculty
- 3.3% “other students”
- 1.1% staff
- .5% alumni
- .5% retired faculty
USING LIBRARY SERVICES
All Responses (Overall) from 2009–2012

Overall (1206)

On campus 70.10%
Remotely 29.90%
USING LIBRARY SERVICES
2012 Responses with Differences from 2009-2012

2012/08 - 2012/12 (159)

- On campus: 73.00% (2.9%)
- Remotely: 27.00% (-2.9%)
<table>
<thead>
<tr>
<th>Rank</th>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>STUDY ALONE</td>
<td>41.1%</td>
</tr>
<tr>
<td>2</td>
<td>RESEARCH</td>
<td>36.2%</td>
</tr>
<tr>
<td>3</td>
<td>GROUP STUDY</td>
<td>8.6%</td>
</tr>
<tr>
<td>4</td>
<td>INTERLIBRARY LOAN</td>
<td>6.7%</td>
</tr>
<tr>
<td>5</td>
<td>RECREATION/SOCIAL</td>
<td>2.5%</td>
</tr>
<tr>
<td>6</td>
<td>SPECIAL COLLECTIONS</td>
<td>1.8%</td>
</tr>
<tr>
<td>7</td>
<td>OTHER REASONS</td>
<td>1.8%</td>
</tr>
<tr>
<td>8</td>
<td>LIBRARY INSTRUCTIONAL SESSIONS</td>
<td>.6%</td>
</tr>
<tr>
<td>9</td>
<td>INSTRUCTOR LED ACTIVITY</td>
<td>.6%</td>
</tr>
</tbody>
</table>
It is most convenient for me to use the services of the Library ... (choose all that apply)

Overall vs 2012/07 - 2012/12

- Afternoon: Overall (62.1%) vs 2012/07 - 2012/12 (57.6%)
- Evening: Overall (61.3%) vs 2012/07 - 2012/12 (59.7%)
- Weekends: Overall (48.5%) vs 2012/07 - 2012/12 (46%)
- Morning: Overall (48.3%) vs 2012/07 - 2012/12 (48.2%)
- Late Night: Overall (46.2%) vs 2012/07 - 2012/12 (45.3%)

Overall (1033) vs 2012/07 - 2012/12 (139) Percentage
METHOD PREFERRED WHEN LOOKING FOR INFORMATION
All Responses (Overall) from 2009–2012

Overall (253)

- Access Library’s online systems from a location other than the library (e.g., home, residence, etc.) 28.10%
- Follow Library’s print materials and posted signs 1.20%
- Request assistance from a Library staff member 8.70%
- Use a Library workstation (computer, Internet, public access terminal, ...) 13.40%
- On my own, without assistance 48.20%
- Use other sources 0.40%
METHOD PREFERRED WHEN LOOKING FOR INFORMATION
2012 Responses with Differences from 2009–2012

2012/07 - 2012/12 (40)

- On my own, without assistance: 57.50% (9.3%)
- Use other sources: 0.00% (-0.4%)
- Access Library’s online systems from a location other than the library (e.g., home, residence, etc.): 22.50% (-5.6%)
- Request assistance from a Library staff member: 7.50% (-1.2%)
- Use a Library workstation (computer, Internet, public access terminal, ...): 12.50% (-0.9%)
- Follow Library’s print materials and posted signs: 0.00% (-1.2%)
<table>
<thead>
<tr>
<th>Statement</th>
<th>2011</th>
<th>2012</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>This Library is very important to me.</td>
<td>86.5%</td>
<td>88.4%</td>
<td>+1.9%</td>
</tr>
<tr>
<td>I am very satisfied with the services of this Library.</td>
<td>77.6%</td>
<td>78.1%</td>
<td>+0.5%</td>
</tr>
<tr>
<td>The services of this Library consistently meet or exceed my expectations.</td>
<td>75.1%</td>
<td>69%</td>
<td>−5.6%</td>
</tr>
<tr>
<td>The quality of Library services is very high.</td>
<td>75.8%</td>
<td>73%</td>
<td>−2.8%</td>
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</tbody>
</table>
Top 3 categories by % of respondents indicating some level of satisfaction:

- 89.6% – Accessing the Internet from the Library
- 89% – Accessing an online database provided by the Library
- 81.4% – Circulation Desk
Top 3 categories by % of respondents indicating some level of importance:

- 96.8% – Accessing an online database provided by the Library
- 92.9% – Accessing the Internet from the Library
- 86.7% – Circulation Desk
Top 3 categories by % of respondents indicating some level of **satisfaction**:

- **78.2%** – Accessibility (access within and into building)
- **77.1%** – Hours of access and operation
- **74.3%** – The Library building (e.g. cleanliness)
FACILITIES

Top 3 categories by % of respondents indicating some level of importance:
- 100% – Seating/Workspace
- 97.2% – Hours of access and operation
- 74.3% – The Library building (e.g. cleanliness)
Policies

Top 3 categories by % of respondents indicating some level of satisfaction:

- 79% – Lending Policies
- 77.8% – Borrowing/Returning materials
- 69.5% – Hold/Renewals
Top 3 categories by % of respondents indicating some level of importance:

- 83.7% – Lending Policies
- 77.1% – Hold/Renewals
- 74.3% – Borrowing/Returning materials
Top 3 categories by % of respondents indicating some level of satisfaction:
- 60.6% – Printers
- 57.1% – Computer workstations
- 54.6% – Copiers
EQUIPMENT

- Top 3 categories by % of respondents indicating some level of importance:
  - 88.3% – Computer workstations
  - 77.1% – Printers
  - 70.5% – Copiers
PROBLEM AREAS

- FACILITIES
  - Seating/Workspace
  - Restrooms (negative comments are about Wimberly Library first floor bathroom)
  - The Library building (e.g. cleanliness)
  - Hours of access and operation
  - Group study rooms

- POLICIES
  - Policy enforcement
# SURVEY COMMENTS
Comparison of 2011 with 2012

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
</tr>
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<tbody>
<tr>
<td><strong>Positive Comments</strong></td>
<td>43.9%</td>
<td>44.3%</td>
</tr>
<tr>
<td><strong>Negative Comments</strong></td>
<td>51.2%</td>
<td>52.7%</td>
</tr>
</tbody>
</table>
SURVEY COMMENTS

Top categories based on % of positive comments:

- **Staff** – 76.6%
- **Service** – 69.7%
SURVEY COMMENTS

- Top categories based on % of negative comments:
  - Quiet space – 82.5%
  - Seating – 82.4%
  - Hours of operation – 82.4%
  - Individual study – 81.5%
  - Group study – 79.2%
  - Computer access – 68.4%
SURVEY COMMENTS

- Additional categories based on % of negative comments:
  - Electrical outlets – 100% (limited access)
  - Fees and fines – 87.5%
  - Signage – 80%

- Some examples:
  - “After coming to the library several times, I still don't know where the elevator is.”
  - “Not a clear layout or signage related to location of item.”
  - “You need to make the signs bigger about the workstations being for school work and research.”
Response rate was not as high as we would have wanted.

Responses still indicate some areas of concern, where improvements can be made.

Improvements are already being made, such as the first floor bathroom renovation in the Wimberly Library and lighting.
SOME RECOMMENDATIONS

1. Develop more creative ways to market the LibSat survey.

2. Market the survey more at the other campuses including Jupiter, Davie and Harbor Branch.

3. Identify “problem” questions in the survey.

4. Identify areas of concern based on survey results and make recommendations for conducting further assessment studies.
FEEDBACK ON LIBSAT SURVEY

1. Have you encountered any problems or complaints with library users trying to access the LibSat survey?

2. If you have taken the survey, do you find any of the survey questions to be confusing or have any other comments about the survey?

3. Do you have any suggestions for improvements based on problem areas identified by 2012 survey respondents?
QUESTIONS?