

Library Satisfaction Survey for Students

Welcome!

Welcome to the W&L University Library Satisfaction Survey for Students.

We very much appreciate your feedback. This survey should take between 5 and 10 minutes to complete.

At the end of the survey, you will have a chance to enter a drawing for one of three \$50 iTunes gift cards.

Background

Which type of student are you?

Undergraduate

Law

Which graduating class are you in?

2008

2009

2010

2011

Using the Library

How often have you used the resources and/or services of the University Library during the current academic year?

Never

Once or twice a term

At least once a month

At least once a week

Using the Library

Please tell us why you do not use the University Libraries or their services. What library services could be provided that would meet your needs?

Using the Library

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Which library do you rely on the most?

- Leyburn Library
- Telford Science Library
- I use both libraries equally

Using the Library

How many hours do you typically spend in any library per week?

- Less than 1 hour
- 1-5 hours
- 5-10 hours
- More than 10 hours

Have you ever borrowed a laptop from the library?

- Yes
- No

Using the Library

What was your satisfaction level with the process of borrowing a laptop from the library?

Very Dissatisfied

Neither Dissatisfied
nor Satisfied

Very Satisfied

Please select one

Do you have any comments regarding your experience borrowing a laptop from the library?

Using the Library

Which loan period would you prefer for library books?

- I like the current system - all books due at the end of the term and a two-week loan period in the summer
- 90 day checkout period with 3 renewals
- 8 week checkout period with 5 renewals
- No preference

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Learning about the Library and its Resources

Which of the following help you learn about the Library and how to use its resources?

Please choose all that apply.

- Blogs
- Circulation desk staff
- Course Guides
- Flyers or brochures
- A librarian speaking to your class
- Library tours
- Library website (<http://library.wlu.edu>)
- Other students
- Reference desk staff
- Research appointments with librarians
- Other (please specify)

Using Library Resources

If journals are available in both electronic and print versions, which do you prefer to use?

- Print
- Electronic
- No Preference

If encyclopedias and/or dictionaries are available in both electronic and print versions, which do you prefer to use?

- Print
- Electronic
- No Preference

If books are available in both electronic and print versions, which do you prefer to use?

- Print
- Electronic
- No Preference

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Using Library Resources

Have you used the following library resources during this academic year?

Please mark all that you have used.

- Books
- Music Recordings
- Newspapers
- Print Journals
- Encyclopedias, Dictionaries, Handbooks, other Reference books
- Special Collections (Rare Books and Manuscripts)
- Audio Books / Spoken Word Recordings
- Video Recordings (VHS & DVD)
- Electronic Journals

Satisfaction with the Library

For each of the following library resources, facilities, and services, please choose the appropriate button indicating your degree of satisfaction with it at the present time.

If you have not heard of a service or don't use it, please choose "Don't Use."

Library Facilities: Leyburn Library

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Wireless Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of computer workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of study carrels and study tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort and variety of seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usability of private study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coffee cart (The Book Nook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library Facilities: Telford Science Library

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Wireless Internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of computer workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of study carrels and study tables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort and variety of seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usability of private study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Satisfaction with the Library

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If you have not heard of a service or don't use it, please choose "Don't Use."

Circulation and Reserves

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Checking out library materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using materials on reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriateness of library fines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow up with locating missing library materials for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using Interlibrary Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competence / knowledge of library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of library service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction with the Library

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If you have not heard of a service or don't use it, please choose "Don't Use."

Annie (W&L Library Catalog) Features

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Ease of finding materials in the library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of viewing books checked out to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of locating reserve materials in catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of renewing library materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of recalling checked out library materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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University Library Website (<http://library.wlu.edu>)

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied	Don't Use
Ease of learning about the library and its services	jn	jn	jn	jn	jn	jn
Ease of finding library resources	jn	jn	jn	jn	jn	jn
Ease of using library resources off campus	jn	jn	jn	jn	jn	jn
Ease of using WebBridge to link to articles or other resources	jn	jn	jn	jn	jn	jn

Library Changes

Please rate the importance to you of the following changes or improvements the Library might consider making in its facilities or services.

	Not Very Important		No Opinion		Very Important
Group study spaces	jn	jn	jn	jn	jn
Increased staffing on evenings and weekends	jn	jn	jn	jn	jn
More computers in the library	jn	jn	jn	jn	jn
More hardwired network access for laptops	jn	jn	jn	jn	jn
Improved wireless network access for laptops	jn	jn	jn	jn	jn
More power access for laptops	jn	jn	jn	jn	jn
New study carrels	jn	jn	jn	jn	jn
Having your own study carrel	jn	jn	jn	jn	jn
More/redesigned study tables	jn	jn	jn	jn	jn
Having a secure place (locker) to store checked-out and personal items	jn	jn	jn	jn	jn

Overall Satisfaction

Please rate your overall satisfaction with the libraries.

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied	I don't use this library
Leyburn Library	jn	jn	jn	jn	jn	jn
Telford Science Library	jn	jn	jn	jn	jn	jn

Your Comments

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Please enter any comments that you have about the strengths of the University Library and/or ways we can improve our services.



Complete

Thank you for your input. We appreciate your participation in the W&L University Library Satisfaction Survey.

Please send an email to Karin O'Callaghan (ocallaghan@wlu.edu) stating that you finished the survey to be entered into the drawing for one of three \$50 iTunes gift cards.