Lloyd Sealy Library
John Jay College of Criminal Justice
In-Library Use Survey November 2013
Report

The In-library Use survey was a paper-based survey that was distributed in the Lloyd Sealy Library on Monday, November 18, 2013 (morning, community hour, evening); Thursday, November 21 (morning, community hour, evening); Friday, November 22; and Saturday, November 23. Computer lab assistants then transferred the paper results to a SurveyMonkey form for easier analysis. 294 responses were tallied. The survey was almost identical to the In-library Use survey we conducted in November, 2010; 172 responses were tallied in that survey.

90% of the respondents in this survey were undergraduates; 9.8% were graduate students, and a total of 3 identified as faculty/staff. The most common undergraduate major was criminal justice, followed by forensic psychology and forensic science.

The first substantive question was “What did you do in the library today?” Respondents were able to select multiple answers, and most did so. The most common responses were

- Studied or worked individually (51%),
- Used a library computer for academic/course work (44.4%)
- Used a printer (40.3%)
- Used laptop or mobile computing device (31.3%)

Interestingly, “Studied or worked in a group” was selected by just 10.1%, less than the 12.8% who said they “Met friends/others.” A choice of “Other” was allowed here and responses included: “H.W.,” “Think deeply about life,” and “sleep.”

In 2010 the most common responses were:

- Studied/worked individually 64.7%
- Used a library computer for academic/course work 52.4%
- Printed from computer 37.6%
- Used library computers for Facebook, YouTube, etc. (30%)

[See Chart 1 for comparisons of 2013 and 2010]

When asked “How often do you visit this library in person,” 24.4% said 4 or more times per week, and an additional 47% said 2-3 times per week; 71.4 % of our respondents come to the Library at least twice a week. In 2010 the comparable numbers were: 4 or more times per week -- 34.7% and 2-3 times per week—35.9%, with 73.6% coming at least twice a week. The students who come to the library come frequently and can be expected to have strong opinions. [See Chart 2 for comparisons]

When asked “How important are the following services to you in the library?” most respondents ranked everything as pretty important. On a scale of 1-5 the service with the lowest rating was “Tools to facilitate group work” (average rating 3.94%). But the most important services were:

- Software on computers (Word, Excel, etc.) with an average rating of 4.81;
- second most important was Place to work individually (4.75), barely nudging out
“Library computers” (4.74).
I was able to reanalyze the 2010 responses. The most important services then were
  • Library computers 4.82 followed by
  • Place to work individually 4.74 and
  • Software on computers 4.73
[See Chart 3 for comparisons] That Software on computers has definitely become more important to
our students can also be seen in the analysis of the comments (see below).

The last multiple choice question was “How would you rate the library on the following” and the
Library rated highest on “Quality of databases/electronic resources” (4.4), followed by “Access to
software (Word, Excel, etc.)” (4.28) and Customer Service (4.21). The lowest rating was given to
“Availability of electrical outlets” (3.68).

In 2010, the highest rated item was also “Quality of databases/electronic resources” (4.35) followed by
“Quality of Customer Service” in second place (4.28) and Inviting Environment in third (4.22). Lowest
ratings in 2010 were given to noise level (3.69). Note that this is the question with the most changes in
possible responses. [See Chart 4 for comparisons]

Perhaps the most interesting part of the survey was the level of response to the open-ended question
“What can we do to make this library better for you?” Out of the 294 respondents, 124 took the time
to write something (a total of 191 separate comments/complaints), and from the number of
exclamation points and the length of the responses, it was obvious that the students cared and wanted
to be heard.

The original free text responses to the survey is found at the end of the Summary document. The
separate spreadsheet (summarized below as Chart 5) shows the responses coded by similar answers and
then grouped. The single largest source of complaint was the lack of Microsoft Office—21 students
complained about that (11% of the comments), followed by more computers (19) and more outlets (18).
[It’s striking that fully 9.42% of the comments were about outlets; one student said, “More access to
electrical outlets, especially at desks. Why are they still located in walls? they should be conveniently
placed on desks.”].

By far the largest group of complaints had to do with computers—more computers, more software on
computers, more printers, more scanners, faster computers—over 30% of the complaints were about
insufficient computing facilities.

The second largest source of complaint had to do with the physical facility itself (16%): 6 people
wanted better or more comfortable seating (3 wanted couches), 5 wanted better lighting, and 4 just
wanted more space in general, “too crowded.”

14% of the respondents had issues with noise in the library, but their comments were rather
sophisticated. Rather than demanding that the entire library be kept quiet, they asked for more
individual study areas, more group study rooms, or better enforcement of separate quiet and group
work areas. Some of the comments that were placed in the “Facility complaints” category, such as more
study rooms or more cubicles, might possibly have been a noise complaint; it was sometimes hard to
distinguish.
The most disturbing responses (17 separate comments, 8.9%) had to do with poor service or lack of staff in certain areas. These ranged from complaints about lines at the circulation or reserve desks (4) to “need overseer at the scanners.”

The students who answered the “What can we do to make this library better for you?” question in 2013 had different concerns than those who answered in 2010, as can be seen in the pie charts on the spreadsheet and on the next page (and the word clouds following). Some of the change has to do with the change in technology—obviously with the increased use of laptops, cell phones, tablets and other devices, students will feel a need for more outlets—but the increase in the complaints about poor service, lines, not enough computers, etc., might be related to the establishment of community hour in 2012.

Examination of Community Hour. To look at this possibility, I did a separate analysis of questions 3 through 6 looking just at the responses of the students who filled out the survey during community hour and found that there were, in fact, some real differences:

Students who came during community hour in 2013 did slightly different things. They were:

- more likely to work individually (54.8% vs. 51% of total)
- more likely to use a laptop or mobile device (40.3% vs. 31.3%)
- less likely to use a printer (33.9% vs. 40.3%)
- less likely to look for books or articles (14.5% vs. 19.8%)
- much less likely to ask staff for assistance (6.5% vs. 14.6%)
- less likely to use course reserves or textbooks (6.5% vs. 14.6%)

The actual numbers for some of the community hour activities were pretty small, though, so they should be approached with caution. [See chart 6 for these comparison]

But students who come during community hour do seem to come even more frequently than the student visitors as a whole (see Chart 7)

They rated the importance of services about the same as all students (see Chart 8).

But there are certainly real differences in how they rate the quality of library services and resources; in general, community hour visitors rate everything lower:

- “All respondents” rate “Quality of databases” in first place, but community hour students rate it slightly lower (4.4 vs 4.25)
- “All respondents” rate “Access to software” in second place (4.28) but community hour students put it in 6th place (3.98)
- Perhaps of most concern, “All students” rank Customer service in third place (4.21) but community hour students rate it 3.85, only good enough for 7th place (and compare it to the 4.4 rating in 2010!)

In general, probably our areas of greatest concern are:

- Declining perceptions of customer service, particularly during community hour
- Availability of electrical outlets
- Availability of Microsoft Office

B. Nelson, 2/13/14
Chart 1: What did you do, 2013 vs 2010

What did you do in the library today? Select all that apply. (All responses)

- h. Studied or worked individually
- j. Used a library computer for academic/course work
- g. Used laptop or mobile computing device
- b. Looked for books, articles...
- m. Word processing
- f. Used course reserves or textbooks
- a. Asked library staff for assistance
- k. Met friends/others
- d. Used a scanner
- n. Used a library computer for fun (Facebook, YouTube, etc.)
- i. Studied or worked in a group
- e. Made photocopies
- c. Checked out or returned books, DVDs, or other materials
- o. Watched library DVDs or streaming videos

What did you do in the library today? Select all that apply. All respondences. 2010

- h. Studied/worked individually
- j. Used a library computer for academic/course work
- m. Printed from computer
- g. Used library computers for Facebook, YouTube, etc.
- f. Word processing
- b. Looked for books, journals, or other items
- c. Used course reserves
- d. Borrowed or returned materials
- k. Used personal/laptop or mobile computing device
- a. Asked library staff for assistance
- l. Met friends/classmates
- i. Studied/worked in a group
- e. Made photocopies
- n. Watched DVDs or videos
Chart 2: How often do they visit? 2013 and 2010

How often do you visit this library in person? All responses 2013

- 47.0% (133) 4 or more times per week
- 18.0% (51) 2-3 times per week
- 3.9% (11) Weekly
- 6.0% (17) Monthly
- 0.7% (2) Less often
- 24.4% (69) This is my first time here

How often do you visit this library in person? 2010

- 35.9% (61) 4 or more times per week
- 18.2% (31) 2-3 times per week
- 5.9% (10) Weekly
- 2.9% (5) Monthly
- 2.4% (4) Less often
- 34.7% (59) This is my first time here
Chart 3: Important Services: 2013 and 2010

How important are the following services to you in the library? If the service is not currently available, mark how important it would be if offered. Rank from most important (5) to not important (1). All responses 2013

- Software on computers (Word, Excel, etc.): 4.81
- Place to work individually: 4.75
- Library computers: 4.74
- Access to online library resources: 4.68
- Access to on-site books, journals: 4.65
- Electrical outlets near seating areas: 4.6
- Assistance from library staff: 4.39
- Scanners: 4.33
- Place to work in groups: 4.11
- Tools to facilitate group work (display): 3.94

How important are the following services to you. All responses. 2010

- Library computers: 4.82
- Place to work individually: 4.74
- Software on computers (Word, Excel, etc.): 4.73
- Access to online library resources: 4.57
- Access to on-site collections: 4.47
- Electrical outlets at seating areas: 4.43
- Assistance from library staff: 4.33
- Copy machines: 4.30
- Scanners: 4.14
- Place to work in groups: 4.11
Chart 4: How do we rate? 2013 and 2010

How would you rate the library on the following (from 5 being excellent and 1 being poor)? All responses 2013

<table>
<thead>
<tr>
<th>Service</th>
<th>2013 Rating</th>
<th>2010 Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of databases/electronic resources</td>
<td>4.4</td>
<td>4.35</td>
</tr>
<tr>
<td>Access to software (Word, Excel, etc.)</td>
<td>4.28</td>
<td></td>
</tr>
<tr>
<td>Customer service</td>
<td>4.21</td>
<td></td>
</tr>
<tr>
<td>Access to library computers</td>
<td>4.19</td>
<td></td>
</tr>
<tr>
<td>Quality of print collections</td>
<td>4.19</td>
<td></td>
</tr>
<tr>
<td>Space where I can work on my own</td>
<td>4.12</td>
<td></td>
</tr>
<tr>
<td>Quality of library facility (furniture...)</td>
<td>4.1</td>
<td></td>
</tr>
<tr>
<td>Noise level</td>
<td>3.94</td>
<td></td>
</tr>
<tr>
<td>Space where I can work with groups</td>
<td>3.89</td>
<td></td>
</tr>
<tr>
<td>Availability of electrical outlets...</td>
<td>3.68</td>
<td></td>
</tr>
</tbody>
</table>

How would you rate the library on the following? All responses 2010

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of databases/electronic resources</td>
<td>4.35</td>
</tr>
<tr>
<td>Quality of customer service</td>
<td>4.28</td>
</tr>
<tr>
<td>Inviting environment</td>
<td>4.22</td>
</tr>
<tr>
<td>Quality of print collections</td>
<td>4.15</td>
</tr>
<tr>
<td>Access to computers</td>
<td>4.12</td>
</tr>
<tr>
<td>Space where I can work on my own</td>
<td>4.00</td>
</tr>
<tr>
<td>Hours open</td>
<td>3.92</td>
</tr>
<tr>
<td>Space where I can work in groups</td>
<td>3.71</td>
</tr>
<tr>
<td>Noise level (from very quiet to very noisy)</td>
<td>3.69</td>
</tr>
</tbody>
</table>
Chart 5: Analysis of Comments

Comments 2013

- Computer issues: 31%
- Noise/individual v. groups: 14%
- Facility complaints: 16%
- Food/drink: 3%
- Outlets: 9%
- Collections: 5%
- Staff complaints: 9%
- Compliments: 8%
- Hours: 3%
- Miscellaneous: 1%

Comments 2010

- Computer issues: 20%
- Noise/individual v. groups: 25%
- General Facilities: 17%
- Staff issues: 3%
- Miscellaneous: 5%
- Compliments: 6%
- All hours: 14%
- All copy machines: 4%
- All outlets: 5%
- All computers: 20%
Vonage Word Cloud for 2013 answers to “What can we do to make this library better for you?”

Vonage Word Cloud for 2010 answers to “What can we do to make this library better for you?”
Chart 6: What did they do 2013 survey takers, all vs. community hour

What did you do in the library today? Select all that apply. (All responses)

- h. Studied or worked individually: 51.0% (147)
- i. Used a library computer for academic/course work: 44.4% (128)
- g. Used laptop or mobile computing device: 40.3% (116)
- f. Used course reserves or textbooks: 31.3% (90)
- b. Looked for books, articles: 19.8% (57)
- a. Asked library staff for assistance: 19.8% (57)
- m. Word processing: 14.6% (42)
- n. Used a library computer for fun (Facebook, YouTube, etc.): 14.6% (42)
- k. Met friends/others: 12.8% (37)
- d. Used a scanner: 11.1% (37)
- e. Made photocopies: 10.1% (29)
- c. Checked out or returned books, DVDs or other materials: 9.4% (27)
- o. Watched library DVDs or streaming videos: 7.6% (22)
- l. Studied or worked in a group: 3.5% (10)

What did you do in the library today? Community hour 2013

- h. Studied or worked individually: 54.8% (34)
- g. Used laptop or mobile computing device: 45.2% (28)
- f. Used course reserves or textbooks: 40.3% (25)
- b. Looked for books, articles: 33.9% (21)
- m. Word processing: 17.7% (11)
- e. Made photocopies: 14.5% (9)
- k. Met friends/others: 11.3% (7)
- n. Used a library computer for fun (Facebook, YouTube, etc.): 9.7% (6)
- d. Used a scanner: 8.1% (5)
- a. Asked library staff for assistance: 6.6% (4)
- c. Checked out or returned books, DVDs or other materials: 4.8% (3)
- o. Watched library DVDs or streaming videos: 1.6% (1)
Chart 7: How often do they visit? All vs. Community hour

How often do you visit this library in person? All responses 2013

- 4 or more times per week: 18.0% (51)
- 2-3 times per week: 6.0% (17)
- Weekly: 3.9% (11)
- Monthly: 0.7% (2)
- Less often: 24.4% (69)
- This is my first time here: 47.0% (133)

How often do you visit this library in person? Community Hour 2013

- 4 or more times per week: 58.1% (36)
- 2-3 times per week: 12.9% (8)
- Weekly: 3.2% (2)
- Monthly: 25.8% (16)
- Less often: 0% (0)
- This is my first time here: 5% (3)
Chart 8: Important services. All vs Community Hour

How important are the following services to you in the library? If the service is not currently available, mark how important it would be if offered. Rank from most important (5) to not important (1). All responses 2013

<table>
<thead>
<tr>
<th>Service</th>
<th>All 2013</th>
<th>Community Hour 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software on computers (Word, Excel, etc.)</td>
<td>4.81</td>
<td>4.81</td>
</tr>
<tr>
<td>Place to work individually</td>
<td>4.75</td>
<td>4.79</td>
</tr>
<tr>
<td>Library computers</td>
<td>4.74</td>
<td>4.76</td>
</tr>
<tr>
<td>Access to online library resources...</td>
<td>4.68</td>
<td>4.75</td>
</tr>
<tr>
<td>Access to on-site books, journals...</td>
<td>4.65</td>
<td>4.68</td>
</tr>
<tr>
<td>Electrical outlets near seating areas</td>
<td>4.6</td>
<td>4.56</td>
</tr>
<tr>
<td>Assistance from library staff</td>
<td>4.39</td>
<td>4.44</td>
</tr>
<tr>
<td>Scanners</td>
<td>4.33</td>
<td>4.46</td>
</tr>
<tr>
<td>Place to work in groups</td>
<td>4.11</td>
<td>4.05</td>
</tr>
<tr>
<td>Tools to facilitate group work (display...)</td>
<td>3.94</td>
<td>3.8</td>
</tr>
</tbody>
</table>
Chart 8: How do we rate? All vs Community hour

How would you rate the library on the following (from 5 being excellent and 1 being poor)? All responses 2013

- Quality of databases/electronic resources: 4.4
- Access to software (Word, Excel, etc.): 4.28
- Customer service: 4.21
- Access to library computers: 4.19
- Quality of print collections: 4.19
- Space where I can work on my own: 4.12
- Quality of library facility (furniture, etc.): 4.1
- Noise level: 3.94
- Space where I can work with groups: 3.89
- Availability of electrical outlets: 3.68

How would you rate the library on the following (from 5 being excellent and 1 being poor)? Community hour 2013

- Quality of databases/electronic resources: 4.25
- Space where I can work on my own: 4.05
- Access to library computers: 3.98
- Quality of library facility (furniture, etc.): 3.98
- Quality of print collections: 3.98
- Access to software (Word, Excel, etc.): 3.98
- Customer service: 3.85
- Space where I can work with groups: 3.81
- Noise level: 3.69
- Availability of electrical outlets: 3.44