

May 29, 2001

To: Mr. William Hubbard, University Librarian

From: John-Bauer Graham, Instructional Services Coordinator

Subject: 2001 General Satisfaction Survey, Summary Report

The Houston Cole Library's annual general Satisfaction Survey was conducted from Monday March 12 - Sunday March 18, 2001. The manual, *Measuring Academic Library Performance: A Practical Approach*, by Nancy Van House (1990) was used as a guide. The survey instrument was modeled after Form 1-1 in the manual, with slight modification.

Dependable student workers and staff, who were given specific written and verbal instructions, distributed the survey. The time periods chosen were basically the same as those used in previous years, with slight modification due to the availability of student workers and staff to administer the survey. 736 surveys were distributed. Return boxes were set up at both entrances, and in front of the main elevators for the completed surveys.

Although there are several questions that are supposed to add up to 100%, they do not. In some cases, respondents did not heed the instructions to "choose one," and in others, the respondent chose not to answer that particular question.

The summary of the survey results follows. Unlike the previous surveys, this year I have decided to only present the results for the combined data. I do not feel that the data broken up into the individual dates and times is statistically sound. I have looked at the data from the last ten years and tried to compare the results from a specific time and/or day, only to find that every year the patterns of use, status of patrons, and fields of study range greatly. There were no clear measurable benefits in breaking up the data. However, I have included an "overall" comparison of the combined data from the previous year's survey to help illustrate any increase or decrease in user patterns or opinions. The written comments are attached. If you have any questions, please feel free to contact me at 5252.



JBG

**General Satisfaction Survey 2001
Monday March 12 - Sunday March 18**

Number of Surveys Distributed:

Monday 7:30 am-9:30 am - **75** (32 returned completed) completed return rate: 43%

Monday 3:30-4:40 - **32** (17 returned completed) completed return rate: 53%

Tuesday 1:15-4:00 - **132** (69 returned completed) completed return rate: 52%

Wednesday 8:15 am -9:30 am - **49** (24 returned completed) completed return rate: 49%

Wednesday 2:00-3:00 - **44** (19 returned completed) completed return rate: 43%

Thursday 2:00-3:00 - **47** (28 returned completed) completed return rate: 60%

Friday 7:30-9:30 - **120** (22 returned completed) completed return rate: 18%

Saturday 9:00 am- 1:00pm - **101** (56 returned completed) completed return rate: 55%

Sunday 3:30-5:30 - **53** (32 returned completed) completed return rate: 60%

Sunday 6:00-9:00 - **83** (49 returned completed) completed return rate: 59%

Total Surveys Distributed: 736

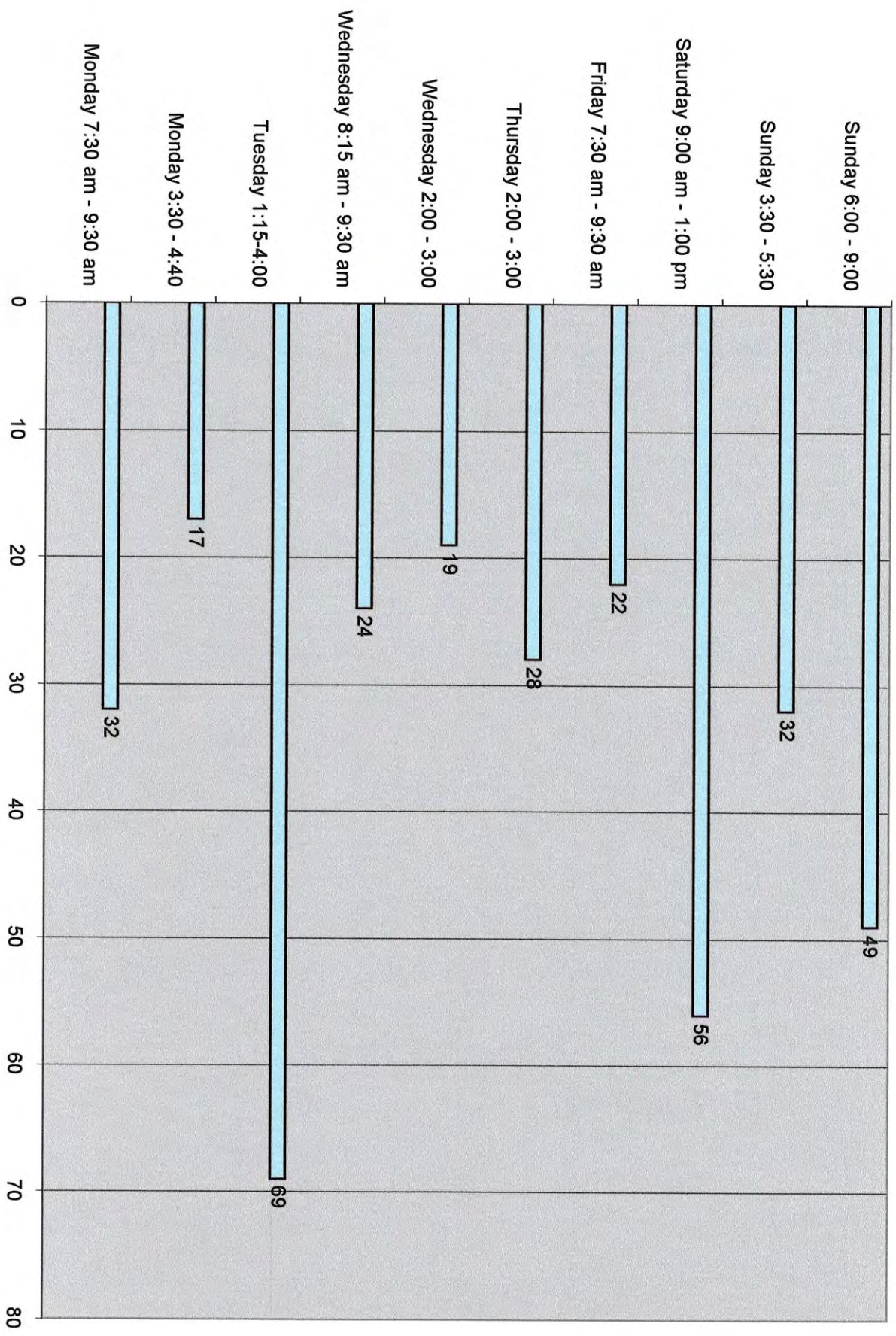
Total Surveys Returned: 375

Return Rate: 51%

Total Surveys Returned Completed: 348

Return Rate of Completed Survey's: 47%

2001 GSS Number of Surveys Returned (Completed)



Houston Cole Library
2001 General Satisfaction Survey

Combined Data for All Survey Periods

TOTAL NUMBER DISTRIBUTED: 736
NUMBER RETURNED (COMPLETED): 348
RETURN RATE (COMPLETED SURVEYS): 47%

1. PERCENTAGE OF RESPONDENTS WHO: AVERAGE RATING
(1-5 POINT SCALE)

Looked for books or journals:	160 (46.0%)	4.06
Studied:	149 (42.8%)	4.04
Read magazine or newspaper:	62 (17.8%)	3.70
Browsed:	132 (37.9%)	3.67
Returned books:	55 (15.8%)	4.27
Used library's resources (print or computer):	198 (56.9%)	4.32
Asked a question:	95 (27.3%)	4.02
Other:	73 (21.0%)	4.60

(Other: Art Index, Attended conference, Browsed materials, Class [14], Copied, ECE tutoring, Ecology recapture project, Got my groove on, graded papers, Graduate School [3], Group meeting for class, Group work, Group project, Group research, Inservice, Internet, Library sources, Looked at reserves, Looked for husband, Looked for research materials, Looked for someone, Looked up research, Looking for a girl, Make copies [2], Meeting with librarian, Microfiche, Microfilm [3], Paid a bill, Read book, Renewed books, Research [2], Research paper, Returned AV tapes, See times, Seen advisor, Seminar social work, Slept, Social work day, Studies with group, Taught [2], Tutor, Tutored, Typed research paper, Use the phone, Used copier [2], Visited, Was supposed to meet someone, Went to basement, Went to class [4], With friend, Work, Work on computer, Work on microfilm, Work on paper, Workshop [2], Wrote paper)

2. HOW EASY WAS THE LIBRARY TO USE TODAY (1-5 POINT SCALE): 4.31

3. OVERALL, HOW SATISFIED ARE YOU WITH TODAY'S LIBRARY VISIT (1-5 POINT SCALE): 4.18

4. TODAY'S VISIT WAS PRIMARILY IN SUPPORT OF:*

Course work:	108 (31%)
Research:	116 (33.3%)

* The survey instructions asked participants to check only one choice. However, due to several surveys returned with more than one choice selected, I decided to include all choices checked while tabulating the data.

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Teaching:	15 (0.04%)
Current awareness:	7 (0.02%)
A mix of several purposes:	60 (17.2%)
Other:	63 (18.1%)

(Other: Brought daughter to work on research, Check e-mail [3], Class [7], Conference, Copied, Copies, Copy's, Daughter's school work, E-mail checking, ECE tutoring, Exam, Friend, Friendship, Internet, Lab, NCLEX-RN exam, Offending patrons, Paper, Pay bill, Pleasure, Professional development, Registration, Reminisce, Scheduling, See advisor, Social work day, Studied, Studied for test, Study [3], Study area, Studying [7], Tutor, Visit, Work, Work study, Workshop through inservice, Xerox)

5. YOU ARE:

Undergraduate	265 (76.1%)
Graduate	32 (9.1%)
Faculty	12 (3.4%)
Research Staff	0 (0%)
Other Staff	4 (0.08%)
Other	33 (9.4%)

(Other: Alumni [2], Daycare teacher, Faculty dependant, Freshman, Guest, High school [17], JSU MA graduate, LBSW, Local business man, Retired faculty, Senior at JHS, Special permit, Teacher Gadsden State, Vice master of all I survey, Writer)

6. YOUR FIELD:*

Humanities	34 (9.7%)
Sciences	114 (32.7%)
Social Sciences	61 (17.5%)
Other	121 (34.7%)

(Other: Accounting [3], Art [2], Art graphic design, Arts, Business [21], Business management, Business marketing, CIS, CJ [2], Computer science [2], Criminal justice [3], Education [17], English [6], English/history, Fine arts, general studies, History, IT, Lawyer/historian, Marketing [2], Math, MGT, Music [3], N/A, Naughtiness, None, None yet, Nothing, Nursing [5], PE, Physical education [2], Professional, Psychology, Public administration, Sec. Ed. Languages, Secondary Ed, Social work [2], Spanish literature, Sports med., Teacher, Teaching [2], TEC, Technology, Theatre, Undecided [4], ?)

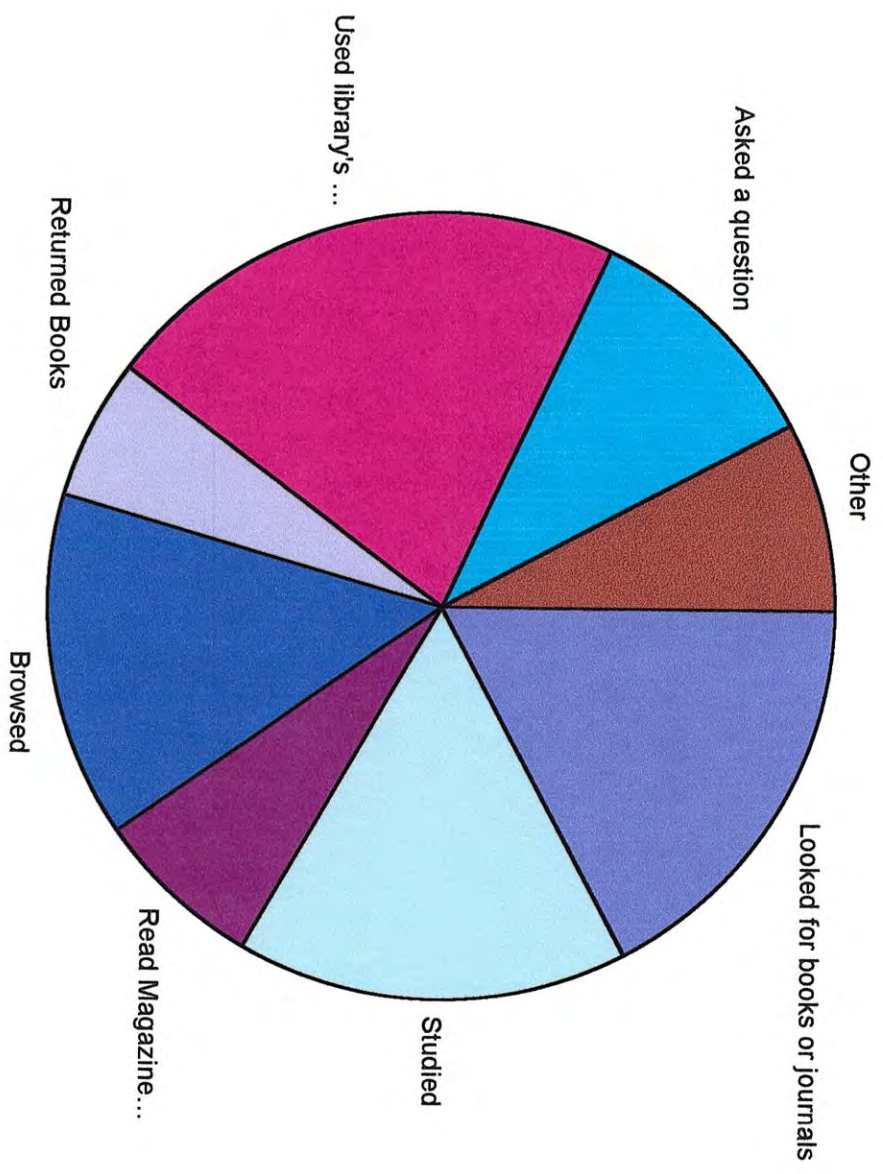
* Many patrons were not aware of how their major/fields fit into the humanities, social sciences, and/or sciences. As a result, it is my recommendation that this question be re-evaluated for further use.

2001 GSS

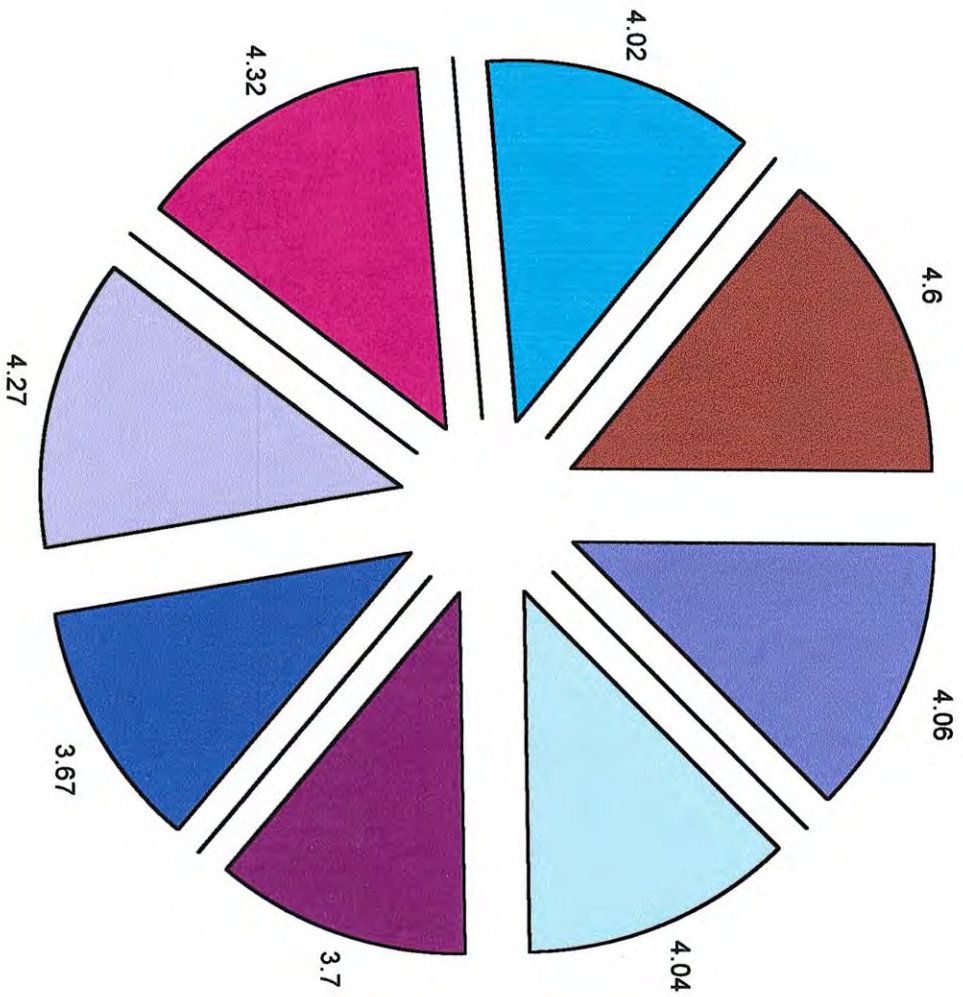
Question 1

1. What did you do in the library today? For each, circle the number that **best reflects how successful** you were.

2001 GSS
What did you do in the Library today?



2001 GSS
How successful were you?
(1-5 point scale)



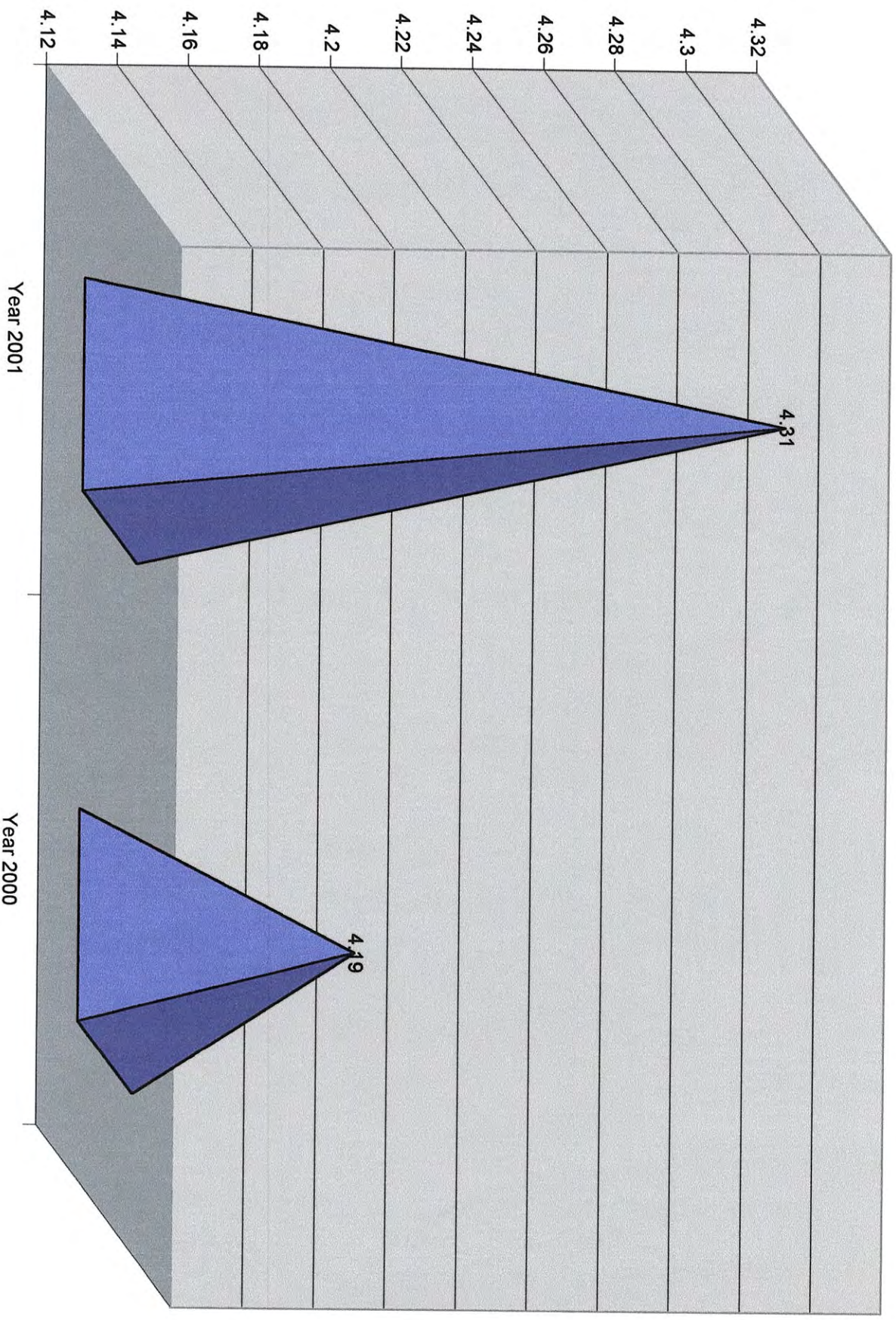
- Looked for books or journals:
- Studied:
- Read Magazine...
- Browsed
- Returned Books
- Used library's ...
- Asked a question
- Other

2001 GSS

Question 2

2. How easy was the library to use today? (Circle one):

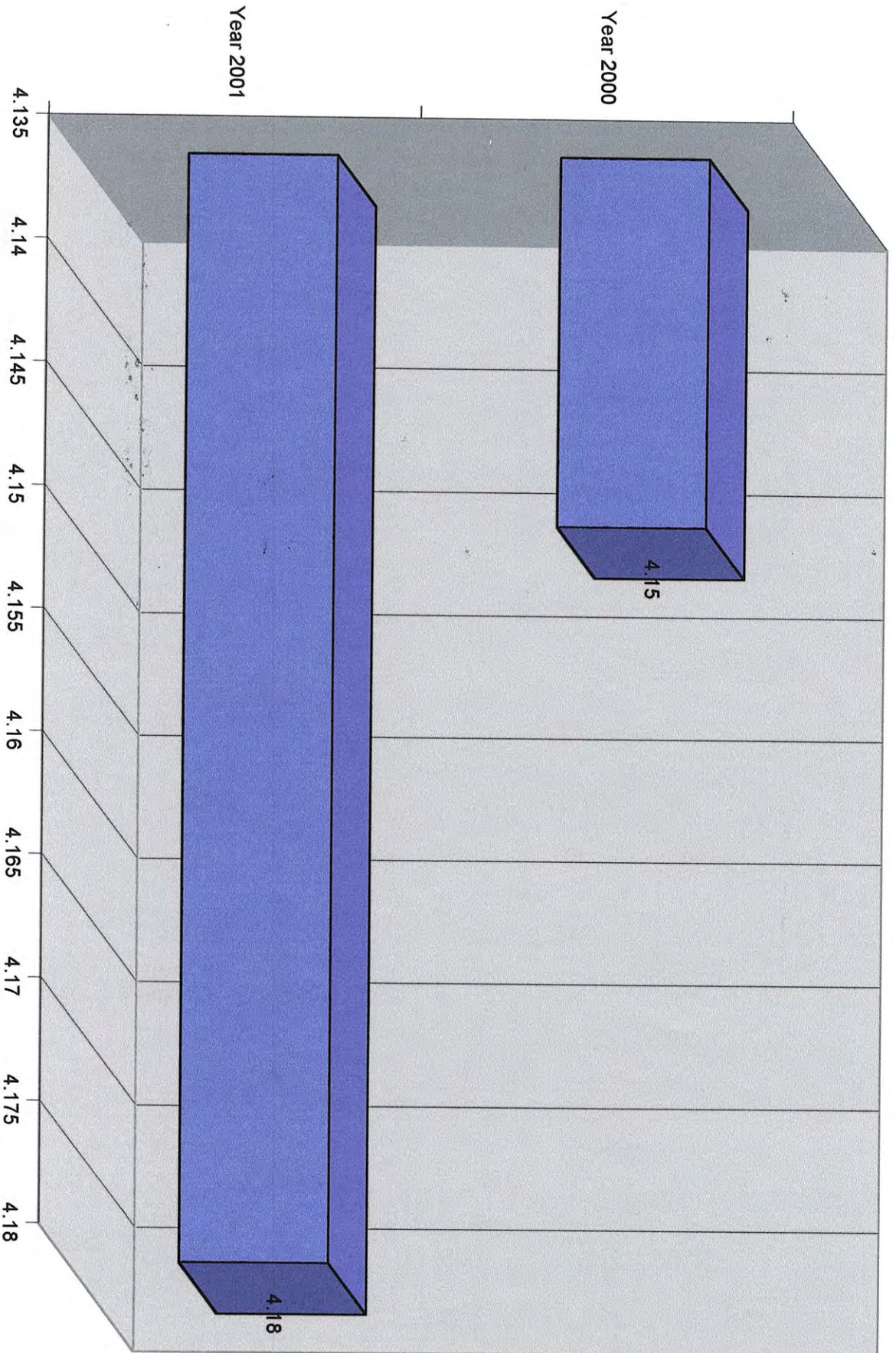
2001 GSS
How easy was the library to use today? (1-5 point scale)
2000-2001 Comparison



Question 3

3. Overall, how satisfied are you with today's library visit? (Circle one):

2001 GSS
Overall, how satisfied are you with today's library visit? (1-5 point scale)
2000-2001 Comparison

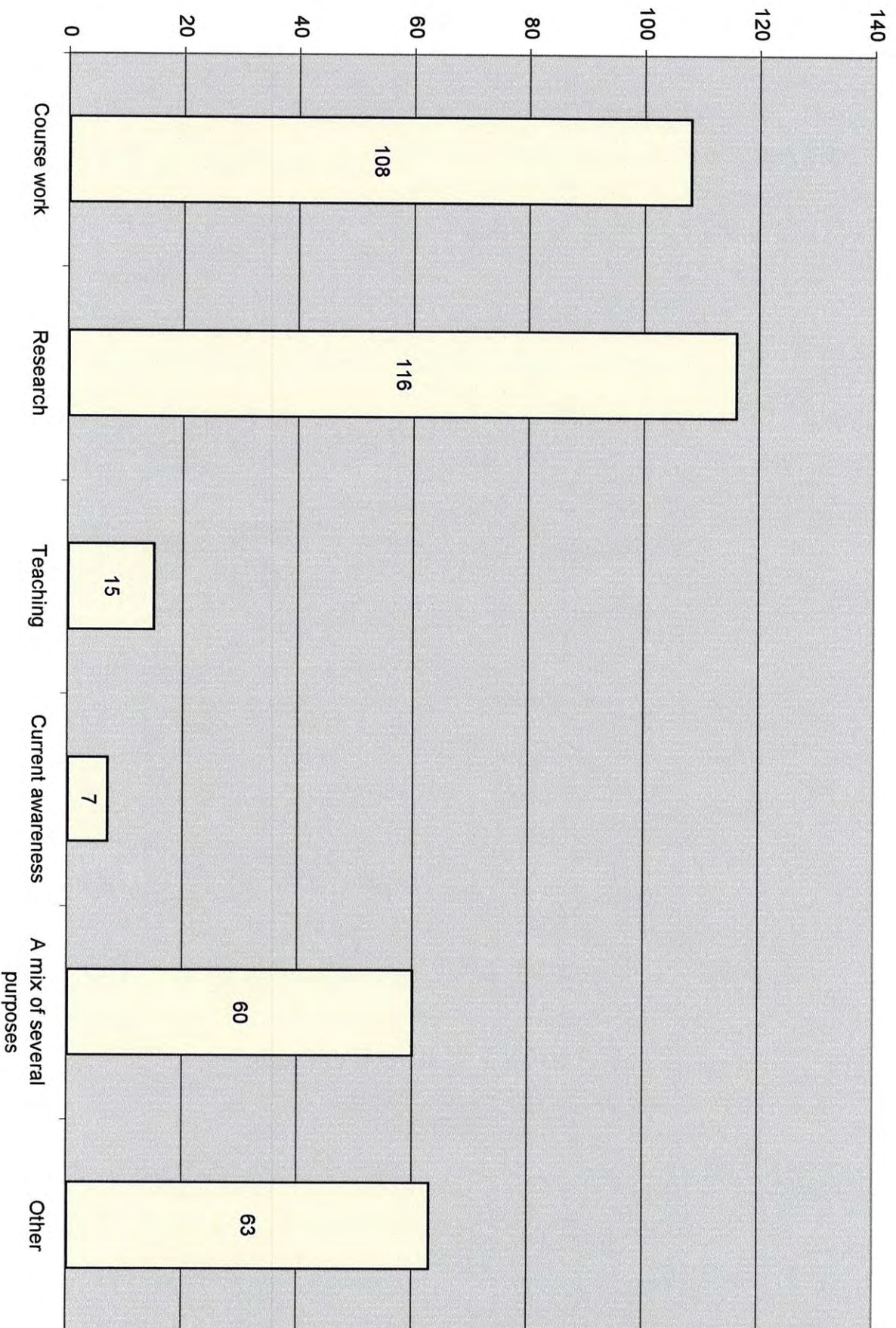


2001 GSS

Question 4

4. Today's visit was primarily in support of (Check one):

2001 GSS
Today's visit was primarily in support of:

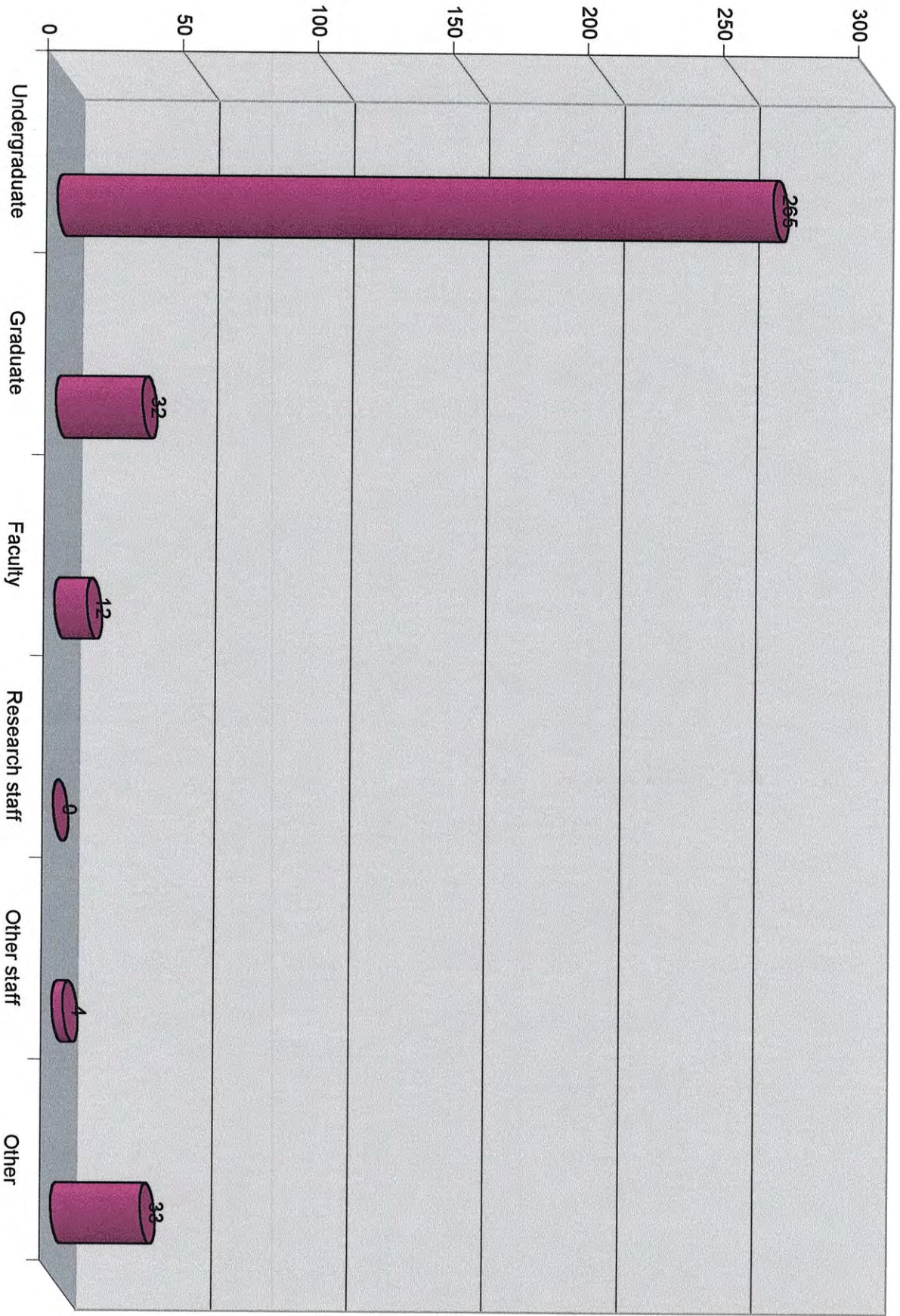


2001 GSS

Question 5

5. You are (Check one):

**2001 GSS
Patron's status:**

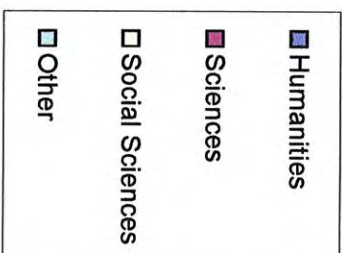
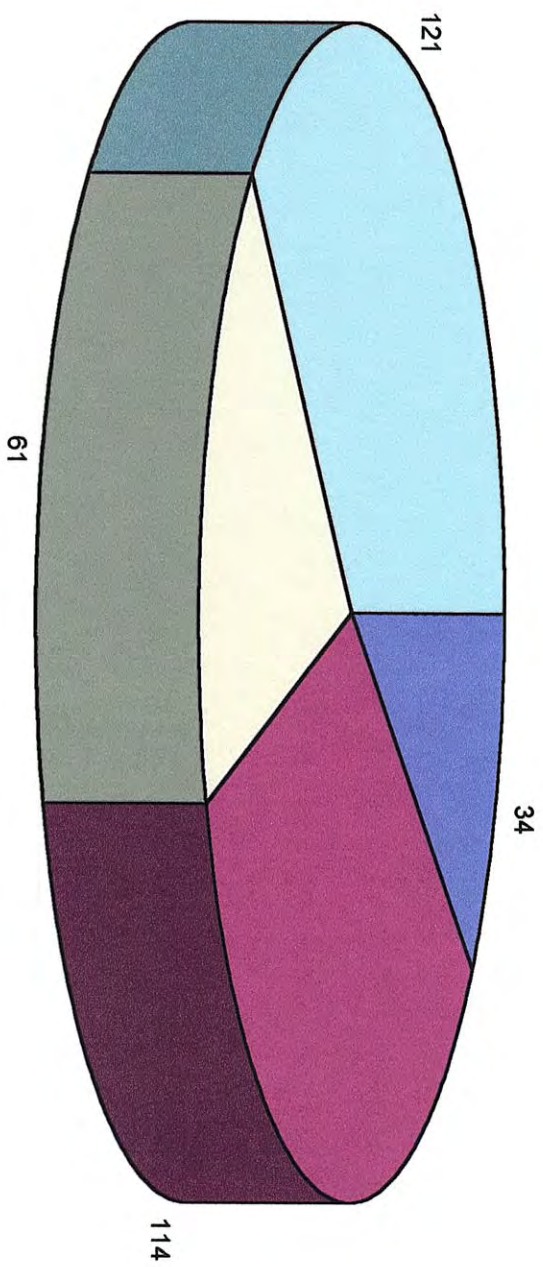


2001 GSS

Question 6

6. Your field (Check one):

**2001 GSS
Your field:**



Houston Cole Library
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Comparison to 2000 GSS

NOTE: The 2001 GSS was administered two weeks before the University's Spring Break where as the 2000 GSS was given one week prior to Spring Break.

Total Number Distributed 2001	Total Number Distributed 2001
736	540

Number Returned (completed) 2001	Number Returned (completed) 2000
348	347

Return Rate: 2001	Return Rate: 2000
47%	64.3%

NOTE: It is also of importance to note that some of the 2001 GSS questions were reworded, but essentially held the same meaning. An (*) denotes the questions that were reworded for the 2001 GSS.

	% of respondents who: 2001	% of respondents who: 2000	Average rating (1-5) 2001	Average rating (1-5) 2000
*Looked for books or journals:	46.0%	46.7%	4.06	3.96
Studied:	42.8%	42.1%	4.04	3.99
*Read magazine or newspaper:	17.8%	29.4%	3.70	3.45
Browsed:	37.9%	39.2%	3.67	3.75
Returned books:	15.8%	23.6%	4.27	4.32
*Used library's resources (print or computer):	56.9%	42.9%	4.32	3.80
*Asked a question:	27.3%	31.1%	4.02	3.84
Other:	21.0%	23.6%	4.60	4.39

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2001 General Satisfaction Survey

HOW EASY WAS THE LIBRARY TO USE TODAY (1-5 POINT SCALE):

2001	4.31
2000	4.19

OVERALL, HOW SATISFIED ARE YOU WITH TODAY'S LIBRARY VISIT (1-5 POINT SCALE):

2001	4.18
2000	4.15

TODAY'S VISIT WAS PRIMARILY IN SUPPORT OF:

	% of respondents 2001	% of respondents 2000
Course work:	31%	29.4%
Research:	33.3%	31.2%
Teaching:	0.04%	2.1%
Current awareness:	0.02%	3.0%
A mix of several purposes:	17.2%	23.6%
Other:	18.1%	10.6%

YOU ARE:

	% of respondents 2001	% of respondents 2000
Undergraduate	76.1%	74.3%
Graduate	9.1%	16.6%
Faculty	3.4%	1.8%
Research Staff	0%	0.03%
Other Staff	0.08%	0.06%
Other	9.4%	6.3%

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YOUR FIELD:

	% of respondents 2001	% of respondents 2000
Humanities	9.7%	9.6%
Sciences	32.7%	36.0%
Social Sciences	17.5%	41.4%
Other	34.7%	13.1

How easy was the library to use today?

1= No at all easy - 5=Vey easy

"Why"

- 1 Can't find anything
- 1 can't find Arthur O'nealle info
- 1 Limit
- 1 Listening room not helpful
- 1 not enough help, no one at floor desk
- 1 Not much help
- 1 The New Card Catalogue stinks. I typed in "Seminole" under subject and found Nothing.
- 2 Everything is hard to find
- 2 Had to park across Pelham – Wheelchair
- 2 Hard to find books
- 2 Not enough good microfilm readers
- 3 12th Floor is closed!
- 3 All I did today was study
- 3 B/C the comp. are slow & printers don't work
- 3 Construction outside.
- 3 couldn't find all material I wanted
- 3 hard to find exact sources
- 3 I did not find everything I needed
- 3 More specifically subjected
- 3 Not enough staff on hand.
- 3 Only 2nd time researching
- 3 Some professors assisted more than others
- 3 terrible w/ computer
- 3 THE 12TH FLOOR IS CLOSED. THAT'S WHERE I STUDY.
- 3 There are many different areas to access info. Staff is very helpful
- 3 We need more up to date books (Drama)
- 4 b/c friendly attendants & easy access (sic) to sources
- 4 b/c I'm always here
- 4 Because
- 4 Because I like the way the library is set up
- 4 Because I live here and know my sources
- 4 book was where it should be
- 4 Computer
- 4 construction detour at entrance
- 4 couldn't get all the articles to print
- 4 directories and (? Unable to read) are set up well.
- 4 everyone helpful
- 4 Everything I needed was right there
- 4 familiar with surroundings

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- 4 helpful staff
- 4 helpful staff
- 4 I found what I needed
- 4 I know my way around
- 4 I'm still getting used to where everything is.
- 4 Not many people available to ask questions
- 4 Staff was available to guide and direct me. Computers are easily accessible.
- 4 You jus (sic) have to get use to it.
- 5 # of hours spent here
- 5 Already knew what to do, how to look it up
- 5 Available room to study
- 5 Because all I did was study
- 5 Because everything I needed could be easily accessed.
- 5 because I basically no my way around
- 5 because I was helped by a librarian who knew what they were doing
- 5 because the copiers, computers etc. are numerous
- 5 Because the staff is great!
- 5 Because they open from 7:00 AM to 11:00 PM
- 5 Being able to look up books' call #'s and find them.
- 5 Books were where they were supposed to be
- 5 Cause I got what I needed
- 5 Computer is understandable, helpful librarians
- 5 Computer program was very simple.
- 5 did have much to do
- 5 Didn't do much
- 5 Easy access
- 5 Good help learning how to use the viewers
- 5 Good place to meet with group.
- 5 Good place to study
- 5 He was waiting for me at the 9th floor
- 5 I did group work
- 5 I got what I wanted.
- 5 I have used it many times.
- 5 I JUST NEEDED A QUIET PLACE TO STUDY
- 5 I just needed to study, I needed a quiet place to sit.
- 5 I knew what I needed & where to look
- 5 I knew what I needed to do!
- 5 I know my way around
- 5 I know where to look & am not afraid to as for help-
- 5 I only studied here
- 5 I studied
- 5 I was in class
- 5 I'm an Alumni
- 5 I'm use to it.
- 5 I've been here before
- 5 I've used it a lot

2001 General Satisfaction Survey

- 5 in class
- 5 It had postings of where to go for what.
- 5 It's Generally quiet.
- 5 it's not that hard
- 5 Just come to class
- 5 just had to pay a bill
- 5 Just was
- 5 Just was
- 5 librarians very helpful
- 5 lobby assistant was very helpful
- 5 MRS CAIN HELPED A LOT
- 5 Not very complicated to return books
- 5 Only studied
- 5 Organization
- 5 people were helpful
- 5 Quiet
- 5 quiet
- 5 quite empty
- 5 studied
- 5 The computer & librarians were very helpful
- 5 The elevator doors opened just as I walked up – Thanks!!!
- 5 the library is well-organized and the stacks are well-labeled
- 5 There wasn't a line
- 5 Usually faerly (sic) easy to find things, which is most of what I do.
- 5 Very good asistance (sic)
- did not use

2001 GSS

How satisfied are you with today's library visit?

1= No at all satisfied - 5=Very satisfied

"Why"

- 1 can't find Arthur O'nealle info
- 1 Cause I didn't want to come
- 1 Could not find what I needed.
- 1 Could not get a video.
- 1 I can't get sources that I want to use cuz it doesn't have in this library!!
- 1 It ok
- 1 THE 12TH FLOOR IS CLOSED.
- 1 You need more pretty Girl
- 2 did not get enough research
- 2 Hard to find recent material – (scientific)
- 2 I can't find anything
- 2 I DID NOT WANT TO TAKE THE ELEVATOR
- 2 Limit
- 2 Listening room doesn't know anything
- 2 No access to computers!
- 3 12th Floor is closed!
- 3 Because I got my needs met.
- 3 computers need to be updated and fixed
- 3 diff
- 3 Got some studying accomplished
- 3 I couldn't find all my books
- 3 I didn't find everything I needed but its not the library's fault
- 3 I went and walked the aisles to find the books myself. I am glad I used to work here so I knew where to go and look.
- 3 I'm still bitter about the library being closed yesterday
- 3 It was alright
- 3 It was average
- 3 Just can't seem to get comfortable with my surroundings
- 3 Needs more books or at least access to more books. Let's get up to date.
- 3 same
- 4 All the material I needed was found
- 4 b/c of the simplicity of finding materials
- 4 because I'll be back tomorrow
- 4 Communication is established
- 4 computer lab has equipment problems
- 4 Found everything except 1 item
- 4 Found good info
- 4 Got what I needed to do accomplished
- 4 I did not get to find everything I needed
- 4 I found everything that I needed – easily.
- 4 I got a lot of what I needed to get done finished.
- 4 I got what I came for

2001 General Satisfaction Survey

- 4 I had class
- 4 I would like more info. on my topic
- 4 it is a quiet place to work
- 4 It is cold in the library. It needs to be warmer.
- 4 It was quiet
- 4 Library just needs some lipstick & rouge ☺
- 4 Loud noise from workers
- 4 Needed more results
- 4 Once inside service was usual very good
- 4 Our library completely supports any intended study.
- 4 the people where helpful
- 4 was adequate for my purpose.
- 4 Well, it always seems a bit warm when I come in here.
- 5 a quiet place to study always
- 5 Almost completed my assignment
- 5 because I am smart enough to use the library
- 5 Because I can study here within quiet
- 5 Because I was able to get things done in a short amount of time.
- 5 BECAUSE I WAS ABLE TO GET WHAT I NEEDED ACCOMPLISHED
- 5 Because I was able to study in some peace & quiet!
- 5 Because it was easy and quiet
- 5 Cause I got what I needed
- 5 Didn't have to wait on others
- 5 Didn't use resources
- 5 easy to work here
- 5 Found everything I needed
- 5 Gave me the opportunity to study in a quiet well lit setting
- 5 Got the job done quickly w/ few distractions
- 5 got what I needed done
- 5 I can read and like books
- 5 I didn't have any trouble.
- 5 I didn't have to waste time. People were very helpful to guide me.
- 5 I found all the info. I needed
- 5 I found everything I needed
- 5 I found what I was looking for
- 5 I got what I needed
- 5 I had everything I needed
- 5 I like the librarians
- 5 I was able to accomplish my goal
- 5 I was able to study.
- 5 I'm almost through w/ 3 different projects
- 5 It is a comfortable setting
- 5 It provided a very calm & quiet working environment
- 5 It was a nice atmosphere for group work
- 5 It was quiet
- 5 learned a little more about math in class

2001 General Satisfaction Survey

5 same as above

5 see above

5 staff is very friendly

5 STAFF WAS VERY HELPFUL

5 The staff here is very friendly

Comments

Being a student that commutes I use the Library every day that I come to school. I find that is a quiet place where I can study and relax.

Thank you very much for opening the library to high school students – it has been very beneficial to my high school research & writing career (sic) a constructive criticism: sometimes it is very difficult to find books/call numbers is there any possibility you could make it easier to find them? -Thank you.

Please inform students they must turn off beepers and cellular phones, while in the library

This Library is cool.

Pleased!

1.) What are they doing outside? (Construction)

Some of The computers on the 10th floor are out of date and hard to use. They need to be updated so students can use theme (sic) for effectly (sic).

I have used the library before. For some reason the Librarians would not help me find what I needed. I asked several in one day on the 2nd, 3rd, and 4th floor. So I come here the (sic) only when I desperately need too.

Mrs. Cain is the “Library Saint”! She is always very helpful when looking for information. She does everything she possibly can to make sure you have what you need! She makes my dreading the library a pleasant experience!

The library is usually too hot - & I cannot study or even be in this building for no more than 15-20 min. w/out getting sick

- I think Monica Hubbard and Elisha Thompson need a raise because they are always very helpful.

I really appreciate the university allowing high school students to use their library.

I find JSU's library very helpful & convenient.

This Library needs to upgrade it's (sic) books.

Students need glass enclosed cubicles for “absolute quiet” study. People still are heard talking, often loudly.

Great!

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The only thing I find highly irritating is the personel (sic) in the Computer lab on the 10th floor. Some of the assistants there know what they're doing and can properly answer questions, but 8 times out of 10 the person on duty can't help you at all. I feel that it is very important that these people be able to answer any question and field any problem – especially for those of us who are virtually computer illiterate.

To Many Steps
To far from parking lot
This library SUCKS!

I rarely ever come in the library and find a friendly and willing to help employee. Everyone seems preoccupied.

Put in more change machines! And where is the Porn!

Normally, without the noise from the workers outside, this is a great place to study. I am looking forward to the 12th floor being open again.

Dr. Whitsel on The 6th floor is amazing – He's always helpful and fun to talk to – He is very much a gentelman.(sic) Miss Cain on The Third floor is a doll. She's always been great to me every-time I see her.

I Love the staff too, In fact, I'm on a 1st name basis with some of them. I lived last May, June, July and they were helpful!

On Sunday, could you open the library earilier (sic)? Sunday is very inconvenient.

The personnel in the library are great and always helpful – Top of the list are Linda Cain – and Bob Campbell. I have two comments that would improve library services. It is too hot! The ideal temperature would be 68° with zero humidity. I find it uncomfortable and students use it as an excuse. The second recommendation is to list Latin America on the directory on the 1st and 3rd floors. Thanks, George Lauderbaugh ext 8044 History

What about fixing the elevators? Two days ago, I was on the 7th floor, I wanted to go to the 5th floor. I pressed the 5th floor's button. The button was highlighted. The elevator stopped to the 5th floor, but the door never opened. I was in that elevator on the 5th floor for about a minute. Then the elevator went to the lobby where the doors were opened. Scarey (sic)!! Yes! I think so. Weekend staff, excellent!!

The computer program is already easy to use. Searching for material through the library's database makes things a lot easier than before. No changes should be made.

The library staff has always been very helpful and knowledgable (sic) on any topic I need researched. Thank you for all your hard work! ☺

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I come here often for research materials. It seems that of the 10 floors of books in this library, the majority were written/published in the 60's or 70's or sometimes 80's. Most of the information I need is very outdated. My suggestion: more current material especially in health sciences! Thanks-

Sometimes The records say books are not checked out, when I check the shelves it's not there. Please take care of it!

COMMENTS

- ★ better toilet paper – It may sound silly, but I spend a lot of time here and will be in the future. I know the cost difference would add up, but it would be very much appreciated.
- ★ Designated smoking area that is more convenient – It's a lot of trouble to go downstairs to take a smoke break. I'm not complaining, it's just time-consuming. I understand it would be a safety hazard to allow the balconies (sic) on each floor to remain open, but if you could find a more convenient alternative. Thanks!

some things in the Section I was using (PR 6023) were a little mixed up – but it wasn't too confusing.

More comfortable couches

I Think That The 12th Floor Should Be Open To Students. It Is The Only Real Quiet Area.

I AM VERY UPSET THAT THE 12TH FLOOR IS CLOSED.

None today.

My friends & I have experienced rude library workers. Although last time I was here, the workers on 4th floor were very helpful & friendly.