TELL US WHAT YOU THINK ABOUT THE BARTH LIBRARY: SURVEY RESULTS, 2013

Survey conducted February 11 to Feb. 23, 2013, 150 responses

The survey was distributed to students as they used the LRC during the above mentioned time period. Response was voluntary, with the exception of responses from 17 GED/ESL students who were asked to fill out the survey as a class assignment. There are three basic questions respondents were asked: 1) What do you like most about the library? 2) What do you like least about the library? 3) What can we do to make the library better?

The number of responses following each question asked indicate the total number of ideas given as answers to the question since some respondents answered each question with several ideas.   Numbers following categories/items listed are the total times these items were mentioned by respondents. Percentages in parentheses indicate the percentage of the 150 respondents who mentioned the category listed; e.g., 10% liked traditional resources, so 15 students of the 150 said resources were one of the things they liked most about the library. Most of these students also listed other items as what they liked most, as well**.**

1. What do you like most? (240 responses)

Resources
  Unspecified   2 (1.3%)
  Traditional   15 (10%)
  Electronic   1 (0.7%)

Computers, Software, and Internet   63   (42%)

Summary of comments: Students were generally happy with the access to and availability of computers, both PC's and laptops. They specifically mentioned their value in completing homework assignments.

Printers and printing
   In general   6 (4%)
   50 page prints   1 (0.7%)

Summary of comments: Students mention the availability of printers as a value. They appreciated the free prints, so far as they are available.

Staff   72   (48%)

Summary of comments: Staff received high marks for their friendliness, helpfulness, and for the "smiles" they greet the students with.

Facilities

   Study rooms   13   (8.7%)

   Location, Layout, Space   12   (8%)

   Atmosphere   (in general) 11   (7.3%)
      Quiet   20   (13.3%)

      Noisy   1   (0.7%)

Cleanliness   4   (6%)

Hours   14   (9.3%)
Summary of comments: Students appreciated the library staying open until 10 pm four days a week. They also mentioned the Saturday opening as a value.

Everything   3   (2%)
N.B. This was a specific answer to the "What do you like most" question – no one item was selected, students indicated they liked it all.

Other   2   (1.3%)

Summary of comments: One comment praised the library's administrative change to holding ID cards at the Circulation Desk when computers where being used – this semester that practice was discontinued so students could exit quickly before class and to insure that students kept their ID's with them at all times; the other comment indicated a preference for Barth LRC because there were fewer people there than at White Library.

2. What do you like least?   (137 responses)

Resources

Traditional   10   (6.7%)

Summary of comments: Several students from the GED/ESL class were dissatisfied with the book collection, citing the need for English/Spanish and English/Vietnamese books. Other comments included specific requests for more architecture and nursing books, and concern that the library normally had only one copy of each title.

Computers, Software and Internet: 11 (7.3%)

Summary of comments: Three students mentioned concerns with opening Powerpoint instruction guides, a compatibility problem with older programs still being used in online instruction and a technical glitch in Office 2010. Other concerns mentioned include the need for "new" laptops, the occasional Internet outage, Blackboard not working as it should or "running slow," and not having all program-centric software available in both campus technology centers.

Printers and printing: 13 (8.7%)

Summary of comments: A couple of comments were about the need for more printers and for keeping them "inked", but the majority of comments, quite heated, centered o the 50 free pages per day limit for printing as being unfair and too restrictive.

Selected comments: The staff gets upset about paper! It's not our fault! It's what we are told to print!"; "…a few workers are very rude and gripe and complain very loudly about the amount of paper being used and info being printed. We are here to learn and if we need to print out info vital to our success in whatever program we are in, we should be able to, without looks or words of sarcasm.   We have paid tuition to use these resources and should be able to utilize them whenever we need"; "Copy limit. Many

classes require to print more than 50 pages"; "Sometimes we have to print a lot of papers; it's not our fault.   This is what we were instructed to do."

Copy machines: 5   (3.3%)

Summary of comments: Comments included complaints that students are charged when they make photocopies and that there is no color photocopier available.

Staff   5   (3.3%)

Summary of comments: Two respondents specified a specific staff member (different ones) as unsatisfactory; other comments involved staff in general.

Facilities

Study rooms   8   (5.3%)
Summary of comments: All comments were concerning the need for even more study rooms than the library has currently.

Location, layout space   4   (2.7%)

Summary of comments: Three students wanted a larger facility; the fourth did not like having to walk from his instructional building to the library.

Lighting   2   (1.3%)

Summary of comments: Comments were about the lighting being too bright to be comfortable.

Cleanliness   2   (1.3%)

Selected comments: "Needs to be cleaned."

Doors   1   (0.7%)

Atmosphere

  Noisy   15 (10%)

Summary of comments: Complaints were about noise from talking – both students and staff.

Selected comments: "Sometimes people do study discussion in the open big place and all the computers instead of in a study room. That really bothers me when I am trying to do my study."

Temperature
  Too cold   4   (2.7%)

Hours   7   (4.7%)

Summary of comments: Complaints were made about early closure on Friday and Saturday, and no hours on Sunday.

Food   4 (2.7%)

Summary of comments: Requests for food/snack vending machines.

Cell phone usage   2 (1.3%)

Selected comments: "The fact that people will come in and not care one bit if you are studying or what. They get on the phone and start talking and laughing."

Nothing   41   (27.3%)
N.B. This was a specific answer to the "What do you like least" question – no items were mentioned– students wrote there was nothing they didn't like.

Other   9   (6%)

Summary of comments: Non-functioning TV's and remotes and a need to replace the old clocks with digital clocks were cited. Other comments focuses on ID card policy enforcement – students want to use the facility even if they don't have their ID or they want to use their program-required badges Instead of an ID card, which the programs do not want to allow.

3. How can we make the library better? 101 responses

More traditional resources   6   (4%)

Summary of comments: Specific requests for library materials included more popular books, more GED books, more aviation books, more Spanish/English and Vietnamese/English books (N.B. These were requested by the GED class, whose teacher has requested we not purchase these types of books so English immersion can be enforced), and children's books.

More Computers, Software, and Improved Internet   9 (6%)

Selected comments: "Maybe get colored printers, but make people pay per page. Get card readers for the machines"; "Mouse pads are round, but maybe a change like a square with Viking logo with number of each computer station."

Printer enhancement and increased printing allowed: 12   (8%)

*Summary of comment*s: The 50 page printing limit is a contentious issue at Barth because of the large amount of printing done by the health science students, especially nursing. Many requests (as there were complaints) were made for increased and/or unlimited printing.

*Selected comme*nts; "Allow students to print without being harassed";

Staffing issues   10 (6.7%)

Summary of comments: Requests were made for a larger and friendlier staff (particularly relative to the enforcement of printing limits).

Facilities

<u>Increase number of study rooms</u>　　　9　(6%)

Selected comments:"I think maybe adding more study rooms and updated media would help in making the library better. Maybe even a big screen with updated news to watch in between periods and classes."

<u>Enlarge entire library</u>　　　3　(2%)

<u>Cleanliness</u>　　　1　(0.7%)

<u>Atmosphere</u>
　　Make it quieter　　　6　(4%)

Selected comments: "Enforce use of 'inside voices.' Including in private study rooms – Sometimes when study groups are large – they are too loud, laughing, not studying, and socializing."

Expand hours　　　8　(5.3%)

Selected comments: "I don't believe it needs improvement, maybe be open on Sunday."

Food, Vending machine increase　　　9　(6%)

Nothing　　　25　(16.7%)
N.B. This was a specific answer to the "What should be do to make the library better" question – no items were mentioned– students indicated there was nothing they didn't like.

Selected comments: "I don't know, it's pretty awesome";"Not sure, every time I come here I am assisted if I need help and the staff makes my visit enjoyable"; "You can't fix something that is not broken."

Other　　　3　(2%)

Summary of comments: Includes request for a large-screen TV and better maintenance of AV equipment. See comment above under Facilities.