

TRIENNIAL IN-LIBRARY USE SURVEY: 2010-2019

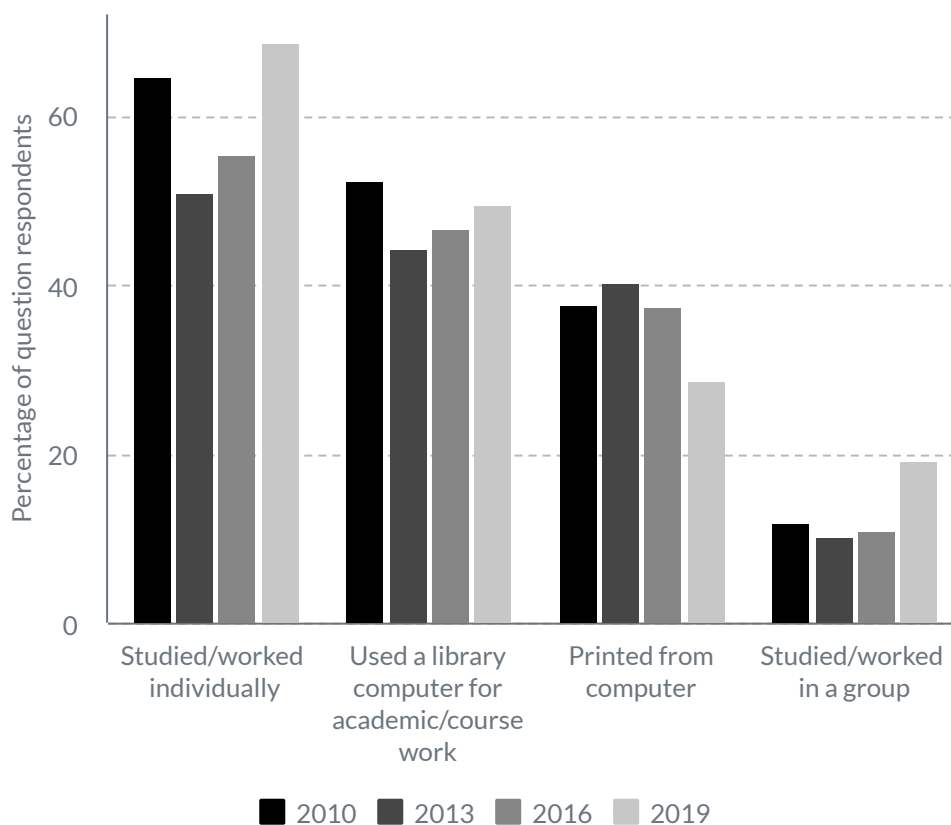


The John Jay College Library distributes a paper survey every 3 years to visitors within the Library. The survey poses a similar set of questions as a way to track changes in user opinion, behavior, and expectations. With a decade of survey results now available, here we highlight some of the data that remains constant and some of the changes we've noticed over the four survey periods spanning from 2010-2019.

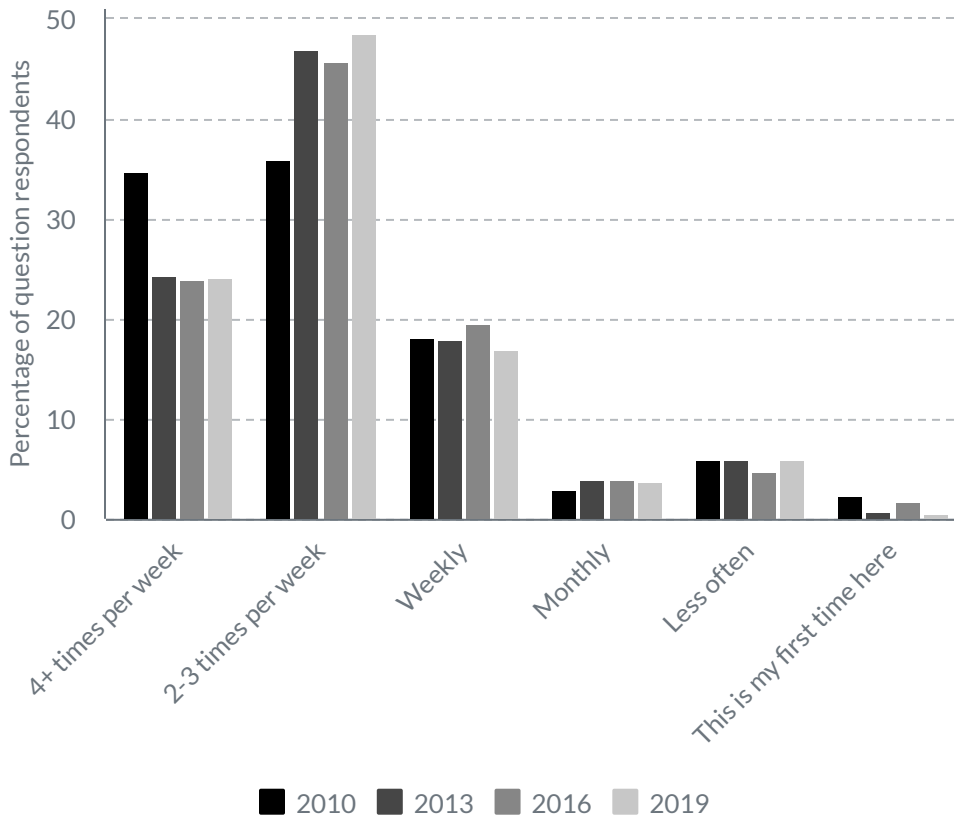
1 A place to study individually

One area that remains constant across the years is respondents' reasons for visiting the Library. Most visitors use the Library for individual study, followed by computing and printing.

Reasons for visiting the Library



Frequency of visits



2 Library users visit often

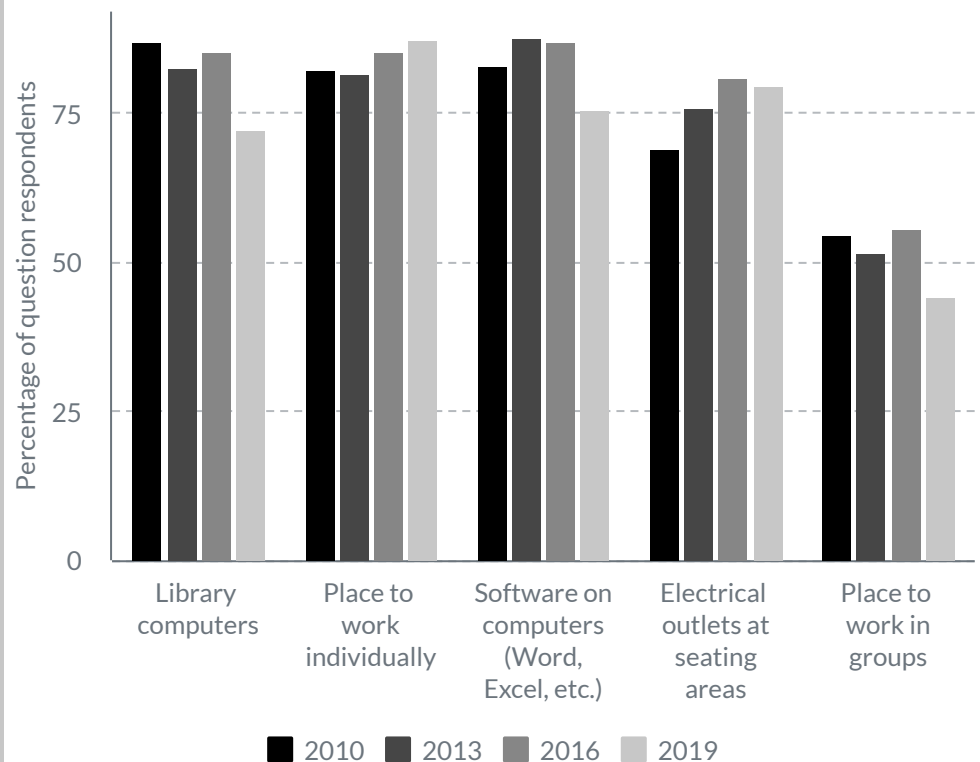
Across the years, respondents have indicated that they visit the Library often: 2 or more times per week.

3 What's very important for Library users

Over the years, what has been ranked as "very important" for respondents has changed slightly:

- A place to work individually has increased slightly in importance
- Providing more electrical outlets is increasing in importance
- Software availability and computers are slightly less important

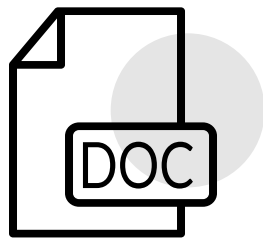
Percentage of question respondents who rate the following as very important



SUMMARY OF COMMENTS: 2010- 2019

2010

- 172 respondents
- 30% of comments were about noise



2013

- 294 respondents
- 31% of comments were computer-related i.e. providing Microsoft Word on more workstations

2016

- 406 respondents
- 21.66% of comments were computer-related i.e. providing more computers and workstations with MS Word



2019

- 1020 respondents
- 22% of comments suggested more quiet individual study space

