

**FAU LIBRARIES**

**LibSat Survey Quantitative Results for Fall Semester 2014**  
**with Some Comparisons to 2013**

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## Executive Summary

This report includes an analysis of the quantitative LibSat survey responses for the period September through December 2014 with some comparisons to the fall 2013 results. The 2014 LibSat survey was launched for a sixth consecutive time on the FAU Libraries web site on September 2, 2014 and administered until December 31, 2014. Since the LibSat subscription was not renewed and the 2014 survey results had to be downloaded and archived, some of the data that needed to be manipulated were not captured, including specific demographic information on respondents (e.g. campus location, status). However, in 2014, for the first time there was a category for PBSC students, and based on cumulative data it is known that **41** or about **17%** of the total number of respondents indicated PBSC as their status.

There was a decrease in 2014 of about **10%** in the total number of responses from 2013 for all campus libraries including Boca, Jupiter, Davie, and Harbor Branch, since there were **259** respondents in 2013, as compared to **235** in 2014. 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 changed.

This report contains results from question categories for both the regular (brief) and in-depth surveys. The question categories from the regular survey are entitled "**Context**" (questions about finding information and library usage) and "**Overall**" (questions about satisfaction with Library services and the importance of the Library). In addition to "**Context**" and "**Overall**" questions, this report also contains the in-depth survey question categories entitled "**Services**," "**Facilities**," "**Equipment**," and "**Policies and Procedures**."

About **72.5%** of the respondents indicated that they are using library services on campus, which is a slight increase of **1.6%** from 2013. The largest percentage of respondents, **63.5%**, indicated that "**Afternoon**" is the most convenient time for them to use the Library, followed by "**Evening**" at **60.7%**, "**Morning**" with **48.3%** and "**Weekends**" and "**Late night**" at **39.3%** and **38.2%** respectively.

When looking for information in the Library the largest percentage of respondents, **79.8%**, indicated "**Located information on my own, without assistance.**" The second largest percentage of respondents, **54.5%** indicated that they "**Found information by accessing the Library's online systems from a location other than the library (e.g. home, residence....)**" An equal number of respondents, **51.1%**, said they "**Received help from a Library staff member**" or "**Found information using a Library workstation (computer, Internet, public access terminal...)**". Respondents were also asked to indicate the method that they prefer to find information in the Library and the largest percentage, **51.0%**, indicated that they prefer to look for information "**On their own, without assistance**" with only **2.0%** of respondents indicating that they prefer to "**Request assistance from a Library staff member.**"

There was a decrease from 2013 in the percentage of respondents who believe that the Library is important, and who are very satisfied with library services and their quality, although the majority of respondents still seem fairly satisfied with library services. Respondents to questions in the "**Facilities**" and "**Equipment**" categories appear to be the most dissatisfied with these two areas, with the largest percentage of respondents indicating a level of dissatisfaction with "**Printers**," followed by "**Group Study Rooms**," "**Seating/Workspaces**," "**Restrooms**" (although there appears to be a little improvement in this area) and "**Copiers**." Respondents

appear to still be somewhat dissatisfied with **“Hours of access and operation;”** however, there was an increase of **16.9%** from 2013 in the number of respondents indicating some level of satisfaction, which is significant and could be due to the Wimberly Library extending its hours to 2 a. m. on Sunday through Thursday in the fall of 2014.

As far as the **“Services”** question category, respondents appear to be more satisfied with **“Accessing the Internet from the Library”** followed by **“Accessing the Library’s web site”** and **“Accessing an online database provided by the Library.”** Respondents appear somewhat less satisfied with **“Attending instructional sessions,”** followed by **“Collections,”** which is based on the percentage of respondents indicating some level of dissatisfaction. However, it is important to note that **63.6%** of respondents did indicate a level of satisfaction for **“Attending instructional sessions,”** and **58.8%** for **“Collections,”** with **30.3%** of respondents indicating **“Very Satisfied”** with **“Attending instructional sessions.”**

Respondents to the **“Policies and Procedures”** question category are more satisfied with **“Lending policies”** followed by **“Borrowing/Returning materials”** and **“Interlibrary Loan,”** but appear to be less satisfied with **“Fines/Fees(costs/rules, collections/payments, dispute resolution) “** and **“Policy enforcement.”**

In summary, it appears that **“Afternoon”** and **“Evening”** are the two most convenient times to use the Library and the majority of respondents still indicate that they use library services on campus. It also appears that respondents prefer to find information on their own, rather than asking for help. The largest problem areas deal with facilities and equipment, including **“Printers,” “Group Study Rooms,” “Seating/Workspaces,” “Restrooms,”** and **“Copiers,”** which were also problem areas in 2013, so the issues with facilities and equipment seem to be ongoing. Results from recent space studies that have been conducted in the Wimberly Library and Dean Hixson’s conversations with students also indicate that these areas are a problem. In addition, library hours still appear to be a concern, although there was an increase from 2013 to 2014 in the percentage of respondents indicating a level of satisfaction.

Therefore, based on the 2014 LibSat survey results the following recommendations are being made:

1. **Continue to assess the needs and satisfaction of students and faculty with library facilities and equipment, especially in the Wimberly Library.**
2. **Ensure that printers are reliable, accessible and easy to use, especially in the Wimberly Library.**
3. **Add and redesign group study rooms in the Wimberly Library, as the budget permits.**
4. **Provide more comfortable seating and workspaces, including collaborative workspaces in the Wimberly Library, as the budget permits.**
5. **Continue to renovate restrooms in the Wimberly Library, as the budget permits.**
6. **Ensure that copiers are reliable, accessible and easy to use, especially in the Wimberly Library.**
7. **Continue to gather feedback from students about library hours.**
8. **Consider implementing alternative models of reference, including the tiered approach, to free up reference librarians to conduct more in depth consultations and more integrated instruction with the Colleges.**
9. **In order to have a continuous conversation with students and for purposes of SACS reaccreditation, continue to administer an annual user satisfaction survey, which could be LibSat, another instrument or a home grown survey.**

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

### **Introduction**

This report includes a summary of the LibSat survey results for the period September through December 2014 and some comparisons with the fall 2013 results. LibSat was launched for a sixth consecutive year on the Florida Atlantic University Libraries' home page on September 2, 2014. Links to the survey were also included on the Jupiter and Davie Campus Library home pages. 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.

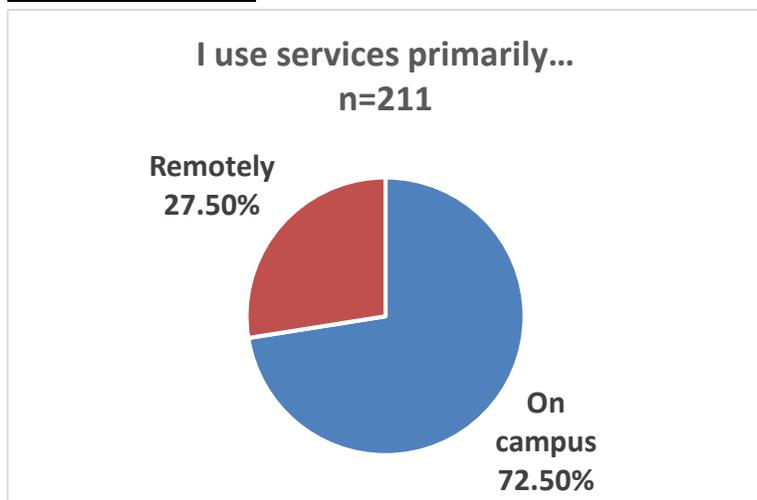
The total number of respondents for the regular and in-depth surveys for all campus libraries including Boca, Davie, Jupiter, and HBOI was **235** in 2014 and **259** in 2013, which is about a **10%** decrease. A low response rate is a limitation of the LibSat survey results. Another limitation deals with the availability of survey data. Since the LibSat subscription was not renewed the 2014 survey results had to be downloaded and archived. Unfortunately, some of the data that needed to be manipulated were not archived, which included specific demographic information on respondents (e.g. campus location, status). However, in 2014, for the first time there was a category for PBSC students and based on cumulative data it is known that **41** or about **17%** of the total number of respondents indicated PBSC as their status.

This report contains results from question categories for both the regular (brief) and in-depth surveys. The question categories from the regular survey are entitled "**Context**" (questions about finding information and library usage) and "**Overall**" (questions about satisfaction with Library services and the importance of the Library). In addition to "**Context**" and "**Overall**" questions, this report also contains the in-depth survey question categories entitled "**Services**," "**Facilities**," "**Equipment**," and "**Policies and Procedures**."

### **Results of Context Questions**

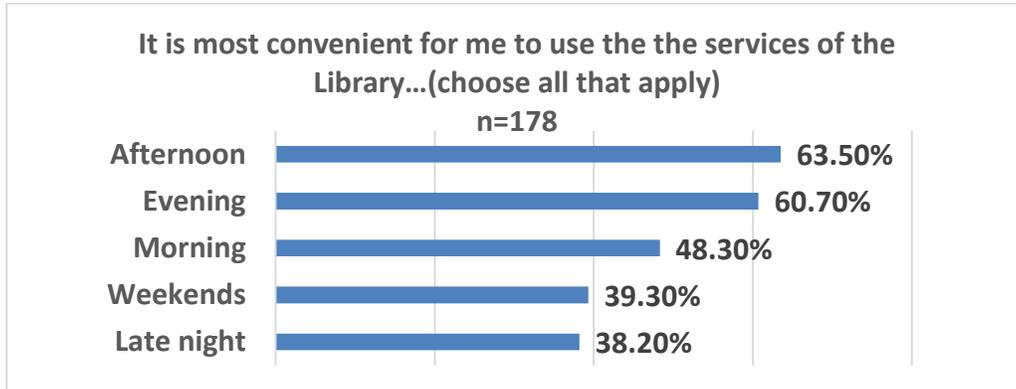
The "**Context**" category includes questions about finding information and library usage. Most of the respondents in 2014, **72.5%**, indicated that they use library services on campus, with only **27.5%** indicating that they use them remotely, as is evidenced by the chart below.

#### **Context Question #1**



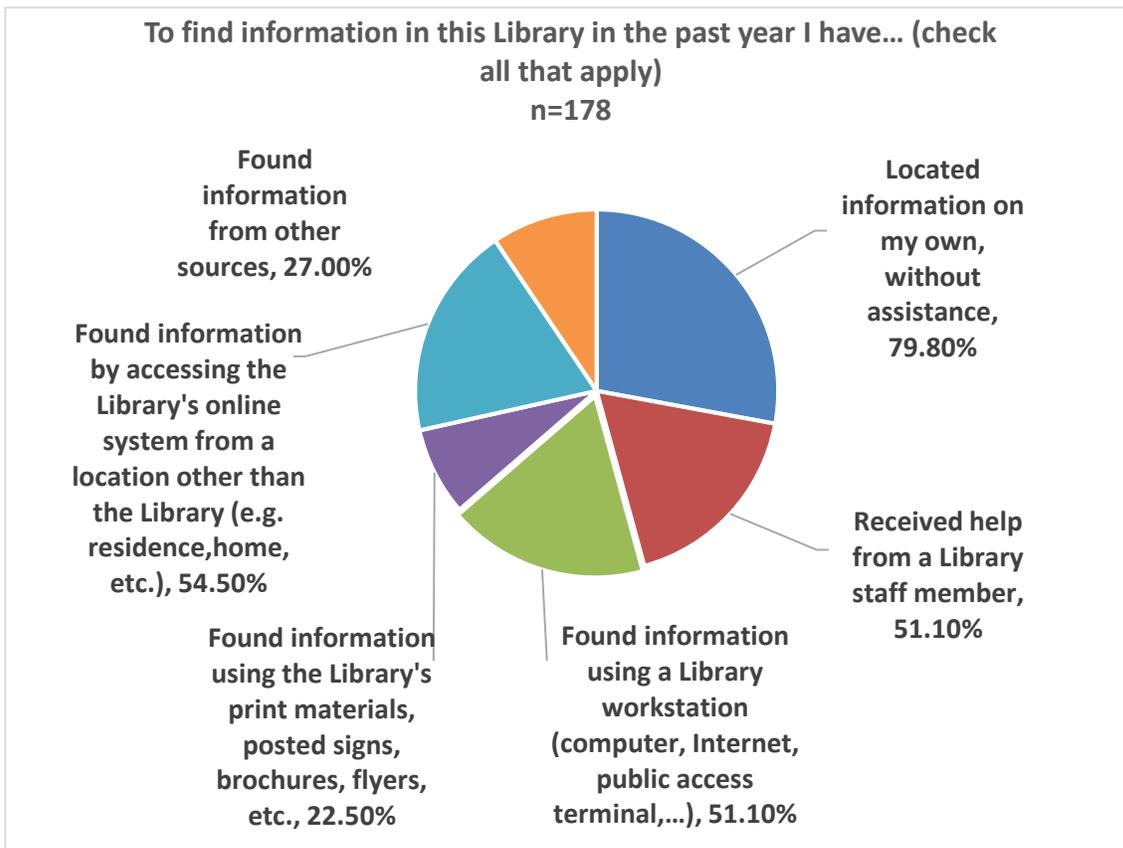
**Context Question #2**

“**Afternoon**” and “**Evening**” still seem to be the most convenient times for respondents to use the Library, since the percentages were **63.5%** and **60.7%** respectively. “**Morning**” was third with **48.3%**, followed by “**Weekends**” at **39.3%**, and “**Late night**” at **38.2%**, which is a **5.2%** decrease from 2013 for “**Late night.**” Here is a chart with the distribution of responses.



**Context Questions #3**

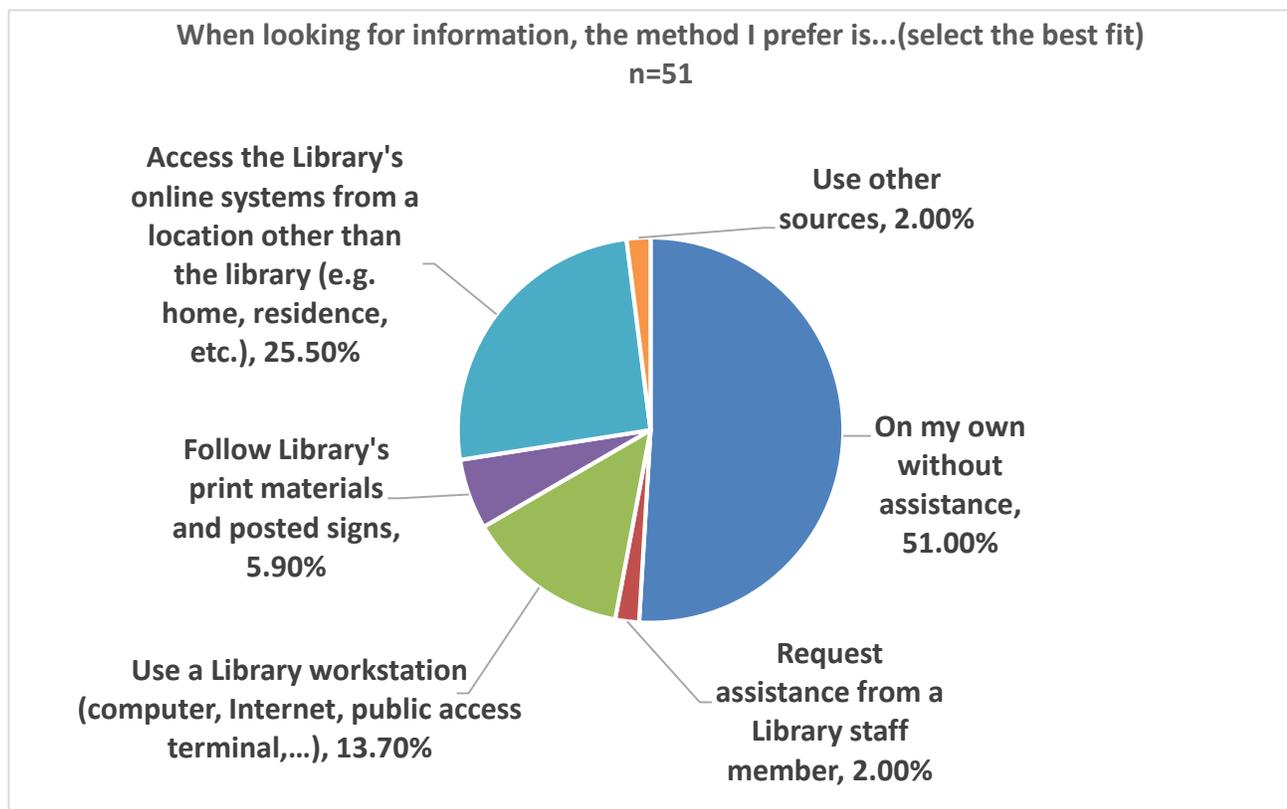
With respect to this Library in the past year....



According to the chart above the largest percentage of respondents, **79.80%** when looking for information in this Library, indicated that they **“Located information on my own, without assistance.”** The second largest percentage of respondents, **54.50%** indicated that they **“Found information by accessing the Library’s online system from a location other than the library...”** An equal number of respondents, **51.10%**, said they **“Received help from a Library staff member”** or **“Found information using a Library workstation (computer, Internet, public access terminal...)”**.

**Context Question #4**

**With respect to this Library in the past year....**



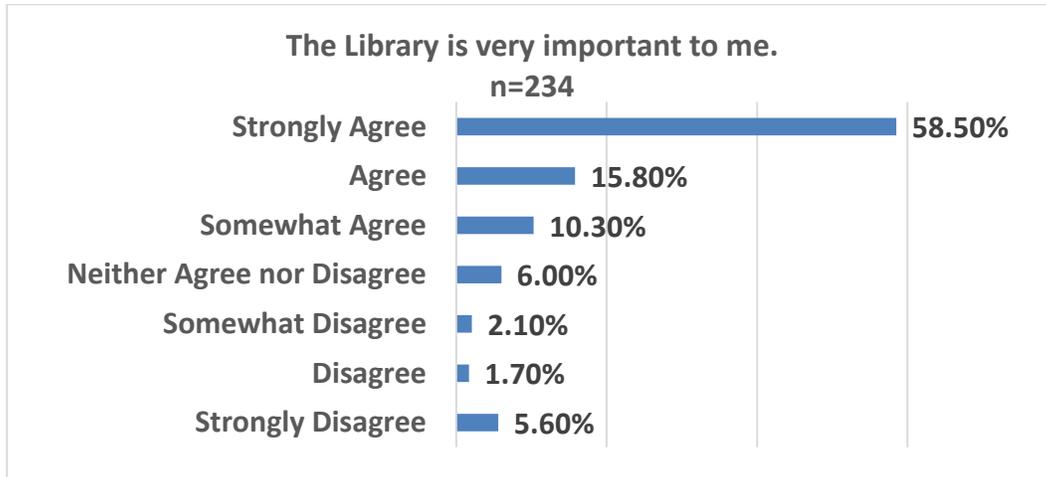
According to the chart shown above, the largest percentage of respondents, **51.00%**, indicated that they prefer to look for information **“On their own, without assistance.”** Less respondents indicated that they prefer to **“Access Library’s online systems from a location other than the library..”** about **25.50%**. The third largest percentage of respondents, **13.70%**, indicated that they prefer to **“Use a Library workstation (computer, Internet, public access terminal...)”** with only **2.00%** of respondents indicating that they prefer to **“Request assistance from a Library staff member.”**

**Results of Overall Questions**

Respondents of the **“Overall”** LibSat survey questions 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.”**

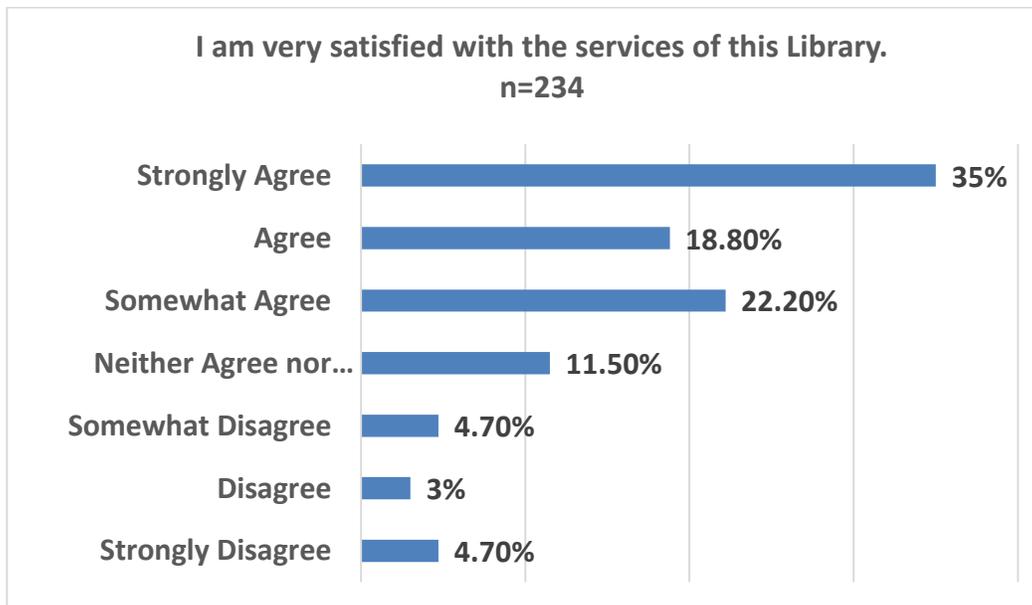
**Overall Question #1**

Question #1 states “**This Library is very important to me.**” Approximately **84.6%** of respondents, indicated some level of agreement with **9.4%** indicating some level of disagreement. The chart below gives the distribution of responses.



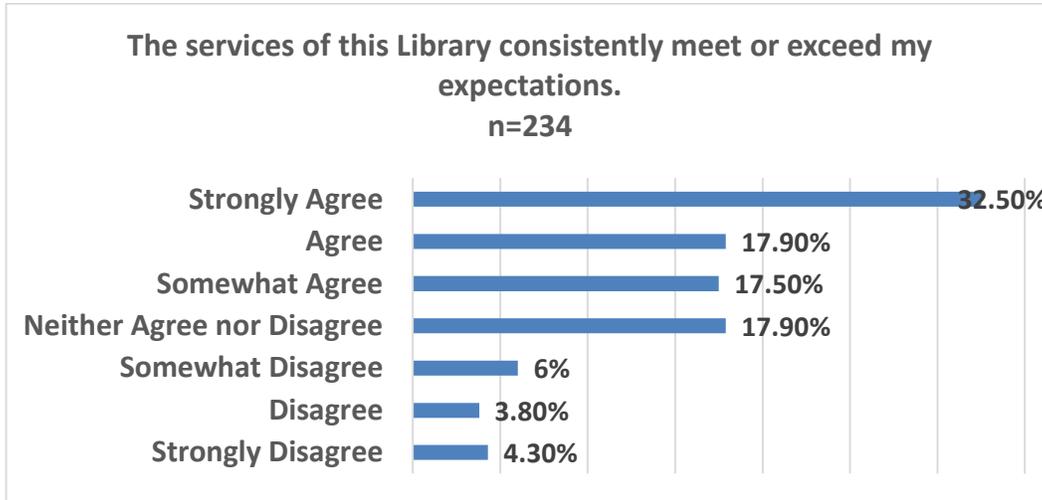
**Overall Question #2**

Question #2 states “**I am very satisfied with the services of this Library.**” Approximately **76%** of respondents, indicated some level of agreement with **12.4%** indicating some level of disagreement. The chart below gives the distribution of responses.



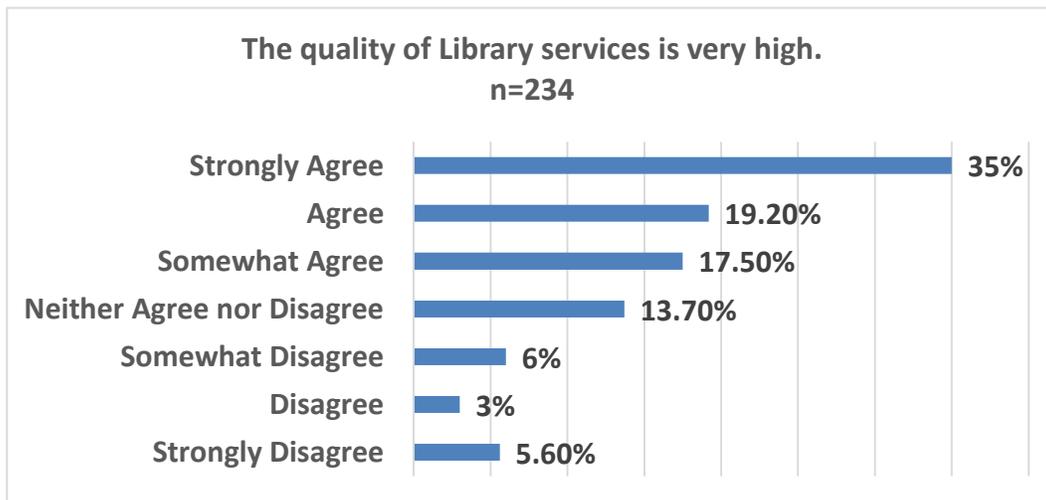
**Overall Question #3**

Question #3 states “**The services of this Library consistently meet or exceed my expectations.**” Approximately **67.9%** of respondents, indicated some level of agreement with **14.1%** indicating some level of disagreement. The chart below gives the distribution of responses.



**Overall Question #4**

Question #4 states “**The quality of Library services is very high.**” Approximately **71.7%** of respondents, indicated some level of agreement with **14.6%** indicating some level of disagreement. The chart below gives the distribution of responses.



**Comparison of 2014 to 2013 Responses for Overall Questions**

The first question states “**This Library is very important to me,**” and the majority of 2014 respondents, **84.6%**, indicated some level of agreement, which is a decrease of **5.4%** from 2013. Question two states “**I am very satisfied with the services of this Library,**” **76.0%** of the respondents for 2014 showed some degree of

satisfaction, which is a decrease of **7.3%** from 2013. A third question states **“The services of this Library consistently meet or exceed my expectations,”** **67.9%** of 2014 respondents showed some degree of agreement, which is a significant decrease of **10.8%** from 2013. Lastly, question four states **“The quality of Library services is very high,”** about **71.7%** of 2014 respondents showed some degree of agreement, this is also a significant decrease of **10.2%** from 2013.

Although the importance of the Library remained fairly higher, overall satisfaction with library services decreased in 2014, and there were significant decreases specifically in perceptions of library services meeting or exceeding expectations and quality of services. The table below provides a comparison of the 2014 LibSat user satisfaction survey results for the “overall” questions with the results for 2013.

<b>Respondents Indicating Some Level of Agreement on a 7-Point Likert Scale Comparison of 2014 with 2013</b>			
<b>LibSat Survey Question</b>	<b>2013</b>	<b>2014</b>	<b>% Difference</b>
<b>This Library is very important to me.</b>	<b>90%</b>	<b>84.6%</b>	<b>-5.4%</b>
<b>I am very satisfied with the services of this Library.</b>	<b>83.3%</b>	<b>76.0%</b>	<b>-7.3%</b>
<b>The services of this Library consistently meet or exceed my expectations.</b>	<b>78.7%</b>	<b>67.9%</b>	<b>-10.8%</b>
<b>The quality of Library services is very high.</b>	<b>81.9%</b>	<b>71.7%</b>	<b>-10.2%</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 a 7-point Likert scale 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”).

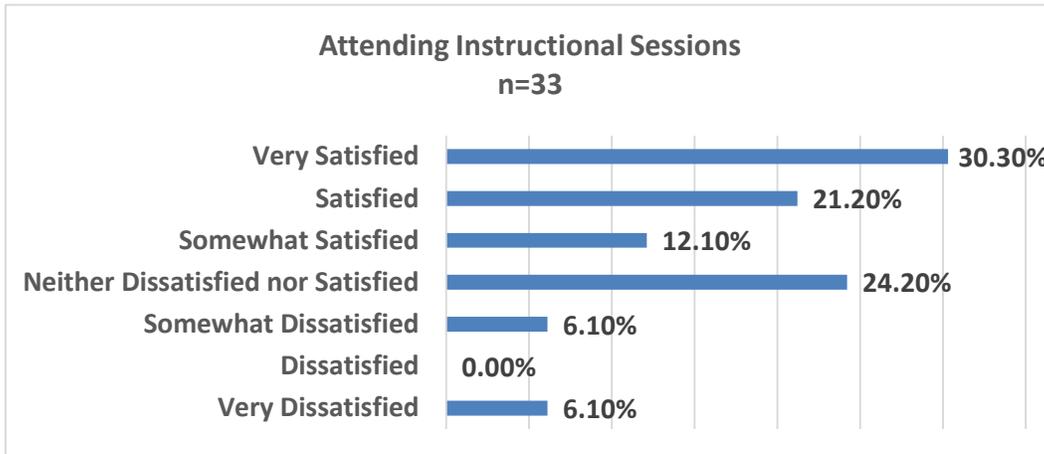
As far as specific library services, respondents appear to be more satisfied with **“Accessing the Internet from the Library”** followed by **“Accessing the Library’s web site”** and **“Accessing an online database provided by the Library.”** Respondents appear somewhat less satisfied with **“Attending instructional sessions,”** followed by **“Collections,”** which is based on the percentage of respondents indicating some level of dissatisfaction. However, it is important to note that **63.6%** of respondents did indicate a level of satisfaction for **“Attending instructional sessions,”** and **58.8%** for **“Collections,”** with **30.3%** of respondents indicating **“Very Satisfied”** with **“Attending instructional sessions.”**

Below are the complete details for the services questions. Any comparisons with 2013 were only made if the percentage differences in satisfaction or dissatisfaction were considered significant, which would be more than **10%**.

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

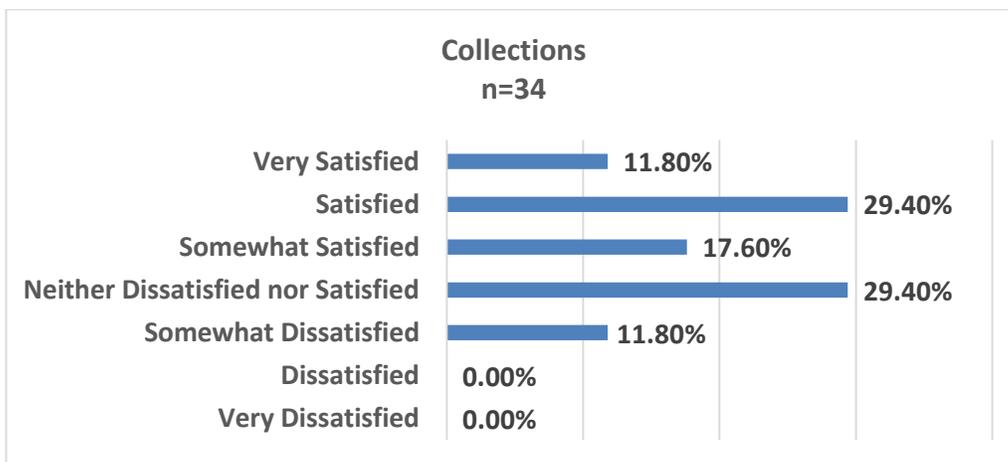
**Services Question #1: Attending Instructional Sessions**

Approximately **12.20%** of respondents, indicated some level of dissatisfaction. About **63.6%** indicated some level of satisfaction, which is a decrease of **13.9%** from 2013, while **64.7%** of respondents indicated some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



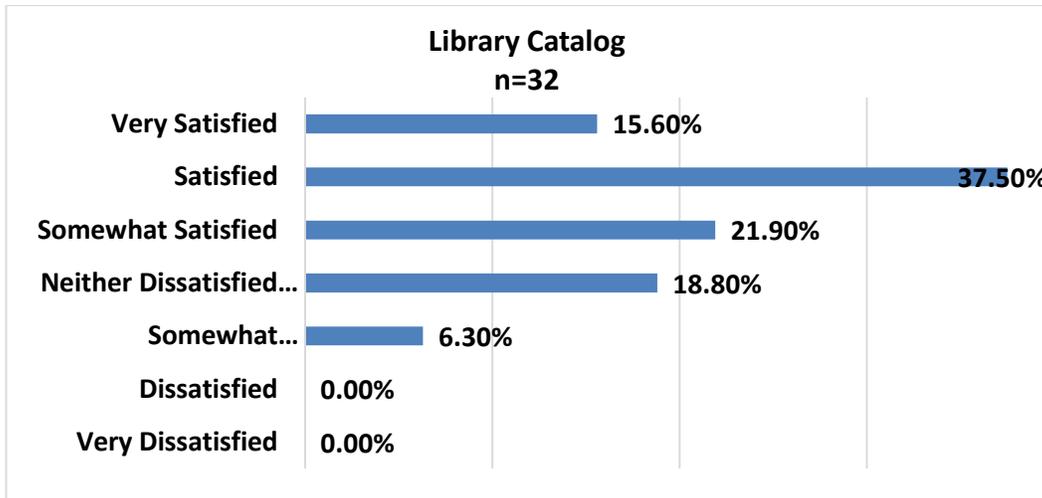
**Services Question #2: Collections**

Approximately **11.8%** of respondents, indicated some level of dissatisfaction with **58.8%** indicating some level of satisfaction. **73.5%** of respondents indicated some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



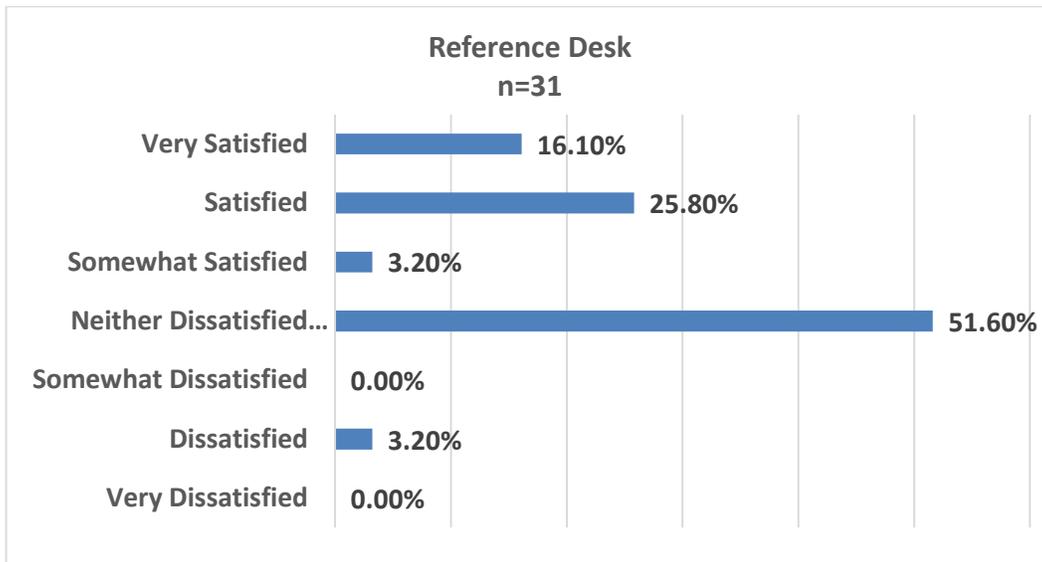
### Services Question #3: Library Catalog

Approximately **6.3%** of respondents indicated some level of dissatisfaction with **75.0%** indicating some level of satisfaction. **78.2%** indicated some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



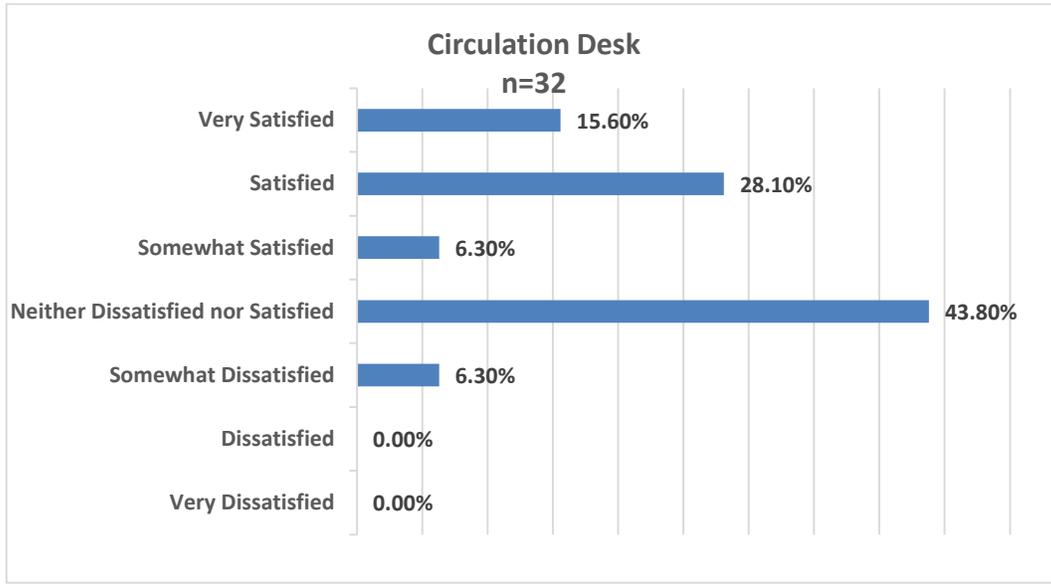
### Service Question #4: Reference Desk

Only **3.2%** of respondents indicated some level of dissatisfaction. **45.1%** of respondents indicated some level of satisfaction, which is a decrease of **23.8%** from 2013. However **51.6%** of respondents indicated “neither dissatisfied nor satisfied,” so this may indicate a problem with this question. Respondents may be confused about which desk is the Reference Desk and which desk is the Circulation Desk. **63.6%** of respondents indicated some importance, which a decrease of **15.7%** from 2013, which could be an indication of less dependence on the Reference Desk. The chart below gives the distribution of responses for levels of satisfaction.



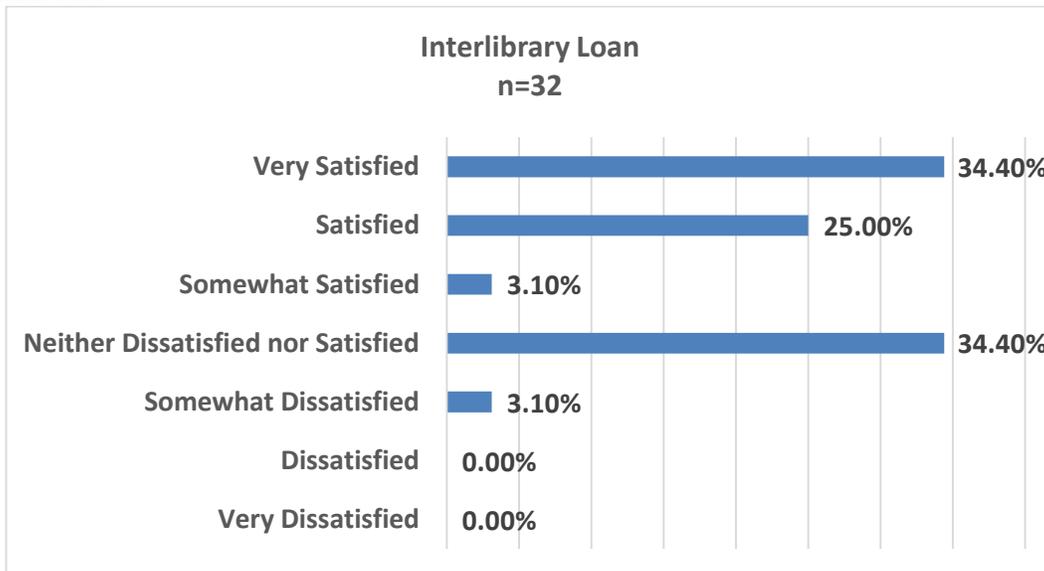
**Services Question #5: Circulation Desk**

Approximately **6.3%** of respondents indicated some level of dissatisfaction. **50%** indicated some level of satisfaction, which is a decrease of **20%** from 2013. However, **43.80%** of respondents indicated **“neither dissatisfied nor satisfied,”** which could indicate a problem with this question. Respondents may be confused about which desk is the Circulation Desk and which desk is the Reference Desk. **61.3%** indicated some level of importance, which is a decrease of **17.9%** from 2013. The chart below gives the distribution of responses for levels of satisfaction.



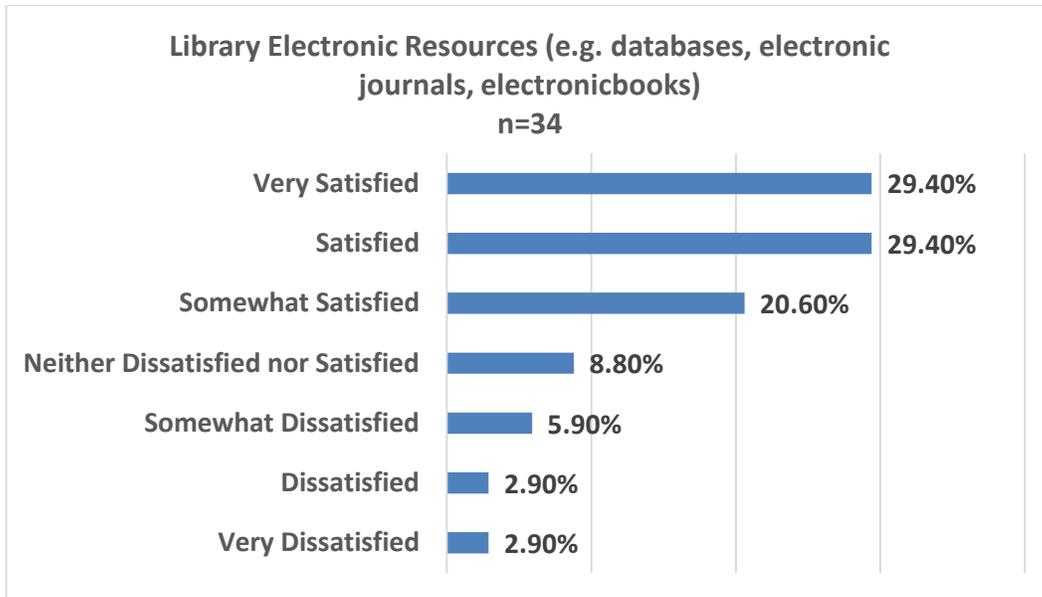
**Services Question #6: Interlibrary Loan**

Only **3.1%** of respondents indicated some level of dissatisfaction. **62.5%** indicated some level of satisfaction. **68.9%** indicated some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



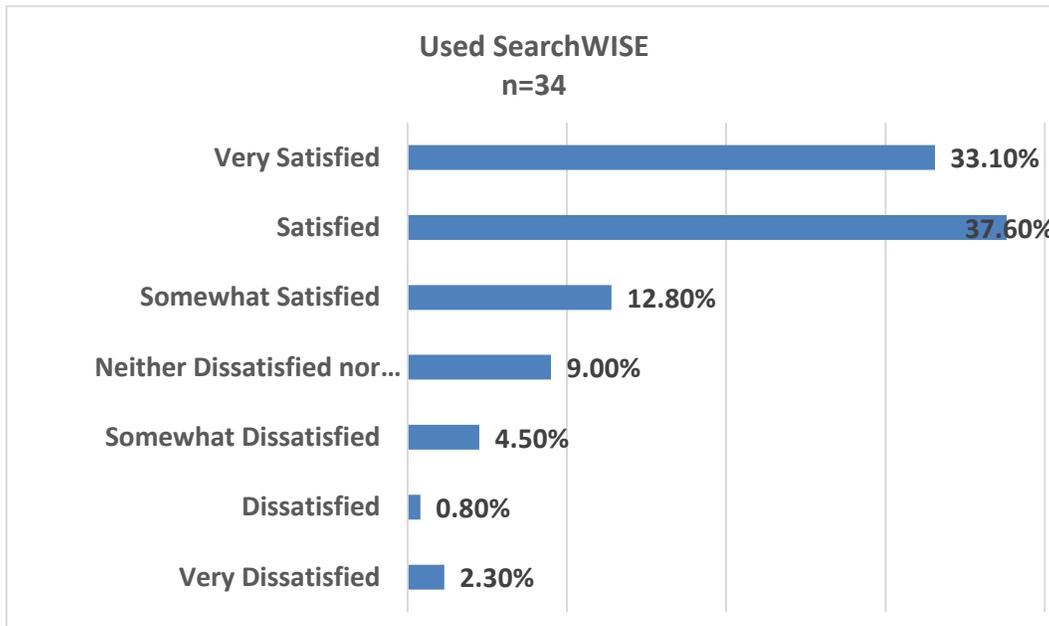
**Services Question #7: Library Electronic Resources**

About **11.7%** of respondents indicated some level of dissatisfaction with **79.4%** indicating some level of satisfaction. **94.1%** of respondents indicated some level of importance, so the Libraries’ electronic resources continue to be very important. The chart below gives the distribution of responses for levels of satisfaction.



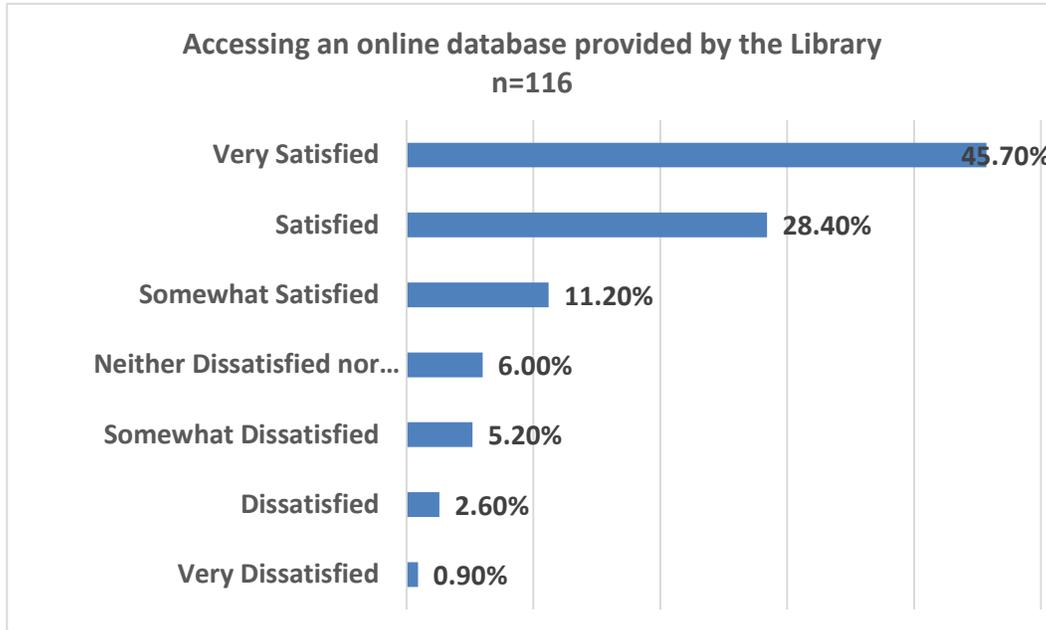
**Services Question #8: Used SearchWISE**

About **7.6%** of respondents indicated some level of dissatisfaction with **83.5%** indicating some level of satisfaction, and **89.8%** indicating some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



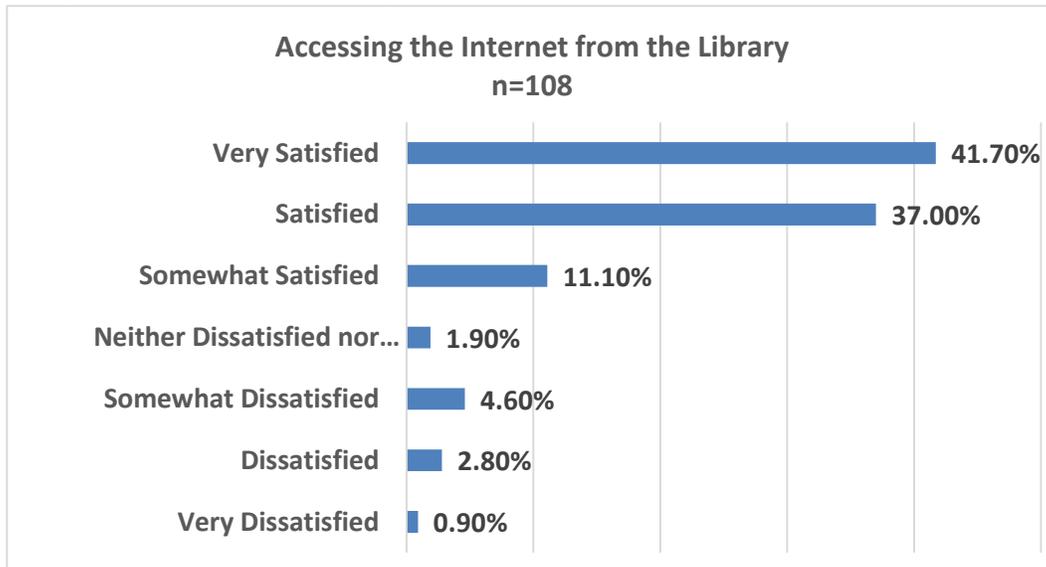
**Services Question #9: Accessing an online database provided by the Library**

About **8.7%** of respondents indicated some level of dissatisfaction. **85.3%** indicated some level of satisfaction. **90.0%** indicated some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



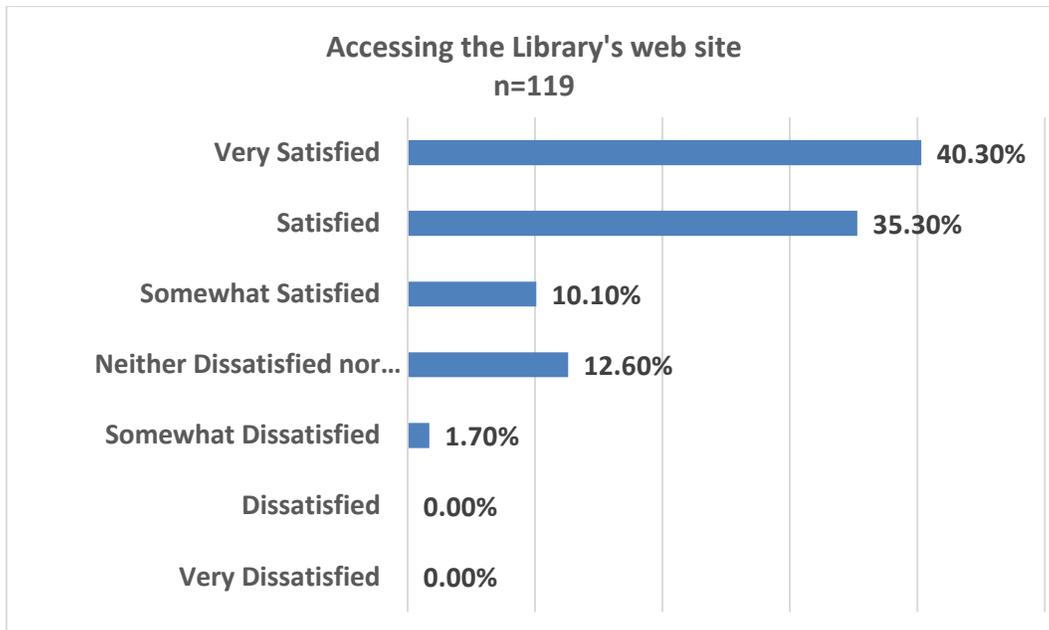
**Services Question #10: Accessing the Internet from the Library**

About **8.3%** of respondents indicated some level of dissatisfaction with **89.8%** indicating some level of satisfaction. **96.1%** of respondents indicated some level of importance, so this still remains an important issue. The chart below gives the distribution of responses for levels of satisfaction.



### Services Question #11: Accessing the Library's web site

Only **1.7%** of respondents indicated some level of dissatisfaction with **85.7%** indicating some level of satisfaction, and **85.1%** indicating some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



### Services Question #12: Media Center

Approximately **6.7%** of respondents indicated some level of dissatisfaction with **40.0%** indicating some level of satisfaction, and **50.1%** indicating some level of importance. However, there is a problem with this question, as **53.3%** of respondents indicated **“neither dissatisfied no satisfied,”** so it could be that these respondents do not use the Media Center.

### Services Question #13: Library Programs and Special Events

Only **3.3%** of respondents indicated some level of dissatisfaction with **36.7%** indicating some level of satisfaction, and **38.8%** indicating some level of importance. However, there is a problem with this question, as **60.0%** of respondents indicated **“neither dissatisfied nor satisfied,”** so it could be that the respondents for this question are not familiar with the Library's programs and special events or have never attended them.

### 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 a 7-point Likert scale. Results for the specific question entitled **“Parking”** were not included in this report, since we cannot control the **“Parking”** situation, even though it continues to be a problem and an important issue. Respondents appear to be the most dissatisfied with specific areas in **“Facilities”** and **“Equipment”** of the four main question categories (**“Services,” “Facilities,” “Equipment”** and **“Policies and Procedures”**) with the largest percentage of respondents indicating a level of dissatisfaction with **“Printers,”** followed by **“Group Study Rooms,” “Seating/Workspaces,” “Restrooms”** (although there appears to be a little improvement in this area), and **“Copiers.”** Respondents appear to still be somewhat

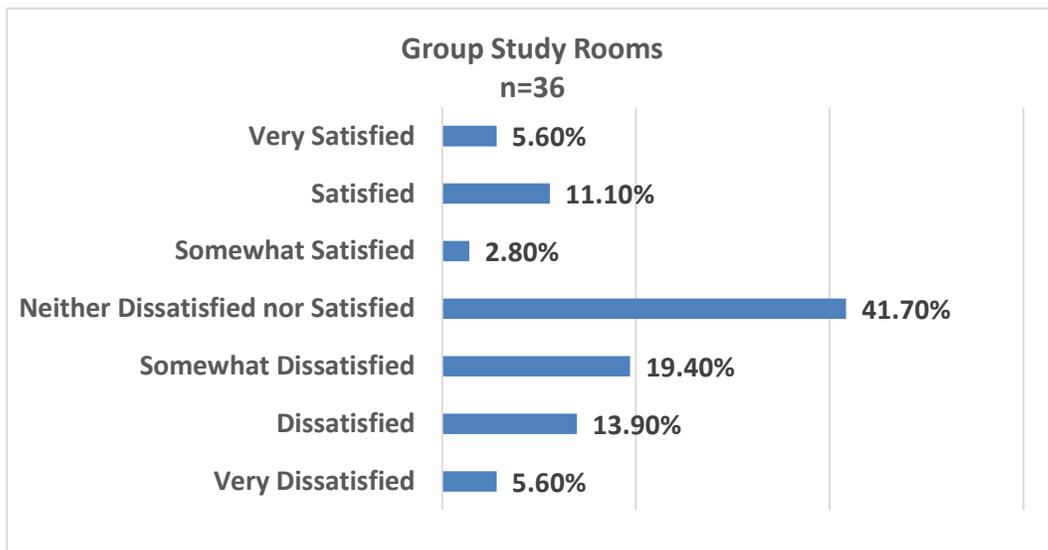
dissatisfied with “Hours of access and operation;” however, there was an increase of **16.9%** in the number of respondents indicating some level of satisfaction, which is significant and might be due to the Wimberly Library extending its hours to 2 a. m. on Sunday through Thursday in the fall of 2014.

Below are the complete details for the facilities questions. Any comparisons with 2013 were only made if the percentage differences in satisfaction or dissatisfaction were considered significant, which would be more than **10%**.

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

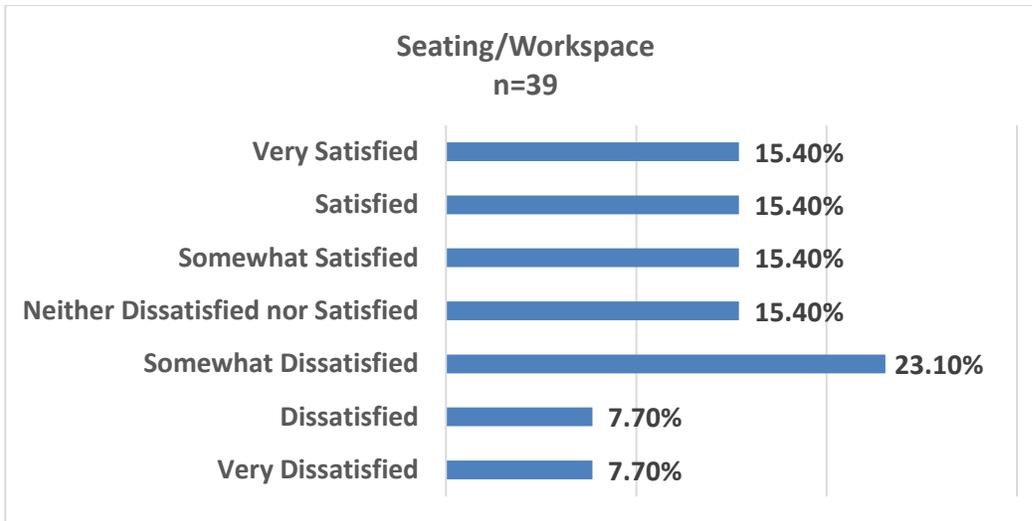
**Facilities Question #1: Group Study Rooms**

Approximately **38.9%** of respondents indicated some level of dissatisfaction, which is very significant. About **19.5%** indicated some level of satisfaction, and **60.9%** indicated some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



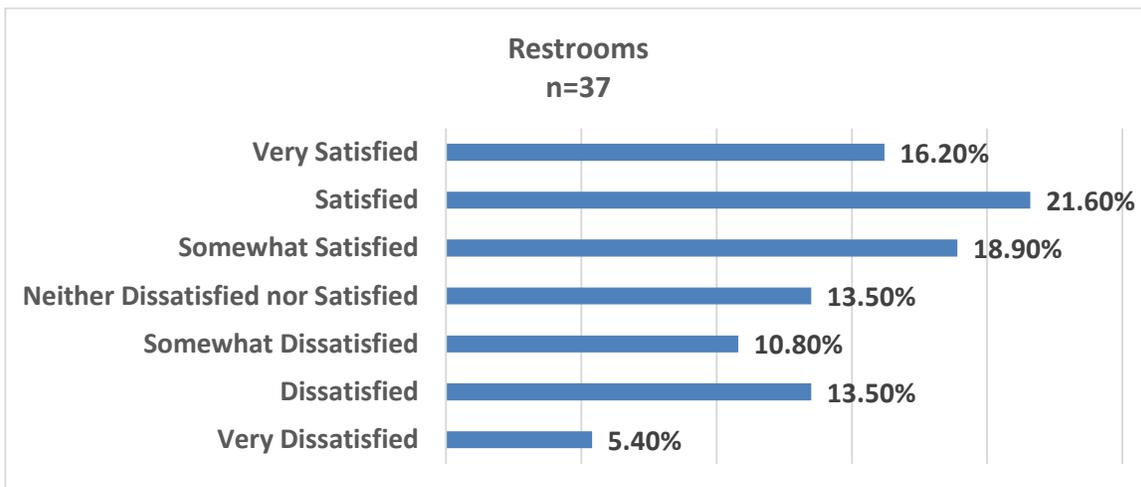
**Facilities Question #2: Seating/Workspace**

Approximately **38.5%** of respondents indicated some level of dissatisfaction, which is very significant. **46.2%** indicated some level of satisfaction, which is a **14.8%** decrease from 2013. **81.6%** indicated some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



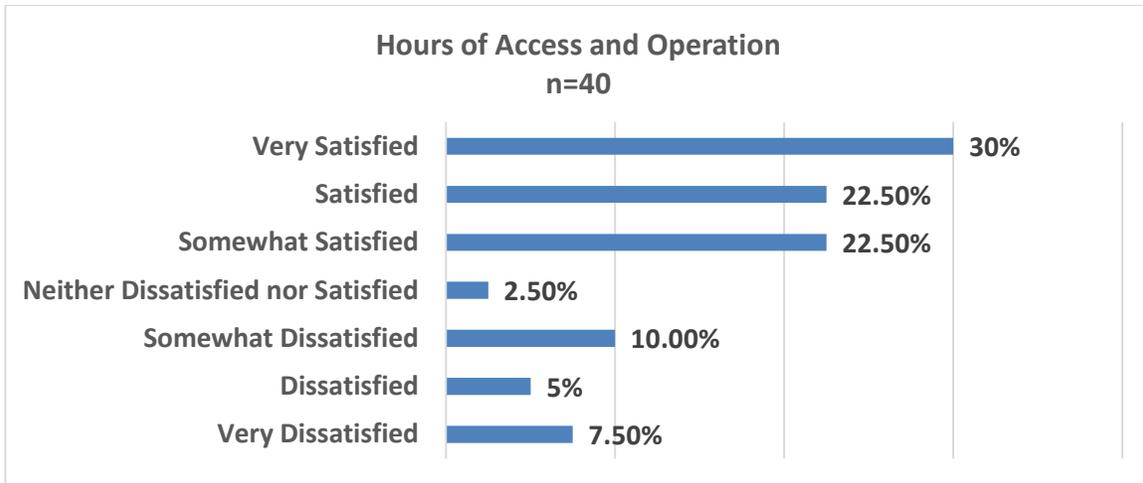
**Facilities Question #3: Restrooms**

Approximately **29.7%** of respondents indicated some level of dissatisfaction, which is significant. **56.7%** indicated some level of satisfaction, and **86.1%** indicated some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



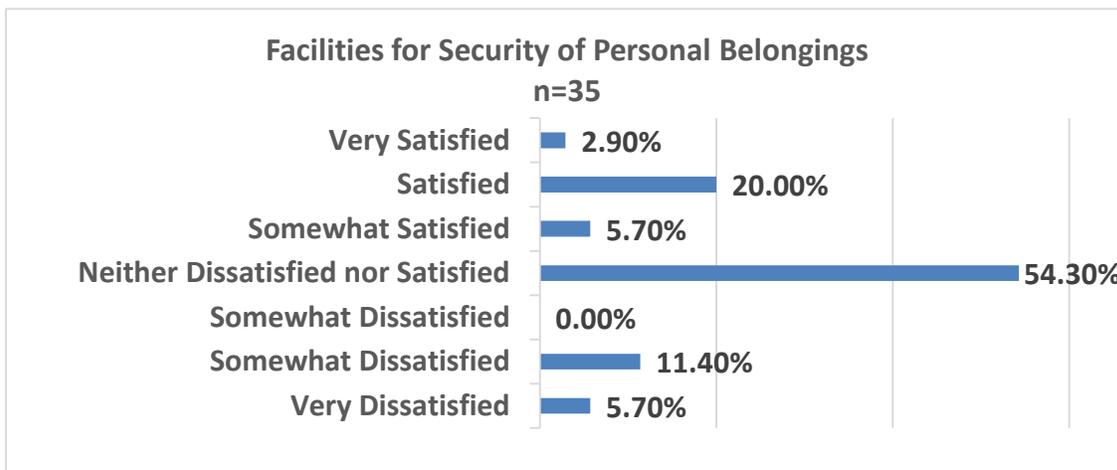
**Facilities Question #4: Hours of Access and Operation**

About **22.5%** of respondents indicated some level of dissatisfaction. **75.0%** indicated some level of satisfaction with an increase of **16.9%** over 2013. **94.8%** indicated some level of importance, so this still remains an important issue. The chart below gives the complete distribution of responses for levels of satisfaction.



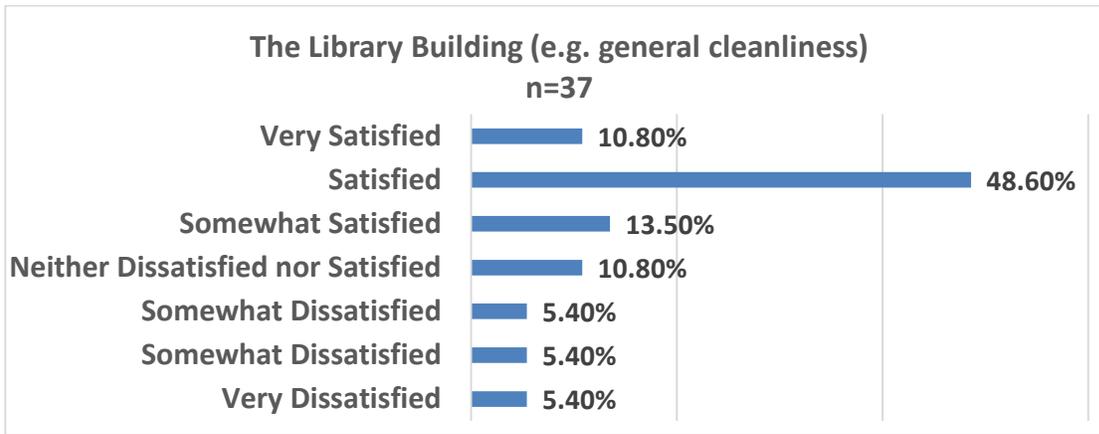
**Facilities Question #5: Facilities for Security of Personal Belongings**

Approximately **17.1%** of respondents indicated some level of dissatisfaction. **28.6%** indicated some level of satisfaction, which is an **11.4%** decrease from 2013. Although, 54.3% of respondents indicated “Neither Dissatisfied nor Satisfied,” which indicates some uncertainty about this question. **55.9%** indicated some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



**Facilities Question #6 The Library Building (e.g. general cleanliness)**

About **16.2%** of respondents indicated some level of dissatisfaction with **72.9%** indicating some level of satisfaction, which is a **17.7%** increase from 2013. **94.5%** indicated some level of importance, which indicates that this issue remains important. The chart below gives the complete distribution of responses for levels of satisfaction.



**Results of Equipment Questions**

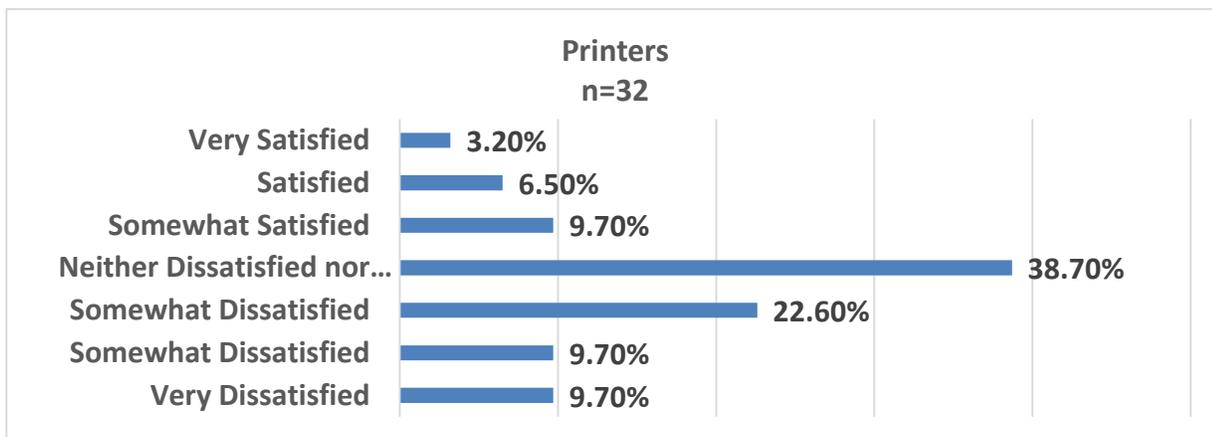
Respondents of these questions were asked to indicate a level of satisfaction and importance with specific equipment (e.g. **“Printers”**) using a 7-point Likert scale. The specific areas in the **“Equipment”** category are ranked below in order by the highest percentage of respondents indicating some level of dissatisfaction.

Below are the complete details for the equipment questions. Any comparisons with 2013 were only made if the percentage differences in satisfaction or dissatisfaction were considered significant, which would be more than **10%**.

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

**Equipment Question #1: Printers**

About **42%** of respondents indicated some level of dissatisfaction, which is very significant, and appears to be the number one problem. Only **19.4%** indicated some level of satisfaction, which is a very significant decrease of **38.3%** from 2013. **78.8%** indicated some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



### Equipment Question #2: Computer Workstations

Approximately **22.7%** of the total number of respondents indicated some level of dissatisfaction. **45.2%** indicated some level of satisfaction, which is a significant decrease of **25.1%** from 2013. **74.3%** indicated some level of importance.

### Equipment Question #3: Copiers

About **22.6%** of the total number of respondents indicated some level of dissatisfaction. Only **25.8%** indicated some level of satisfaction, which is a significant decrease of **22.2%** from 2013. **56.3%** indicated some level of importance.

### Results of Policies and Procedures Questions

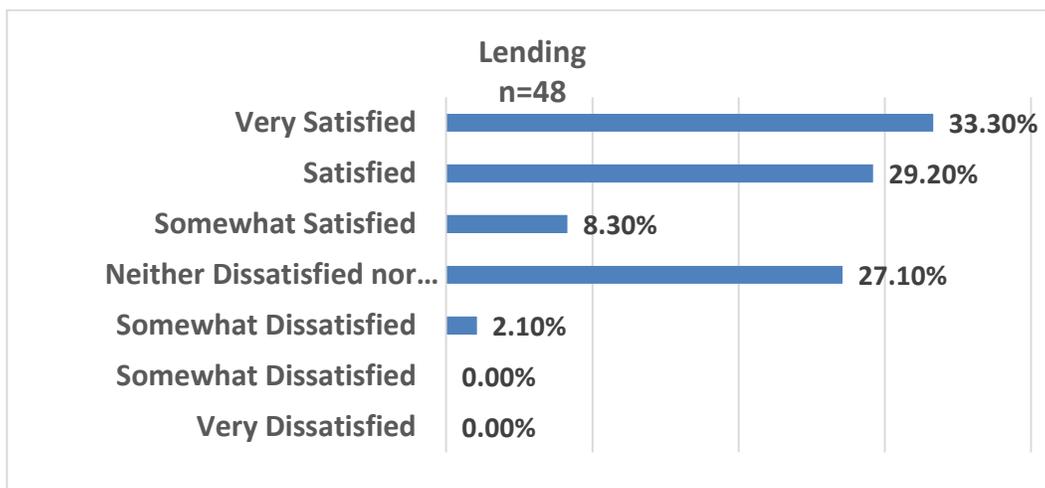
Respondents of these questions were asked to indicate a level of satisfaction and importance with specific policies and procedures (e.g. **“Lending policies”**) using a 7-point Likert scale. As far as library policies and procedures, respondents are more satisfied with **“Lending policies”** followed by **“Borrowing/Returning materials”** and **“Interlibrary Loan,”** but appear to be less satisfied with **“Fines/Fees(costs/rules, collections/payments, dispute resolution) “** and **“Policy enforcement.”**

Below are the complete details for the policies and procedures questions. Any comparisons with 2013 were only made if the percentage differences in satisfaction or dissatisfaction were considered significant, which would be more than **10%**.

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

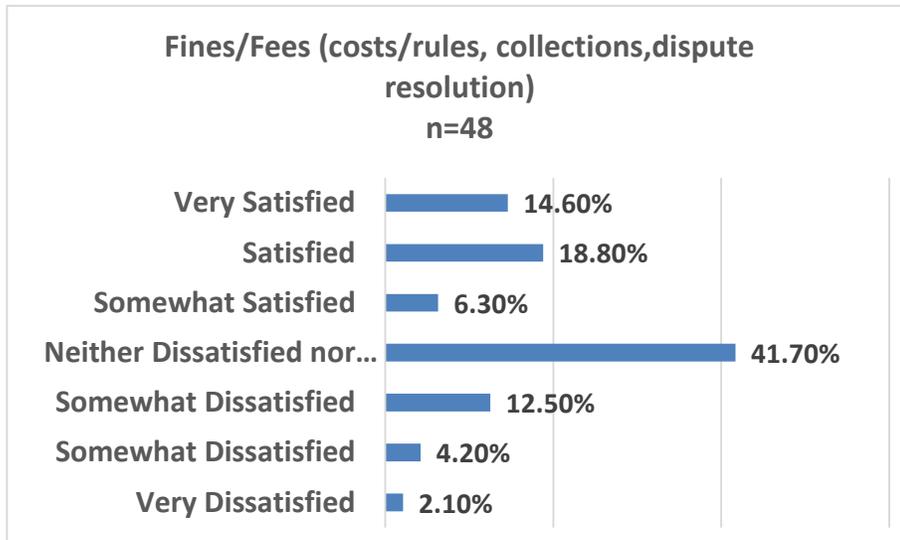
### Policies Question #1: Lending policies

Only **2.1%** of respondents indicated some level of dissatisfaction with **70.8%** indicating some level of satisfaction, and **70.8%** indicating some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



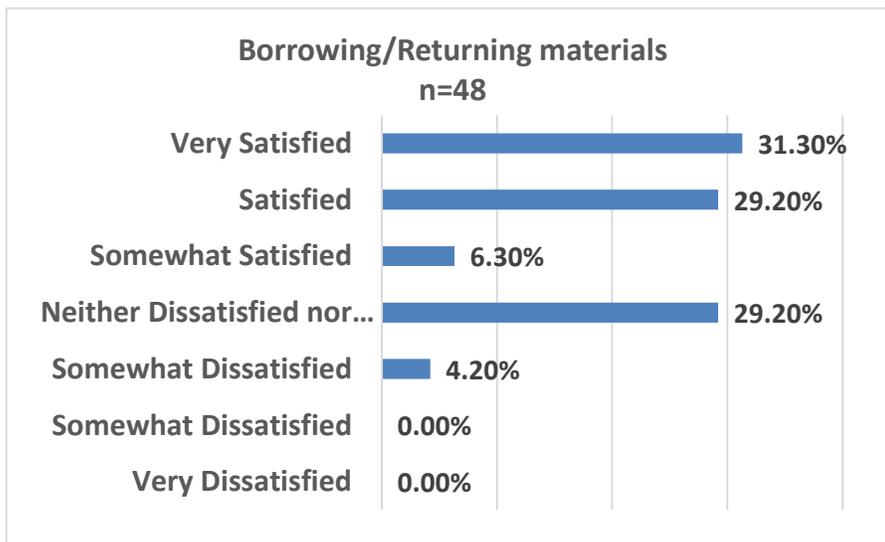
**Policies Question #2: Fines/Fees (costs/rules, collections/payments, dispute resolution)**

About **18.8%** of respondents indicated some level of dissatisfaction with **39.7%** indicating some level of satisfaction, and **54.2%** indicating some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



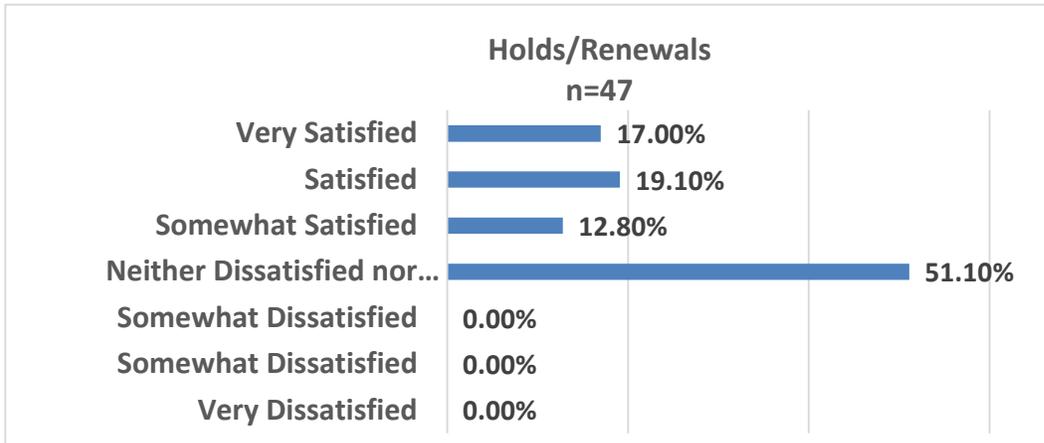
**Policies Question #3: Borrowing/Returning materials**

About **4.2%** of respondents indicated some level of dissatisfaction with **66.8%** indicating some level of satisfaction, and **62.5%** indicating some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



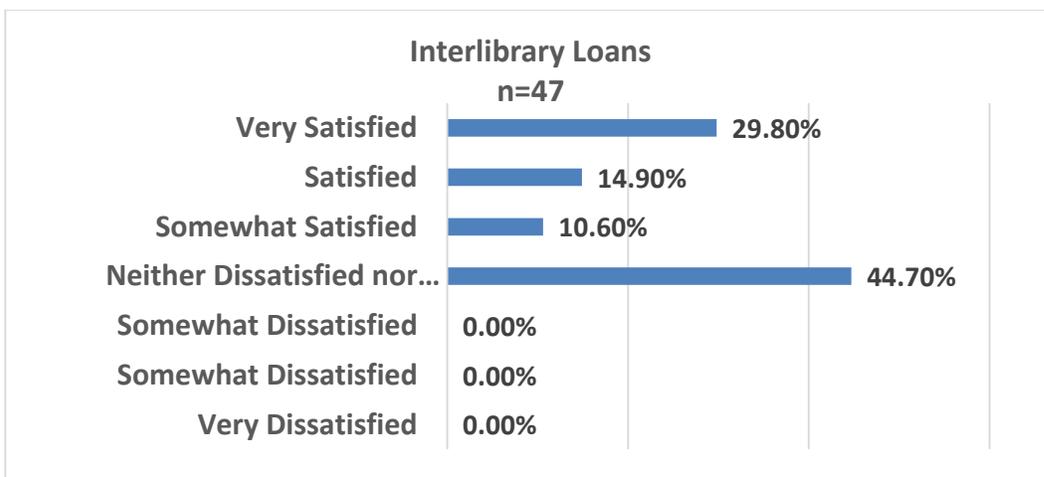
**Policies Question #4: Holds/Renewals**

**0.0%** of respondents indicated some level of dissatisfaction. **48.9%** indicated some level of satisfaction, which is a **12.9%** decrease from 2013. **52.1%** indicated some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



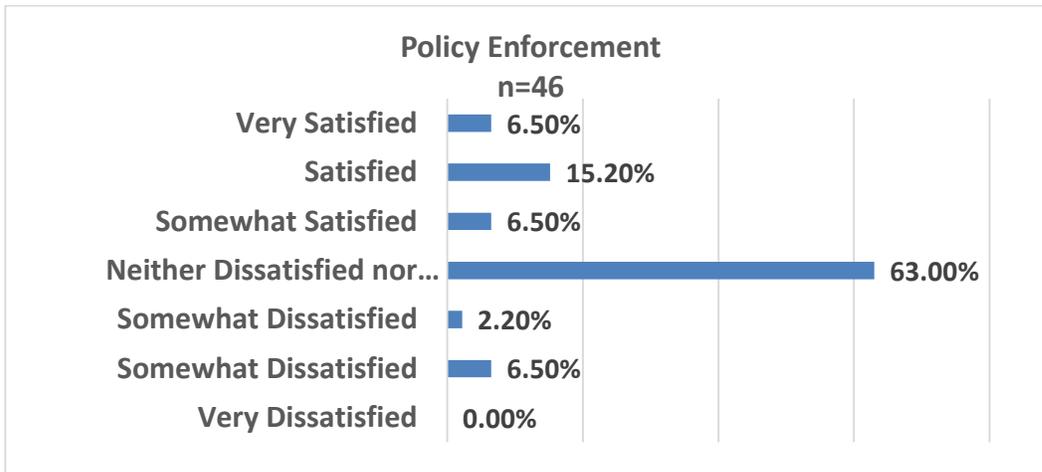
**Policies Question #5: Interlibrary Loan**

0.0% of respondents indicated some level of dissatisfaction with 55.3% indicating some level of satisfaction, and 57.5% indicating some level of importance. The chart below gives the complete distribution of responses for levels of satisfaction.



**Policies Question #6: Policy enforcement**

About 8.7% of respondents indicated some level of dissatisfaction. 28.2% indicated some level of satisfaction, which is an 18.7% decrease from 2013. 42.6% indicated some level of importance. The chart below gives the distribution of responses for levels of satisfaction.



### Summary and Recommendations

In summary, it appears that “**Afternoon**” and “**Evening**” are the two most convenient times to use the Library and the majority of respondents still indicate that they use library services on campus. It also appears that respondents prefer to find information on their own, rather than asking for help. The largest problem areas deal with the categories of “**Facilities**” and “**Equipment**,” including “**Printers**,” “**Group Study Rooms**,” “**Seating/Workspaces**,” “**Restrooms**,” and “**Copiers**,” which were also problem areas in 2013, so the issues with facilities and equipment seem to be ongoing. Results from recent space studies that have been conducted in the Wimberly Library and Dean Hixson’s conversations with students also indicate that these areas are a problem. In addition, library hours still appear to be a concern, although there was an increase from 2013 to 2014 in the percentage of respondents indicating a level of satisfaction.

Therefore, based on the 2014 LibSat survey results the following recommendations are being made:

1. **Continue to assess the needs and satisfaction of students and faculty with library facilities and equipment, especially in the Wimberly Library.**
2. **Ensure that printers are reliable, accessible and easy to use, especially in the Wimberly Library.**
3. **Add and redesign group study rooms in the Wimberly Library, as the budget permits.**
4. **Provide more comfortable seating and workspaces, including collaborative workspaces in the Wimberly Library, as the budget permits.**
5. **Continue to renovate restrooms in the Wimberly Library, as the budget permits.**
6. **Ensure that copiers are reliable, accessible and easy to use, especially in the Wimberly Library.**
7. **Continue to gather feedback from students about library hours.**
8. **Consider implementing alternative models of reference, including the tiered approach, to free up reference librarians to conduct more in depth consultations and more integrated instruction with the Colleges.**
9. **In order to have a continuous conversation with students and for purposes of SACS reaccreditation, continue to administer an annual user satisfaction survey, which could be LibSat, another instrument or a home grown survey.**