



Missouri State
UNIVERSITY

BearWorks

MSU Libraries Reports

MSU Libraries

8-11-2003

Spring 2003 Meyer Library Satisfaction Survey

Lynn Cline

Missouri State University, LynnCline@missouristate.edu

Douglas Stehle

Missouri State University - Springfield

Byron Stewart

Missouri State University - Springfield, ByronStewart@missouristate.edu

Follow this and additional works at: <https://bearworks.missouristate.edu/reports-lib>



Part of the [Library and Information Science Commons](#)

Recommended Citation

Cline, Lynn; Stehle, Douglas; and Stewart, Byron, "Spring 2003 Meyer Library Satisfaction Survey" (2003).
MSU Libraries Reports. 4.

<https://bearworks.missouristate.edu/reports-lib/4>

This article or document was made available through BearWorks, the institutional repository of Missouri State University. The work contained in it may be protected by copyright and require permission of the copyright holder for reuse or redistribution.

For more information, please contact bearworks@missouristate.edu.

Spring 2003 Meyer Library Satisfaction Survey (Preliminary Results and Data)

Administered late April, 2003 in Library, 705 completed.

Generally satisfactory feedback. Demographics and scalar questions have been tabulated.

Open ended/free text questions are still being analyzed and tabulated.

1. Demographics:

83% undergraduate students

10% graduate students

5% non-affiliated users

2. Use of the Library:

78% visited at least once a week

32% visited daily

3. Frequency of seeking assistance:

50% sought assistance only once a semester

75% sought assistance once a month or less often

To put it positively, does this mean that the bulk of students using the building use it as a place to study first and foremost, and seek assistance infrequently?

4 - 10. Likert questions:

Generally positive results. The average or mean totals for SA or A responses is around 73%, i.e., respondents either Strongly Agreed or Agreed almost $\frac{3}{4}$ of the time.

Disagree or Strongly Disagree occurred on average about 7% of the time.

No Opinion responses occurred about 20% of the time?

Question 8: "*It is easy to find the information I need in the Library.*" was an exception to the general trend. More people tended to respond less positively to that one than the others. Over 20% responded either D or SD. Not quite sure how to interpret:

- Signage (i.e., directional issues)?
- Arrangement of material itself (e.g., book stack arrangement)?
- Nature of and level of difficulty of the finding aids (Swan, databases, etc.)?

Open ended questions will help shed light on that question.

Spring 2003 Meyer Library Satisfaction Survey

1. Your status:

| Category | N | %N |
|---------------|------------|---------------|
| Undergraduate | 583 | 82.69 |
| Graduate | 74 | 10.50 |
| Faculty | 9 | 1.28 |
| Staff | 3 | .43 |
| Other | 35 | 4.96 |
| Unknown | 1 | .14 |
| <hr/> | | |
| Total | 705 | 100.00 |

2. How often do you visit the library?

| Frequency | N | % |
|---------------|------------|---------------|
| Daily | 219 | 31.55 |
| Weekly | 328 | 47.26 |
| Twice/month | 70 | 10.09 |
| Monthly | 53 | 7.64 |
| Once/semester | 24 | 3.46 |
| <hr/> | | |
| Total | 694 | 100.00 |

3. How often do you seek the assistance of library staff for help with your research?

| Frequency | N | % |
|---------------|------------|---------------|
| Daily | 5 | .72 |
| Weekly | 65 | 9.42 |
| Twice/month | 99 | 14.35 |
| Monthly | 172 | 24.93 |
| Once/semester | 225 | 32.61 |
| Never | 124 | 17.97 |
| <hr/> | | |
| Total | 690 | 100.00 |

Questions 4-10. Circle your level of agreement with the following questions:

4. Library staff provide me with courteous service.

| Category | N | % (expressed in 4-10 as 4-place decimals) |
|-------------------|------------|--|
| Strongly Agree | 194 | .2783 |
| Agree | 390 | .5595 |
| No Opinion | 85 | .1220 |
| Disagree | 26 | .0373 |
| Strongly Disagree | 2 | .0029 |
| | ----- | ----- |
| Total | 697 | 1.0000 |

5. Library staff are patient with my questions and willing to “go the extra mile.”

| Category | N | % |
|-------------------|------------|---------------|
| Strongly Agree | 170 | .2457 |
| Agree | 317 | .4581 |
| No Opinion | 167 | .2413 |
| Disagree | 33 | .0477 |
| Strongly Disagree | 5 | .0072 |
| | ----- | ----- |
| Total | 692 | 1.0000 |

6. Library staff strive to give me complete answers.

| Category | N | % |
|-------------------|------------|---------------|
| Strongly Agree | 144 | .2072 |
| Agree | 356 | .5122 |
| No Opinion | 148 | .2130 |
| Disagree | 47 | .0676 |
| Strongly Disagree | 0 | .0000 |
| | ----- | ----- |
| Total | 695 | 1.0000 |

7. Library staff communicate with me using terms I understand.

| Category | N | % |
|-------------------|------------|---------------|
| Strongly Agree | 162 | .2318 |
| Agree | 393 | .5622 |
| No Opinion | 126 | .1803 |
| Disagree | 15 | .0214 |
| Strongly Disagree | 3 | .0043 |
| | ----- | ----- |
| Total | 699 | 1.0000 |

8. It is easy to find the information I need in the library.

| Category | N | % |
|-------------------|------------|---------------|
| Strongly Agree | 92 | .1314 |
| Agree | 354 | .5057 |
| No Opinion | 111 | .1586 |
| Disagree | 112 | .1600 |
| Strongly Disagree | 31 | .0443 |
| | ----- | ----- |
| Total | 700 | 1.0000 |

9. When I cannot find the information I need, library staff do their best to help me.

| Category | N | % |
|-------------------|------------|---------------|
| Strongly Agree | 191 | .2736 |
| Agree | 349 | .5000 |
| No Opinion | 129 | .1848 |
| Disagree | 26 | .0373 |
| Strongly Disagree | 3 | .0043 |
| | ----- | ----- |
| Total | 698 | 1.0000 |

10. The library has a good service reputation in the SMS academic community.

| Category | N | % |
|-------------------|------------|---------------|
| Strongly Agree | 151 | .2195 |
| Agree | 303 | .4404 |
| No Opinion | 204 | .2965 |
| Disagree | 22 | .0320 |
| Strongly Disagree | 8 | .0116 |
| | ----- | ----- |
| Total | 698 | 1.0000 |

Open ended questions:

This is very preliminary, anecdotal, waiting to be categorized and quantified. As completed will share with Library Committee.

11. Like Most

- General newness, lots of space, good seating, etc
- Lobby
- Churchills
- Computers
- Resources

12. Like least

- Hours
- Not enough computers and want more software
- NOISE (including cell phones)
- Collections (more books, mags, e-resources)

13. One thing to Improve

- Hours
- Computers
- Quiet
- More resources

Summary Tables including:

- a.) 4-decimal proportions (percentages) for all questions and categories
- b.) Mean 4-decimal proportions (percentages)
- c.) Mean 4-decimal proportions (percentage) excluding question 8
- d.) Standard deviation of the mean 4-decimal proportions (percentages)
- e.) Standard deviation of the mean 4-decimal proportions (percentages), excluding question 8
- f.) Computations

| | Response Category | SA | A | NO | D | SD |
|---|------------------------------|--------------|--------------|--------------|--------------|---------------|
| Questions | | | | | | |
| 4. | | .2783 | .5595 | .1220 | .0373 | .0029 |
| 5. | | .2457 | .4581 | .2413 | .0477 | .0072 |
| 6. | | .2072 | .5122 | .2130 | .0676 | .0000 |
| 7. | | .2318 | .5622 | .1803 | .0214 | .0043 |
| 8. | | .1314 | .5057 | .1586 | .1600 | .0443 |
| 9. | | .2736 | .5000 | .1848 | .0373 | .0043 |
| 10. | | .2195 | .4404 | .2965 | .0320 | .0116 |
| \bar{X} | | .2268 | .5054 | .1995 | .0576 | .01070 |
| \bar{X}, excl. question 8 | | .2427 | .5054 | .2063 | .0406 | .00505 |
| S | | .0459 | .0426 | .0529 | .0439 | .01410 |
| S, excl. question 8 | | .0263 | .0460 | .0542 | .0144 | .00360 |

Computations:

Absolute Variance from Mean and Standard Deviation for each percentage (4 place decimal) for each response category

Absolute Variance from Mean or $X - \bar{X}$ = Individual proportions minus the mean of the 4-place decimal proportions.

Standard Deviation = Square Root of the sum of the total of the squares of each absolute variance divided by 7.

A. Strongly Agree

| Question | $X - \bar{X}$ | v2 |
|-----------|---------------|---|
| 4. | .0515 | .002652 |
| 5. | .0189 | .000357 |
| 6. | -.0196 | .000384 |
| 7. | -.0050 | .000025 |
| 8. | -.0954 | .009101 |
| 9. | .0468 | .002190 |
| 10. | -.0073 | .000053 |
| | | ----- |
| | | .014762/7 = .0021088 > square root = .0459216 |
| s = .0459 | | |

B. Agree

| Question | $X - \bar{X}$ | v2 |
|-----------|---------------|--|
| 4. | .0541 | .002927 |
| 5. | -.0473 | .002237 |
| 6. | .0068 | .000046 |
| 7. | .0568 | .003226 |
| 8. | .0003 | .0000009 |
| 9. | -.0054 | .000029 |
| 10. | -.0650 | .004225 |
| | | ----- |
| | | .0126909/7 = .0018129 > square root = .0425781 |
| s = .0426 | | |

C. No Opinion

| Question | $X - \bar{X}$ | v^2 |
|----------|---------------|---------|
| 4. | -.0775 | .006006 |
| 5. | .0418 | .001747 |
| 6. | .0135 | .000182 |
| 7. | -.0192 | .000369 |
| 8. | -.0409 | .001673 |
| 9. | -.0147 | .000216 |
| 10. | .0970 | .009409 |

 $.019602/7 = .0028002 > \text{square root} = .0529169$

$s = .0529$

D. Disagree

| Question | $X - \bar{X}$ | v^2 |
|----------|---------------|---------|
| 4. | -.0203 | .000412 |
| 5. | -.0099 | .000098 |
| 6. | .0100 | .000100 |
| 7. | -.0362 | .001310 |
| 8. | .1024 | .010486 |
| 9. | -.0203 | .000412 |
| 10. | -.0256 | .000655 |

 $.013473/7 = .0019247 > \text{square root} = .0438714$

$s = .0439$

E. Strongly Disagree

| Question | $X - \bar{X}$ | v^2 |
|----------|---------------|----------|
| 4. | -.0078 | .0000608 |
| 5. | -.0035 | .0000122 |
| 6. | -.0107 | .0001144 |
| 7. | -.0064 | .0000409 |
| 8. | .0336 | .0011289 |
| 9. | -.0064 | .0000409 |
| 10. | .0009 | .0000008 |

 $.0013989/7 = .0001998 > \text{square root} = .014135$

$s = .0141$

Absolute Variance from Mean and Standard Deviation for each percentage (4 place decimal) for each response category, excluding Question 8

Absolute Variance from Mean or $X - \bar{X}$ = Individual proportions minus the mean of the 4 place decimal proportions.

Standard Deviation = Square Root of the sum of the total of the squares of each absolute variance divided by 6.

A. Strongly Agree

| Question | $X - \bar{X}$ | v^2 |
|------------------|---------------|---|
| 4. | .0356 | .001267 |
| 5. | .0030 | .000009 |
| 6. | -.0355 | .001260 |
| 7. | -.0109 | .000119 |
| 9. | .0309 | .000955 |
| 10. | -.0232 | .000538 |
| | | ----- |
| | | .004148/6 = .0006913 > square root = .0262925 |
| s = .0263 | | |

B. Agree

| Question | $X - \bar{X}$ | v^2 |
|------------------|---------------|--|
| 4. | .0541 | .002927 |
| 5. | .0473 | .002237 |
| 6. | .0068 | .000046 |
| 7. | .0568 | .003226 |
| 9. | -.0054 | .000029 |
| 10. | -.0650 | .004225 |
| | | ----- |
| | | .012690/6 = .002115 > square root = .0459891 |
| s = .0460 | | |

C. No Opinion

| Question | $X - \bar{X}$ | v^2 |
|----------|---------------|----------|
| 4. | -.0843 | .0071064 |
| 5. | .0350 | .0012250 |
| 6. | .0067 | .0000448 |
| 7. | -.0260 | .0006760 |
| 9. | -.0215 | .0004622 |
| 10. | .0902 | .0081360 |

 $.0176504/6 = .0029417 > \text{square root} = .0542374$

$s = .0542$

D. Disagree

| Question | $X - \bar{X}$ | v^2 |
|----------|---------------|----------|
| 4. | -.0033 | .0000108 |
| 5. | .0071 | .0000504 |
| 6. | .0270 | .0007290 |
| 7. | -.0192 | .0003686 |
| 9. | -.0033 | .0000108 |
| 10. | -.0086 | .0000739 |

 $.0012435/6 = .0002072 > \text{square root} = .0143944$

$s = .0144$

E. Strongly Disagree

| Question | $X - \bar{X}$ | v^2 |
|----------|---------------|----------|
| 4. | -.00215 | .0000046 |
| 5. | .00215 | .0000046 |
| 6. | -.00505 | .0000255 |
| 7. | -.00075 | .0000005 |
| 9. | -.00075 | .0000005 |
| 10. | .00655 | .0000429 |

 $.0000786/6 = .0000131 > \text{square root} = .0036193$

$s = .0036$

8-11-2003