JSU Houston Cole Library In-House Survey 2011 Report
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Chair of Accreditation and Program Review Committee

Survey Brief:
The HCL in-house Survey was held from 7:30 am February 14th to 4:30pm February 17th, 2011. Two posters were placed at Lobby to catch the participants' attention to direct the participants to the Library homepage to take the survey. Seventy survey results were received and of which sixty were completed survey results.

Survey Analysis:
Part I. Information about you
Question 1. Who are you?
Answers:

JSU undergraduate student 50 (82.0%)   JSU faculty member 6 (9.85%)   Other 1 (1.6%)

JSU graduate student 2 (3.3%)   JSU staff member 2 (3.3%)

Question 2. Your major/department is ("none" if no major chosen at this time)

Accounting 2	Ecology/Environmental Biology 1	Pre-Engineering 2	None 3
Art 3	Education 10	Pre-law 2	Library 4
Biology 3	English 2	Political Science 1	Earth studies 1
Business 3	Information Technology 1	Psychology 2	Computer Science 1
Business administration 1	Music 1	Social Work 1	Nursing 9
CIS 1	Merchandising 1	Sociology 1	Theater 1

Criminal Justice 3   Masters of Public Administration 1   Technology 1

Question 3. Why did you come to the Library today? (check all that apply)
Answers:

Find materials (books/periodical articles/audiovisual/etc.) 25 (47.1%)   Group study 10 (16.7%)

Get help from a librarian 6 (10%)   Find a quiet place to study alone 21 (35.0%)

Use computer (workstation/laptop) 39 (65%)   For Library instruction/Orientation 5 (8.3%)

Use printer/copier 26 (43.3%)   Other 8 (13.3%)

Part II. Information about Library Services
Question 1. How important is the Library to you?
Answers:

Extremely 41 (70.7%)   Very 11 (19.0%)   Somewhat 6 (10.3%)

Not Very 0 (0.0%)   Not at all 0 (0.0%)

Question 2. How often do you visit the Library?
Answers:

	2-6 times a week	weekly	monthly	1-4 times a semester
In Person:	40 (66.7%)	15 (25.0%)	1 (1.7%)	4 (6.7%)
On the Web:	10 (25.0%)	6 (15.0%)	10 (25.0%)	14 (35.0%)

Question 3. Do the Library's current hours meet your academic needs?
Answers:

Yes 43 (74.1%)   **Somewhat** 13 (22.4%)   **Barely** 1 (1.7%)   **Not at all** 1 (1.7%)

Would you like to recommend different Library Hours?:
1) Yes
2) No
3) Later opening on Saturdays and Sunday
4) The same
5) Add more night hours to 12mid night, they should open Fridays till maybe 9pm
6) Sat. 9am-6pm
7) Morning hours on the weekend
8) Friday night is my free night to study, and you are closed
9) Would like to open before 3pm on Sunday
10) Open at 7am. Instead of 7:30

Question 4. Are Library materials adequate?
Answers:

	Extremely	Very	Somewhat	Not Very	Not at all	Never use
Print materials (books and journals/magazines)	28 (46.7%)	25 (41.7%)	6 (10%)	0 (0.0%)	0 (0.0%)	1 (1.7%)
Electronic materials (books and journals/magazines)	27 (47.4%)	24 (42.1%)	4 (7.0%)	0 (0.0%)	0 (0.0%)	2 (3.5%)
Course reserves	19 (32.8%)	16 (27.6%)	8 (13.8%)	1 (1.7%)	0 (0.0%)	14 (24.1%)
Audio/Video materials	16 (28.1%)	20 (35.1%)	8 (14.0%)	1 (1.8%)	0 (0.0%)	12 (21.1%)
Library handouts, guides, lists, etc.	19 (32.8%)	22 (37.9%)	6 (10.3%)	0 (0.0%)	0 (0.0%)	11 (19.0%)

If you could suggest any one thing to improve the library collection what would it be?
1) more variety in CD's
2) Reduce the cost of printing and copying!... the current cost is too much for students who print or copy frequently at library!
3) More current print materials
4) More opera FULL Scores, not just vocal scores
5) Have an "aggregator" type catalog that when searched will search all the journal and ebook databases.
6) Another computer room
7) More computers with audio, besides the 6th floor
8) n/a
9) more variety of textbooks
10) I would like to see all materials to be continually improved upon.
11) Get more artbooks
12) Give all library personnel a big raise
13) More on ufos

Question 5. Rate the Library services:

	Extremely	Very	Somewhat	Not Very	Not at all	Never Use
How easy is it to use Library Web pages?	28 (46.7%)	21 (35.0%)	9 (15.0%)	2 (3.3%)	0 (0.0%)	0 (0.0%)
How easy is it to find what you need at the Library?	27 (45.0%)	23 (38.3%)	9 (15.0%)	0 (0.0%)	1 (1.7%)	0 (0.0%)
How easy is it to use the reserve service?	18 (31.0%)	14 (24.1%)	8 (13.8%)	1 (1.7%)	1 (1.7%)	16 (27.6%)
How easy is it to use the InterLibrary Loan services?	20 (33.3%)	8 (13.3%)	6 (10.0%)	0 (0.0%)	1 (1.7%)	25 (41.7%)
How helpful is the Library staff?	34 (56.7%)	19 (31.7%)	5 (8.3%)	1 (1.7%)	0 (0.0%)	1 (1.7%)
How helpful is the Library orientation/Instruction program?	23 (38.3%)	13 (21.7%)	7 (11.7%)	0 (0.0%)	1 (1.7%)	16 (26.7%)
How helpful is the Library's reference services?	24 (40.7%)	22 (37.3%)	7 (11.9%)	2 (3.4%)	0 (0.0%)	4 (6.8%)

Question 6. Rate the Library's facilities and equipment:

	Very good	Good	Poor	Very Poor	Never use
Study areas	30 (51.7%)	26 (44.8%)	2 (3.4%)	0 (0.0%)	0 (0.0%)
Group study rooms	24 (42.1%)	16 (28.1%)	1 (1.8%)	0 (0.0%)	16 (28.1%)
Computers (workstations and laptops)	32 (54.2%)	25 (42.4%)	2 (3.4%)	0 (0.0%)	0 (0.0%)
Copier	15(25.4%)	20 (33.9%)	13 (22.0%)	2 (3.4%)	9 (15.3%)
Printer	24 (41.4%)	27 (46.6%)	4 (6.9%)	1 (1.7%)	2 (3.4%)
Scanner	11 (18.6%)	15 (25.4%)	7 (11.9%)	2 (3.4%)	24 (40.7%)
Micro-form Reader	10 (17.5%)	20 (35.1%)	1 (1.8%)	1(1.8%)	25 (43.9%)

Any comments regarding the Library's facilities and equipments:
1) Needs new more comfortable chairs at all the tables and desks.
2) add one more quiet floor
3) Installing Microsoft Office 2007 on every computer would help immensely
4) musicians on the 6th floor can't study to talk about pieces at the library. We need to be able to play our recordings on the floor, and talk openly.
5) Wooden back chairs are uncomfortable to sit in; computer stations should allow access to Miscrosoft Word and other software; Print cards and cost in general are too expensive; micro-form readers are good when they work.
6) don't like the new idea regarding copies
7) no
8) no
9) Sometimes there are lights out over the individual study areas, Technology is vital in our world today so I would like to see more and better equipment relative to the budget. Computers are important to all of our short term and long term success.
10) 12th floor is favorite
11) I think we have a very good Library
12) not as good as my planet's library but good for earth services

Question 7. Are there any other services you would like to see at the library or any other comments you would like to make? If yes, please detail.

1) When the libarary is closing the speaker to tell everyone it is closing is far to loud, we have all been sitting in scilence and the speaker is not yelling but screaming at the students.
2) Love the staff. Friendly and fun to be around.
3) A library is a library is a library. This location does the job well, and the online resources made available suffice for my own personal research needs quite well.
4) just still insisting on reducing the cost of printing and copying!!
5) For goodness sake...
   fix the student printing options. The card machines have been broken for a year.
6) The people who work here are excellent and the services they provide are outstanding. Some short comings noted above but otherwise excellent.
7) I likred old was to make copies with our id and putting monies on it here at JSU..I don't have a debit card and that is now e big inconvenience as well as the extra fee for the transfer of funds,
8) No
9) Keep up the good work and let's continue to grow and improve.
10) the copiers are quite poor. and the computers are very inaccessible due to strong blocks on them.
11) Open for longer hours
12) mobile library page
13) 4 day work week