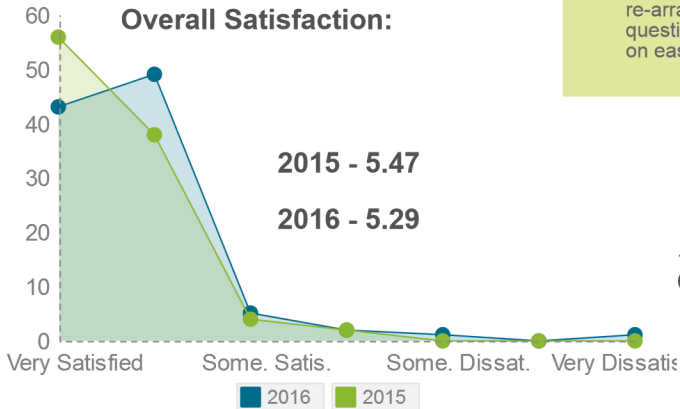


# 2016 FR/SR Survey

183 Freshmen / 149 Seniors



## 2016 Survey changes:

Additional open-ended questions, re-arranged and updated questions, additional questions on ease of use



1.9% "Disagree" rate -  
(2015: 1.9%)

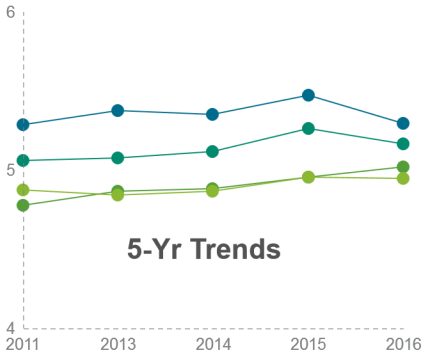
# Satisfaction Scores

**Q.1 Overall Satisfaction - 5.29**

**Q.2 Area Satisfaction - 5.16**

**Q.3 Importance - 5.02**

**Q.4 Ease of Use - 4.94**



## Area Satisfaction

Senior satisfaction declined in 10 of 16 categories

Freshmen satisfaction declined in 15 of 16 categories

Biggest differences between Seniors and Freshmen: Videos (-), ILL/OhioLINK (+), and CMC (+)



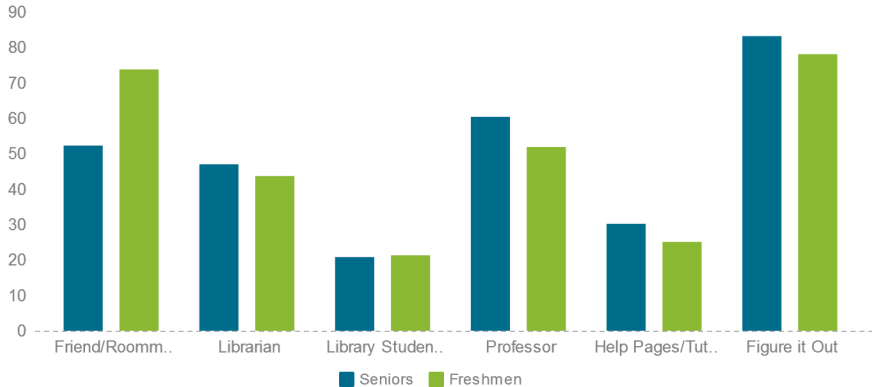
Lowest satisfaction: Video/DVD (4.50)

Other areas under 5.00: Print Journals (4.87); Library Instruction (4.96)



However, all categories show increased satisfaction over 5-year period.

# Research Help Behavior



Ask Librarian

## Trends

Ask Friend/Roommate

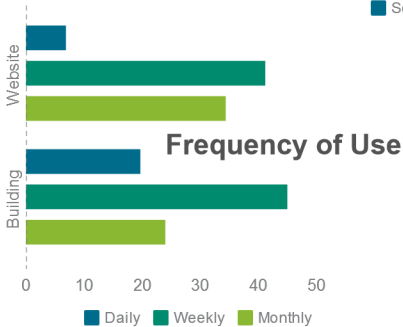
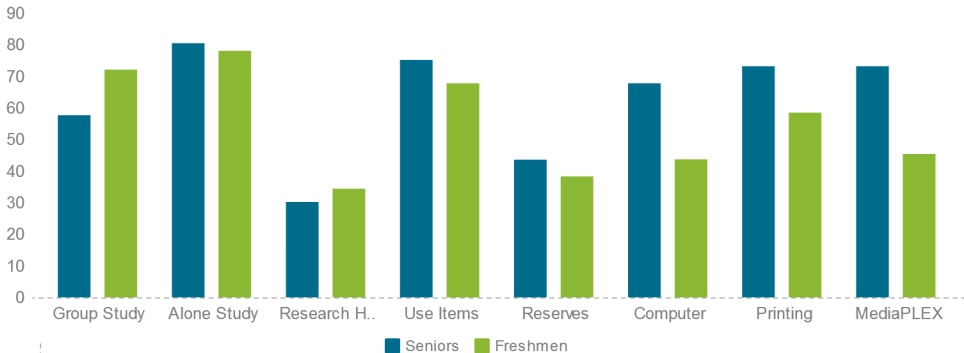
Ask Professor

Use Help Pages

Figure It Out Myself



# Using the Library



## Breakdown:

Website use: Seniors > Freshmen

Building use: Seniors < Freshmen

## Predicting Library Use:

Satisfaction



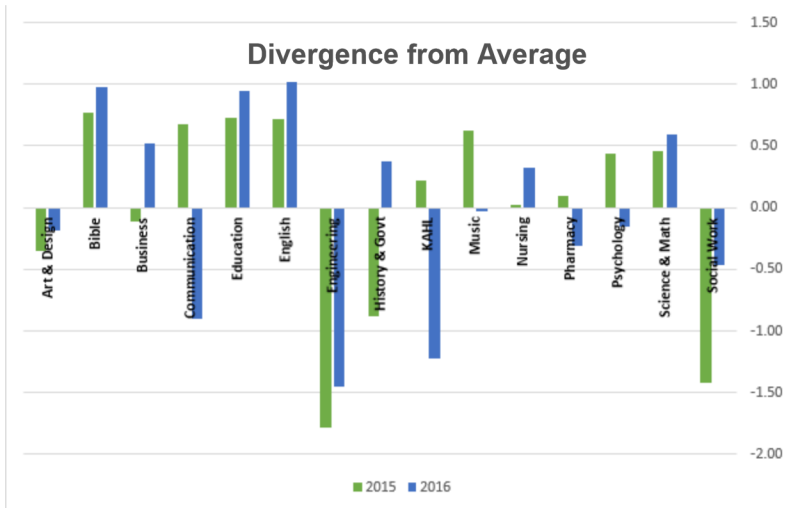
Importance



Ease of Use

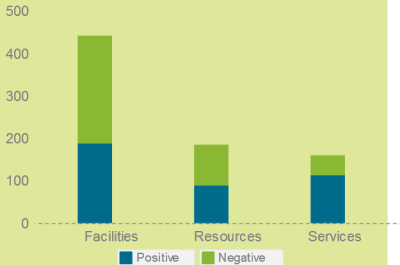


# Library & Specific Majors



Composite score of Satisfaction, Importance, and Ease of Use

# Survey Comments



Facilities: space, noise, policies

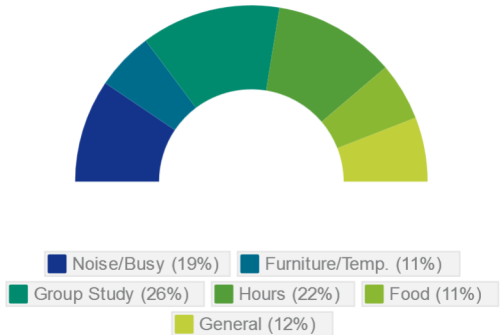
Resources: digital, print, equipment

Services: service areas, staff



**Total Comments**

## Negative Comments (Facilities)



**50%**  
of all negative  
comments



Group Study Space  
Library Hours  
Food Policy  
DVD collection  
Computers/Equipment

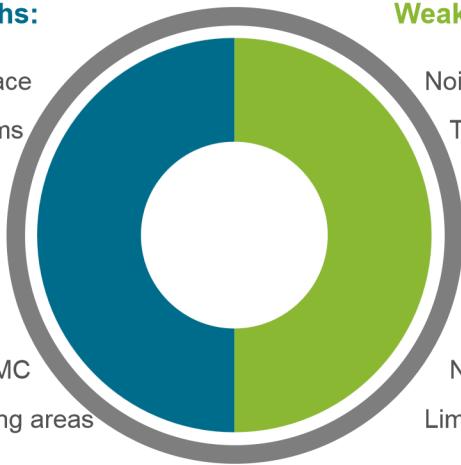
# According to Students...

## Strengths:

- Quiet study space
- Group study rooms
- Resources
- Study environment
- Friendly staff
- OhioLINK
- MediaPLEX & CMC
- Variety of seating areas

## Weaknesses:

- Noisy groups/Too busy
- Too quiet
- Too few study rooms
- Limited weekend hours
- Too hot
- Too little private space
- No food/coffee
- Limited DVD collection



Responses to "what services would you like us to add":

Coffee shop/snacks

More DVDs

More weekend hours

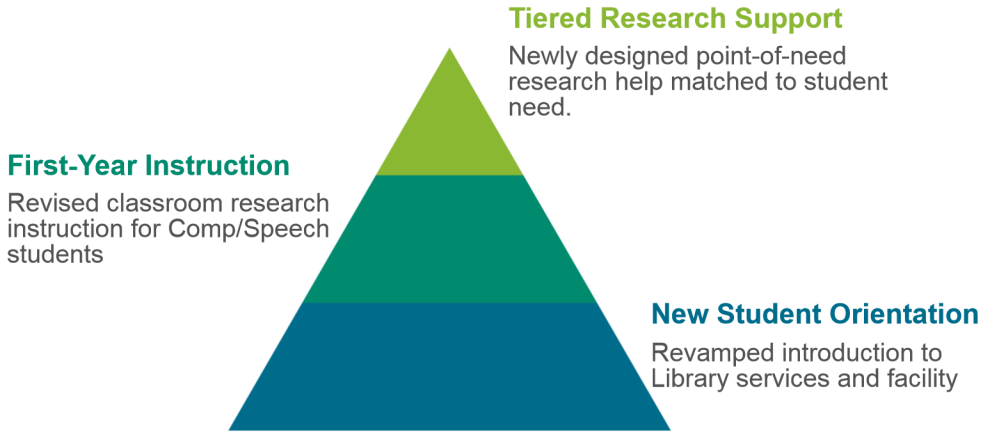


More group study rooms

More fiction

Complimentary Spa (1 person)

# The Library & Research Behaviors



These systems support student success by making students more familiar with the library, more aware of how to get research help, and better equipped to solve their information needs.

