

**FAU LIBRARIES**

**LibSat Survey Quantitative Results for Fall Semester 2013**  
**with Comparisons to 2012**

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## Executive Summary

This report includes an analysis of the quantitative LibSat survey responses for the period August through December 2013 and a comparison with the results of fall 2012. The LibSat survey for the fall 2013 was launched for a fifth consecutive time on the FAU Libraries web site on August 26, 2013 and administered until December 31st. The results of this survey are based on the analysis of responses gathered from August 2013 through December 2013.

Fortunately, there was an increase (44%) in the number of responses from 2012 to 2013 for all campus libraries including Boca, Jupiter, Davie, and Harbor Branch. In 2012 there were only **180** respondents, as compared to **259** in 2013. Efforts were made to market the survey, thanks to Terri Berns and her staff, which included advertisements on the FAU Libraries home page and in *FAU Today*. Email reminders were also sent out to faculty at selected Colleges and some students, when a list was available, which was done in lieu of sending an email to the entire University, since the policy had been changed.

About **83.7%** of respondents were either undergraduate or graduate students. **10.6%** of respondents were faculty. Most of the respondents, about **87%**, identified themselves as being from the Boca Campus, with approximately **4%** from Jupiter and **4%** from Davie and about **4%** from HBOI.

About **70.9%** of the respondents indicated that they are using library services on campus, which is a decrease of **2.1%** from 2012, and more respondents indicated that their primary reason for using the library was **“study alone”** followed by **“research”** and that **“convenient location”** most impacts their satisfaction. There was an increase from 2012 in the number of respondents who believe that the Library is important and are satisfied with library services overall and satisfied with the quality of library services. Respondents seem more satisfied with **“Accessing an online database provided by the Library”** followed by **“Accessing the Internet from the Library”** and **“Use of EZproxy...”** Respondents seem less satisfied with the **“Media Center,”** followed by **“Collections”** and **“Circulation.”**

Respondents were most satisfied with **“Access to Library from a remote location ... Via phone, online, etc.,”** followed by **“Accessibility (access within and into building)”** and **“Hours of access and operation”**; however, levels of dissatisfaction with these categories was also high. Respondents seem to be less satisfied with **“Group Study Rooms,”** followed by **“Seating/Workspace,”** and **“The Library building (e.g. cleanliness).”**

As far as library policies and equipment, respondents are most satisfied with **“Borrowing/Returning materials”** followed by **“Lending policies”** and **“Hold/Renewals,”** but are less satisfied with **“Fines/Fees(costs/rules, collections/payments, dispute resolution) “** and **“Policy enforcement.”** Overall, respondents seemed less satisfied with library equipment, but there was some improvement as far as satisfaction with **“Computer workstations,”** and **“Printers,”** but respondents seem less satisfied with **“Audio, Video, Microform Equipment (Listening/Viewing Stations),”** and **“Copiers.”**

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## **PART I: QUANTITATIVE DATA RESULTS**

### **Introduction**

This report includes a summary of the LibSat survey results for the period August through December 2013 and a comparison with the fall 2012 results. LibSat was launched for a fifth consecutive year on the Florida Atlantic University Libraries' home page on August 26, 2012. Links to the survey were also included on the Jupiter and Davie Campus Library home pages and on the HBOI catalog search page. However, the link on the HBOI page was not there the entire time due to the uploading of a new library web page. Efforts were made to market the survey, thanks to Terri Berns and her staff, which included advertisements on the FAU Libraries home page and in *FAU Today*. Email reminders were also sent out to faculty at selected Colleges and some students, when a list was available, which was done in lieu of sending an email to the entire University, since the policy had been changed.

The total number of respondents for the regular and in-depth surveys for all campus libraries including Boca, Davie, Jupiter, and HBOI was **259** in 2013 and **180** in 2012, which is about a **31%** increase. Most of the respondents, about **87%**, identified themselves as being from the Boca Campus, with approximately **4%** from Jupiter and **4%** from Davie and about **4%** from HBOI. As far as the monthly breakdown for the total number of responses, the largest number was in November with **154**, and the smallest number, **5**, occurred in August, which is comparable to the results for 2012.

### **Limitations of LibSat Survey Results**

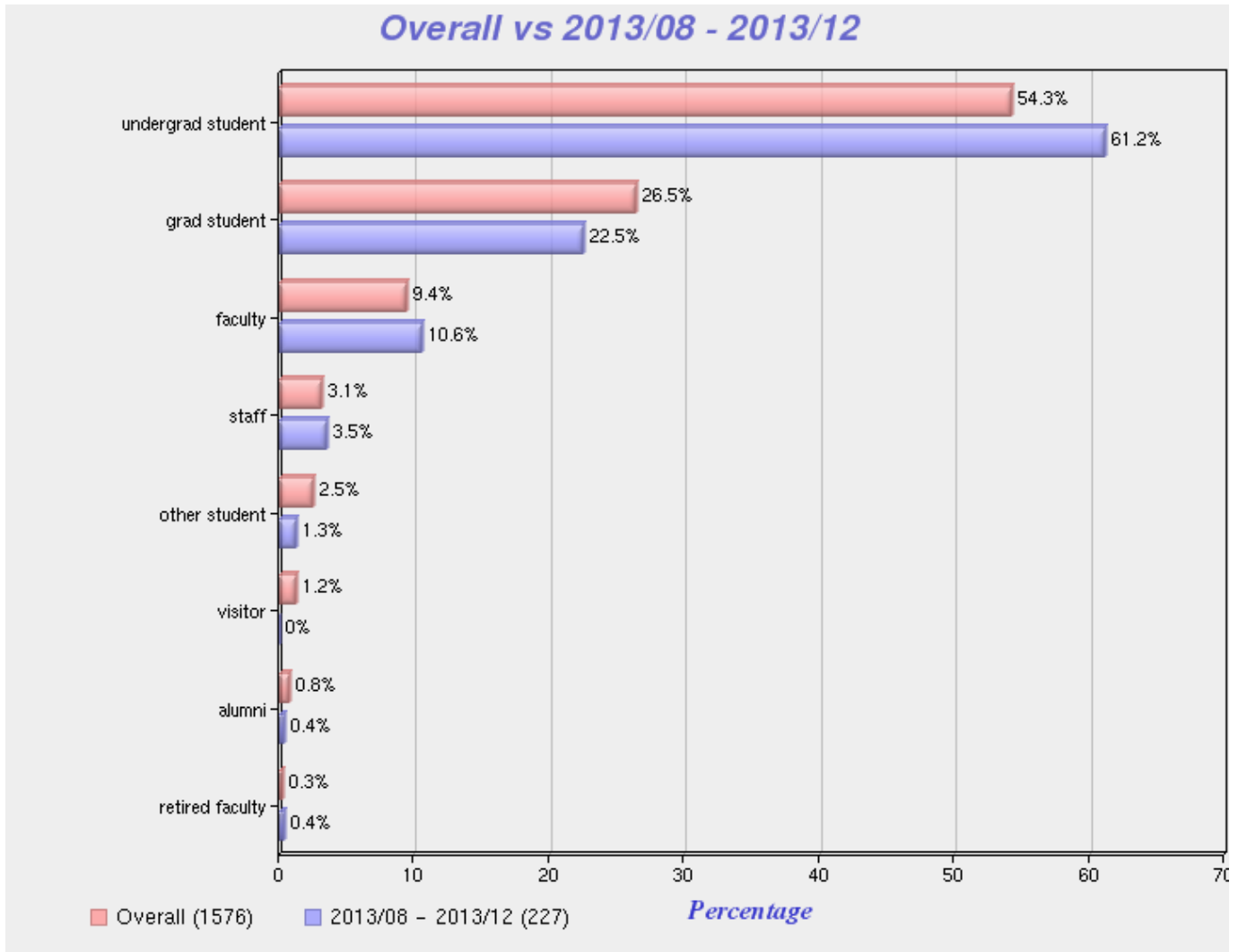
One definite limitation of the LibSat survey is the response rate, which is very low at about **.9%** and is a **.3%** increase from fall 2012, if you are basing your response rate on the FAU community population of approximately 30,000.

Approximately **78% or 202** of the **259** respondents selected the regular survey, which takes about 7 minutes to complete and **57** or about **22%** of respondents selected the in-depth survey, which has a completion time of about 15 minutes. This is a slight decrease of **8%** from 2012 for the number of respondents selecting the in-depth survey. The question categories for the regular survey include "**Overall**" (questions about overall satisfaction with the Library) and "**Context**" (questions about the respondent, satisfaction with services, and usage). However, in addition to "**Overall**" and "**Context**," the in-depth survey also includes question categories entitled "**Services**" (additional questions about services), "**Staff**," "**Facilities**," "**Policies**," and "**Equipment**." Since the response rate of the in-depth survey was about **22%**, this is a definite limitation.

### **Results of Context Questions**

The "**Context**" category includes questions about the respondent, and satisfaction with services and usage. The largest percentage of respondents, **61.2% (n=227)** identified themselves as being undergraduate students, which is an increase of **4.8%** from 2012, and the second largest percentage was graduate students at **22.5%**, which is an decrease of **6%** from 2012. The next largest percentage of respondents was faculty members at **10.6%** of the respondents, but overall the total number of respondents increased by about **44%**, which is a significant increase. Here is a chart showing the distribution of types of respondents.

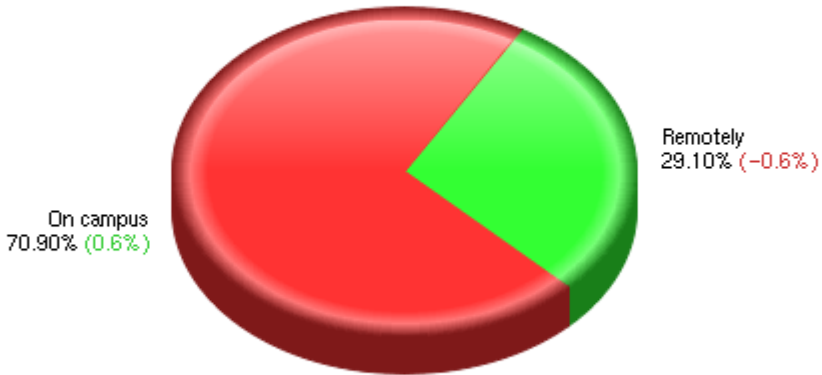
### I am...(select the best fit)



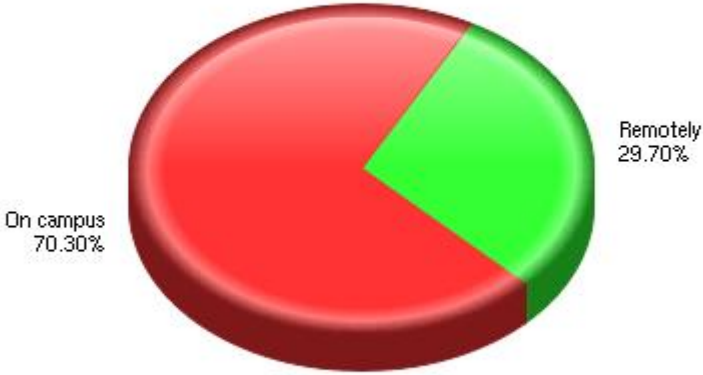
Most of the respondents in 2013, **70.9%**, (**n=220**), indicated that they use library services on campus, with only **29.1%** indicating that they use them remotely, as is evidenced by the chart below.

**I use Library services primarily...**

*2013/08 - 2013/12 (220)*

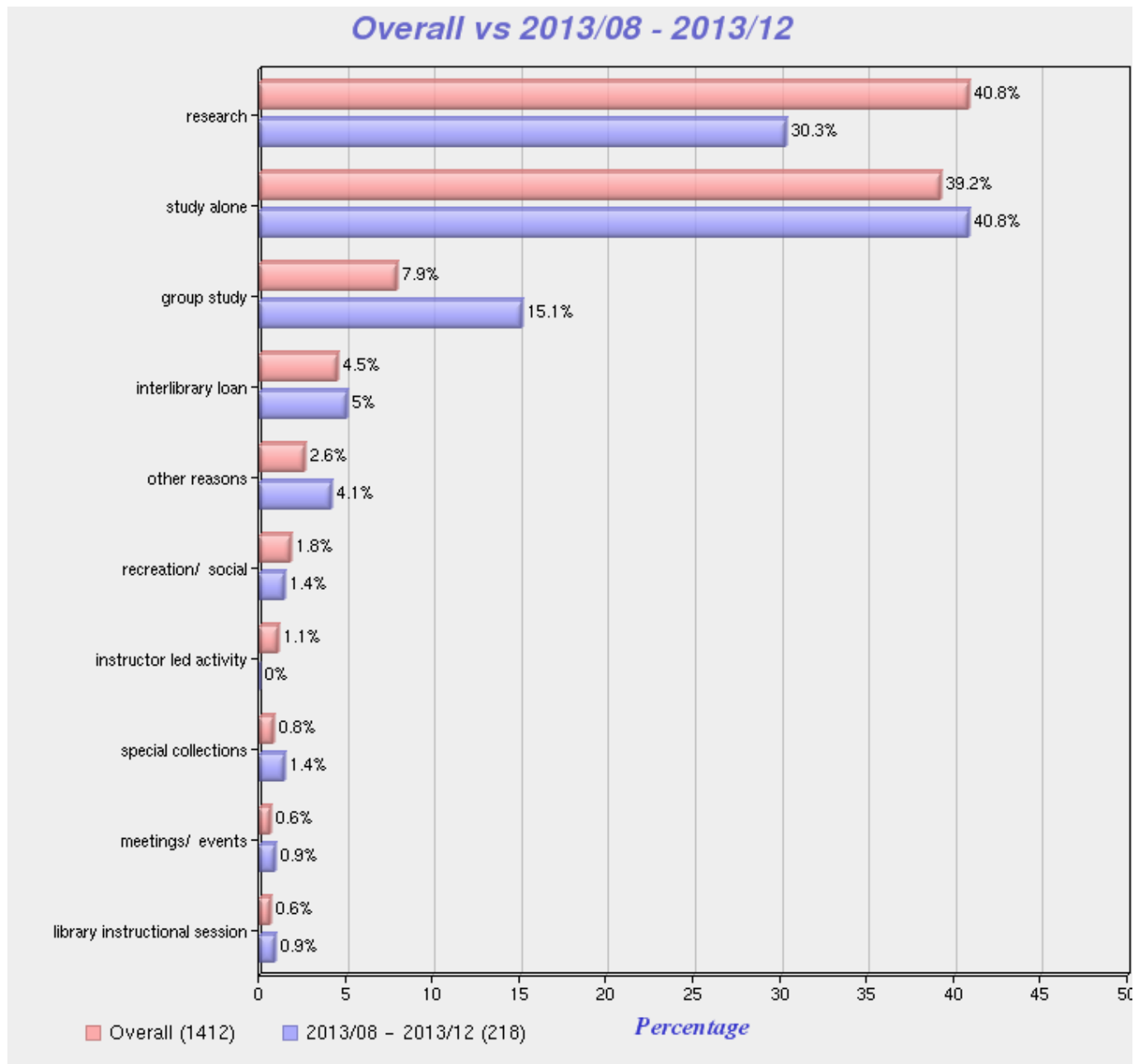


*Overall (1426)*



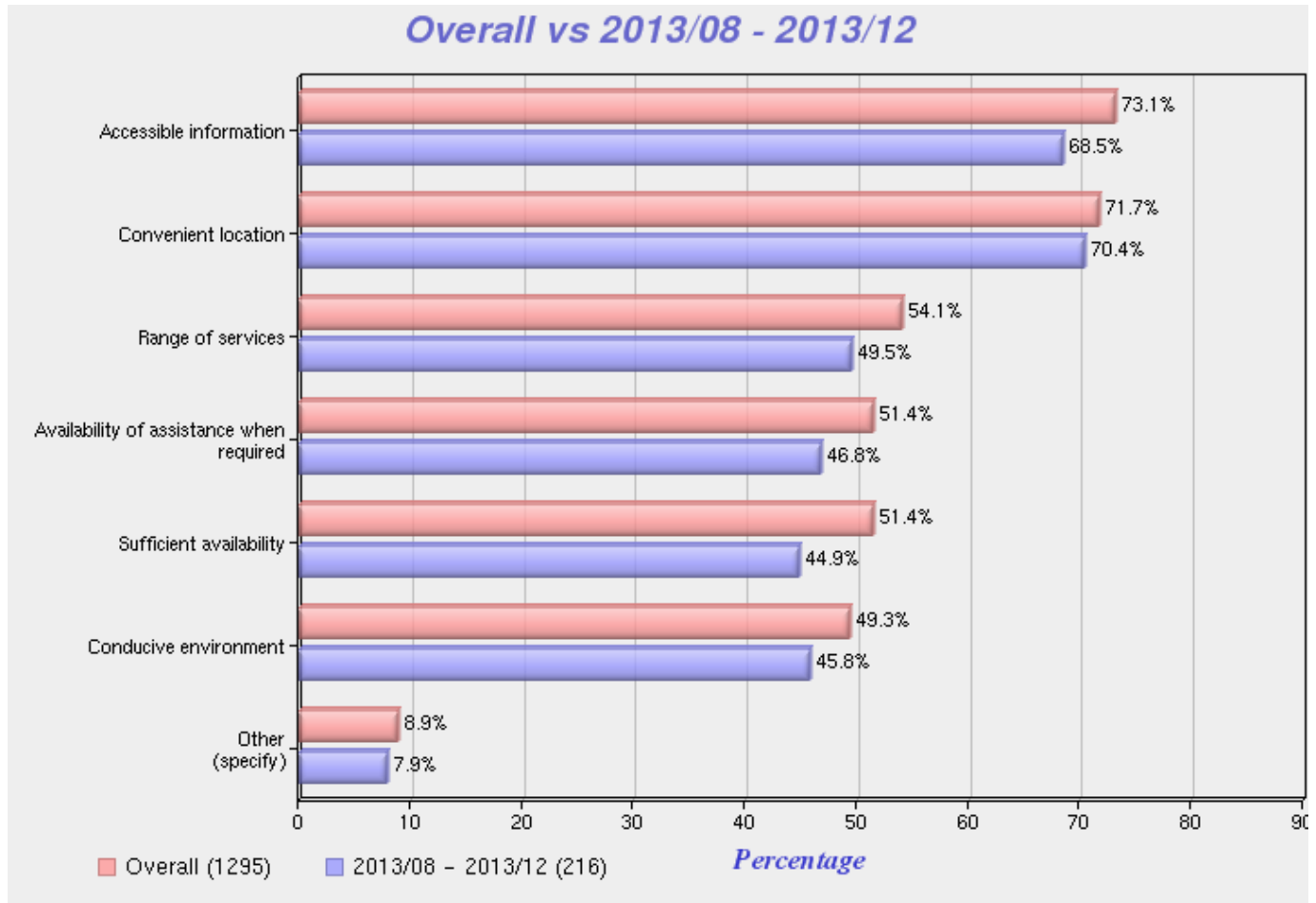
“Study alone” was indicated again as the primary reason for using the Library by **40.8%** which is a decrease of **.3%** from 2012. “Research” was the second most popular category indicated as the primary reason for using the Library by **30.3%** of respondents. The third and fourth most popular reasons were “group study” at **15.1%**, which could be due to improvements made in group study rooms and “interlibrary loan” at **5%**. “Overall,” which is defined as the total number of respondents (n=1194) for this question for the period 2009-2012, “research” and “study alone” were both indicated by **40.8%** of the respondents as the primary reasons for using the Library. Here is the complete distribution of responses for the following question:

**The primary reason for using this Library... (select the best fit)**



Survey respondents in 2013 indicated that the aspect of service that most impacted satisfaction was “convenient location” with the highest number of responses at 70.4%, which is a decrease of 6% from 2012, followed by “accessible information” at 68.5%. However, “accessible information” at 73.1% was the aspect of service that most impacted satisfaction, as far as the overall number of responses for 2009-2012, as the chart below indicates.

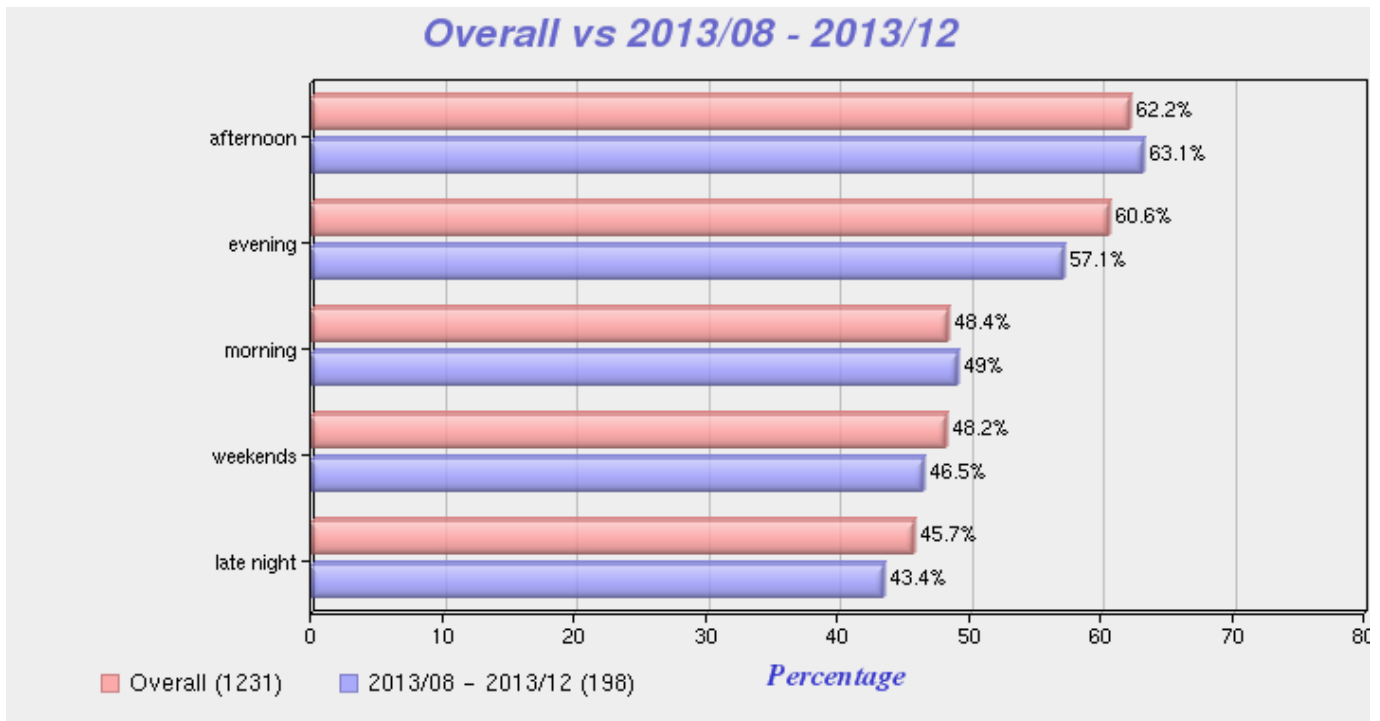
**The aspects of service that most impact my satisfaction include ... (choose all that apply)**



“Afternoon” and “evening” still seem to be the most convenient times for respondents to use the Library, since the percentages were 63.1% and 57.1% (n=198) respectively. “Morning” was third with 49%, which is a .8% increase compared to 2012. “Weekends” was fourth at 46.5% and “late night” was last at 43.4%. Here is a chart with the distribution of responses.



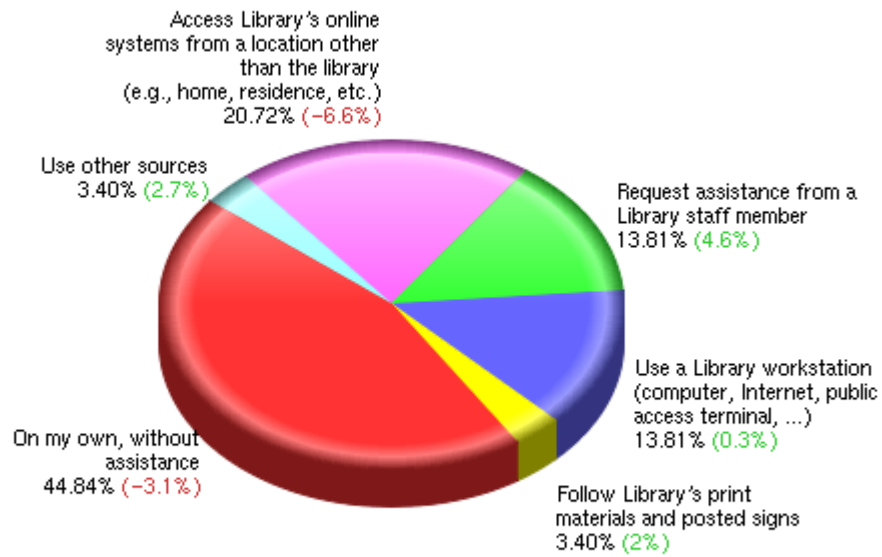
**It is most convenient for me to use the services of the Library ... (choose all that apply)**



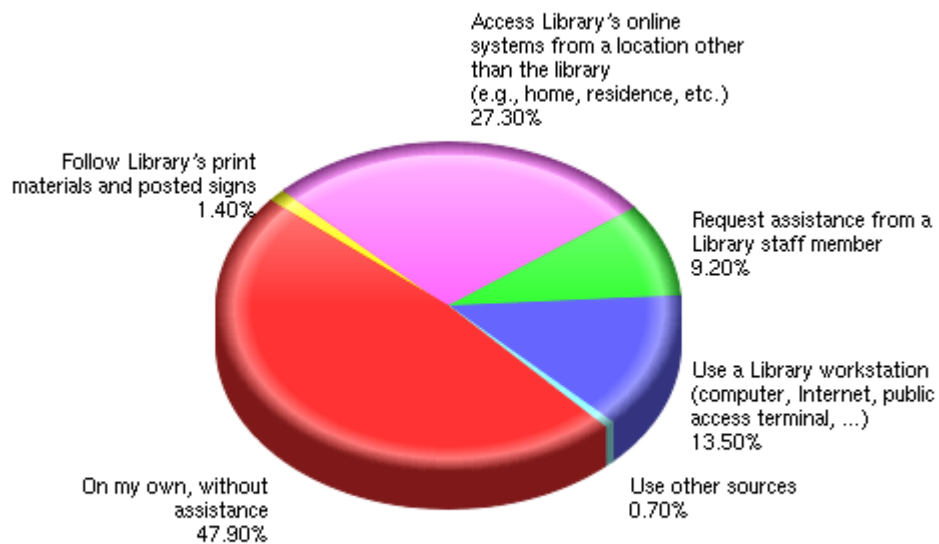
Within the “context” category there was a question about the method the respondents preferred when looking for information this past year. The largest number of respondents, **44.84% (n=29)**, indicated that they look for information **“on their own, without assistance,”** which is a decrease of **12.66%** from 2012. Less respondents indicated that they **“access Library’s online systems from a location other than the library,”** about **20.72%**, which is a decrease from the overall number (**27.3%**) of **6.58%**, which could be due to the increase in residential students. The number of respondents, **13.81%**, who indicated that they **“request assistance from a Library staff member,”** was more than the overall number of **9.20%** by **4.61%**. Here is a chart showing the distribution of responses.

**With respect to this Library, in the past year...When looking for information, the method I prefer is ... (select the best fit)**

*2013/08 - 2013/12 (29)*



*Overall (282)*



## Results of Overall Questions

Respondents of questions in the “Overall” satisfaction category were asked to indicate a level of agreement with various statements about the importance of the Library and overall satisfaction using a 7-point Likert scale by selecting one of the following: “strongly disagree,” “disagree,” “somewhat disagree,” “neither agree nor disagree,” “somewhat agree,” “agree,” or “strongly agree.”

The first question states “**This Library is very important to me,**” and the majority of respondents, **90% (n=229)**, indicated some level of agreement, which is an increase of **1.6%** from 2012. Question two states “**I am very satisfied with the services of this Library,**” **83.3% (n=228)** of the respondents showed some degree of satisfaction, which is an increase of **5.2%** from 2012. A third question states “**The services of this Library consistently meet or exceed my expectations,**” **78.7% (n=229)** of respondents showed some degree of agreement, which is a significant increase of **9.7%** from 2012. Lastly, question four states “**The quality of Library services is very high,**” about **73% (n=229)** of respondents showed some degree of agreement, this is an increase of **8.9%** from 2012. The table below provides a comparison of the 2012 results with 2011.

Overall satisfaction remained high at **83.3%** for 2013, and there were significant increases in perceptions of meeting or exceeding expectations and quality of services.

| <b><u>Respondents Indicating Some Degree of Satisfaction on a 7-Point Likert Scale</u></b><br><b><u>Comparison of 2012 with 2011</u></b> |                    |                    |                          |
|--|--------------------|--------------------|--------------------------|
| <b><u>LibSat Survey Question</u></b>   | <b><u>2012</u></b> | <b><u>2013</u></b> | <b><u>Difference</u></b> |
| <b>This Library is very important to me.</b>   | <b>88.4%</b>       | <b>90%</b>         | <b>+1.6%</b>             |
| <b>I am very satisfied with the services of this Library.</b>  | <b>78.1%</b>       | <b>83.3%</b>       | <b>+5.2%</b>             |
| <b>The services of this Library consistently meet or exceed my expectations.</b>   | <b>69%</b>         | <b>78.7%</b>       | <b>+9.7%</b>             |
| <b>The quality of Library services is very high.</b>   | <b>73%</b>         | <b>81.9%</b>       | <b>+8.9%</b>             |

## **Results of Services Questions**

Respondents of these questions were asked to indicate a level of satisfaction and importance with specific services (e.g. Library Catalog) using 7-point Likert scales from “very dissatisfied” to “very satisfied” with a neutral point in the middle (“neither dissatisfied nor satisfied”) and “very unimportant” to “very important” with a neutral point in the middle (“neither important nor “unimportant”).

It appears that in 2013 respondents seemed most satisfied with **“Accessing an online database provided by the Library”** with **94.5%** indicating some level of satisfaction, followed by **“Accessing the Internet from the Library”** with **92.6%**; these two categories were also the top categories for level of importance. **“Use of EZproxy... at 85.7%** was ranked number three as far as level of satisfaction.

The areas where respondents seem to be not quite as satisfied include the **“Media Center”** with only **42.3%** indicating some level of satisfaction, followed by **“Collections”** at **62%** and **“Circulation”** at **70%**. The levels of satisfaction for **“Instructional Services”** (**48.3%**) and **“Library Programs and Special Events”** (**30.7%**) were still low, but there may be problems with these questions due to the large percentage of respondents indicating “neither dissatisfied nor satisfied.” Here are the complete details.

The question reads **“Please indicate your level of satisfaction with and the importance of the following services provided by this Library ...”**

- **Attending instructional sessions** - **77.5% (n=31)** of respondents indicated some level of satisfaction, which is an increase of **7%** from 2012. **63.3% (n=30)** indicated some level of importance.
- **Collections** – **62% (n=28)** indicated some level of satisfaction, which is a slight increase from 2012 of **2.6%**. **27.6%** of the respondents indicated “neither dissatisfied nor satisfied,” which could indicate some confusion about the question. **78.5% (n=27)** of respondents indicated some level of importance, which is only an increase of **6.4%**.
- **Library Catalog** – **79.3% (n=28)** indicated some level of satisfaction and **87.9% (n=106)** for **“Accessing the online catalogue.”** **86.2%** indicated that the catalog still had some level of importance, which is only a **.5%** increase from 2012.
- **Instructional Services** – Only **48.3% (n=28)** indicated some level of satisfaction, with **51.7%** indicating “neither dissatisfied nor satisfied,” which could indicate some confusion with **“Attending Instructional Sessions.”** In addition, only **44.8% (n=28)** indicated some level of importance, a **5.3%** decrease from 2012.
- **Reference Desk** – **68.9% (n=28)** showed some level of satisfaction, which is a **5.5%** increase from 2012. **17.2%** indicated “neither dissatisfied nor satisfied,” and **79.3% (n=28)** indicated some level of importance, which is a slight increase of **.1%**.
- **Circulation Desk** – **70% (n=29)** showed some level of satisfaction, which is a significant decrease of **11.4%** from 2012. **79.2% (n=28)** indicated some level of importance, which is a decrease of **7.5%** from 2012.
- **Interlibrary Loan** – **72.4% (n=28)** indicated some level of satisfaction, which is a significant increase of decrease of **19.3%** from 2012. However, **24.1%** of the respondents were “neither dissatisfied nor satisfied,” which could mean a problem with this question. **78.6%** indicated some level of importance, which is a slight decrease of **.7%** from last year.

- **Library Electronic Resources** (e.g., databases, electronic journals, electronic books) – **78.5% (n=27)** showed some level of satisfaction, a slight decrease of **2.8%** from 2012. **92.9% (n=27)** indicated some level of importance; this area appears to remain very important with respondents.
- **Use of EZproxy...** - **85.7% (n=27)** of respondents showed some level of satisfaction, with **10.7%** indicating “neither dissatisfied nor satisfied.” **92.8% (n=27)** indicated some degree of importance, which is a **16.1%** increase in importance from 2012.
- **Media Center** – **42.3% (n=25)** indicated some level of satisfaction, but **46.2%** of the respondents were “neither dissatisfied nor satisfied,” which could mean that this service is not being used as much, and **71.5% (n=25)** still indicated some level of importance, which is a significant increase of **19.8%** from 2012.
- **Library Programs and Special Events** – **30.7% (n=25)** indicated some level of satisfaction, which is a significant increase of **10%** from 2012, but **65.4%** of the respondents indicated “neither dissatisfied nor satisfied,” which could mean respondents have not attended a library program or special event. Only **34.6% (n=25)** indicated some level of importance. We will need to continue to monitor this category.
- **Accessing an online database provided by the Library** – **94.5% (n=128)** of respondents indicated some level of satisfaction, which is a **5.5%** increase and **94.5% (n=126)** indicated some level of importance, which is a slight decrease of **2.3%** from 2012 so users still appear to be satisfied and find this service important.
- **Accessing the Internet from the Library** – **92.6% (n=133)** indicated some level of satisfaction and **93.1% (n=129)** indicated some level of importance. Since there were only slight increases in satisfaction and importance from 2012, users still seem satisfied with this service and believe it is important.

### Results of Staff Questions

There were only two “yes” or “no” “Staff” questions. The first question reads “**Did Library Staff meet, greet or initiate contact with you at any time?**” **69.4% (n=25)** of the respondents answered “no,” and **30.6% (n=11)** answered “yes.” The second question reads “**I requested assistance of a Library staff member...**” **50% (n=18)** of respondents answered “no” and **50% (n=18)** responded “yes.” The responses for this question are equally split between asking for help and not asking for help.

### Results of Facilities Questions

Respondents of these questions were asked to indicate a level of satisfaction and importance with specific facilities (e.g. “**Seating/Workspace**”) using 7-point Likert scales. The category “**Facilities for security of Library materials and property**” was not included in the report this year, as there continues to be a problem with this question. In addition, “**Parking**” was also not included in the report, since we cannot control the “**Parking**” situation, even though it continues to be a problem and an important issue.

Respondents were most satisfied with “**Access to Library from a remote location ... Via phone, online, etc.,**” with **82.1%** indicating some level of satisfaction. The next highest categories, as far as some level of satisfaction, were “**Accessibility (access within and into building)**” at **65.4%** and “**Hours of access and operation**” at **58.1%**; however, levels of dissatisfaction with these categories was also high at **30.8%** and **32.3%** respectively.

Respondents seem to be least satisfied with “**Group Study Rooms**” with only **23%** indicating some level of satisfaction, followed by “**Seating/Workspace**” at **43.3%** and “**The Library building (e.g. cleanliness),**” at **55.2%**.

Respondents appear to be very concerned with access and hours due to large percentage of levels of importance, but also seem concerned about “**Group Study Rooms**” and “**Seating/Workspace.**” Here are the complete details.

The question reads “**Please indicate your level of satisfaction with and the importance of the following facilities of this Library...**”

- **Hours of access and operation** – **58.1% (n=31)** indicated some level of satisfaction, a significant decrease of **19%** from 2012, with **32.3%** indicating some level of dissatisfaction. **93.3% (n=30)** indicated some level of importance, so it continues to be an important issue.
- **Accessibility (access within and into building)** – **65.4% (n=26)** indicated some level of satisfaction with a significant decrease by **12.8%**, and **30.8%** indicating some degree of dissatisfaction. About **92% (n=25)** of respondents indicated some level of importance, so this issue still appears to be important.
- **Seating/Workspace** – **43.3% (n=30)** indicated some level of satisfaction, which is a significant decrease from 2012 by **21.4%**. **53.3%** of respondents indicated some level of dissatisfaction which is a significant amount. **96.4% (n=28)** of the respondents indicating some level of importance, so this issue is still a major concern.
- **Restrooms** – **57.2% (n=28)** indicated some level of satisfaction, with **35.7%** still indicating some level of dissatisfaction. **88.9% (n=27)** indicating some level of importance, so this continues to be an important issue of concern.
- **Facilities for personal safety** – Only **44% (n=25)** indicated some level of satisfaction; however, **52%** indicated “neither dissatisfied nor satisfied,” so this could mean there is a problem with this question. **60% (n=25)** indicated some level of importance.
- **Facilities for security of personal belongings** - Only **40% (n=25)** indicated some level of satisfaction, an increase of **1.2%** from 2012, with **20%** indicating some level of dissatisfaction. However, 40% indicated “neither dissatisfied nor satisfied,” so there still may be a problem with the question. Additionally, **70.9% (n=24)** indicated some level of importance, which is a decrease of **9.1%** from 2012.
- **The Library building (e.g. cleanliness)** – **55.2% (n=29)** indicated some level of satisfaction, so there was a significant decrease of **19.1%** from 2012, with **37.9%** indicating some level of dissatisfaction. **89.3% (n=28)** indicated some level of importance, so this continues to be an important issue.
- **Access to Library from a remote location ... Via phone, online, etc.** – **82.1% (n=28)** indicated some level of satisfaction, which is a significant increase of **12.4%** from 2012. **85.1% (n=27)** indicated some level of importance.
- **Group Study Rooms** – **23% (n=26)** indicated some level of satisfaction, so this is a significant decrease from 2012 of **15.7%**, but **42.3%** are indicating some level of dissatisfaction. **34.6%** of respondents indicated “neither dissatisfied nor satisfied,” and **65.4% (n=26)** indicating some level of importance.

### **Results of Policies Questions**

Respondents of these questions were asked to indicate a level of satisfaction and importance with specific policies (e.g. “Lending policies”) using 7-point Likert scales. The category “**Access to restricted or limited-use facilities, equipment, information or other services**” is not included in this report, due to the consistently large percentage of respondents, indicating “neither dissatisfied nor satisfied” about this question. It appears that respondents are most satisfied with “**Borrowing/Returning materials**” with **73.6%** indicating some level of satisfaction, followed by “**Lending policies**” at **68.5%** and “**Hold/Renewals**” at **61.8%**.

Respondents seem least satisfied with “**Fines/Fees(costs/rules, collections/payments, dispute resolution)**” at **41.2%** of respondents indicating some level of satisfaction; however, **50%** indicated “neither dissatisfied nor satisfied, which could mean that there is a problem with the wording of this question. . “**Policy enforcement**” was next with a satisfaction level of **46.9%**. Respondents also seem to be less satisfied with “**Interlibrary Loans**” at **50%** indicating some level of satisfaction. Here are the complete details.

The question reads “**Please indicate your level of satisfaction with and the importance of the following policies and procedures of this Library...**”

- **Lending policies** – **68.5% (n=34)** indicated some level of satisfaction, which is an decrease of **10.5%** from 2012, with **80.5% (n=35)** indicating some level of importance.
- **Fines/Fees(costs/rules, collections/payments, dispute resolution)** – **41.2% (n=34)** indicated some level of satisfaction, which is a slight increase of **2.3%** from 2012, with **50%** indicating “neither dissatisfied nor satisfied.” **57.2% (n=34)** indicated some level of importance, which is close to 2012.
- **Borrowing/Returning materials** – **73.6% (n=34)** indicated some level of satisfaction, which is a decrease of **4.2% from 2011**. **74.3% (n=34)** indicated some level of importance.
- **Hold/Renewals** – **61.8% (n=34)** indicated some level of satisfaction, which is a decrease of **7.7%** from 2012, **68.6% (n=34)** indicating some level of importance.
- **Interlibrary Loans** – **50% (n=34)** indicated some level of satisfaction, which is an increase of **4.1%** from 2012, but **44.1%** indicated “neither dissatisfied nor satisfied. “ **65.7% (n=34)** indicated some level of importance, which is a slight increase of **2.8%** from 2012.
- **Policy enforcement** – Only **46.9% (n=32)** indicated some level of satisfaction, which is a significant increase of **16.6%** from 2012, with **40.6%** indicating “neither dissatisfied nor satisfied,” which could still indicate a problem with this question. Lastly, **50% (n=31)** indicated some level of importance.

### **Results of Equipment Questions**

Respondents of these questions were asked to indicate a level of satisfaction and importance with specific equipment (e.g. “Printers”) using 7-point Likert scales. In all categories except for two, there was some increase in the level of satisfaction. Respondents did seem most satisfied with “**Computer workstations**” with **70.3%** of respondents indicating some level of satisfaction, which is an increase of **13.2%** from 2012. The next highest category was “**Printers**” at **57.7%**, but there still was a **26.9%** level of dissatisfaction.

Respondents appear to be least satisfied with “**Audio, Video, Microform Equipment (Listening/Viewing Stations),**” with only **37.5%** of respondents indicating some level of satisfaction, but this is an increase of **16%** from 2012. **Copiers** are still a concern at **48% (n=24)** indicating some level of satisfaction, which is a decrease of **6.6%** from 2012, but **20%** indicated that they were “**very dissatisfied.**” Here are the complete details.

The question reads “**Please indicate your level of satisfaction with and the importance of the following equipment at this Library...**”

- **Printers** – **57.7% (n=25)** indicated some level of satisfaction, which is a slight increase of **2.9%** from 2012 and **26.9%** indicating some level of dissatisfaction , which is an increase of **17.8%** from 2012. **88.5% (n=25)** indicated some level of importance.
- **Copiers** - **48% (n=24)** indicated some level of satisfaction, which is a decrease of **6.6%** from 2012, with only **20%** indicating very dissatisfied. **68% (n=24)** indicated some level of importance.

- **Computer workstations** – **70.3% (n=26)** indicated some level of satisfaction, which is a **13.2%** increase from 2012. **81.5% (n=26)** indicated some level of importance, so it still remains a very important issue.
- **Computers equipped with specialized software/database/hardware** – Only **45.8% (n=23)** indicated some level of satisfaction, which is a **5.8%** decrease from 2012, with **41.7%** indicating “neither dissatisfied nor satisfied,” which could indicate that many respondents do not use this equipment. Only **62.5% (n=23)** indicated some level of importance.
- **Audio, Video, Microform Equipment (Listening/Viewing Stations)** – Only **37.5% (n=23)** indicated some level of satisfaction, which is an increase of **16%** from 2012, with **58.3%** indicating “neither dissatisfied nor satisfied,” which could mean there is still a problem with this question or respondents do not use AV equipment. Only **50% (n=23)** indicated some level of importance.