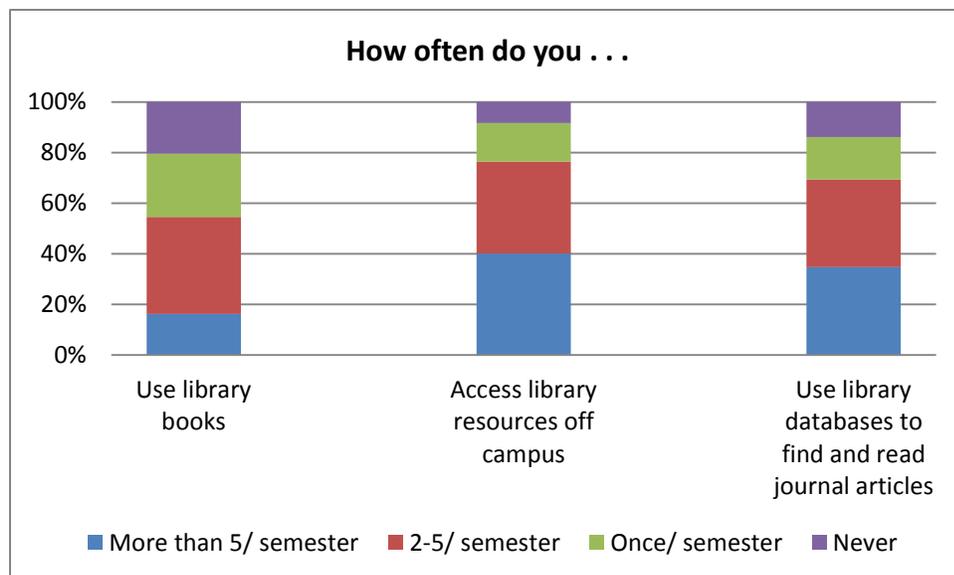


2011 Student Survey of Library Collections and Services Executive Summary

In May 2011 the University Library, in collaboration with Institutional Research, administered a survey regarding library services and collections to a stratified random sample of students. 218 students responded, for a statistically valid sample with a 6.5% margin of error. Respondents gave detailed quantitative and qualitative data on a variety of library services, collections, technology, and facilities questions. One key result is that 86% agree or strongly agree that the library is important to their academic success (question #1.1). Below is a summary of other key findings.

Library Collections and Services

We asked students to rate how often they use the book and online collections. While 20% reported never using library books, 38% use them 2-5 times per semester and 16% more than 5 times (#3.1). These data indicate that the book collection, which is primarily in print format, remains a valid library resource. Far more students (76%) reported accessing library online resources (36% 2-5 times per semester; 40% more than 5 times; 15% at least once) and 69% use a library database at least twice per semester (35% of which more than 5 times) (#3.2 & 3.4). Besides usage, another indicator for follow-up surveys may be satisfaction.



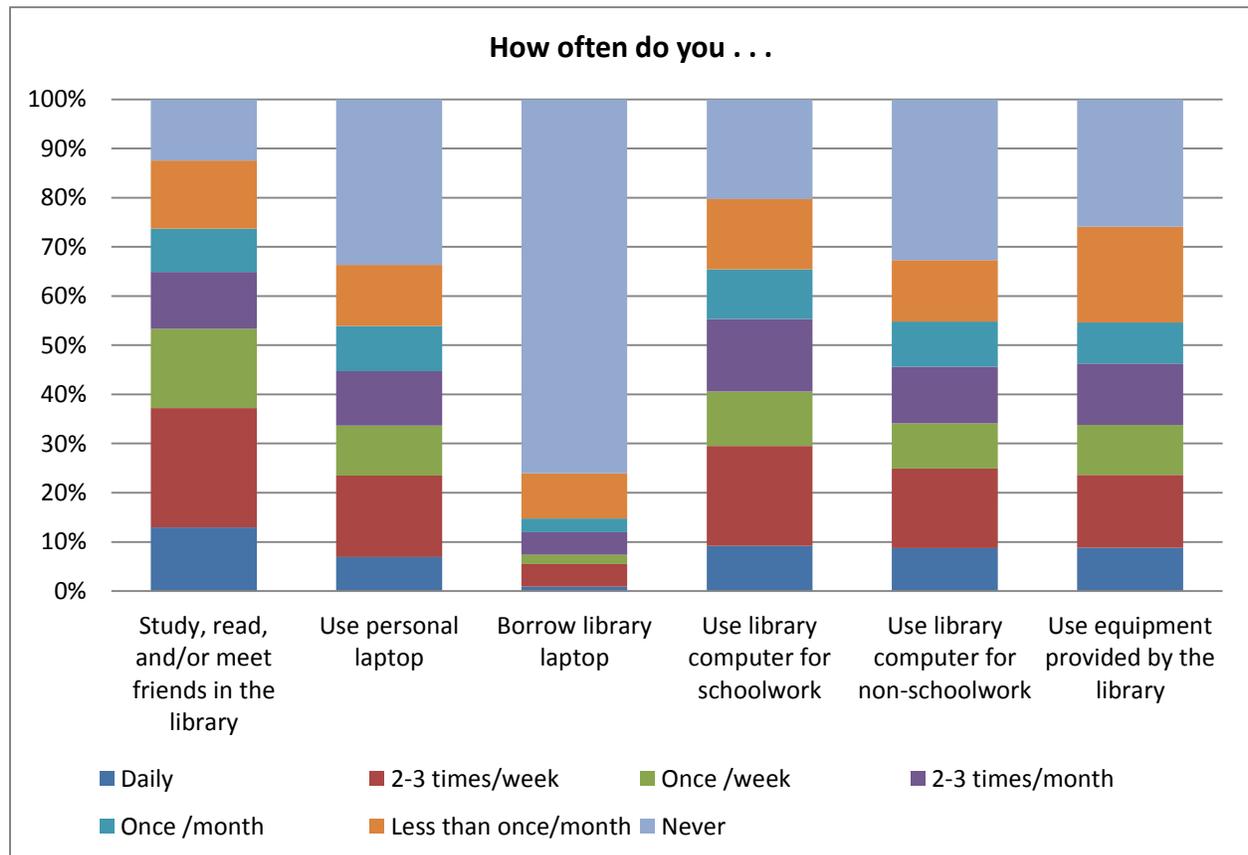
72% of the respondents agree that the library's print resources provide adequate support for their academic research, whereas 87% feel that the library's online resources are adequate (#1.2 & 1.3).

78% of the respondents use library resources for help with citing references (#3.3). Over half of the students (58%) obtain research help from librarians at least once per semester, though 42% do not (#3.6). Half of the students surveyed have used the library’s interlibrary loan services at least once per semester for requesting materials not owned by the library, but half have not (#3.5).

Library Space and Technology

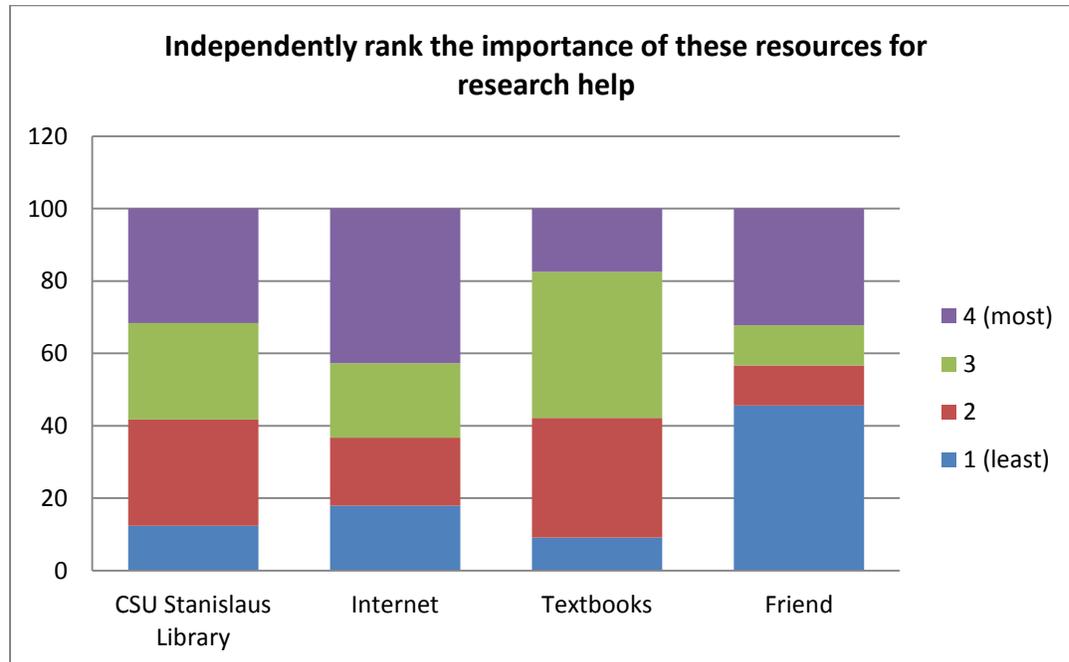
73% of the respondents visit the library primarily in person. Only 4% reported visiting the library remotely by computer while on campus. 23% visit the library primarily online and off-campus (#2.1-3). These data validate the need for library physical facilities even when online services and mobile devices are growing in importance for access to library collections and services.

Several questions asked students how they use the physical space and technology in the library. The number of visits per week vary across the spectrum, the largest percentage (24%) visit the library 2-3 times per week and 13% visit the library on a daily basis (#4.1). Two thirds of the respondents use a laptop in the library, but only 24% indicate ever borrowing a laptop from the library (#4.2 & 4.3). 80% of the students reported using the library’s computer lab for schoolwork, while 67% also reported using it for activities not related to school (#4.4 & 4.5). Out of the 74% who have indicated using other equipment provided by the library (such as printers, photocopiers, scanners, and TVs), 24% answered that their usage of this equipment is as often as 2 to 3 times a week (#4.6).



Resources for Research

We asked students to independently rank the library, the Internet, textbooks, and "a friend" as resources for academic research on a scale from 1 (least useful) to 4 (most useful). This question (#5) was intended for getting a sense of how each of these resources, independent of each other, is being valued by students.



32% gave the library a "most useful" ranking, which tied with "a friend," but the Internet scored the highest in this ranking with 43%. Looking beyond the top ranking for distribution along the usefulness scale, the Internet drops precipitously from those who ranked it "most useful" (43%) to those who ranked it "useful" (21%), trailing way behind "Textbooks" (40%) and the "Library" (27%), which have a more even distribution. This unique Internet distribution may indicate a sharp distinction between Internet devotees and others. Also worth noting is that while not considered the overall "most useful" resource, the "Library" and "Textbooks" both obtained the same total score of 58% from the top two scale levels, a mere 6% behind the Internet's total score of 64%.

Web 2.0

A question (#6) was included to gauge students' involvement with Web 2.0 services and devices, such as social networking tools and handheld mobile devices. 91% indicated using social networking, 63% reported owning a mobile device (or devices), and 20% have an e-book or e-reader. However, when

asked later in the survey how they would prefer to be notified of new library services, resources, or events (#8), a majority of the respondents preferred to receive these notifications via official university or library channels (92% preferred Stanislaus email; 69% Library homepage; 63% University homepage).

Library Website

79% of the respondents feel that the library web site is easy to use, although more "agree" (47%) than "strongly agree" (32%) (#1.4).

In answer to the question "For what purposes do you use the library Website?" (#7), students were asked to check all that apply. 86% noted using the library Web site for research help for class assignments; 58% for general library information; 37% for renewal of library items; 35% for other information or recreational materials such as newspapers and popular magazines. Only 9% (or 18 respondents) indicated using the library Web site to contact librarians.

25% of the respondents checked "Finding sources for my thesis or dissertation." Given that 28.3% of the respondents are graduate students, this percentage well indicates that most graduate students do use the library Website for research purposes.

Students were invited to offer suggestions for improvement to the library Website (#11). 97 comments were collected and are included in the full report of the survey.

Future Services and Technologies

Given an array of possible future library services, including café, furniture, group study rooms, and quiet areas, students gave the highest preference to quiet study areas (82%) closely followed by group study areas (81%) and library café (75%) (#9). As for technologies, students expressed "Very strongly desired" for print-only stations (35%), followed very closely by *more* computer work stations (31%). However, the total of all three "desired" rankings would make "More computer work stations" the most desired item (82%) (#10).

Conclusion

In conclusion, this survey allows the library to gauge what is important according to our user's perceptions. The data and information collected will serve to inform the library faculty in strategic planning and program development.

Full Survey Report

<http://library.csustan.edu/theld/studentsurvey11sanspersonalinfo.docx>

Prepared by Tim Held, Instruction Coordinator, University Library

11/16/11, revised 12/7/11, ah 12/8/11