

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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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

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

$$s = .0529$$

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

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

$$s = .0439$$

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

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

$$s = .0141$$

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