Library Utilization Survey- Summary Report

Summary of Findings:

· The overwhelming majority of respondents (96%) were either very satisfied or satisfied with the Swirbul Library.

· Most of the respondents indicated that they preferred working in spaces that were located in quiet areas: alone, away from others, in a quiet area (72%), among others, with people nearby, but in a quiet area (43%), and in a room for one to two people, in a quiet area (21%). In addition, 32 percent preferred a room that they could reserve for group study/collaboration studio, and 21 percent indicated they preferred to study at one of the library computers.

· Seventy-six percent indicated that the restrooms were well-maintained (functioning), and were regularly cleaned (71%), but fewer thought there were enough restrooms in the library (59%).

· Twenty percent of respondents were unaware that rooms 100 and 101 (classrooms that can serve as computer labs) were available after hours (both during the semester and during finals week).

· One-quarter of the respondents indicated that they visited the library daily. An additional 21 percent did so at least once per week, and 38 percent noted several times per week.

· Asked to indicate the activities they engaged in most often when visiting the library, the majority (78%) indicated individual study. Using computer, printers, or scanners (66%), group study (48%), writing a paper (48%), and doing research (32%) followed in frequency.

· Activities students engaged in less often included consulting a librarian (6%), checking-out or returning materials (10%), and using the library collection (15%).

· Students were slightly less likely to agree that there are sufficient enough individual study spaces (69%), and that there is a good balance between quiet study space and open, social spaces (76%).

· The balance of natural and artificial light (89%) and the temperature, humidity, and general air quality (87%) were viewed favorably. Students were slightly less likely to agree that the noise level in the library met their needs (71%).

Next Steps:

The following changes have already been implemented:

· Respondents noted the need for more white boards throughout the library; additional white boards have already been ordered, received, and distributed throughout Swirbul.

· Respondents requested more device chargers; additional device chargers have been ordered and are available for loan at the access services desk.

· Improved wifi throughout the building was identified as an area of need. In conjunction with the Office of Information Technology, wifi has been upgraded.

· Respondents requested cleaner work areas, specifically asking for antibacterial wipes near the group study areas; Facilities has been asked to add dispensers.

· Social media has been employed to promote the availability of After Hours Swirbul Study rooms.

As noted previously, the results of this survey are part of a larger study; the findings from each phase are in the process of being integrated and analyzed. While waiting for final approval to move forward with more wide-scale improvements, the following steps have been identified for consideration:

· The need for more space overall, particularly quiet study space, as well as space for both individual and group study has been identified.

· The condition and number of restrooms have been discussed with Facilities Management and the Associate Provost.

· Additional, and more comfortable furniture has been requested and future discussion will take place with Facilities Management.

· Improved signage is needed; outreach has been made to University Communications and Facilities Management to determine the next course of action.

· Additional focus will be given to the Centers. The Dean of University Libraries has met with librarians from each of the Centers to review survey findings, discuss possible changes to improve space and services; these discussion are ongoing, and some improvements to space and services are already being implemented, while others may follow.

Future Assessment Initiatives:

· The Library Satisfaction Survey (different than the above mentioned Library Utilization Survey) is part of the University's ongoing assessment activities and will be administered in Fall 2018.
· With a focus on the Centers, Campus Pulse surveys can be administered, as needed, in order to more quickly evaluate changes in specific areas of service.