

2012 Library Priorities and Satisfaction Survey Results Summary

In March 2012, a sample of Georgia State University sophomores and juniors received an invitation to complete the Library Priorities and Satisfaction Survey. The survey asked students about the impact of library services and resources on their research projects; the importance of library services and resources to them in their research; their level of satisfaction with library services and resources; the primary reason they visit the library during certain times; and their satisfaction with study spaces and quiet areas in the library.

Please rate your level of agreement with the following statement: **The library's services and resources help me get better grades in my classes.**

- 73% of respondents selected Agree or Strongly Agree.

If they need help with a research paper or project, sophomores and juniors are:

- Most likely to ask a friend for help
- Likely to work independently before they seek assistance from a librarian or professor
- More likely to ask a librarian for help in person than to ask a librarian for help online
- About as likely to ask a professor for assistance then they are to ask a librarian for assistance

Highest Importance Ratings (4-point scale with 4="Essential")

- Quiet study areas (3.9)
- Group study rooms (3.6)
- Online research/subject guides (3.3)
- GIL Express (3.3)

Lowest Importance Ratings (4-point scale with 4="Essential")

- Online help videos/tutorials (2.5)
- Online chat assistance from a librarian (2.6)
- One-on-one research appointment with a librarian (2.6) – This also had a high percentage of “not aware of this” responses (30%).
- Online email assistance from a librarian (2.7)
- Group media viewing rooms (2.7) – This also had a high percentage of “not aware of this” responses (27%).

Highest Satisfaction Ratings (4-point scale with 4="Very Satisfied")

- Group study rooms (3.4)
- GIL Express (3.4) – This also had a high percentage of “not applicable” responses (33%), indicating that many students do not use/do not know about this service.
- Discover (3.4) – This also had a very high percentage of “not applicable” responses (68%), indicating that many students do not use/do not know about this resource.
- Quiet study areas (3.3)
- Online chat assistance from a librarian (3.3) – This also had a very high percentage of “not applicable” responses (42%), indicating that many students do not use/do not know about this service.
- Special Collections & Archives (3.3) – This also had a very high percentage of “not applicable” responses (40%), indicating that many students do not use/do not know about this department.

Lowest Satisfaction Ratings (4-point scale with 4="Very Satisfied")

- Online help videos/tutorials (2.9) – This also had a very high percentage of “not applicable” responses (48%), indicating that many students do not use/do not know about this resource.
- Online email assistance from a librarian (3.1) – This also had a very high percentage of “not applicable” responses (52%), indicating that many students do not use/do not know about this resource.
- Presentation practice rooms (3.1) - This also had a very high percentage of “not applicable” responses (44%), indicating that many students do not use/do not know about this resource.

High Percentages of “Not Aware of This” Responses

- Discover (70%)
- One-on-one research appointment with a librarian (30%)
- Presentation practice rooms (29%)
- Group media viewing rooms (27%)
- GIL Express (25%)

Thinking about the last time they came to the library, sophomores and juniors responded that the *primary* reason for their visits was **to study by themselves (37.7%)**. The next highest response category was study with a group (19.3%).

During evening hours (after 6:00 p.m.), the *primary* reason sophomores and juniors come to the library is **to study by themselves (35.1%)**. The next highest response category was, “I have never visited the library during evening hours” (22.8%). The third highest response category was study with a group (14%).

On weekends, the *primary* reason sophomores and juniors come to the library was **to study by themselves or to study with a group (21.9%, respectively)**. **The largest percentage of responses was for, “I have never visited the library on weekends.” (35.1%)**

Sophomores and juniors rated their **overall satisfaction with study space in the library 4.2/6.0**.

They rated their **overall satisfaction with quiet areas in the library 4.3/6.0**.

Numbers of General Comments by Category – Priorities and Satisfaction Survey and LibQUAL+® combined:

- Computers/Technology (50)
- Hours (36)
- Spaces/Facilities (30)
- Services/Customer Service (23)
- Noise (21)
- Praise (18)
- Collections/Resources (9)
- Policies/Procedures (7)