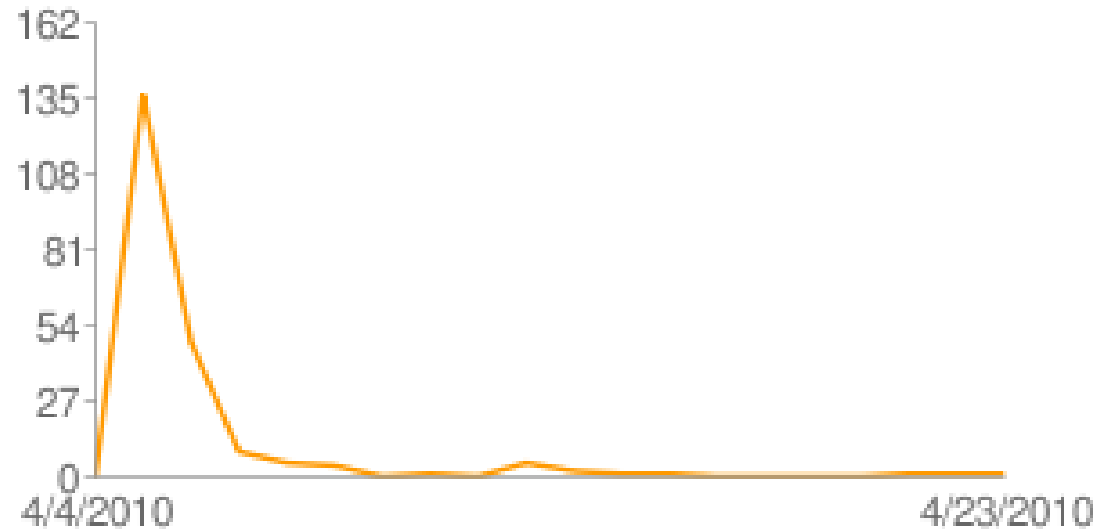


2009-2010 Library Survey

Student Response

215 responses

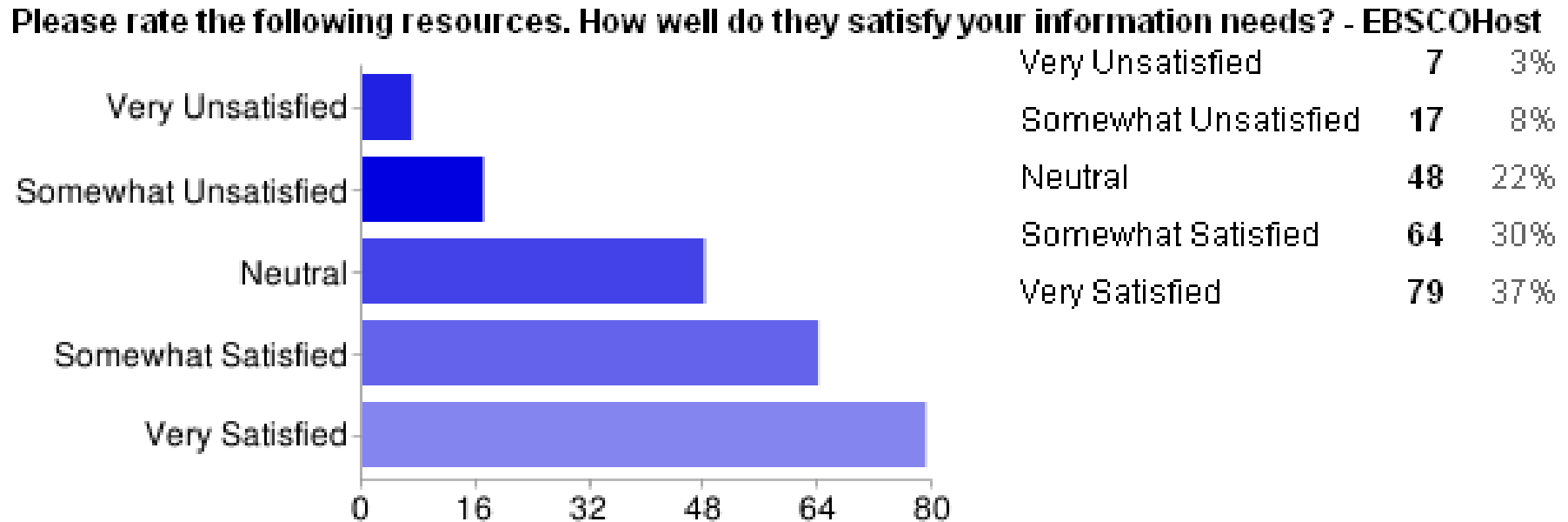
Number of daily responses



Question 1. Please rate the following resources. How well do they satisfy your information needs?

- EBSCOHost
- EZ-Borrow
- RAPID ILL
- Professional Reference Staff
- MyAthens
- Media resources
- Overall Library Services

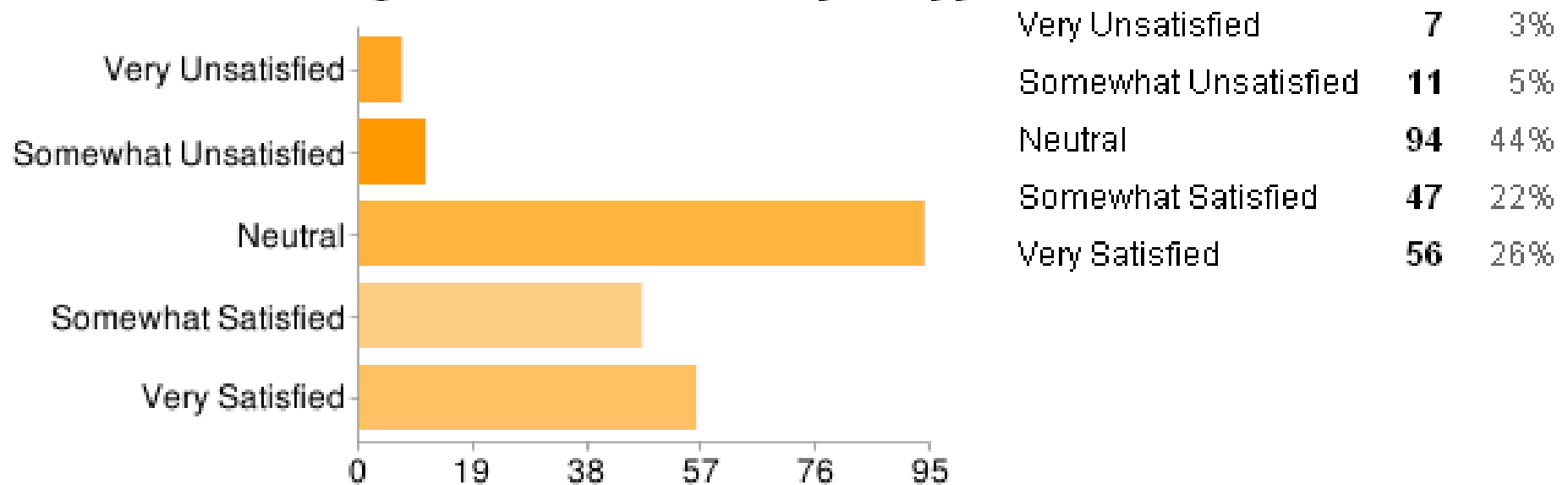
Please rate the following resources. How well do they satisfy your information needs?
- **EBSCOHost**



Please rate the following resources. How well do they satisfy your information needs?

- EZ-Borrow

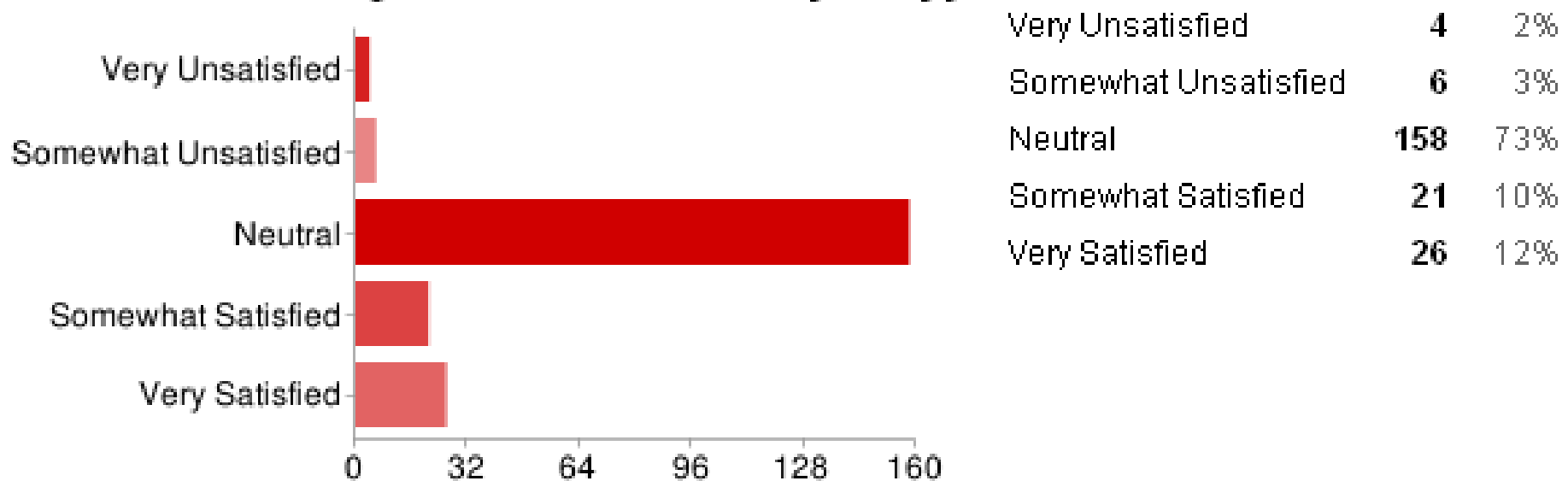
Please rate the following resources. How well do they satisfy your information needs? - EZ-Borrow



Please rate the following resources. How well do they satisfy your information needs?

- **RAPID ILL**

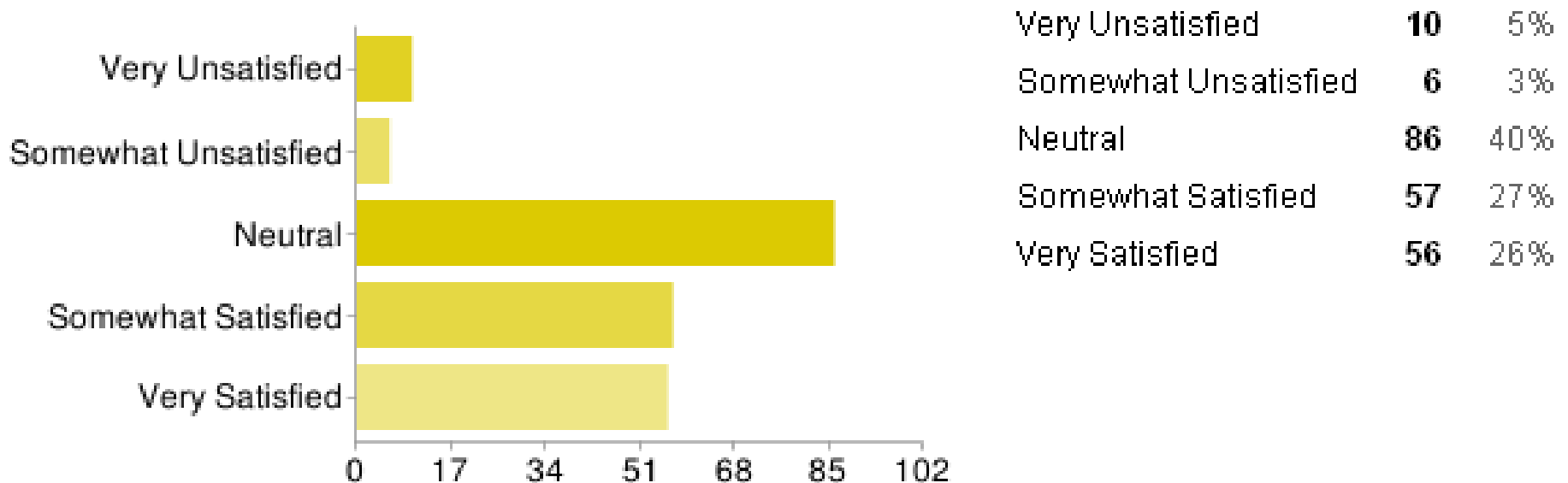
Please rate the following resources. How well do they satisfy your information needs? - RAPID ILL



Please rate the following resources. How well do they satisfy your information needs?

- Professional Reference Staff

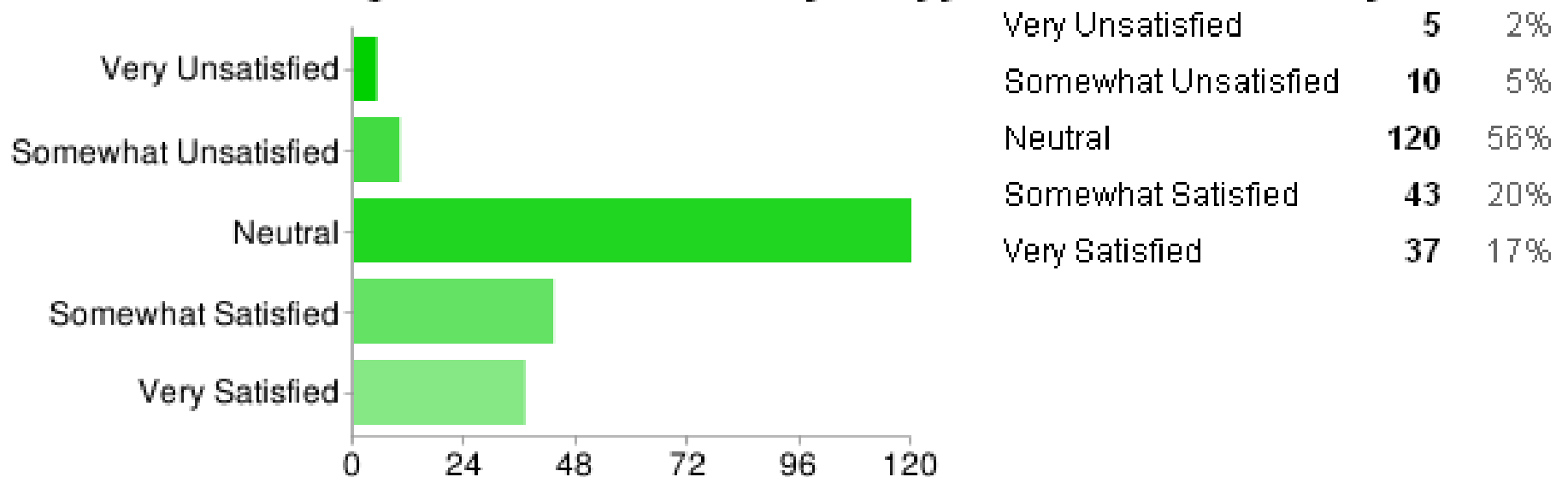
Please rate the following resources. How well do they satisfy your information needs? - Professional Reference Staff



Please rate the following resources. How well do they satisfy your information needs?

- **MyAthens**

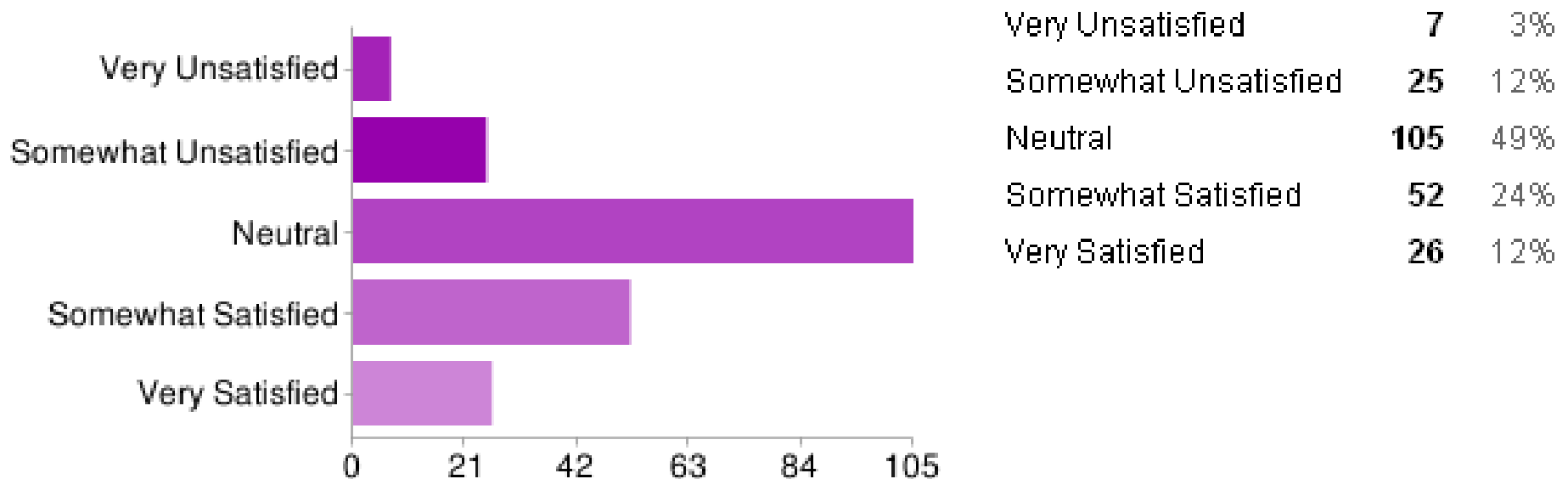
Please rate the following resources. How well do they satisfy your information needs? - MyAthens



Please rate the following resources. How well do they satisfy your information needs?

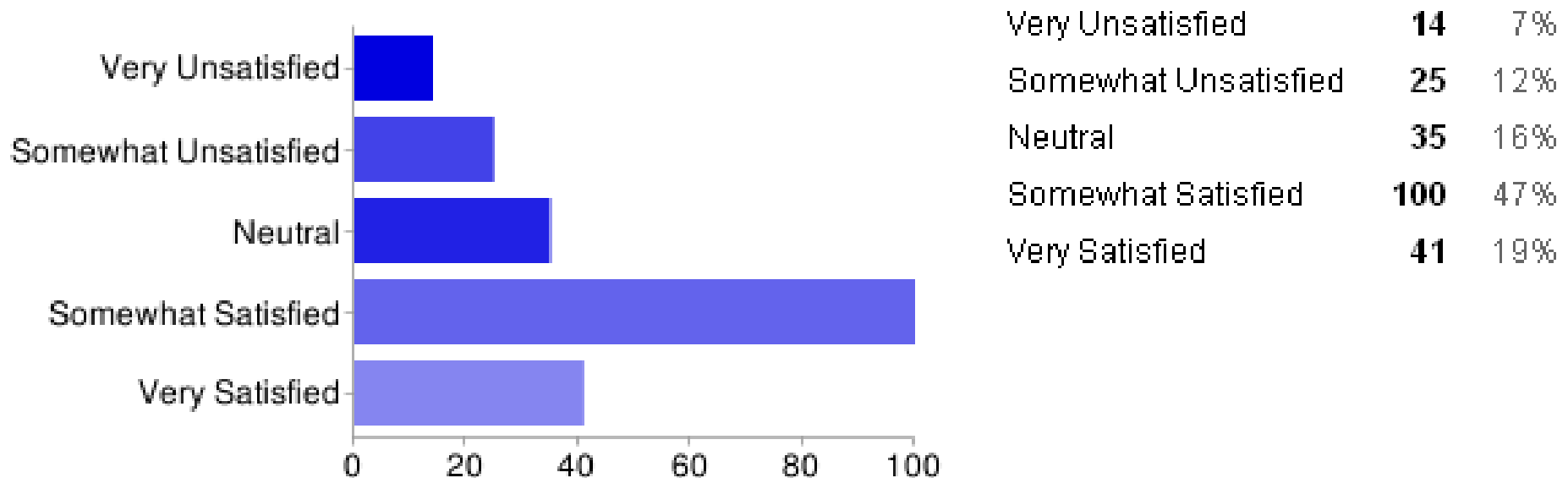
– **Media resources**

Please rate the following resources. How well do they satisfy your information needs? - Media Resources



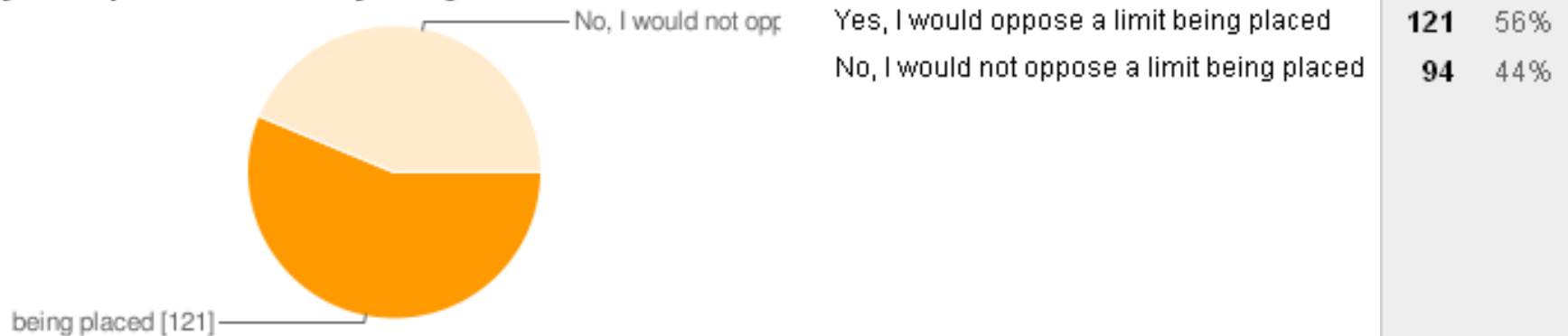
Please rate the following resources. How well do they satisfy your information needs?
- **Overall library services**

Please rate the following resources. How well do they satisfy your information needs? - Overall Library Services



Question 2. In order to be better stewards of the environment, would you oppose the University placing a limit on how much paper you can print from the library during a semester?

In order to be better stewards of the environment, would you oppose the University placing a limit on how much paper you can print from the library during a semester?

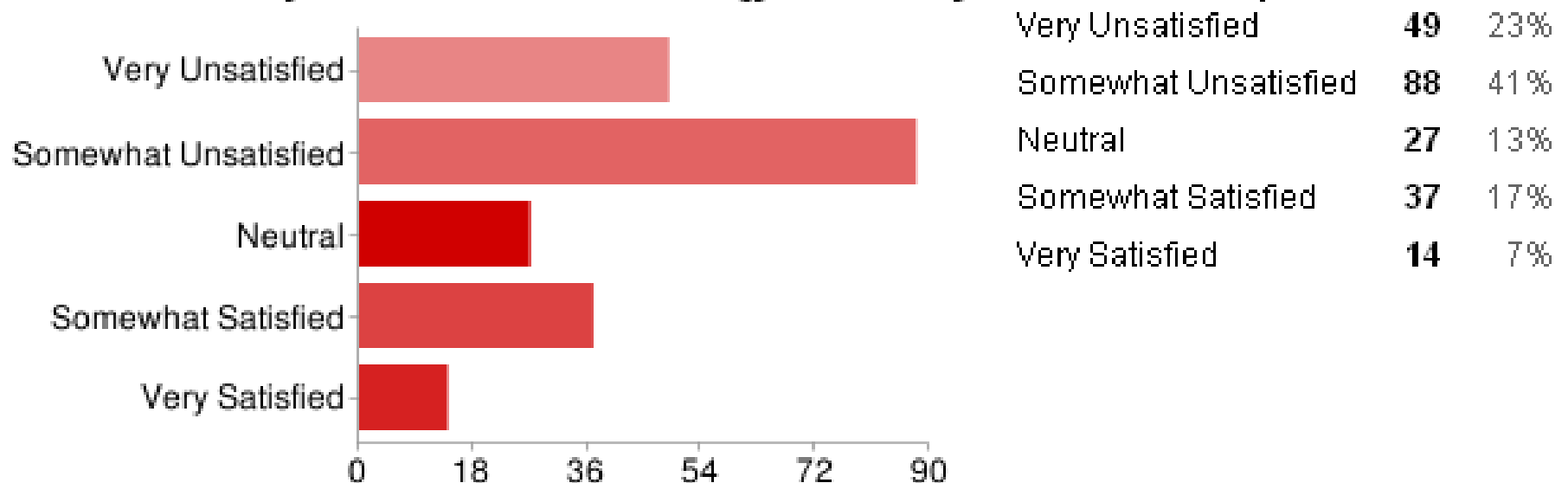


Question 3. How satisfied are you with the current technology in the library?

- Number of computers
- Number of printers
- Internet speed

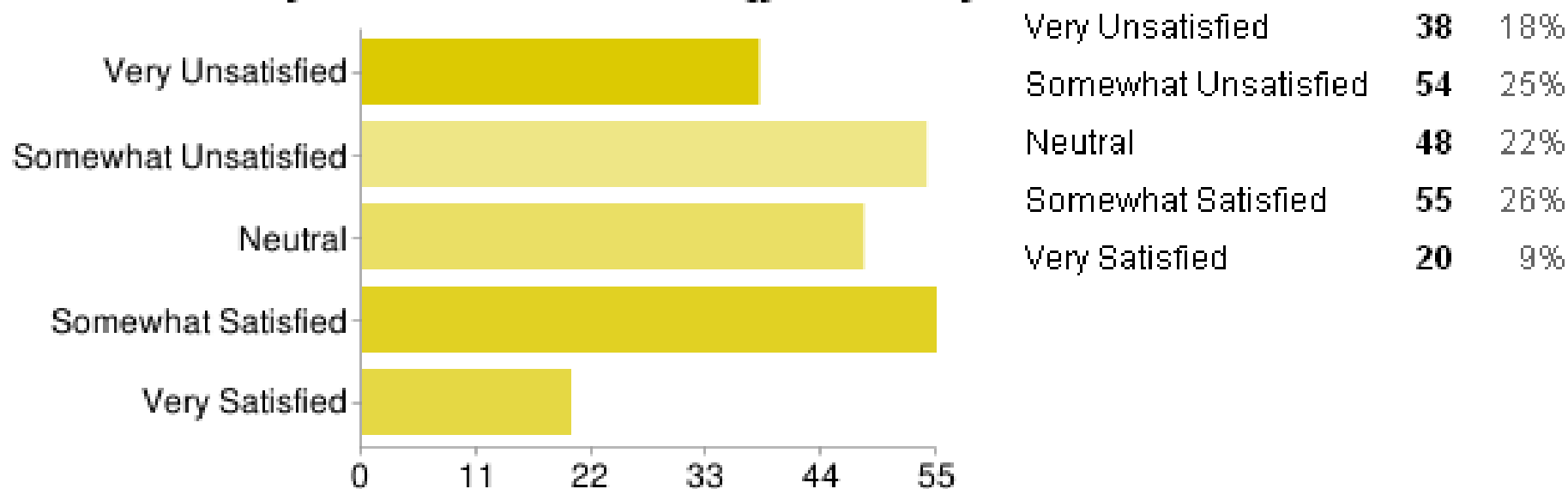
How satisfied are you with the current technology in the library? - **Number of Computers**

How satisfied are you with the current technology in the library? - **Number of Computers**



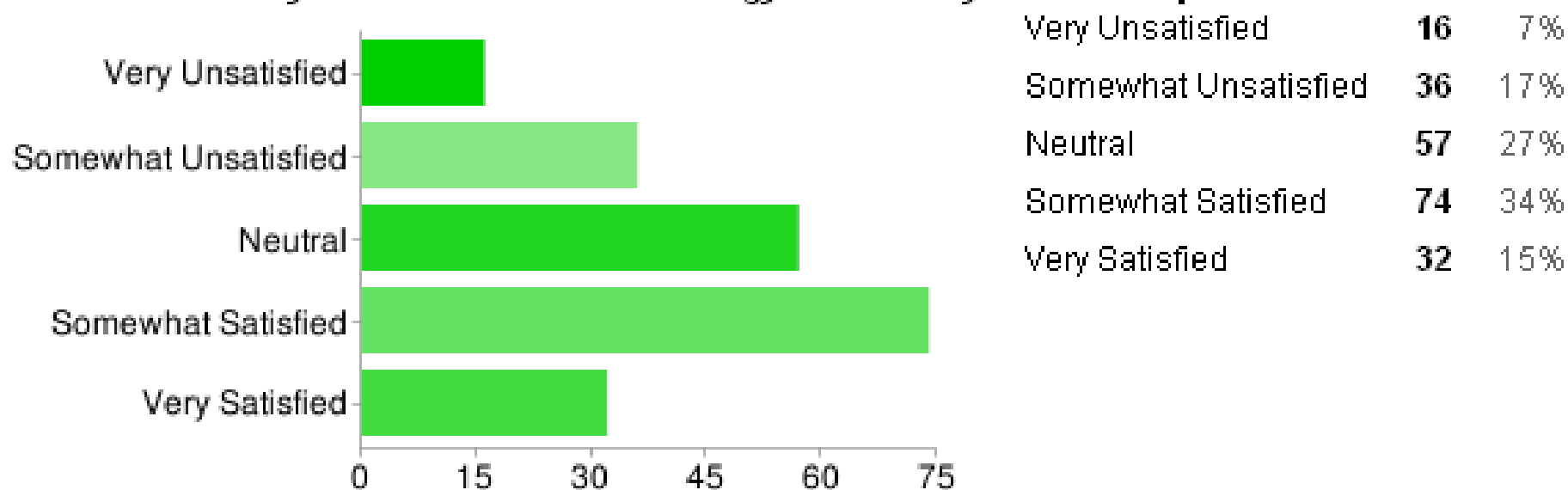
How satisfied are you with the current technology in the library? - **Number of Printers**

How satisfied are you with the current technology in the library? - **Number of Printers**



How satisfied are you with the current technology in the library? – **Internet speed**

How satisfied are you with the current technology in the library? - Internet Speed

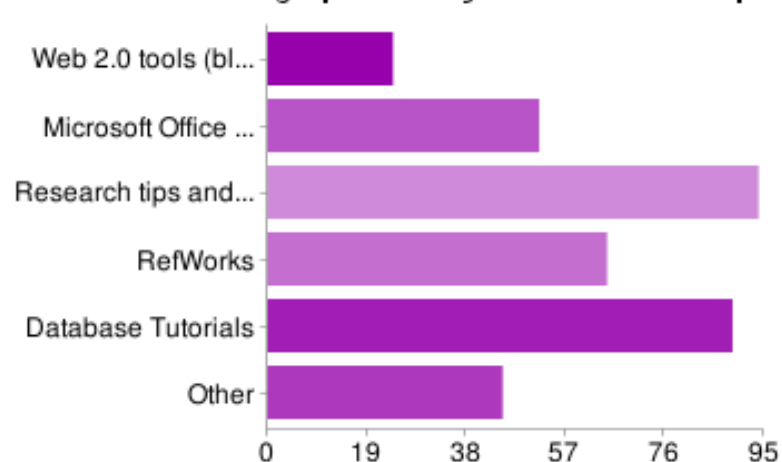


Question 4. Which of the following topics would you attend a workshop on if offered by the library? Please check all that apply.

- Web 2.0 tools (blogs, social networks, RSS Feeds, etc.)
- Microsoft Office (Word, Publisher, PowerPoint)
- Research tips and tools
- RefWorks
- Database Tutorials
- Other

Which of the following topics would you want a workshop in? Please check all that apply.

Which of the following topics would you attend a workshop on if offered by the library? Please check all that apply.



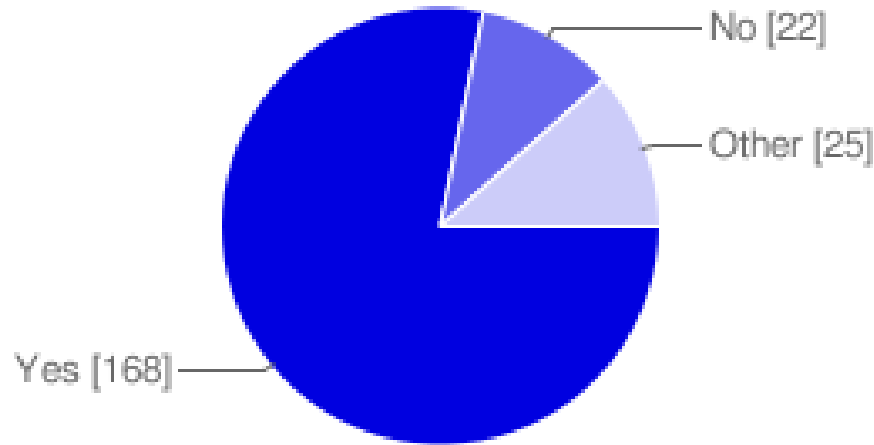
Web 2.0 tools (blogs, social networks, RSS Feeds, etc.)	24	11%
Microsoft Office (Word, Publisher, PowerPoint)	52	24%
Research tips and tools	94	44%
RefWorks	65	30%
Database Tutorials	89	41%
Other	45	21%

People may select more than one checkbox, so percentages may add up to more than 100%.

so percentages may

Question 5. Is the library headed in the right direction?

Is the library headed in the right direction?



Yes	168	78%
No	22	10%
Other	25	12%

Question 5. Is the library headed in the right direction? *(Comments)*

Not sure

Only if changes are applied to accommodate the growing number of needs.

I cannot tell what direction this question insists the library is coming from (technology? space? hours? etc?) so I would say a little of both.

What direction is it supposed to go in?

I don't know

It has potential but there needs to be expansion in the Biblical Studies department.

For the mostpart

Not sure

I don't know?

N/A, I don't have direct access as a distance learner

Neutral

yes and no

Question 6. How else can the library provide you with better services?

More space to lounge and study on our laptops. Not just hard chairs, but couches and tables would nice. More private rooms rooms are needed as well. Thank you :)

The librarians probably don't have time, but it would be really fun if they held little workshops where they could show us how to do research for fun--like geneology.

* I answered "neutral" to the questions above because I haven't used these services--I work here and don't take classes.

Better enforcement of quiet areas and "no cell phone" policy. The library is this strange mixture of a study environment and social hall. I have not seen any enforcement of quiet places whatsoever.

1. Its frustrating to have so many computers with internet not working!

2. Extremely frustrating to have computers occupied with Facebook users or chatters when I really need to do research or print something that can't be done elsewhere!

3. Even more frustrating to return books on time and still be fined for them because they weren't properly re-entered into the system. I can't remember how many times I've had to go find my books again and get my fines cleared- I'm not the librarian!

I find it difficult to navigate through the Ebscohost process. I used this tool at another school with little or no difficulty. I have had problems storing references in the folder only to find that they have disappeared when I go in to try to use them. Also, it is somewhat difficult to find information on certain subjects.

More quiet spaces where students can work without distractions from conversations or phone calls, etc.

I'm in the library 3 times a week for many hours at a time and I am very satisfied with the services, staff and overall library. Keep up the good work!!!!

I'm a grad student and the library has been a huge part of my education experience at eastern.

Enforce a policy of limited talking upstairs on the third floor. Sometimes, students get out of hand, and it is quite noisy, which impedes me from doing homework.

Thanks!

How else can the library provide you with better service?

Taking away all of the printers from the individual stations was a bad idea. There would always be a pile up of print jobs at the big printer and people waiting around forever to get their stuff. There were several times when I printed documents and they never came out because there were so many other jobs going to the printer. I was very unhappy with the printer situation!

I also came in several times to do work in the library and there was rarely an empty table where I could sit, much less one with an outlet available to plug in my laptop.

There was always a lot of talking going on- especially nearby the computers, and it was very distracting.

The library is often too noisy due to students carrying out conversations in the middle of the library. Since I came to this school last year, it is clear that the library is being used more and more. At times, it is hard to find a quiet place to study. The basement is usually the quietest. Perhaps more tables and desks could be added or quiet times could be assigned? I think the computers could receive better care from students and the library. There is always a problem with AVG or something else. I hope the library issues the paper limit. It will save money and it will weed out the careless students who print 100+ pages at one sitting. I don't know how the library would plan to regulate this though.

Hours need to be fixed- I am a senior and it doesn't much matter at this point but opening at 2pm on Sunday is sad. Thanks for extending the hours to close at 11 -this has been helpful.

What are the chances of being able to reserve study rooms? Maybe you could have the library staff at the checkout desk, who are normally working on homework or surfing the internet during down time, take reservations for 2 of the study rooms. MS Outlook has a feature that allows you to reserve rooms. This will allow students to plan group meetings without having to get to the library 1 hour a head of time just to have a room in which to meet.think about it

I just wish we had more books. Although I guess the library is doing the best that it can.

longer hours

It is too difficult to find books without a thorough knowledge of the library system, or the help of library staff.

Longer hours, more computers with much better internet access, & more dvd choices.

How else can the library provide you with better service?

Comment on placing a limit on paper printed per semester:

There are some students, including myself, that do extensive research within their disciplines. It is vital for strong research methodology to have hard copies of articles in our possession. It is difficult to analyze and utilize the material if it is not possible to highlight and make comments directly on the work itself. I do not see this as a poor use of the resources we have at our disposal. If students are actually using the material that is printed out and it is beneficial to their studies then it should not be limited.

I think the library needs to consider adding more computers. Although it can be annoying to the students, I think the staff needs to be mindful that the library is a place to be quiet so they need to keep the students mindful of displaying courtesy to others. Finally, the library staff needs to keep refilling the trays for the printers and keep an eye on the level of the ink for the cartridges. I have been there several times and had certain computers not work printing or other times and have the printer not work..right before class, especially. Maybe even put in a couple more couches or tables if they are available as well.

Services have been terrific!

When I think of libraries in general, I think of places to find and use resources. However, EU's library seems to be a social spot as well. As a result, when I think of EU's library, I do not think of a place I can reliably use resources or study. The acceptable volume of noise in the library prohibits me from using the library as a place to study, which is disappointing, because as a commuter student I would really appreciate having a reliable place on campus where I could study undisturbed.

Newer Books

Provide an environment more conducive to studying. I find that even in the library, there's a lot of chattering that is very disruptive, and the only quiet places left are the rooms which are almost always full.

The only reason I say the library is NOT headed in the right direction is due to the mission of the library - to be a social gathering place. As a graduate student it is increasingly difficult to find a quiet space to study in the library - i think rules about socializing and should be reconsidered. At least a survey could be taken to see what percentage of students would like to use the library for quiet study as opposed to socializing. Maybe another area on campus could be designated for that (cafe, student lounge, etc.)

Thank you for your consideration!

How else can the library provide you with better service?

Enforce more silence! A library should not be a social gathering space, but rather a place where individuals can go to study, research, write, and benefit from all the library has to offer without being distracted by noisy students.

A virtual tour might help especially as a first year student who is not used to the Library of Congress system.

In some areas books on certain subjects seem to be lacking. As a social work major, I feel that there are not many books in this area and the books that are there are very old.

Offer more than 1 week for audio book checkouts.

I have trouble finding an available computer sometimes.

The assumption can not be made the students automatically know how to get the best results from the different research sites. Their needs to be more comprehensive training in this area.

Our library has created an environment that is not conducive to academic achievement. I am happy that they have allowed students to drink coffee and eat lunch while using the beautiful space in library for academic purposes. However, in my opinion, this privilege has come at too high a price. The library has become a social center instead of an academic center for research and reading. This leaves VERY LITTLE room on campus for genuine research in a quiet, academic setting. Students talk in full voice, laugh, joke, watch softball games out the upper windows with their buddies, answer cell phones, and meet for group projects beside hard working graduate students working diligently on extensive research and writing. Great academic achievement requires space for focused work: reading, research, and writing. The staff at the library have not created an environment where this is modeled or expected; they answer their cell phones in full voice DAILY, and run SEMINARS in the middle of quiet studying students. This is completely unacceptable in my opinion. There are lecture halls for staff development and other places on campus for videos and events. I once asked a library staff member to tell me where I could find a place in the library where talking was not permitted and she laughed. She responded saying that students are allowed to do whatever they want but that the second floor tends to be quieter. I continually study there, but find my research very disrupted by undergraduate students coming in looking for their friends to talk about their weekends. This is not the point of a library. I am graduate student who takes my calling very seriously. I am extremely disappointed with the University's lack of space where I can pursue this calling. The library should be the center for learning, innovative research, and excellent writing. However, with a staff that does not value or enforce a quiet environment that will never happen.

more titles. there are very few recent or up to date works (books, dvd's, journals, etc).

How else can the library provide you with better service?

Informational webpages or paper pamphlets that describe and compare the various online databases would make researching easier and faster for students working on deadlines. Information sessions on databases and other library resources are helpful but it can be hard to fit them into a schedule, especially when there are only one or two sessions held.

Faster inter-library borrowing would be very helpful, if possible; more information on how to utilize book-borrowing resources would also be helpful.

The library is sometimes noisy. I understand it needs to be a social place but this is an educational institution and their needs to be a place where people can study without distraction. I do like the fact that people are free to socialize but sometimes their needs to be limited.

I would like to see printers that print on both sides if they have not been put in the library yet. I have seen a large amount of paper waste and this is known to be an environmentally friendly institution. It will cut on paper cost and waste as well as instill in the students that we should be conscious of our environment in every way. The investment in the long run is worth it. I hate to see so much paper wasted.

Put the talking restriction back up! It's very difficult for people to study and read when people are allowed to talk in the library. Especially when there are so few study rooms available.

I wish students would recycle the paper they print...as in use it to print things that don't necessarily need "clean paper". And also that people would be quieter in the library and respect those who are trying to study.

The reference staff is great. They are very helpful. However, there need to be more computers for the amount of students we have at Eastern. What might work is if one of the circle stations is reserved for printing papers only. That way, people would not be sitting there on facebook when people need to print papers for class. Also, there should be more books on sociology related topics. Whenever I have to do research paper I have to look to EZ-Borrow to provide me with the required number of sources for the paper. Having more study rooms would also be a big plus, there just aren't enough.

have papers hanging up with basic research tips

More books!!! Our sources are so old. Our library needs to be updated. Also, more fictional books for enjoyment!

more computers! or a certain station just for printing out homework instead of having all the computers full of people on facebook/email when we need stuff printed for class

How else can the library provide you with better service?

Stricter rules for students - no talking unless in a private room, no cell phone usage. Increase the number of printers, and computer work stations. Increase the number of private rooms. Have selected graduate private rooms.

It is a pretty good library... I just think a few more computers would be great because while I was there, a lot of the times there were no computers available and you'd have to wait a while and be lucky to get one.

The hours of the library ought to be extended. College students do their homework after 11:00. Closing a college library at 11:00 is actually hindering students' performance in classes because resources are not available at the time they delineate to do their homework.

Honestly, I only use the library to print a paper here and there, so the only thing I really care about is the computers (which there aren't many of). I would like more computers in the library.

It would be nice if the Curriculum Lab were opened the same number of hours as the Library. Or if a Library assistant could retrieve a book from the Curriculum Lab if the Curriculum Lab were closed. As a Masters in Education student, having this option would be helpful.

More books on Religion! The entire BS section appears to have been bought during the late 60's to mid 70's. We need more updated books.

As a biblical studies major, I have to say that the library does not meet my needs. I rarely ever use books from the Stacks because we have so very little up to date material; nearly all my research is done through EZ-Borrow or ILL. Most of the Old Testament scholarship available is from the late 50s-early 60s! That would not be considered credible information if used in a research paper. Also, a good many essential reference works, such as the Anchor Bible Commentary Series and the Word Biblical Commentary Series are grossly understocked. If the library could possibly reallocate funds from the purchasing of Bestsellers to the purchasing of critical reference materials, it would be greatly appreciated.

Please provide a space available for 24 hours. Also, please provide a space for absolute quiet study. Thanks!

It might be helpful to have PRINT ONLY computers. I know that lots of people find it frustrating when all they need to do is print out something and they're waiting for a person to finish on facebook.

How else can the library provide you with better service?

It would be nice if there were "quick print" computers so the turnover would be faster for those just printing a paper right before class or something.

The term library infers a quiet place to study and/or read. At Eastern, "quiet" is an ambiguous term. I understand Eastern lacks a place for students to connect on a social basis. That is regrettable, but turning the library into a student union is a horrible idea. As a graduate student or a serious student, not being able to study at THE place I should be able to is very frustrating and annoying. If the school wants to attract more serious students in the future, they should implement some type of no talking rule. I am even willing to compromise and say the second floor should be completely silent, while small conversations would be allowed on the first floor. Regardless of what you decide, a quiet place to study is GREATLY NEEDED!

This is a long shot, but maybe if you could have short video seminars or powerpoints of how to use Microsoft Office Applications.

Having better online instructions on how to use the research tools and resources. Also, it would be great to have exemptions for the honors college students on certain things. ALSO the best thing would be to have a printer that can print on both sides of the paper automatically. To save paper, that is.