

6-1-2011

## LR&TS Assessment Report 2010-2011

Chris Inkster

*St. Cloud State University*, [cinkster@stcloudstate.edu](mailto:cinkster@stcloudstate.edu)

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### Recommended Citation

Inkster, Chris, "LR&TS Assessment Report 2010-2011" (2011). *Library Annual Reports*. Paper 16.  
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# LR&TS Assessment Report

## 2010-2011



Compiled by  
**Chris Inkster**  
LR&TS Assessment Coordinator

Cover graphic created with report text and Wordel

**N =192** (Responses of 90%+ satisfaction by users are highlighted below; highest percentage is **bold** for each question.)



## MILLER CENTER SURVEY 2011

Please take a few moments to complete this survey regarding the **quality of library and technology services and resources in the Miller Center**. All information you provide is anonymous and will be kept strictly confidential.

1. I am a . . .

- <sub>1</sub> Freshman 16.1%     
 <sub>2</sub> Sophomore **28.1%**     
 <sub>3</sub> Junior 27.1%     
 <sub>4</sub> Senior 17.7%     
 <sub>5</sub> Graduate Student 7.8%  
<sub>6</sub> Community member     
 <sub>7</sub> Other 2.1%

If you are not a student, please skip to Question 10 on the back to complete the survey.

2. During this spring semester, approximately how often did you . . . (Check the appropriate box for each question)

Approximately how often	More than once daily 1	Daily 2	Several times per week 3	Weekly 4	Less than 10 times during semester 5	Not at all 6
<b>All</b> A. I visited the Miller Center . . .	16.7%	20.3%	<b>34.9%</b>	21.4% <b>At least weekly 93.3%</b>	6.8%	--
<b>All</b> B. I used the LR&TS website . . . [http://lrts.stcloudstate.edu/library/]	15.8%	10.5%	<b>29.5%</b>	21.1% <b>At least weekly 76.9%</b>	17.9%	5.3%
<b>All</b> C. I accessed my HuskyNet email account . . . [huskynet@stcloudstate.edu]	<b>67.4%</b>	23.2%	5.8%	1.1% <b>At least weekly 97.5%</b>	1.1%	1.6%

**ALL**

3. I use my HuskyNet file space to store electronic documents (Word, Excel, PowerPoint, etc.)

- <sub>1</sub> Yes **59.3%**     
 <sub>2</sub> No 19.6%     
 <sub>3</sub> Not aware of this 7.4%     
 <sub>4</sub> No need to use this 3.2%     
 <sub>5</sub> Don't know how to do this 10.6%

4. A. I have easy access to a computer at my residence.

- <sub>1</sub> Yes **94.2%**     
 <sub>2</sub> No 5.8%

B. I can easily access the library databases from my residence.

- <sub>1</sub> Yes **90%**     
 <sub>2</sub> No 3.2%     
 <sub>3</sub> Have not tried this 6.8%

C. I own and use the following electronic devices:

- <sub>1</sub> desktop computer **27%**                      <sub>2</sub> laptop computer **84.2%**
- <sub>3</sub> small, lightweight computer (notebook, iPad, etc.) **18.4%**
- <sub>4</sub> Internet-capable cell phone **40%**                      <sub>5</sub> dedicated e-book reader (Kindle, Nook, etc.) **4.2%**

5. Today I used a Miller Center computer.   <sub>1</sub> Yes **84.3%**   <sub>2</sub> No **15.7%**

If yes, why did you use a Miller Center computer *today*? Check all that apply.

- <sub>1</sub> wrote assigned paper **28.4%**      <sub>2</sub> did other class assignment **47.9%**      <sub>3</sub> used printer **39.5%**
- <sub>4</sub> used D2L **66.3%**                      <sub>5</sub> used software I don't own **8.9%**      <sub>6</sub> did group work **23%**
- <sub>7</sub> used HuskyNet e-mail **67.9%**      <sub>8</sub> used other e-mail (hotmail,etc) **27.9%**      <sub>9</sub> checked online news **20.5%**
- <sub>10</sub> used Facebook, Twitter, etc. **50%**      <sub>11</sub> faster Internet than at home **17.9%**      <sub>12</sub> general convenience **13.2%**
- <sub>13</sub> no time to go home **11.1%**      <sub>14</sub> laptop inconvenient to carry **16.3%**      <sub>15</sub> entertainment **15.8%**
- <sub>16</sub> Skype or similar program **1.6%**      <sub>17</sub> Other \_\_\_\_\_

6. Today I used Miller Center library resources or services.   <sub>1</sub> Yes **47.5%**   <sub>2</sub> No **52.5%**

If yes, which library resources or services did you use *today*? Check all that apply.

- <sub>1</sub> did research for assignment **32.6%**      <sub>2</sub> used Books & More (MnPALs) to find books **7.4%**
- <sub>3</sub> used RefWorks **5.3%**                      <sub>4</sub> used a lib. database (like *Academic Search Premier*) to find articles **23.7%**
- <sub>5</sub> read a print newspaper or mag. **3.1%**      <sub>6</sub> used a Subject Guide or Course Guide **4.2%**
- <sub>7</sub> used a Reference book **7.4%**                      <sub>8</sub> asked a question at Reference Desk **5.8%**
- <sub>9</sub> checked out a video or DVD **5.3%**      <sub>10</sub> checked out equipment **3.2%**
- <sub>11</sub> used interlibrary loan **4.2%**                      <sub>12</sub> emailed article to myself **10%**
- <sub>13</sub> did personal research **10.5%**      <sub>14</sub> used course reserves or e-reserves **5.3%**
- <sub>15</sub> used Google or Yahoo to do research for a class assignment **16.3%**      <sub>16</sub> other \_\_\_\_\_

Version A 7. Please circle the appropriate comment on this chart to reflect your experience regarding the **library and technology services, resources, and support** provided to students.

Workgroup	Please circle the appropriate comment. N = 96	1	2	3	4
Lib	A. Library book collection to support my courses and research at SCSU	used and satisfied <b>63.5%</b>  % of users satisfied <b>91%</b>	used but not satisfied  6.3%	aware of but not used  28.1%	not aware of  2.1%
ITS	B. Received assistance with using D2L (Desire2Learn) for my classes	used and satisfied <b>67.4%</b>  % of users satisfied <b>96.9%</b>	used but not satisfied  2.1%	aware of but not used  28.4%	not aware of  2.1%
Coll	C. Online indexes and databases (like <i>Academic Search Premier</i> ) to locate academic journal articles	used and satisfied <b>74.7%</b>  % of users satisfied <b>87.6%</b>	used but not satisfied  10.5%	aware of but not used  8.4%	not aware of  6.3%

<b>ITS</b>	D. LabSeats display monitor in Miller Center showing available computers in the computer labs	used and satisfied <b>40.4%</b> <b>% of users satisfied 90.5%</b>	used but not satisfied 4.3%	aware of but not used 27.7%	not aware of 27.7%
<b>ITS</b>	E. Technical assistance from Computer HelpDesk (basement of Miller Center) in person, by phone, by email, or by Web page	used and satisfied <b>54.2%</b> <b>% of users satisfied 89.7%</b>	used but not satisfied <b>6.3%</b>	aware of but not used 35.4%	not aware of 4.2%
<b>Access</b>	F. Online renewal of library books I have checked out	used and satisfied 26% <b>% of users satisfied 89.3%</b>	used but not satisfied 3.1%	aware of but not used <b>47.9%</b>	not aware of 22.9%
<b>Communi-cations</b>	G. Promotional materials about library and technology services (handouts, posters, news on library / HuskyNet Web sites, Main Street, Miller Center 10 <sup>th</sup> Anniversary activities, etc.)	used and satisfied 33.0% <b>% of users satisfied 96.9%</b>	used but not satisfied 1.1%	aware of but not used <b>50.0%</b>	not aware of 16%
<b>Ref</b>	H. Library instruction sessions for classes to acquaint students with research resources	used and satisfied 38.9% <b>% of users satisfied 90.2%</b>	used but not satisfied 4.2%	aware of but not used <b>41.1%</b>	not aware of 15.8%
<b>IMS</b>	I. Technology instruction sessions for a class to learn specific technology or software for class assignments	used and satisfied 32.3% <b>% of users satisfied 93.8%</b>	used but not satisfied 2.2%	aware of but not used <b>43.0%</b>	not aware of 22.6%
<b>Access</b>	J. Laptop checkout for student use	used and satisfied 23.4% <b>% of users satisfied 95.6%</b>	used but not satisfied 1.1%	aware of but not used <b>57.4%</b>	not aware of 18.1%
<b>ITS</b>	K. Off-campus access to resources (library catalog, online indexes, e-mail, etc.) using my HuskyNet user ID and password	used and satisfied <b>81.9%</b> <b>% of users satisfied 97.5%</b>	used but not satisfied 2.1%	aware of but not used 12.8%	not aware of 3.2%
<b>Lib / ITIS</b>	L. Library Web site with information about library resources and services such as books, articles, research help (lrts.stcloudstate.edu/library)	used and satisfied <b>77.1%</b> <b>% of users satisfied 94.9%</b>	used but not satisfied 4.2%	aware of but not used 15.6%	not aware of 3.1%

Question 7 M – Version A – If you marked any item **Used But Not Satisfied**, please list item letter and give a brief explanation below. [Student comments are typed verbatim and have not been edited for spelling, language, etc.]

**A – Book Collection** it seems many of the books are outdated and it is hard to find recent books for assignments

**A - Book Collection** = many of the books I found were outdated or not available. I have difficulty finding what I am looking for and often becomes a lengthy process

**B – D2L Help** -- I usually have to figure out how to use D2L by myself for my classes

**C – Online Databases** -- its sometimes hard to find articels and most of the time they are not the ones I needed. Databases should be expland and more.

**C - Online Databases** - too many of the articles are ILL

**D – LabSeats** - labseats display is decieving. Makes it look like there are computers open and there arent.

**D - LabSeats** - the labseats display is confusing and always seems to be wrong

**D - LabSeats** - the labseats display is not always accurate because the refreashing is slow

**E – Help Desk** - the help desk could not answer my questions about FT accounts

**E - Help Desk** - went to them several times with the same complaint and they always said they would fix it and never did. Also, I brought my computer in for help and they said they fixed it and then the exact same problem came back a week later.

**J – Laptop checkout** - sometimes off campus access is not possible. It fails a lot.

**K – Off-campus access** - Have had a hard time accessing file space from home computer - didn't work

**K –O ff-campus access** - not using open source software and not having more open software systems

**L – Lib Website** - Because it was very hard for me to locate a book or search it. Did not understand the library web site.

Version B 7. Please circle the appropriate comment on this chart to reflect your experience regarding the **library and technology services, resources, and support** provided to students.

Workgroup	Please circle the appropriate comment. <b>N = 94</b>	1	2	3	4
Ref	A. Assistance with my library research assignments and questions at the Reference Desk	used and satisfied <b>52.1%</b> % of users satisfied <b>94.2%</b>	used but not satisfied 3.2	aware of but not used 41.5%	not aware of 3.2%
Ref	B. Assistance with my library research assignments and questions via e-mail (AskRef@stcloudstate.edu)	used and satisfied 21.3% % of users satisfied <b>80%</b>	used but not satisfied 5.3%	aware of but not used <b>56.4%</b>	not aware of 17%
ITS	C. Assistance in the computer labs with technology problems	used and satisfied <b>48.4%</b> % of users satisfied <b>85.2%</b>	used but not satisfied 8.4%	aware of but not used 41.1%	not aware of 2.1%
Access	D. Equipment (laptop, tape recorder, digital camera, etc.) at Circulation Desk for student checkout	used and satisfied 34.7% % of users satisfied <b>86.8%</b>	used but not satisfied 5.3%	aware of but not used <b>47.4%</b>	not aware of 11.6%

<b>Access</b>	E. Options for requesting articles and books from other libraries (interlibrary loan)	used and satisfied 27.7% <b>% of users satisfied 81.2 %</b>	used but not satisfied 6.4%	aware of but not used <b>59.6%</b>	not aware of 6.4%
<b>Access</b>	F. Study rooms available for check out at the Circulation Desk	used and satisfied <b>70.7%</b> <b>% of users satisfied 95.6%</b>	used but not satisfied 3.3%	aware of but not used 23.9%	not aware of 2.2%
<b>ITS</b>	G. Wireless availability on campus (for laptop, mobile device, etc.)	used and satisfied <b>73.7%</b> <b>% of users satisfied 89.7%</b>	used but not satisfied 8.4%	aware of but not used 16.8%	not aware of 1.1%
<b>Ref</b>	H. Subject guides of recommended library and Web resources to help me begin research on academic topics (Subject Guides or Course Guides)	used and satisfied <b>38.3%</b> <b>% of users satisfied 87.8%</b>	used but not satisfied 5.3%	aware of but not used 36.2%	not aware of 19.1%
<b>Coll</b>	I. Fulltext magazine and journal articles available online for research for my courses	used and satisfied <b>60.6%</b> <b>% of users satisfied 91.9%</b>	used but not satisfied 5.3%	aware of but not used 24.5%	not aware of 9.6%
<b>ITS</b>	J. Virtual Lab computer software that runs on my computer (on or off campus) available through HuskyNet	used and satisfied 32.6% <b>% of users satisfied 81.6%</b>	used but not satisfied 7.4%	aware of but not used <b>33.7%</b>	not aware of 25.3%
<b>ITS</b>	K. Purchased items at the Computer Store (Miller Center basement), which are offered at a student discount	used and satisfied 21.1% <b>% of users satisfied 76.9%</b>	used but not satisfied 6.3%	aware of but not used <b>61.1%</b>	not aware of 11.6
<b>ITS / ITIS</b>	L. HuskyNet website with information about technology resources and services such as email, D2L, file and web space, Virtual Lab, off campus access, software ( <a href="http://husky.net.stcloudstate.edu">http://husky.net.stcloudstate.edu</a> )	used and satisfied <b>76.6%</b> <b>% of users satisfied 93.5%</b>	used but not satisfied 5.3%	aware of but not used 14.9%	not aware of 3.2%

Question 7 M – Version B -- If you marked any item **Used But Not Satisfied**, please list item letter and give a brief explanation below. [Student comments are typed verbatim and have not been edited for spelling, language, etc.]

- B – AskRef** - For the AskRef questions I have been redirected numerous times. Recipients of my emails largely feel that they are not responsible for answering my questions. Support technicians frequently know less than I do.
- C – Lab Help** - I lost a document. Was just told that without assistance the document in gone
- C - Lab Help** - outdated external DVD driver
- C - Lab Help** - the assistance with the computer labs never fix my problem
- D – Equipment Checkout** - not enough equipment at the circ desk and not available often enough, also it has bad connectivity or doesn't work.
- E – ILL** - There was one time the other library could not find a book and article I needed..
- E – ILL** - I have tried to request articles and materials via the internet but was never suddessful in getting them or knowing how to get them.
- G – Wireless** - Mobile devices often don't connect to the wireless interne
- G - Wireless** - For the wireless internet - the connection is good but it can be very hard to get on. (Log in)
- G - Wireless** - when I bring my laptop here I sometimes have diffiilties connecting to the server
- G - Wireless** - when you change passwords it is time consuming and confusing to get the internet working again on my laptop. There are times that I cant get it working again.
- H – Subject Guides** - The subject guides are really confusing I - for the full text magazines and journals there is not always what you are looking for but there is good material related in some how.
- H - Subject Guides** - I am not thrilled with the subject guides because they are very basic and I was looking for something more in depth
- J - Virtual Lab** - the virtual lab only works half the time I try it but it might be an issue on my end. I don't know.
- J - Virtual Lab** - I have had problems logging in to a computer in
- J - Virtual Lab** - I have tried using the virtual lab on my laptop with windows 7 and I was unable to use it. However, when I used it on my old laptop with windows vista I was satisfied.
- J - Virtual Lab** - virtual lab computer software would be more useful if we could ass software because software install is not available on local computers or different software install my major, such as campilers and winrar and free simulation software for EE and CS majors
- K – Computer Store** - The computer store has some high prices and poor quality of some items.
- K - Computer Store** - The price of mircosoft office for students is ridiculous and the customer service in the computer store is terrible too. Their job is not to sit there and talk about computer games while customers are unattended to.

8. Please circle the appropriate choice to indicate the level of your **agreement or disagreement** with the following statements.

Workgroup	Please circle the appropriate comment. <b>N</b>	1	2	3	4	5
ITS	A. In general, there are enough computer stations available in the Miller Center computer labs.	strongly agree 24.5% % users st. agree/agree <b>77.5%</b>	agree <b>52.7%</b>	disagree 16.0%	strongly disagree 6.4%	not aware of .5
ITS	B. Software programs available in the Miller Center computer labs meet my academic needs.	strongly agree 38.8% % users st. agree/agree <b>94.0%</b>	agree <b>52.1%</b>	disagree 4.3%	strongly disagree 1.6	not aware of 3.2%



ITS	C. The computer hardware available in the Miller Center (computers, scanners, printers, etc.) is adequate for my academic needs.	strongly agree 41.4% % users st. agree/agree <b>94.5%</b>	agree <b>51.1%</b>	disagree 4.8%	strongly disagree .5%	not aware of 2.2%
ITS	D. The computer equipment in the Miller Center is current enough for my needs.	strongly agree 44.6 % users st. agree/agree <b>93.5%</b>	agree <b>48.4%</b>	disagree 4.3%	strongly disagree 2.2 %	not aware of .5%
Access	E. Equipment I need for academic purposes (laptop, tape recorder, digital camera, etc.) is available for check out at the Circulation Desk when I need it.	strongly agree 28.2% % users st. agree/agree <b>79.8%</b>	agree <b>49.5%</b>	disagree 3.2%	strongly disagree 2.7%	not aware of 16.5%
ITIS	F. The equipment in the campus electronic classrooms (instructor station, Internet connection, projector, etc.) is beneficial and improves my learning.	strongly agree 35.6% % users st. agree/agree <b>96.9 %</b>	agree <b>49.5%</b>	disagree 2.1%	strongly disagree .5%	not aware of 12.2%
All	G. The Miller Center has an adequate variety of study areas (group, individual, tables, comfortable chairs, windows, etc.).	strongly agree <b>52.4%</b> % st. agree/agree <b>92.9%</b>	agree 39.0%	disagree 5.9%	strongly disagree 1.1%	not aware of 1.6%
All	H. Areas in the Miller Center designated by signs as <i>Quiet Zones</i> (the basement and 3 <sup>rd</sup> floor) are free of distractions most of the time	strongly agree 32.2% % st. agree/agree <b>78.3%</b>	agree <b>43.5%</b>	disagree 15.6	strongly disagree 5.4%	not aware of 3.2%
All	I. Student workers in the Miller Center are generally informed and helpful.	strongly agree 32.1% % users st. agree/agree <b>93.1%</b>	agree <b>55.1%</b>	disagree 5.3%	strongly disagree 1.1%	not aware of 6.4%
All	J. Other employees in the Miller Center are generally informed and helpful.	strongly agree 44.1% % users st. agree/agree <b>96.6%</b>	agree <b>49.5%</b>	disagree 2.7%	strongly disagree .5%	not aware of 3.2%
All	K. Library and technology services have helped me with my assignments in the past.	strongly agree <b>47.8%</b> % users st. agree/agree <b>97.2%</b>	agree 46.2%	disagree 2.2%	strongly disagree 0%	not aware of 3.8%

All	L. The library and technology resources and services available at SCSU support my academic learning.	* strongly agree  50.3%  % users st. agree/agree 98.3%	* agree  44.8%	** disagree  1.1%	** strongly disagree  .5%	not aware of  3.3%
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**Question 8 M...** If you marked an item **Disagree or Strongly Disagree**, please list item letter and give a brief explanation below. [Student comments are typed verbatim and have not been edited for spelling, language, etc.]

- A – Computer Access** - A lot of people come to the library and there are not enough computers
- A - C - Computer Access** - I always have a problem finding a computer. Especially when all I need to do is print. I think there should be a few designated computers for printing only
- A - C - Computer Access** - when you need to print something off quick it is a struggle to find a computer, due to people being on facebook and etc. We have enough computers, they are just missused.
- A - Computer Access** - computers fill up fast once school starts, more would be nice
- A - Computer Access** - could use more computers stations throughout campus
- A - Computer Access** - depending on the day there are not always computers available for use
- A - E - Computer Access** - Need more computers for students and more higher level laptops for students.
- A - G - Computer Access** - During evening hours the computers are at full capacity, with increasing enrollment I would consider more computer access. There also could be more window areas to study. The light casting off the wood on the 1st floor in great lighting.
- A - G - H - Computer Access** - need more computers. Need more fast check outs. During busy times in the semester there are not enough study areas. The volume and the people cleaning in the quiet areas is very distracting.
- A - H - Computer Access** - During finals week it is very hard to get a computer and other students are contantly talking on there cell phones in the quiet zones.
- A - H - Computer Access** - during midterms and finals all the computer stations are full. Students are often loud and disruptive.
- A - H - Computer Access** - There are not enough computers. The basement is quiet but the 3rd floor is not!
- A - Computer Access** - I think that there are not a sufficient amount of computer stations in the miller center throughout the day.
- A - Computer Access** To locate a computer that is not being occupied, a student has to come at certain hours of the day.
- A - Computer Access** - Many times during the afternoon, especially during midterms and finals week, you have to be extremely lucky to get a computer.
- A - Computer Access** - Most of the time the labs are full. More so on the second floor
- A - Computer Access** - NEVER ENOUGH COMPUTERS
- A - Computer Access** - not enough computers
- A - Computer Access** - There are times of the day that is almost impossible to find a computer
- A - Computer Access** - there is never enough computers during midterms and finals. When you walk around 3/4 of the people are just on facebook and its very frustrating for the people who really need them.
- B – Software** - Not enough Mac software and the students using the mac are just surfing the internet.
- B - Software** - open source software is a must for today's college life to get casts for students and staff
- B - Software** - Software needs to be updated on all the computers. Even the Macs even tho they work better than the PCs here
- B - Software** - The software I need are not found on here. Like oracle and SQL
- C - Scanners** -- there are not enough scanner and I have frequent issues with the computers and printeres
- C – Printing** -- 11x17 printing is a must
- C - Printing** -- more printers
- C - Printing** - printers go down, assignment ends up being last as a result.
- C – Macs** - Need more Macs!

- C – **Macs** - on Macs iMoive does not save projects! I have had a lot of problems with this
- C – **Systems** - the computer system is odd and slow
- C – **Systems** - Too many down times with no notification more than 1 day in advance
- C – **Printing** - The printers are always down when you need to rely on them and I have had troubles with the color printers as well. When I ask for help from the student work it doesn't help me.
- E – **Check out Equipment** The equipment is not available when I need it/hard to get
- G – **Variety of Places** - more seating/desks would be helpful especially during finals and midterms
- G - **Variety of Places** - Need more study rooms
- G - **Variety of Places** - the wooden chairs hurt my back and I cant sit in the cushioned chairs because there arent outlets for my to plug my laptop into
- H – **Quiet** - I always work on the 3rd floor and on more than one occasion I have had to ask people to be quiet or turn their headphones down. There needs to be a sign that says to keep you headphones at a low level because people can hear it!
- H - **Quiet** - People don't always listen to the signs, 3rd floor has been really loud before
- H - **Quiet** - I feel we need cubicals or large study room designated for complete silence
- H - **Quiet** - I have been on the 3rd floor and experienced disruptive students
- H - **Quiet** - in the 3rd floor 'quiet zone' people still talk on the cell phones or loudly to eachother
- H - **Quiet** - it is so loud in the study areas because people are always on their cell phones.
- H - **Quiet** - its always loud because people are talking
- H - **Quiet** - Its noisy sometimes in the quiet zones
- H - **Quiet** - many people on the 3rd floor area and not quiet and participate in group work talking loud. It's a huge distraction!
- H - **Quiet** - people do not respect quiet zones
- H - **Quiet** - people on the 3rd floor are loud often. Workers should check
- H - **Quiet** - People still make a lot of noise in the 'quiet zones'
- H - **Quiet** - people still talk a lot in the quiet areas
- H - **Quiet** - some students are loud and have conversations on the 3rd floor. Sometimes it involves two students talking over the privacy barriers inbetween the computers, otherwise students take phone calls at the computers
- H - **Quiet** - some students do not maintain silence in the quiet zones and are inconsiderate of others while in quiet zones
- H - **Quiet** - The 3rd floor should be monitored for noise level
- H - **Quiet** - The noise level on the 3rd floor and in the basement needs to be regulated.
- H - **Quiet** - The quiet zones are often louder than the non-quiet zones
- H - **Quiet** - The quiet zones need to be regulated. People get WAY to loud.

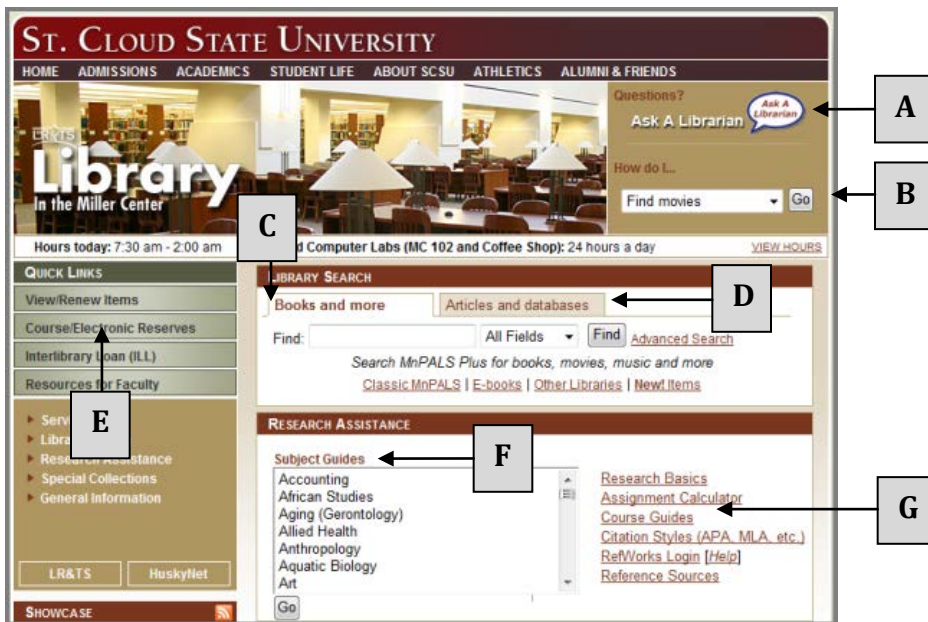
N. \* If you strongly agree or agree with item L above, please list the top two (2) ways that library and technology resources and services support your academic learning.

#1 way supports learning _____ (N = 126)	#2 way supports learning _____ (N = 121)
#1 – Environment 22.2%	#1 – Research – Academic 27.3%
#2 – Research – Academic 19.8%	#2 – Computer access 20.7%
#3 – Computer access 17.5%	#3 – Instruction / Help 16.5%
#4 – Instruction / Help 15.9%	#4 – Environment 14.9%
<b>#1 and #2 ways combined</b>	
<b>#1 – Research – Academic 47.1%</b>	use computer ... needed computer ... etc.
<b>#2 – Computer Access 38.2%</b>	computers available ... software I need ... fast computers ... etc.
<b>#3 – Environment 37.1%</b>	quiet ... good place to study ... location ... convenient ... hours ... etc.
<b>#4 – Instruction / Help 32.4%</b>	get help on my research ... Help Desk ... get technology help .... etc.

\*\* If you strongly disagree or disagree with item L above, please list the top two (2) ways that library and technology resources and services could be improved or changed to support your academic learning.

Ten comments were written by students. #1 was more computers (4 comments); #2 was furniture (adding study cubicles for individual quiet zones; more comfortable chairs at tables; and a room with couches for sleeping for one hour for a break from studying) (3 comments); #3 was lack of quiet in quiet areas (2 comments).

9. Version A Refer to the letters on this graphic of the library webpage to circle the statements that reflect your experience.



Workgroup	I have used . . . <b>N = 88</b>	1	2	3	4
Lib	A. <u>Ask A Librarian</u> link to find out how to contact a Reference librarian for assistance	Used and Satisfied 21.8% <b>% users sat. 86%</b>	Used but not satisfied 3.4%	Aware of but not used <b>62.1%</b>	Didn't know about until now 12.6%
Lib	B. <u>How do I...</u> menu to answer a question I had about how to do something in the library	Used and Satisfied 19.1% <b>% users sat. 94.4%</b>	Used but not satisfied 1.1%	Aware of but not used <b>52.8%</b>	Didn't know about until now 27.0%
Lib	C. <u>Books and more</u> search to locate books	Used and Satisfied <b>80.5%</b> <b>% users sat. 97.2%</b>	Used but not satisfied 2.3%	Aware of but not used 16.1%	Didn't know about until now 1.1%

<b>Lib</b>	D. <u>Articles and databases</u> search to locate articles	Used and Satisfied <b>83.0%</b> % users sat. <b>92.4%</b>	Used but not satisfied 6.8%	Aware of but not used 9.1%	Didn't know about until now 1.1%	
<b>Lib</b>	E. <u>Course / Electronic Reserves</u> for print or online copies of materials from my professor for class.	Used and Satisfied <b>61.6%</b> % users sat <b>96.4%</b>	Used but not satisfied 2.3%	Aware of but not used 29.1%	Didn't know about until now 7.0%	
<b>Lib</b>	F. <u>Subject Guides</u> to locate library databases or other resources for my major or another academic subject	Used and Satisfied <b>60.9%</b> % users sat. <b>96.3%</b>	Used but not satisfied 2.3%	Aware of but not used 31.0%	Didn't know about until now 5.7%	
<b>Lib</b>	G. <u>Course Guides</u> to locate library databases or other resources for a current class	Used and Satisfied <b>51.2%</b> % users sat. <b>95.6%</b>	Used but not satisfied 2.3%	Aware of but not used 33.7%	Didn't know about until now 12.8%	
<b>Lib/ITIS</b>	H. Overall, the library webpage is easy to use.	Strongly agree 1 <b>64.4%</b> % users st. agree/agree <b>96.5%</b>	Agree 2 31%	Disagree 3 3.4%	Strongly disagree 4 0%	Have not used 5 1.1%
<b>Lib</b>	I. Overall, the library webpage helps me locate library resources on my own.	Strongly agree 1 <b>61.6%</b> % users st. agree/agree <b>98.7%</b>	Agree 2 32.6%	Disagree 3 1.2%	Strongly disagree 4 0%	Have not used 5 4.7%


9. Version B This semester I used library resources to do research in the following subject areas. Check all that apply.

- <sub>1</sub> Business 16%   
 <sub>2</sub> Education 29.3% -- #2   
 <sub>3</sub> Engineering/Technology 16%   
 <sub>4</sub> Current News 29.3% -- #2   
 <sub>5</sub> Diversity 36.6% -- #1  
<sub>6</sub> Humanities 10%   
 <sub>7</sub> Science 23.9%   
 <sub>8</sub> Psychology/Sociology/History 22.8%   
 <sub>9</sub> Health/Medicine 28.7% -- #4   
 <sub>10</sub> Personal/Entertainment 28.7% -- #3  
<sub>11</sub> Other \_\_\_\_\_   
 <sub>12</sub> Did not use library resources 5.4%

This semester I used library resources for my research. Check all that apply.

- <sub>1</sub> Books 61.91% -- #1   
 <sub>2</sub> E-books (NetLibrary, etc.) 37.2% -- #3   
 <sub>3</sub> Print newspapers 11.9%   
 <sub>4</sub> Online newspapers 27.2%  
<sub>5</sub> Print magazines 16.3%   
 <sub>6</sub> Print academic journals 34.8% -- #4   
 <sub>7</sub> Online journal/mag. articles 49.7% -- #2   
 <sub>8</sub> DVDs/videos 22.5%  
<sub>9</sub> Course reserve (print) 11.9%   
 <sub>10</sub> Course e-reserves (online) 14.1%   
 <sub>11</sub> Other \_\_\_\_\_  
<sub>12</sub> Did not use library resources 8.7%

Workgroup	Please circle the appropriate comment. N = 92	1	2	3	4	5
Lib	A. The library book collection supports my research needs.	Strongly agree 29% % users st agree/agree 93.9%	Agree 54.8%	Disagree 4.3%	Strongly disagree 1.1%	Have not used 10.8%
Lib	B. Books I locate are current enough for my research needs.	Strongly agree 23.3% % users st agree/agree 88.6%	Agree 54.4%	Disagree 10.0%	Strongly disagree 0%	Have not used 12.2%
Lib	C. This semester, I checked out approximately ____ books for research use.	0 books 39.1%	1 – 5 books 38%	6 – 15 books 18.5%	16 – 24 books 2.2%	25+ books 2.2%
Lib	D. Online indexes and data-bases on the library webpage support my research needs.	Strongly agree 34.8% % users st agree/agree 98.7%	Agree 54.3%	Disagree 1.1%	Strongly disagree 0%	Have not used 9.8%
Lib	E. Availability of full text articles from magazines and journals supports my research needs.	Strongly agree 35.9% % users st agree/agree 95.1%	Agree 47.8%	Disagree 4.3%	Strongly disagree 0%	Have not used 12.0%

<b>Lib</b>	F. Availability of print articles from magazines and journals supports my research needs.	Strongly agree 26.1% <b>% users st agree/agree</b> <b>100.0%</b>	Agree <b>55.4%</b>	Disagree 0%	Strongly disagree 0%	Have not used 18.5%
<b>Lib</b>	G. The <i>FindIt!</i> icon helped me locate an article's full text. 	Usually <b>33.3%</b> <b>% positive</b> <b>90.2%</b>	Sometimes 27.8%	Rarely 5.6%	Never 1.1%	Have not used 32.2%
<b>Lib</b>	H. This semester, I used approximately ____ articles in my research.	0 articles 20%	1 - 10 articles <b>44.4%</b>	11 - 25 articles 25.6%	26 - 49 articles 6.7%	50+ articles 3.3%
<b>All</b>	I. Overall, the library supports my research needs.	Strongly agree 38% <b>% users st agree/agree</b> <b>100.0%</b>	Agree <b>56.5%</b>	Disagree 0%	Strongly disagree 0%	Have not used 5.4%
<b>Lib</b>	J. Books, magazines, DVDs, CDs, etc., are available to support my entertainment interests.	Strongly agree 24.2% <b>% users st agree/agree</b> <b>93.7%</b>	Agree <b>40.7%</b>	Disagree 3.3%	Strongly disagree 1.1%	Have not used 30.8%

**N = 171**

**All**

10. The *main reason* I came to the Miller Center today was to \_\_\_\_\_

- #1 – attend class** 35.7%
- #2 – academic work / study** 31.0%
- #3 – group work 7.6%
- #4 – research – academic 4.1%
- #5 – research – general 3.5%
- #5 – environment 3.5%
- #6 – printer 2.9%
- #2 – computer access .6%

54 included a second reason as “main reason”:

- #1 – academic work / study** 40.7%
- #2 – computer access 14.8%
- #2 – attend class 14.8%
- #3 – use printer 9.3%

## All

11. I was satisfied with my visit to the Miller Center today. <sub>1</sub> Yes <sub>2</sub> No  
90.4% 8.7%

### Why:

#1 – did what I came to do	52.3%
#2 – did research / used resources	13.7%
#3 – environment	9.5%
#4 – computer access	2.1%

**Typical comments:** when I visit the library I usually get a lot of work done and find what resources I need ... it's a quiet place to study and get homework done ... it was quiet so I could concentrate; I got my stuff done; I was able to study in a peaceful manner ... the library provided a learning place free of distractions ... I got all of my stuff done. At home I am lazy. ... when other people are working, it's easier for me to work too ... was able to complete everything I intended to ... everything I need is available to me

### Why not: (n =8)

#### #1 – facility / environment (5 comments)

**Comments:** 3<sup>rd</sup> floor was not quiet ... need more lounge chairs ... need couches to sleep on ... loud on 3<sup>rd</sup> floor ...

#### #2 – technology (3 comments)

**Comments:** printing issues ... needed Oracle software that they only have in Centennial Hall ... microfilm [obscurity]

## N = 166

## All

12. The top two (2) reasons I use the Miller Center are . . .

#1. _____	#2. _____
#1 – Academic work 28.9%	#1 – Academic work 21.1%
#2 – Environment 18.7%	#2 – Computer access 14.3%
#3 – Attend class 16.3%	#3 – Environment 11.2%
#4 – Computer access 14.5%	#4 – Research -- academic 9.9%

### #1 and #2 reasons combined:

#1 – Academic work (study, etc.)	50.0%
#2 – Environment	29.9%
#3 – Computer access	28.8%
#4 – Attend class	16.3%

THANK YOU for taking the time to complete this survey. All answers will be completely confidential. We appreciate your feedback.

Please leave the completed survey in the box provided in the Miller Center lobby.

Any additional comments or suggestions:

**Additional comments or suggestions:** 32 comments (some comments were split into more than one category; 17% of those completing the survey added a comment)



**Overall (11):** very satisfied with the state of the library ... full of knowledge ... thank you very much ... thank you! I LOVE this library! You all are doing a GREAT JOB!! ... I love this place ...our library is an awesome campus resource and offers a vast amount of educational assistance ... love the miller center! ...Great Job ... everything I need is in one place ... for the ones I marked Not Satisfied, they are minor things that I know will get better ... all this money was spent on this library, and it is nice.

**Computers and computer furniture (7):** need 11 x 17 printing ... get some decent chairs for the 2<sup>nd</sup> floor computer lab. They are all [expletive] and don't work at all. No up and down, they are all busted. ... could use more computers ... KUM switch on a couple computers or dummy stations so I can dock my tablet or, in the future, cell phone, and use the key board and mouse ... please add extra software and also some more computers ... please make sure all computer chairs are height adjustable. Some are stuck. Maybe also have one of the computer lab "highlights" be about posture. ... the computers take a long time to log off, which is very annoying (3) ...

**Hours (3):** 24/7 like other universities ... open later during break time ... we need more 24-hour labs – the MC room gets pretty packed

**Food (2):** free Skittle machine ... better coffee in the coffee shop

**Collections (2):** I love the new fiction shelves ... became aware of research help at the Reference Desk too late in the semester ...

**Facility (2):** great atmosphere ... students should be aware that spaces to work in groups are not for playing in groups, listening to music with high volume, or talking by cellphone with loud voices

**Survey (1):** I'm glad you asked us these questions

**Student workers (2):** Hire more-skilled student workers ... some student workers are not very polite or interested in helping me ...

**Pet peeves (1 each):** block social networking sites like Facebook during certain hours and days for the use of people who actually need a computer ... I dislike the name "Learning Resources & Technology Services" – it is a real tongue twister (2) ... make the poster about the Write Place more noticeable ... need to be quiet. NO Facebook allowed! ... the book "hold" feature needs revision as you can't place a hold on a book that is currently available ... the express computers should be able to print when we are in a hurry (how about some "print only" computers? ... What's up with the low pressure drinking fountains? The pressure in the bathrooms just behind the wall is just fine ...

**Instruction (1):** There is a lot to learn about in this building, and there's always someone around who will help you learn ...