

Respondents

164 undergraduates responded to the survey.

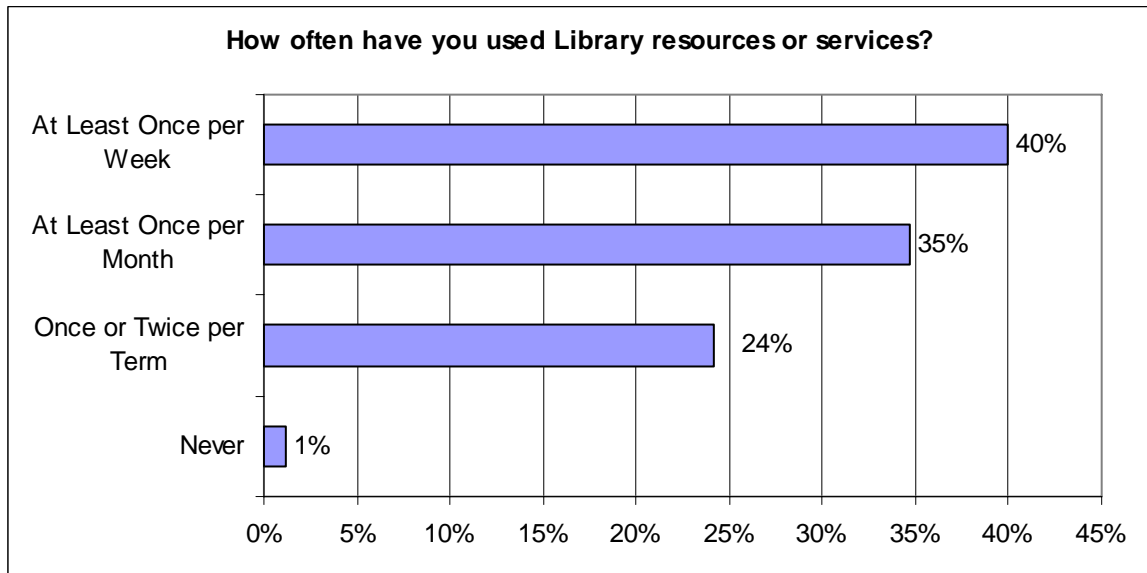
- 23% (37) were from the class of 2008.
- 24% (39) were from the class of 2009.
- 29% (48) were from the class of 2010.
- 24% (40) were from the class of 2011.

Primary Library

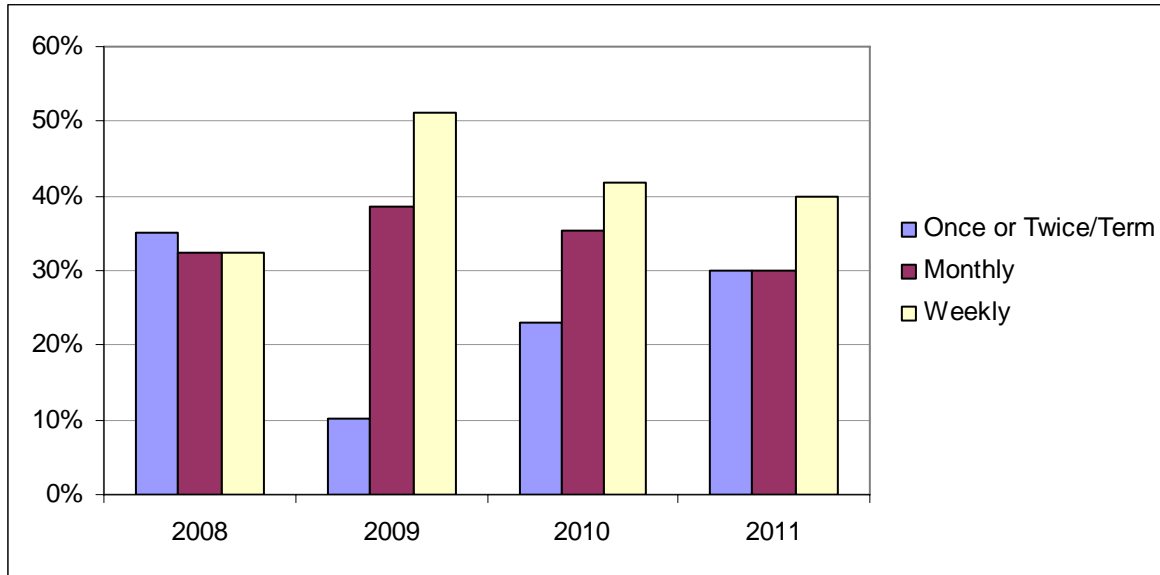
- 82.9% identified Leyburn as their primary library, (136 out of 164 respondents.)
- 9.2% use Telford as their primary library, (15 out of 164 respondents.)
- 7.9% use both libraries equally, (13 out of 164 respondents.)

Usage of Library’s resources and/or services

- 41% of respondents reported using the resources and/or services of the University Library on a weekly basis during the 2007/08 academic year.
- 34% reported using services and/or resources at least monthly.
- 24% said they used services and/or resources once or twice a term.
- Only 2 students (1.2%) reported never using the library.
- Percentage wise, the respondents in the class of 2009 were the most frequent users of the library.

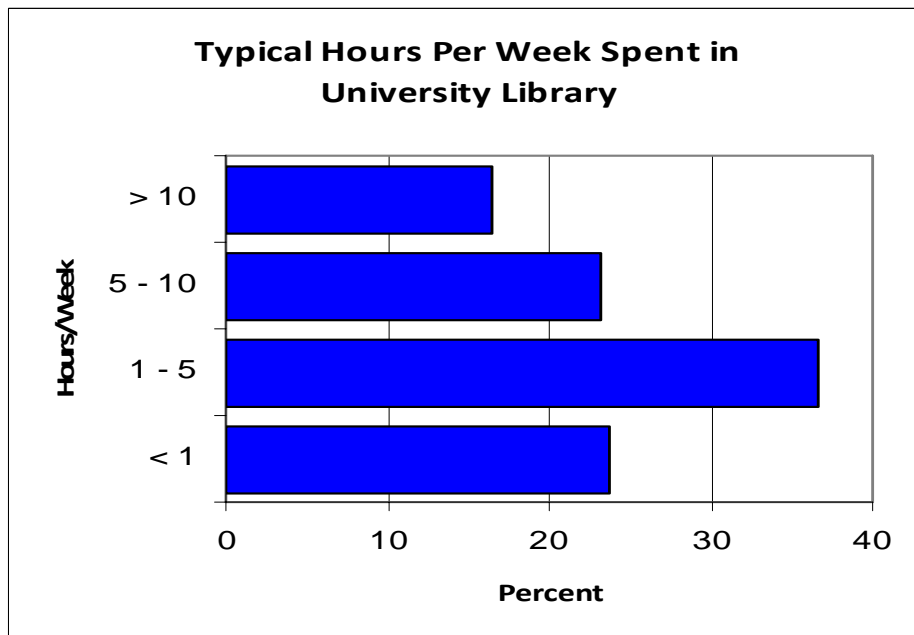


Frequency of Usage of Library Resources and Services by Class



Typical Number of Hours Spent in a University Library per Week

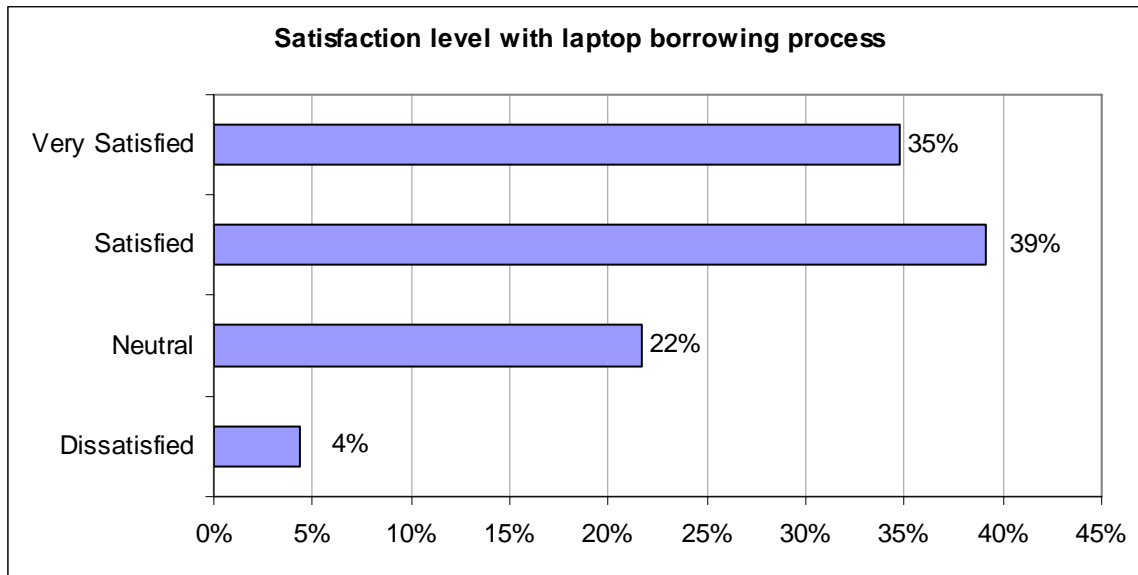
- The largest percentage of students (36.6%) spent 1 – 5 hours per week in a University Library.
- 23.8% spent less than one hour per week in a University Library.
- 23.2% spent between 5 – 10 hours per week in a library.
- 16.5 % spent more than 10 hours per week.
- Telford users tend to spend more time in the library than Leyburn users.



Laptop Usage

14% of the respondents had borrowed a University Library laptop. Of these, the vast majority of users indicated that Leyburn was their primary library. This is not surprising since the laptops are stored in Leyburn, but it does indicate more promotion of their availability may need to be done in Telford.

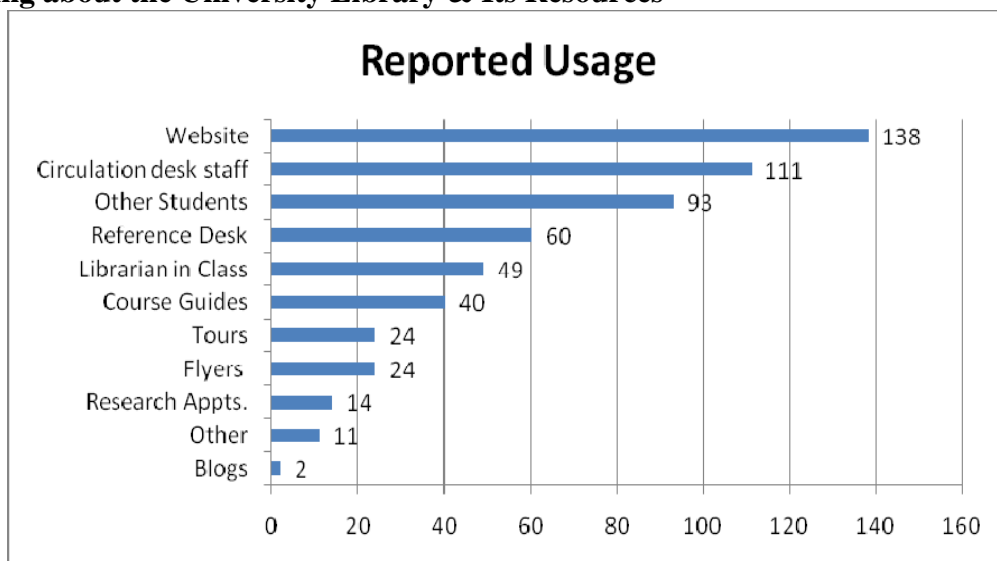
Satisfaction with Laptop Usage



Which loan period would you prefer for library books?

- Only 22 students answered this question. 142 students left it blank.
- Of those that answered, 77.27% preferred retention of the current system.

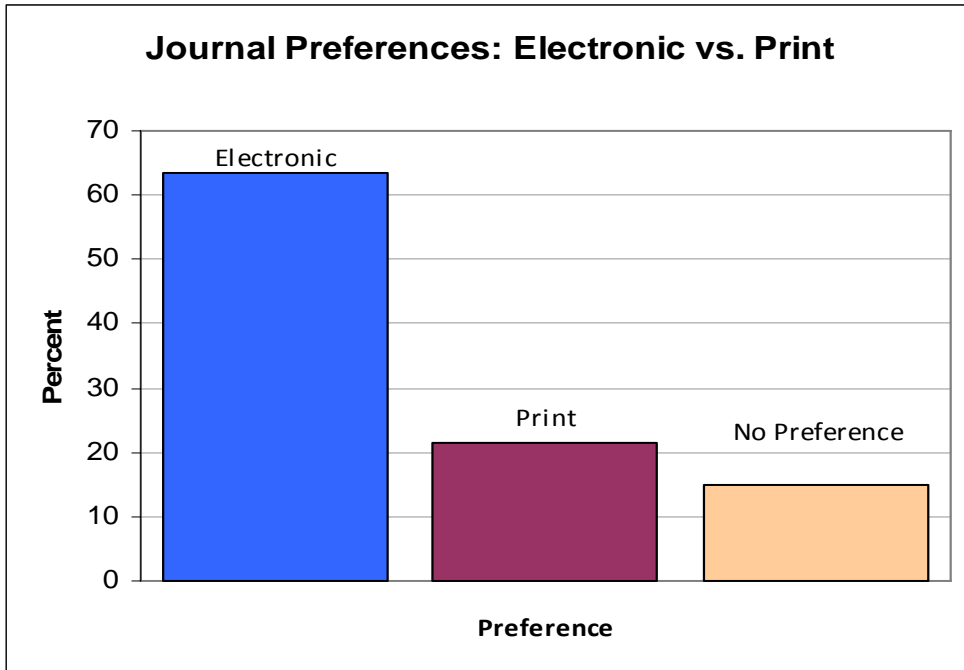
Learning about the University Library & Its Resources



Using Library Resources: Preferences

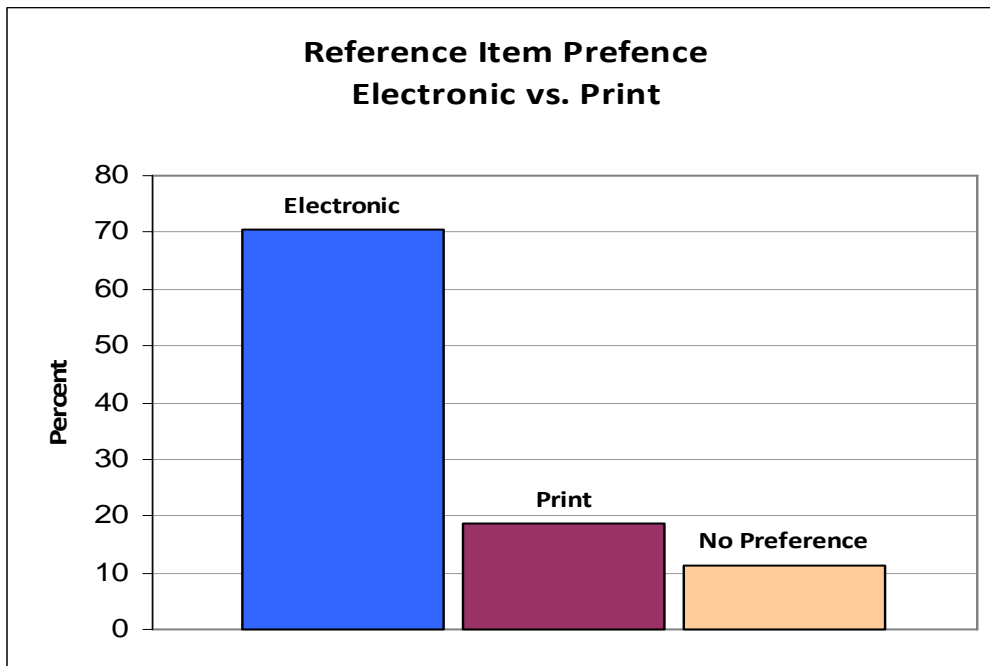
Journal Preference: Print vs. Electronic

- Both Leyburn & Telford users prefer journals in electronic format.



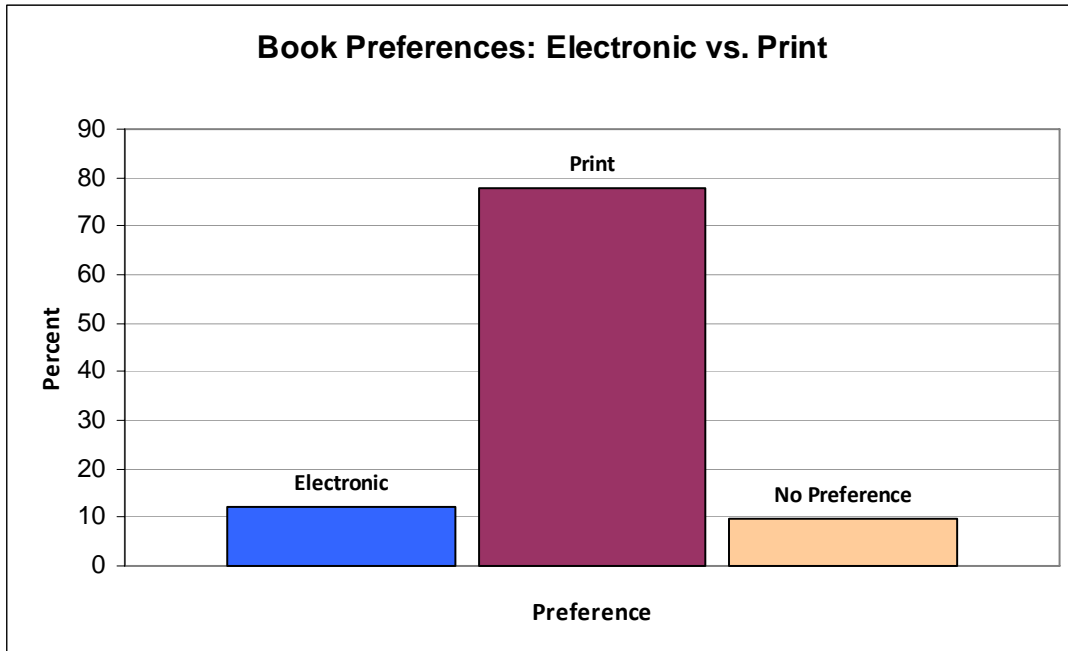
Encyclopedias and/or Dictionaries Preference: Print vs. Electronic

Respondents preferred reference materials in electronic format at a higher percentage as compared to their journal preferences.

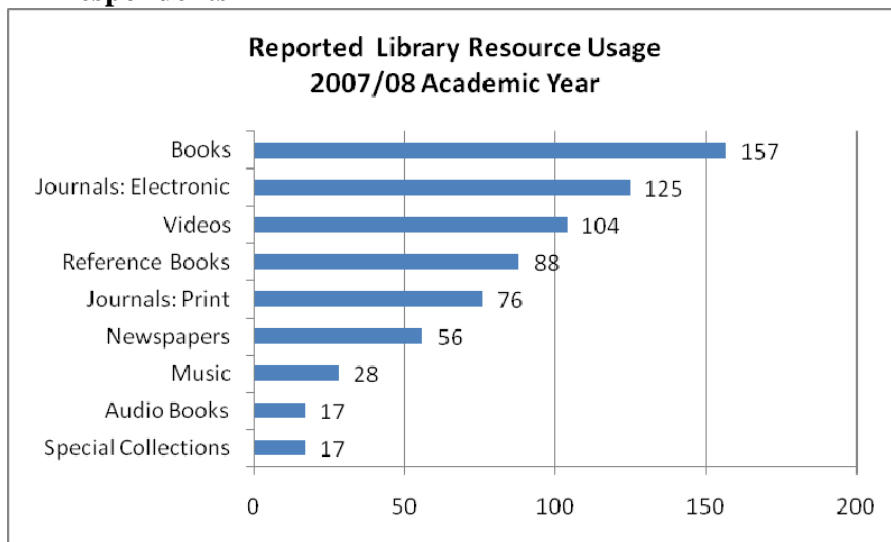


Book Preference: Print vs. Electronic

Respondents overwhelmingly preferred books in print.



**Resource Usage during 2007/08 Academic Year:
All Respondents**



These findings run counter to what was generally believed, apparently, most students (96%) still use books.

Satisfaction with University Library Facilities

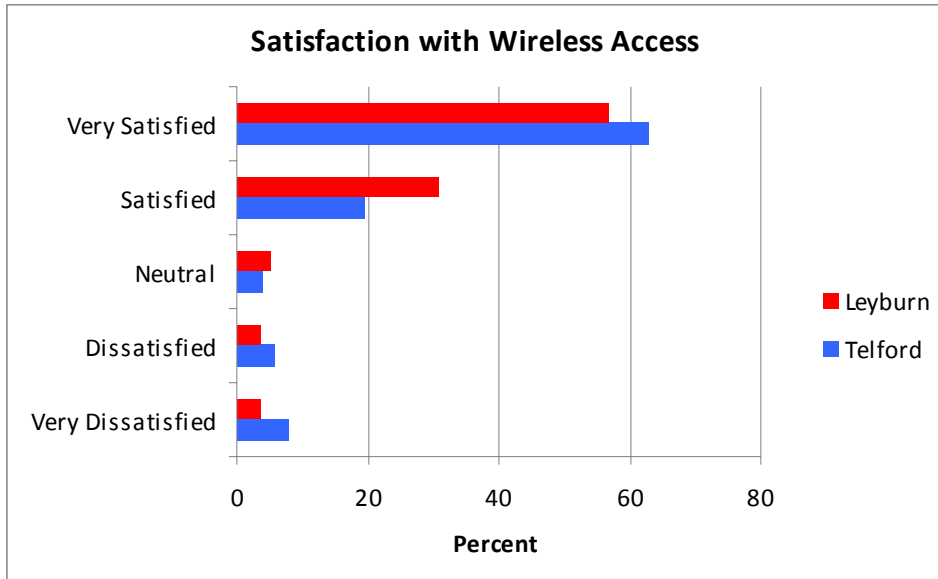
Mean Satisfaction Scores for Leyburn Library Facilities: by Users Who Reported Leyburn as their Primary Library

Class	Wireless	Computers	Carrels	Seating	Study Rooms	Book Nook
2008	4.32	2.97	2.7	2.93	2.87	3.2
# Respondents	28	31	27	30	23	20
2009	4.59	3.36	2.86	3	2.89	3.77
# Respondents	27	28	29	31	19	22
2010	4.29	3.19	2.92	3.11	3.25	3.62
# Respondents	41	42	39	44	36	34
2011	4.32	3.21	2.94	3.14	3.21	3.52
# Respondents	34	34	34	37	28	29
Total	4.37	3.18	2.87	3.06	3.09	3.54
# Respondents	130	135	129	142	106	105

Mean Satisfaction Scores for Telford Science Library Facilities: by Users Who Reported Telford as their Primary Library

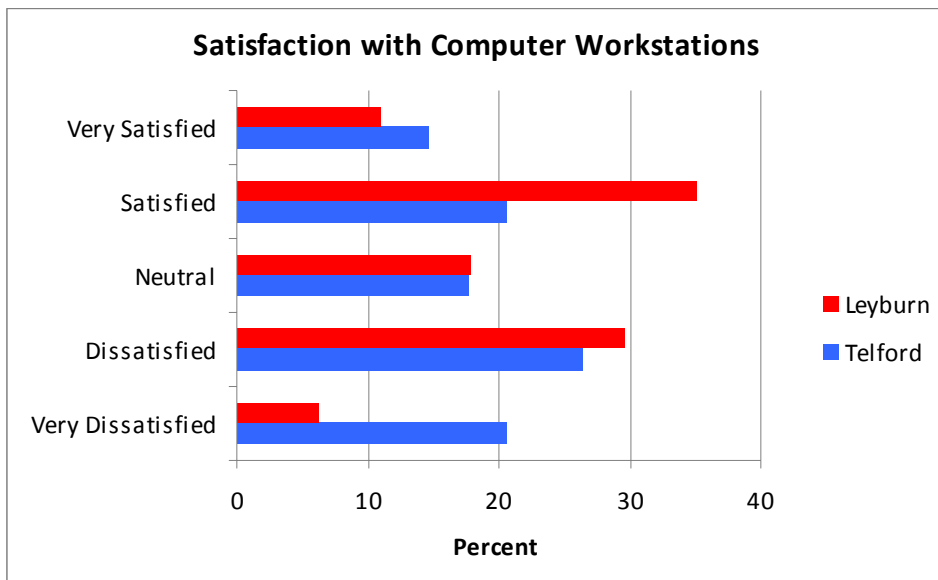
Class	Wireless	Computers	Carrels	Seating	Study Rooms
2008	5	3.5	4.25	3.5	4.5
# Respondents	3	4	4	4	2
2009	3	3.5	3.83	3.67	2.75
# Respondents	4	6	6	6	4
2010	4.38	2.11	3.13	3	2.4
# Respondents	8	9	8	9	5
2011	4.17	2.5	4.2	4.17	3.6
# Respondents	6	6	5	6	5
Total	4.14	2.76	3.74	3.52	3.13
# Respondents	21	25	23	25	16

Wireless



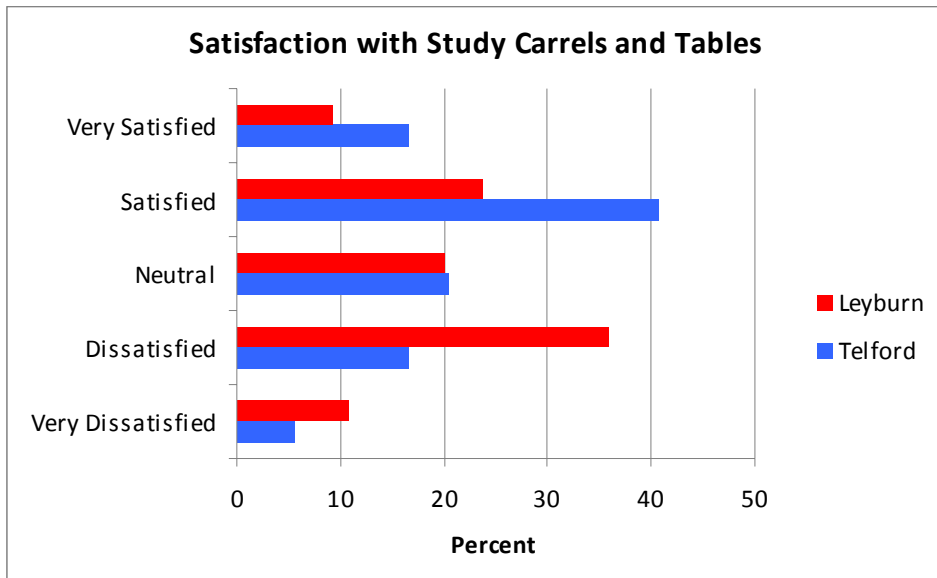
Computer Workstations

- Students were noticeably more dissatisfied with the computer workstations in both libraries than with the wireless service.



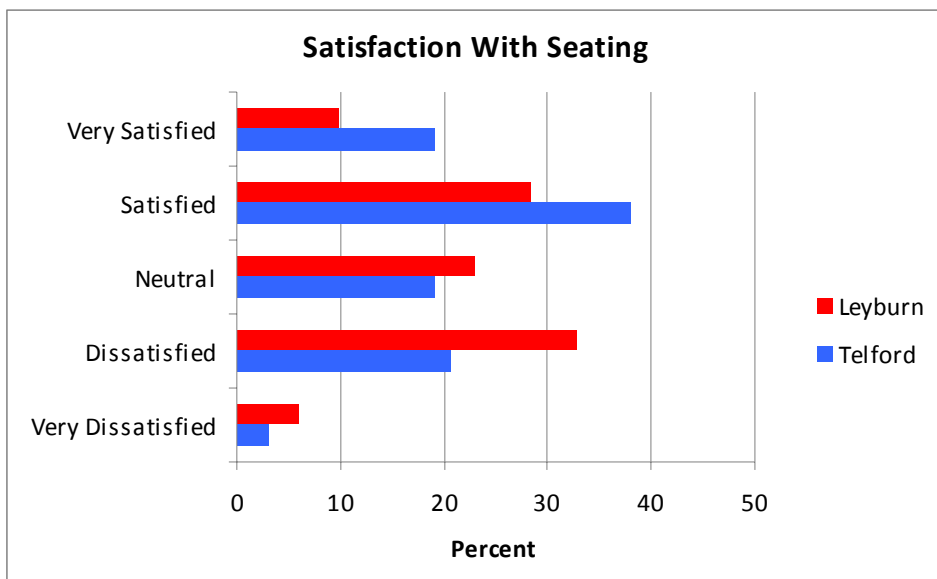
Comfort of Study Carrels and Study Tables

- Students were more dissatisfied with the comfort of study carrels in Leyburn as compared to Telford.



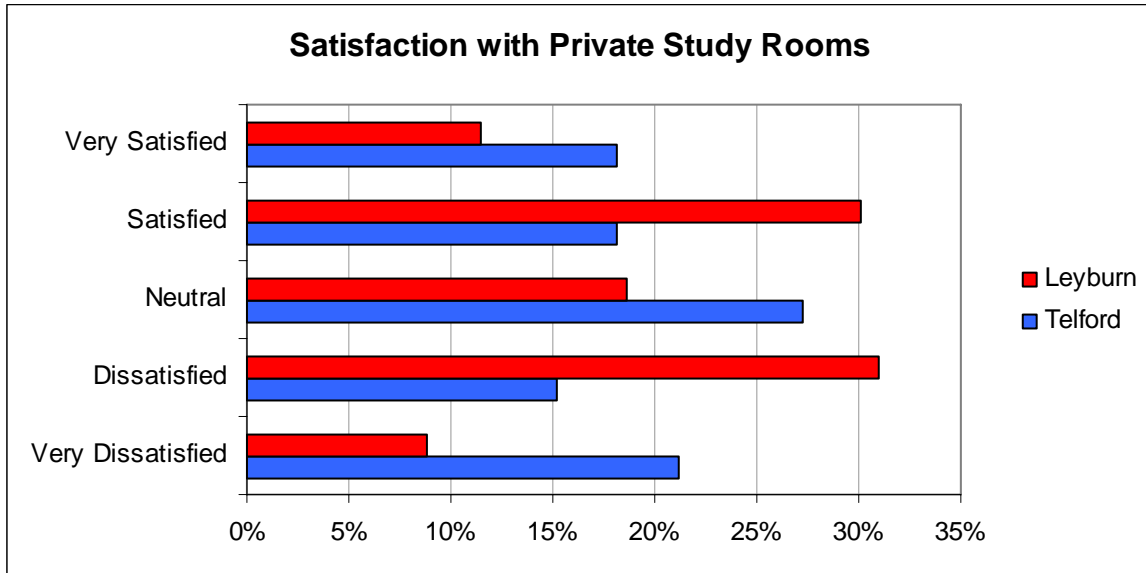
Comfort and Variety of Seating

- Of the students who expressed opinions, 38.81% were either “Dissatisfied” or “Very Dissatisfied” with the seating in Leyburn.
- 38% of the respondents were “Satisfied” or “Very Satisfied” with the seating in Leyburn compared with 57% in Telford. While Telford users are more satisfied than Leyburn users, as was expected considering that Telford is much newer than Leyburn, there is still a significant number of Telford users who are not happy with the facilities.



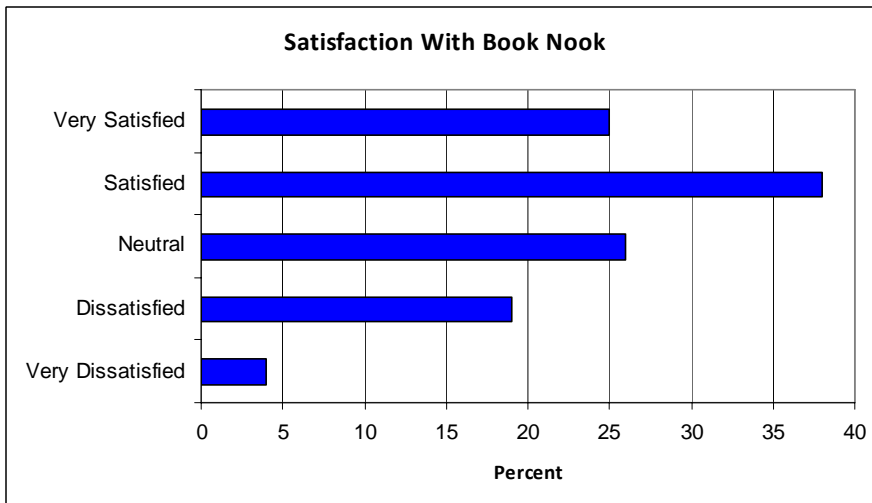
Usability of Private Study Rooms

- Students were just about split down the middle on their opinion of the usability of the private study rooms.



Coffee Cart (The Book Nook)

- 56.25% of the respondents were “Satisfied” or “Very Satisfied” with the Book Nook.
- 23.21% were “Neutral.”

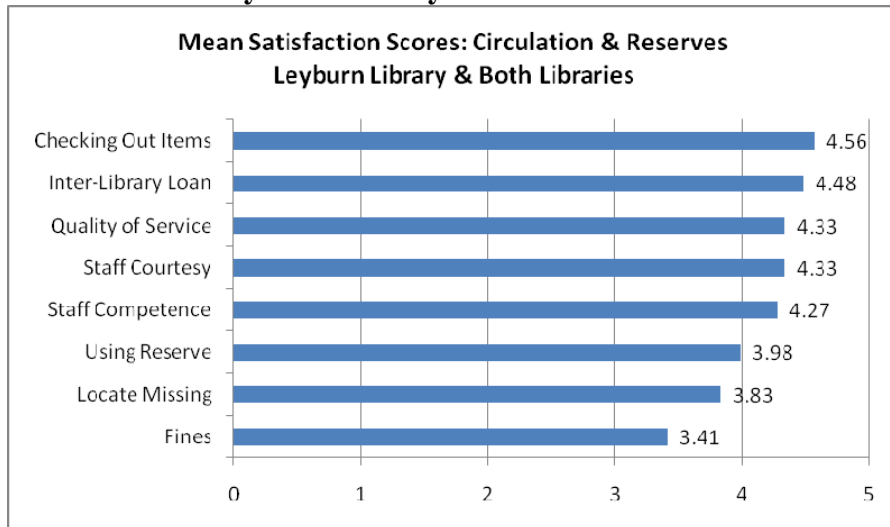


Library Services

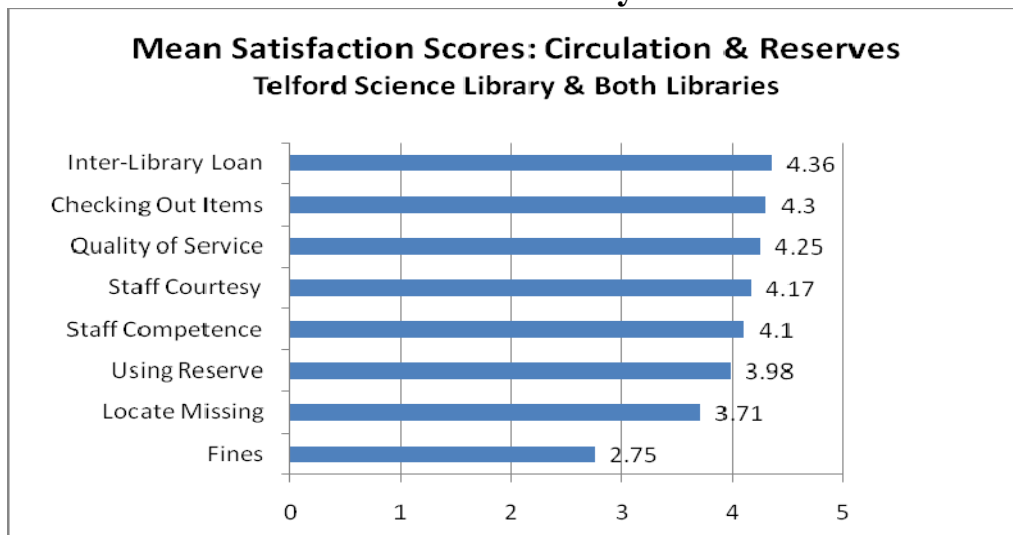
Findings:

- Users of Leyburn and Telford have similar levels of satisfaction with each of the measures.
- Students are the happiest with the process of checking out library materials and using Inter-library loan.
- They are less satisfied with the appropriateness of fines and staff follow up on locating missing library materials. The comments made by students indicate a lot of this dissatisfaction is with the fines for overdue laptops.

Satisfaction of Leyburn Library Users: Mean Satisfaction Scores



Satisfaction Of Telford Science Library Users: Mean Satisfaction Scores

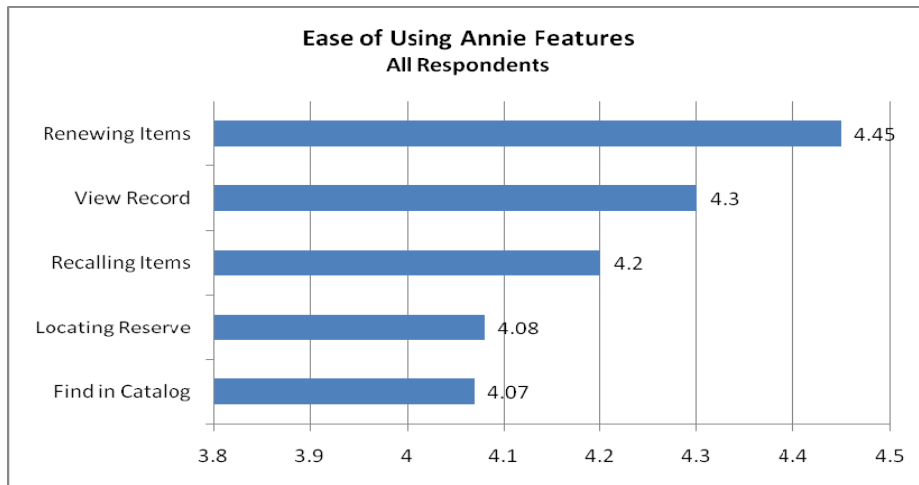


Mean Satisfaction Scores for Annie Features

Findings:

- All mean scores range between satisfied and very satisfied.
- While still in the satisfied range, finding items and locating reserve materials in Annie, appear to pose the most difficulties. This indicates that continued attention to Annie’s search interface design is important.

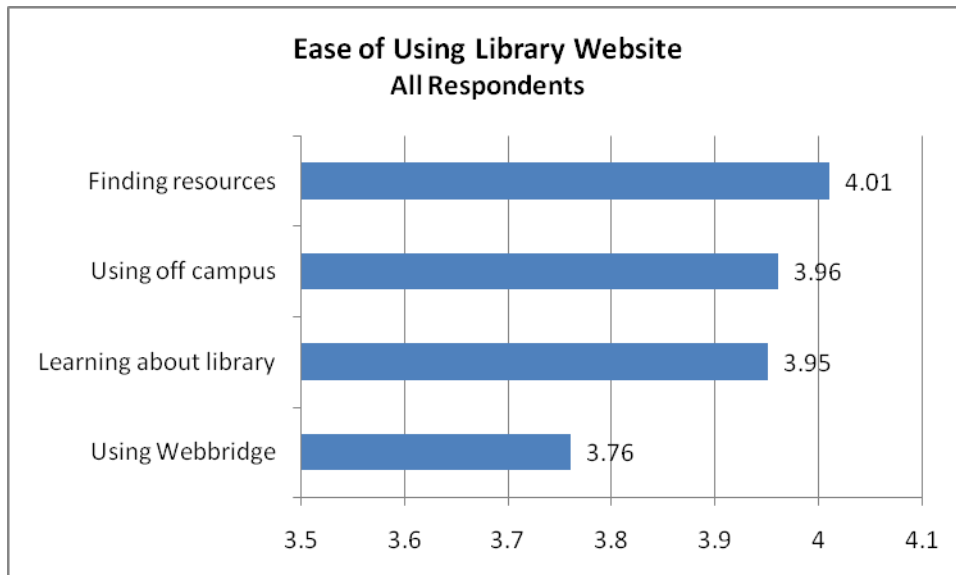
All Respondents*



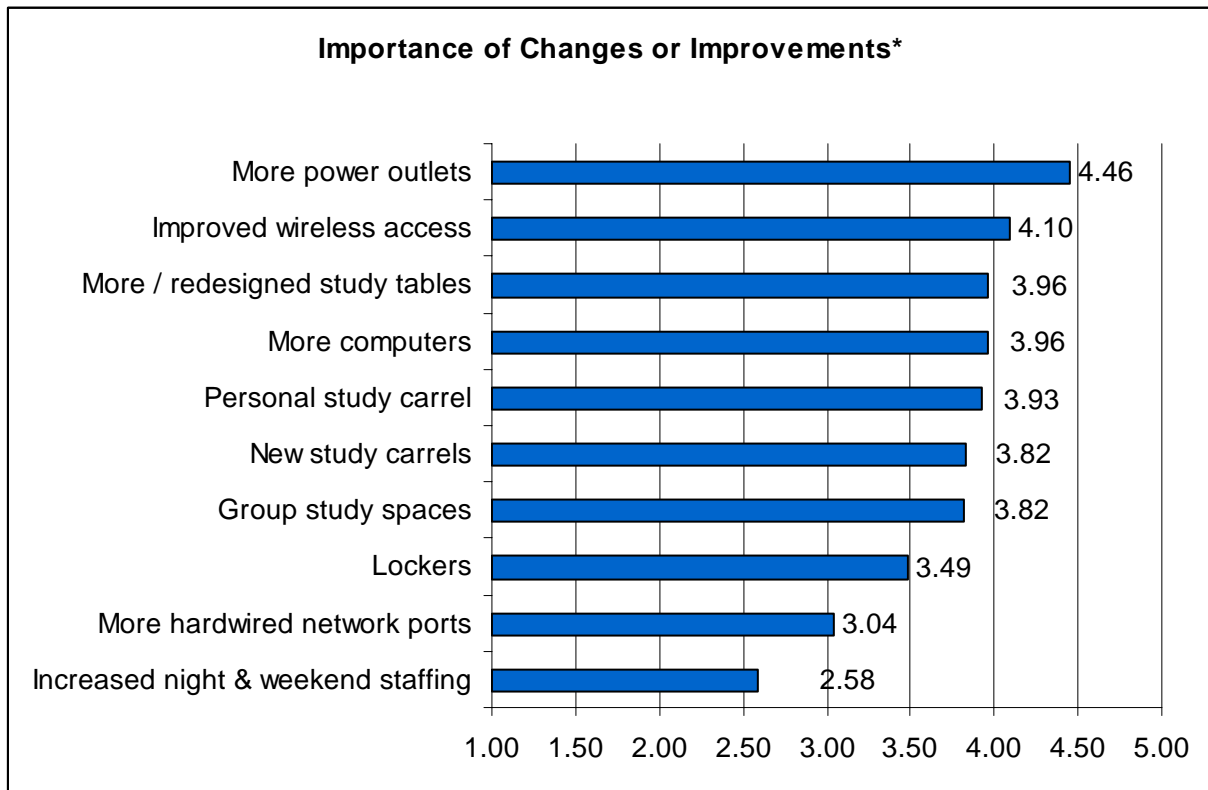
Mean Satisfaction Scores for University Library Web site

Findings:

The mean scores for ease of using the library’s Web site are lower than the scores for using the Annie Catalog, and indicate that immediate action is warranted. The Library launched a new Web site design in the summer following this survey. Continued attention to the usability of the Web site is important, especially since the Web site is the primary method of learning about library resources and services.



What Changes or Improvements are Most Important to Students

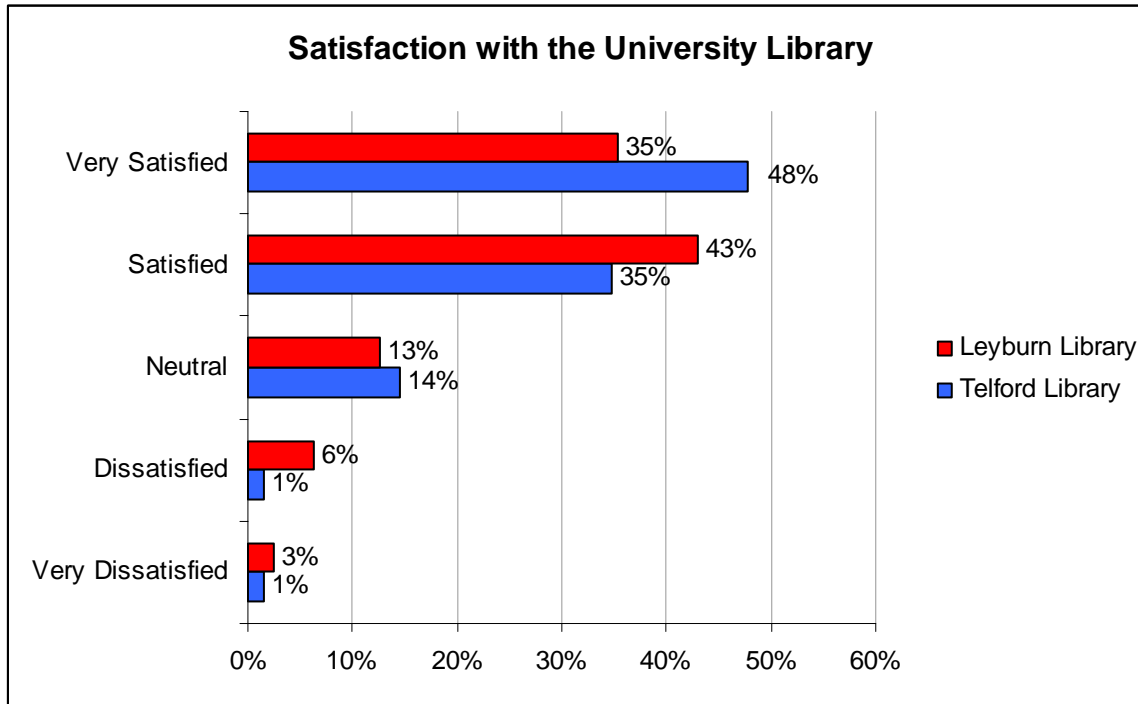


*1= Not Very Important and 5= Very Important

Findings

- More power outlets ranked 1st for both Leyburn and Telford Libraries.
- Personal study carrels are more important to Telford users than Leyburn, with a 4.2 mean rating compared to 3.96.
- Both Leyburn and Telford users want improved wireless access.
- Telford Users rank personal study carrels as important.

Overall Satisfaction with the University Library



**Overall Satisfaction Scores
Comparison of Means by Class**

Class	Leyburn Users	Telford Users
2008	4.19	4.50
2009	3.97	4.17
2010	4.14	4.78
2011	4.17	4.50
Wt. Avg. Mean	4.12	4.52