

# **Analysis of McKillop Library Annual Patron Satisfaction Survey**

**Spring 2013**

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Survey conducted April 15 – 29, 2013

Analysis prepared by: Lori Barile, Learning Commons Librarian  
McKillop Library, Salve Regina University

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### I. Background and respondent profile

In April 2013, a patron satisfaction survey was conducted, bringing in responses from students, faculty, staff and community patrons. A total of 506 replies to the survey were recorded. The majority (84.6%) of respondents identified as undergraduate students, therefore the responses to this survey overwhelmingly reflect the opinions of the undergraduates at Salve Regina University.

### II. Results: Respondent use patterns

Almost half of respondents (43.7%) stated that they visit the library weekly, followed by daily (26.6%) [question #2]. The most common reason cited for visiting the library was to do homework or study (82.9%), followed closely by using the printer/scanner/copiers (80.5%). Finding materials for assignments was listed by 67.8% respondents as the third reason they come to the library [question #3]. These numbers remained almost the same as the past two years [see Figure 1 below].

<b>Q3. Please check all the reasons you visit the McKillop Library:</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
To do homework or study	87.5%	86.2%	82.9%
To use the printer/scanner/copier	84.1%	83.9%	80.5%
To find materials for assignments	65.9%	67.8%	67.8%
To use the computers	65.3%	56.6%	61.2%
To use the study rooms	39.7%	48.7%	46.9%
To borrow DVDs	39.3%	40.2%	40.0%
To meet friends	31.9%	30.3%	29.0%
To ask library staff for help	22.2%	21.2%	24.1%
To find books to read for fun	21.6%	18.6%	16.7%
To attend library instruction session(s) with my class	20.0%	20.0%	11.1%
To read magazines or newspapers	6.7%	4.8%	5.0%

Figure 1

For those 130 respondents who do not visit the library, the most highly reported reasons are: accessing what they need from the library website (53%) and the lack of individual study spaces (19.2%) [question #4]. These were the top two answers for this question in the 2012 survey as well. This analysis reflects the need of the library to continue to reach out to students through the World Wide Web, as well as the need for more individual study spaces. Some reasons given in the “Other (please specify)” option box for why respondents did not visit the library are: the library is too far/lack of parking (4), they are distance/online students (4), and they find the library uncomfortable/distracting (6).

In a question about respondent satisfaction with the library's resources in support of coursework, patrons reported being most "satisfied" with the library's print collection (44.1%), ebook collection (32.7%), online databases (44%) and the library website (47.1%). The majority of respondents indicated that they "do not use" the library's YouTube tutorial videos (52.4%), online course guides (32.5%), or library instruction sessions (38.1%) [question 17]. It is unclear whether the respondents are aware of these other services but choose not to use them or if they are not aware of these services and therefore indicated that they do not use them.

### III. Results: Technology

The majority (82.9%) of respondents report using their own laptops in the library, while 70.6% report using the library PCs and 35% report using the library's Macs, which are all similar values compared to last year's survey. The use of smart phones in the library rose from 36.9% last year to 55.7% this year and there was another rise in the use of mobile devices (iPods, tablets, iPads, eReaders) at 24.1% this year, from 18.6% last year [question #12].

When asked whether they would use a fee-based poster printer, 55% of respondents said they would be interested as long as it does not add another fee to their tuition bill [question #14]. The library will research the cost-effectiveness of purchasing a poster printer. In addition, 52% are interested in borrowing iPads pre-loaded with apps [question #15]. The library has purchased four iPad 2 devices for check-out beginning in the Fall of 2013.

While most of the respondents seem to be satisfied with the printing service in the library, there are also many comments about the allotted print funds. Many students feel that \$20 per semester is an insufficient print allowance, particularly for those in certain majors (like education and nursing) or upperclassmen who are printing theses. Refer to section V: Highlighted Comments for student comments related to printing.

### IV. Results: Services

In a question about usage and satisfaction of library services, respondents reported being "very satisfied" with assistance from library staff, the library's study rooms, HELIN and interlibrary loan, printing in the library, wireless access in the library, software on library computers and booking a study room online [question #16] [see Figure 2 below].

#### Q16. Please rate your satisfaction with the following library services:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't use
Assistance from Librarians/Library Staff	<b>49.9%</b>	35.8%	6.7%	0.6%	0.0%	7.1%
Study rooms	<b>37.3%</b>	34.6%	9.0%	0.6%	0.0%	18.5%
Library website (library.salve.edu)	41.3%	<b>46.7%</b>	8.1%	2.3%	0.2%	1.5%
Chat/text a librarian	24.5%	20.1%	16.8%	0.4%	0.6%	<b>37.5%</b>
Mobile website (library.salve.edu/m)	25.2%	26.5%	16.6%	2.3%	0.4%	<b>29.0%</b>
Course reserves	36.3%	<b>38.4%</b>	11.4%	2.1%	0.4%	11.4%
HELIN and/or Interlibrary loan	<b>44.7%</b>	37.9%	9.4%	1.3%	0.0%	6.7%
Booking a study room online	<b>34.9%</b>	23.8%	10.9%	0.8%	0.0%	29.5%

Printing in the library	<b>43.2%</b>	39.4%	5.5%	2.3%	1.3%	8.4%
Wireless access in the library	<b>50.8%</b>	33.3%	4.8%	1.9%	0.4%	8.8%
Software on library computers	<b>39.1%</b>	33.9%	9.8%	0.6%	0.2%	16.3%
Function of library computers	38.9%	<b>41.4%</b>	9.1%	1.1%	0.4%	9.1%

Figure 2

When asked, “Who would you be most likely to ask for help with research?” respondents opted first for library staff/librarian (42.7%), followed secondly by their professor (29.2%) [question #8]. This result is a change from last year when respondents stated that they would be most likely to ask their professor first and librarians second.

A total of 58.2% responded either “yes” or “maybe” when asked if they would be interested in a one-credit course that would teach how to use the library and improve research skills [question #10]. Select library staff will offer such a course for the Spring 2014 semester.

The question “What have you seen or experienced at other libraries that you would like to see or experience at McKillop Library?” drew almost 150 comments [question #20]. Selected student comments to this question can be found on pages 5-6 of this report. Some consistent themes include:

- More individual study rooms/spaces
- Better furniture/lighting
- 24-hour access
- Improved café
- Consistent temperature
- More power outlets
- Shuttle/transportation after midnight

## V. Results: Environment

Most patrons prefer studying on the second floor (30.6%) followed by a close tie for first (25.1%) and third (27.4%) floors [question #21].

An overwhelming majority of respondents (72%) said that the library needs more comfortable chairs and 44.1% asked for more tables in response to the question “what do you think of the library’s appearance and atmosphere?” [question #22]. Also, 50% indicated they would like more individual study spaces, compared to the number (32.5%) who indicated they would like more group spaces [see Figure 3 below]. These sentiments are also reflected in the comments, which can be viewed on page 7 of this report. These results are almost identical to those of the past two years, with slightly higher values this year.

In response to the question, “The best way to improve the library’s Bookends Café would be” [question #24] the top reply is to “add a full-service café (like Jazzman’s) from 83.6% of respondents. Other suggestions include adding a hot water machine and allowing purchases to be deducted from the student meal plan. Additional student comments to this question can be found on pages 7-8 of this report.

Over half (59.3%) answered that installing individual, private study carrels on the 3<sup>rd</sup> FL of the library would be an improvement [question #25].

When asked to rate the library overall, 66% said that it is “good (meets my needs)” followed by 26.3% for “excellent (surpasses my needs).” No one rated the library as “poor” [question #26].

**Q22. What do you think of the library’s appearance and atmosphere? (check all that apply)**

More tables	44.1%
Less tables	1.7%
More PCs	17.3%
Less PCs	2.1%
More Macs	23.9%
Less Macs	2.8%
Too hot	10.0%
Too cold	27.0%
More comfortable chairs	<b>72.0%</b>
More lighting	14.0%
Less lighting	9.5%
More group study spaces	30.6%
More individual study spaces	50.0%

Figure 3

The top comment response to the question “The thing I like *best* about the library is....” was “the atmosphere” closely followed by “library staff” [question #27]. Other comments include favorable reactions to the library’s resources, access and services.

When asked what they like *least* about the library, comments mostly focused on facilities, such as “the lighting,” “temperature,” “leaky roof” and “moldy smell.” Other concerns were the “noise” and “insufficient number of study rooms” [question #28]. See pages 8-9 of this report for highlighted comments in response to this question.

## VI. Highlighted comments

This section contains select student comments from the survey. See the bound copy of the full survey for complete list of student comments.

Comments in response to question #20: “*What have you seen or experienced at other libraries that you would like to see or experience at McKillop Library?*”

- I would like a more private individual study areas. Brown University's Rockefeller Library has a large number of private rooms for study, these rooms don't have to be booked and can accommodate one or two for study. Some sections of rooms at the Rock library have doors, while others do not. The rooms are not big, approximately 5 ft x 5 ft.

If the space is not available for this at McKillop I would really like to see an area of cubicles, where the sides are extended far enough back to offer a little isolation.

- **MORE STUDY ROOMS!!!**
- A private booth on the quiet floor to allow more privacy. The tables are too open of a space and more of a distraction
- more individual study areas
- Comfier seats and tables. Softer lighting and a Starbucks and a wider selection of DVD
- I would like to see a 24 hour room. As a nursing major, I spend many nights up studying until very late. If the library provided a 24 hour room, I believe many nursing students would use it.
- more of a cafe area, perhaps with more food options
- We should have a Starbucks or Dunkin Donuts in the library for late nights or a snack other than vending machines.
- In house coffee shop with sandwiches, salads, coffee, tea, and smoothies. University of Central Florida has a Java City on the first floor with a lounge area
- I have not been to many other libraries. I have visited Bentley University which had a service cafe right outside the library. Salve has a self-serve tea/coffee
- I'm not sure if this is possible, but there needs to be more outlets under the individual study tables so people can plug their laptops in without having to relocate or cause a tripping hazard.
- As most students spend more time than they think they would need in a library, it would be beneficial to have a few more resources in the snack room. (microwave, etc) Also, more outlets that can charge laptops around the rooms would be very helpful. I understand the library does not deal with transportation, but it would be much safer and useful if students could get a shuttle after midnight back to their dorms/housing, esp. during finals/midterms.
- I would like to see a better cafe area as well as more tables for group studying. The tables are usually full.
- I have been to libraries that have individual study cubicles that provide an even more secluded work space. However, this has ups and downs, of course.
- I would like to see more help when it comes to writing citations. I find that printed out instructions do not help students as much as receiving help from a person.
- More private areas for studying independently
- Individual study carrels.
- Have at least a section or room that is accessible 24 hours for late night studying.
- Better cafe and lounging furniture
- More printing money for education majors.
- more money per semester for printing
- **EDUCATION MAJORS SHOULD BE ELIGIBLE FOR MORE MONEY TO PRINT**
- Better printing specifically for posters and larger images.

Comments in response to question #22: *“What do you think of the library’s appearance and atmosphere? (check all that apply)”*

- Needs different furniture---the hard chairs are awful. The lights are WAY TOO BRIGHT.
- The third floor is especially cold a lot of the time. That is one of the reasons why I don't often study there.
- Make the atmosphere more comfortable. This is Clark University’s library, this is the type of atmosphere that I enjoy:  
[http://farm9.staticflickr.com/8007/7455426234\\_1d7e672f57\\_z.jpg](http://farm9.staticflickr.com/8007/7455426234_1d7e672f57_z.jpg) and  
[http://www.kirchhoff-consigli.com/wp-content/uploads/webVanderwarkerimg\\_9886-620x395.jpg](http://www.kirchhoff-consigli.com/wp-content/uploads/webVanderwarkerimg_9886-620x395.jpg)
- Not necessarily easy chairs, but even just cushions on the current wood chairs would be nice. The wood chairs are conducive to working, but get very uncomfortable after a while.
- I like to be alone and I hate when there is a glare on the computer screen. Get some window shades so students can adjust their own lighting
- more cushion chairs and a cafe- everyone brings outside coffee anyways (dunkins/starbucks)- why not profit off it? most are not willing to go to jazzmans from here
- have outlets at every table so you never get stuck at a table without an outlet and when your computer dies you have to move to plug it in.
- The temperature in the third floor is very bipolar. It's either too cold or too hot.
- Please more comfortable chairs!!! and the third floor always swing temperatures.It's either too hot or too cold.
- Couches might be nice, for pleasure reading. There isn't a quiet place on campus for this.
- More power outlets to charge computers
- Third floor roof needs to be renovated people! Bubble marks in the paint on the dry wall where their was a ceiling leak. Carpets NEED to be replaced!! Or if this costs to much as least Shampoo and steam clean them over every big break!

Comments in response to question #24: *“The best way to improve the library's Bookends Cafe would be: (check all that apply)”*

- There shouldbe meal plan options, or an oppurtunity to use the student points.
- A bakery or barista Starbucks-esque place like Jazzman's would be SO awesome. Coffee in the library is always a MUST!!!
- I think a full-service cafe like Jazzman's would do great in the library.
- If you put it on the meal plan, that would be fantastic
- Definately a full service cafe...I know other campuses even have a Dunkin Donuts.
- Please see my answer to #23 (adding a service cafe like Bentley University would attract more students.)
- I feel it would do better if it were more open. Off tot he side and no in its own room. People often go to jazzmans before the library to access snacks. A cafesimilar to Jazzmans in the library would cut out the extra trip.
- I would like to have it that I could use my Salve ID bucks that I get with my meal plan to buy the food/drinks

- Make it apart of the meal plan. The area expects us to have cash on us when most of us don't
- A full service cafe would be nice but I understand the cost, need to make a profit and health dept concerns. However, a bigger space with attractive surroundings would be a big plus.
- Renovate bookends cafe into a Ma's Doughnuts shop or a Dounkin Dounuts! PLEASE LISTEN! this is what the Salve students really want! You guys are in business because of students like us, so please try to listen to our advice and ask Bill Hall to make this work! Please because without students, there would be no Salve Regina University, nor an awesome McKillop Library!!!

Comments in response to question #28: *"Finish this sentence: "The thing I like LEAST about the library is\_\_\_\_\_"*

- not being able to adjust the thermostat sometimes
- there are not enough individual study/work spaces.
- There is no area available to relax and break from studying, with food/drinks. Bookends cafe isn't a comfortable place.
- The uncomfortable chairs and harsh fluorescent lights.
- the lack of individual study corrals on the third floor/lack of printing money for education majors.
- Bookends Cafe. I think this needs to be updated
- The cold third floor, the uncomfortable wooden chairs, and the study rooms that are not soundproof
- not enough study rooms
- It is cold and some of the computers randomly log you off, causing you to lose your documents you are working on.  
not having a 24 hour room  
never any place to sit and I have to go to Wakehurst if I am hungry
- the seating. It is functional but far from comfortable when you have to move in for the night.
- how bright it is everywhere in the building. Some dim rooms might be nice.
- the temepature is to cold and no place to get food
- leaking roof & moldy smell
- Too bright, too cold. Often, I'd go to a cafe off campus that was more warm,inviting, and comfortable to spend hours in.
- The smell
- little amount of outlets.
- the chairs which do not fully fit the tables
- The snack room needs improvement. Shuttle service needs to be more empathetic to students' needs. Maybe the library can request this of the transportation/security office
- The florescent lights on the second floor are very bright
- Ugly trash cans being used to collect rain water! This is very unprofessional and makes the place on the third floor look trashy and it feels like I am studying in a third world country!!!! PLEASE FIX the roof!
- the smell

- Not enough private individual study space
- lack of a space for taking a break or socializing
- the temperature is always off
- That we don't have enough printing money for each semester, especially for certain majors that print more than others.
- not enough money on our cards to print. All ed majors use it up so quickly.
- I don't think we get enough printing money each semester.
- printing fees
- not enough printing money
- that on occasion the printers do not work
- charging for printing
- I run out of printing money very fast.
- The limited number of printers.
- cost of printing
- the printer jamming or charging me when it doesn't print all my material.
- the printing allowance is too small

Comments in response to question #29: *"Other comments or suggestions?"*

- The computers often don't work or don't let you log in because "there are too many computers being used at one time," the printers often don't work, the website is very confusing to find articles or course reserves, and the wifi is spotty.
- A mini cafe would be a good work study job along with something that will help keep students studying for a longer period of time. It would add to the overall great experience at the library.
- Consider increasing the amount of printing money for education majors, as they must provide classroom materials for all presentations and practicum experiences.
- Perhaps working with IT to reexamine or increase printing options. I know you don't control how much we can print but \$20 is not enough, especially for a PhD student.
- We should be given more than \$20 a semester to print.
- Education majors should be able to have a higher printing budget because 20 is not enough.
- When I print a two sided document I still get charged for two pages even though its really only one page. I would appreciate it if printing on both sides would only be charged for one page.
- I think that printing double-sided should cost \$0.15 per page rather than \$0.20.
- The printing gets very expensive, even with the \$20 included on the swipe card.

# Library Satisfaction Survey 2013





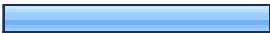














## 1. I am a:

		Response Percent	Response Count
Undergraduate student at Salve		84.6%	428
Graduate student at Salve		14.0%	71
Staff at Salve		1.0%	5
Faculty at Salve		0.2%	1
Student/Faculty/Staff from another school who uses the library		0.0%	0
Guest who uses the library		0.2%	1
answered question			506
skipped question			1







## 2. How often do you visit McKillop Library?

		Response Percent	Response Count
Daily		26.6%	134
Weekly		43.7%	220
Monthly		7.8%	39
Occasionally (a few times during the semester)		16.9%	85
Never		5.0%	25
answered question			503
skipped question			4

### 3. Please check all the reasons you use the McKillop Library:

		Response Percent	Response Count
To find materials for assignments		67.8%	341
To find books to read for fun		16.7%	84
To borrow DVDs		40.0%	201
<b>To do homework or study</b>		<b>82.9%</b>	<b>417</b>
To meet friends		29.0%	146
To read magazines or newspapers		5.0%	25
To use the computers		61.2%	308
To use the printer/scanner/copier		80.5%	405
To use the study rooms		46.9%	236
To ask library staff for help		24.1%	121
To pick up materials at the front desk (course reserves, books/articles requested through HELIN/Interlibrary loan)		42.9%	216
To attend events such as workshops, presentations, lectures, etc.		12.9%	65
I work in the library		7.8%	39
I have a class in the library		14.3%	72
To use the microfilm machines		1.6%	8
To attend library instruction session (s) with my class		11.1%	56
I do not use the library		3.6%	18
Other (please specify)			18
<b>answered question</b>			<b>503</b>

#### 4. If you don't use the library, why not? (check all that apply)

		Response Percent	Response Count
Too noisy		6.2%	8
Too quiet		8.5%	11
Not enough individual study spaces		19.2%	25
Not enough group study spaces		10.0%	13
I don't need the library's resources		21.5%	28
<b>I access the library online</b>		<b>53.1%</b>	<b>69</b>
Other (please specify)			32





answered question

130

skipped question

377

#### 5. If you have attended a library program in the past, what kind(s) did you attend? (check all that apply)

		Response Percent	Response Count
Lecture		47.7%	112
Visiting author		9.8%	23
Technology workshop		43.8%	103
<b>Research workshop</b>		<b>48.5%</b>	<b>114</b>
Other (please specify)			10



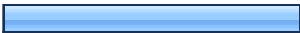
answered question

235

skipped question


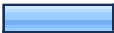



272

## 6. If you have NEVER attended a library program in the past, why not? (check all that apply)

		Response Percent	Response Count
Didn't know about it		60.8%	174
Inconvenient time		29.4%	84
Not interested in topic		44.4%	127
Other (please specify)			18







answered question	286
skipped question	221

## 7. I would most likely attend a library program if it were held... (check all that apply)




		Response Percent	Response Count
On a weekday		50.0%	234
On a weekend		16.0%	75
Between 10 am - 5 pm		26.3%	123
5 pm - 7 pm		47.9%	224
After 7 pm		28.4%	133
Other (please specify)			7

answered question	468
skipped question	39

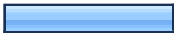


## 8. Who would you be most likely to ask for help with research?

		Response Percent	Response Count
Classmates		15.3%	77
Friends		8.9%	45
My professor		29.2%	147
<b>Library staff/librarian</b>		<b>42.7%</b>	<b>215</b>
A work-study student in the library		1.6%	8
I don't know		2.4%	12
<b>answered question</b>			<b>504</b>
<b>skipped question</b>			<b>3</b>

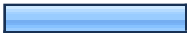


## 9. By which of these format(s) do you prefer to read books? (check all that apply)

		Response Percent	Response Count
<b>Print</b>		<b>91.9%</b>	<b>463</b>
Electronic books online (such as through Google Books or an eBook database such as Ebrary)		19.8%	100
Ebooks through an e-reader (such as a Kindle or Nook)		23.4%	118
<b>answered question</b>			<b>504</b>
<b>skipped question</b>			<b>3</b>



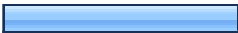

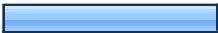


**10. Would you be interested in a one-credit course that would teach you how to use the library and improve your research skills?**

		Response Percent	Response Count
Yes		24.9%	125
No		41.8%	210
Maybe		33.3%	167
answered question			502
skipped question			5

**11. If you are interested in a one-credit course, would you prefer:**

		Response Percent	Response Count
Friday evening and Saturday workshop		26.8%	88
Saturday and Sunday workshop		24.7%	81
One night per week (6:30 - 9 pm) for 4 weeks		48.5%	159
answered question			328
skipped question			179

## 12. When you come to the library, do you: (check all that apply)




		Response Percent	Response Count
Use your own laptop		82.9%	417
Use the PCs in the library		70.6%	355
Use the Macs in the library		35.0%	176
Use a mobile device such as an iPad, iPod Touch, Tablet, or eReader		24.1%	121
Use a portable music player (iPod, etc)		32.0%	161
Use a Smartphone		55.7%	280
None of the above		3.4%	17

Other (please specify) 3

answered question 503

skipped question 4

## 13. If the library purchased a 3D printer, would you have ways it could be used?

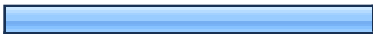


		Response Percent	Response Count
Yes		24.8%	124
No		19.0%	95
Not sure		56.3%	282

Comment? 39

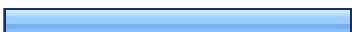


answered question 501

skipped question 6

**14. If the library purchased a poster printer and charged a fee for printing posters, would you use this service?**

		Response Percent	Response Count
Yes		55.3%	278
No		15.3%	77
Not sure		29.4%	148
Comment?			33
answered question			503
skipped question			4

**15. If the library offered iPads for checkout (pre-loaded with apps), would you borrow one?**

		Response Percent	Response Count
Yes		52.0%	261
No		22.9%	115
Not sure		25.1%	126
Comment?			17
answered question			502
skipped question			5

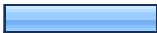

## 16. Please rate your satisfaction with the following library services:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't use	Rating Count
Assistance from Librarians/Library Staff	<b>49.9%</b> <b>(240)</b>	35.8% (172)	6.7% (32)	0.6% (3)	0.0% (0)	7.1% (34)	481
Study rooms	<b>37.3%</b> <b>(179)</b>	34.6% (166)	9.0% (43)	0.6% (3)	0.0% (0)	18.5% (89)	480
Library website (library.salve.edu)	41.3% (198)	<b>46.7%</b> <b>(224)</b>	8.1% (39)	2.3% (11)	0.2% (1)	1.5% (7)	480
Chat/text a librarian	24.5% (117)	20.1% (96)	16.8% (80)	0.4% (2)	0.6% (3)	<b>37.5%</b> <b>(179)</b>	477
Mobile website (library.salve.edu/m)	25.2% (120)	26.5% (126)	16.6% (79)	2.3% (11)	0.4% (2)	<b>29.0%</b> <b>(138)</b>	476
Course reserves	36.3% (172)	<b>38.4%</b> <b>(182)</b>	11.4% (54)	2.1% (10)	0.4% (2)	11.4% (54)	474
HELIN and/or Interlibrary loan	<b>44.7%</b> <b>(213)</b>	37.9% (181)	9.4% (45)	1.3% (6)	0.0% (0)	6.7% (32)	477
Booking a study room online	<b>34.9%</b> <b>(167)</b>	23.8% (114)	10.9% (52)	0.8% (4)	0.0% (0)	29.5% (141)	478
Printing in the library	<b>43.2%</b> <b>(206)</b>	39.4% (188)	5.5% (26)	2.3% (11)	1.3% (6)	8.4% (40)	477
Wireless access in the library	<b>50.8%</b> <b>(244)</b>	33.3% (160)	4.8% (23)	1.9% (9)	0.4% (2)	8.8% (42)	480
Software on library computers (e.g. MS Office, Photoshop, etc)	<b>39.1%</b> <b>(187)</b>	33.9% (162)	9.8% (47)	0.6% (3)	0.2% (1)	16.3% (78)	478
Function of library computers (e.g. speed, accessibility, etc)	38.9% (184)	<b>41.4%</b> <b>(196)</b>	9.1% (43)	1.1% (5)	0.4% (2)	9.1% (43)	473
answered question							<b>481</b>
skipped question							<b>26</b>





**17. Please indicate your level of satisfaction with the following library resources in terms of meeting your course needs:**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't use	Rating Count
Print collection (books, journals, newspapers)	36.9% (175)	<b>44.1% (209)</b>	8.2% (39)	0.4% (2)	0.0% (0)	10.3% (49)	474
eBook collection	24.8% (116)	<b>32.7% (153)</b>	17.9% (84)	1.1% (5)	0.0% (0)	23.5% (110)	468
Online article databases (Ebscohost, JSTOR, etc)	40.2% (190)	<b>44.0% (208)</b>	11.0% (52)	1.7% (8)	0.0% (0)	3.2% (15)	473
The library's YouTube tutorial videos	14.4% (68)	17.8% (84)	15.4% (73)	0.0% (0)	0.0% (0)	<b>52.4% (248)</b>	473
The library's online course guides	22.6% (107)	29.5% (140)	15.2% (72)	0.2% (1)	0.0% (0)	<b>32.5% (154)</b>	474
Library instruction session(s)	19.3% (91)	24.4% (115)	17.8% (84)	0.2% (1)	0.2% (1)	<b>38.1% (180)</b>	472
The library website	36.8% (174)	<b>47.1% (223)</b>	11.4% (54)	1.3% (6)	0.6% (3)	2.7% (13)	473
answered question							<b>475</b>
skipped question							<b>32</b>

**18. If you are a student, would you be interested in serving on a student-focused library advisory board?**

		Response Percent	Response Count
Yes		22.7%	107
No		77.3%	365
answered question			<b>472</b>
skipped question			<b>35</b>

**19. If so, how would you like to be notified about this opportunity? (check all that apply)**




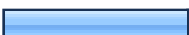

		Response Percent	Response Count
Salve email		91.8%	146
Library website		18.2%	29
Library's Facebook/Twitter		14.5%	23
MySalve		28.3%	45
	Other (please specify)		4

answered question	159
skipped question	348












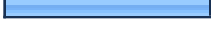
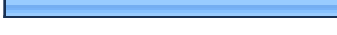
**20. What have you seen or experienced at other libraries that you would like to see or experience at McKillop Library?**

	Response Count
	148
answered question	148
skipped question	359




## 21. What floor do you prefer to study on in the library?

		Response Percent	Response Count
Ground floor (Computer labs)		6.0%	28
1st FL		25.1%	118
<b>2nd FL</b>		<b>30.6%</b>	<b>144</b>
3rd FL (quiet floor)		27.4%	129
No preference		10.9%	51
answered question			<b>470</b>
skipped question			<b>37</b>

## 22. What do you think of the library's appearance and atmosphere? (check all that apply)

		Response Percent	Response Count
More tables		44.1%	186
Less tables		1.7%	7
More PCs		17.3%	73
Less PCs		2.1%	9
More Macs		23.9%	101
Less Macs		2.8%	12
Too hot		10.0%	42
Too cold		27.0%	114
<b>More comfortable chairs</b>		<b>72.0%</b>	<b>304</b>
More lighting		14.0%	59
Less lighting		9.5%	40
More group study spaces		30.6%	129
More individual study spaces		50.0%	211
Other (please comment)			47
answered question			422
skipped question			85





### 23. Lighting in the library could be improved by: (check all that apply)

		Response Percent	Response Count
More desk lamps		65.5%	237
Softer bulbs in ceiling lights		49.2%	178
Brighter bulbs in ceiling lights		12.2%	44

Other (please specify) 25

answered question	362
skipped question	145




### 24. The best way to improve the library's Bookends Cafe would be: (check all that apply)

		Response Percent	Response Count
Add a full-service cafe (like Jazzman's)		83.6%	361
Expand the space		44.4%	192
More food choices		66.2%	286
Better lighting and seating		38.4%	166





Other (please specify) 38

answered question	432
skipped question	75

## 25. If we installed individual, private study carrels on the 3rd FL of the library (quiet study) would you use them?

		Response Percent	Response Count
Yes, they would be an improvement		59.3%	274
No, I like the current tables		11.5%	53
Not sure		29.2%	135
Other (please specify)			10
answered question			462
skipped question			45

## 26. How would you rate the library overall?

		Response Percent	Response Count
Excellent (it surpasses my needs)		26.3%	124
Good (it meets my needs)		66.1%	312
Fair (it meets some of my needs)		6.1%	29
Poor (it doesn't meet any of my needs)		0.0%	0
No opinion		1.5%	7
answered question			472
skipped question			35

**27. Finish this sentence: "The thing I like BEST about the library is\_\_\_\_\_"**

**Response  
Count**

374

**answered question**

**374**

**skipped question**

**133**

**28. Finish this sentence: "The thing I like LEAST about the library is\_\_\_\_\_"**

**Response  
Count**

338

**answered question**

**338**

**skipped question**

**169**

**29. Other comments or suggestions?**

**Response  
Count**

82

**answered question**

**82**

**skipped question**

**425**

**30. To be entered into the drawing for a Kindle Fire, please enter your Salve email address:**

**Response  
Count**

429

**answered question**

**429**

**skipped question**

**78**