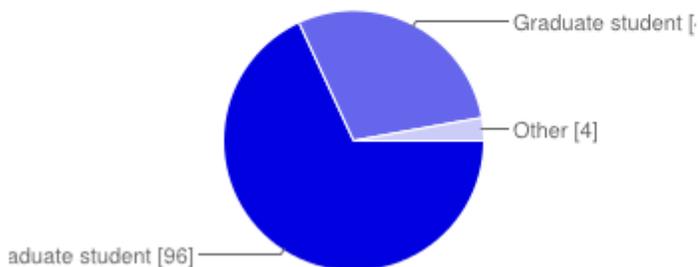


Library Survey: Students

141 responses

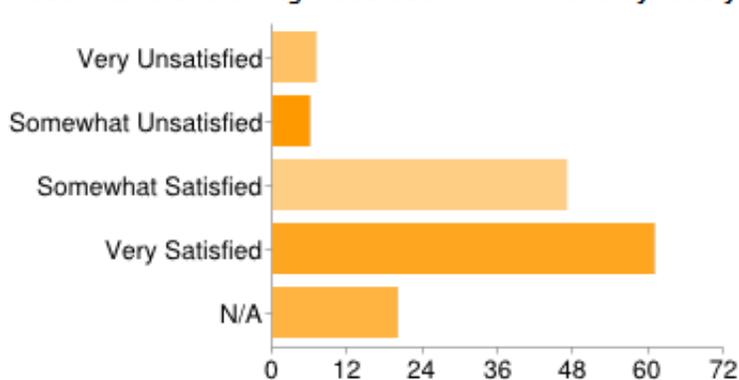
Summary [See complete responses](#)

Please check the following that best describes your current enrollment status.



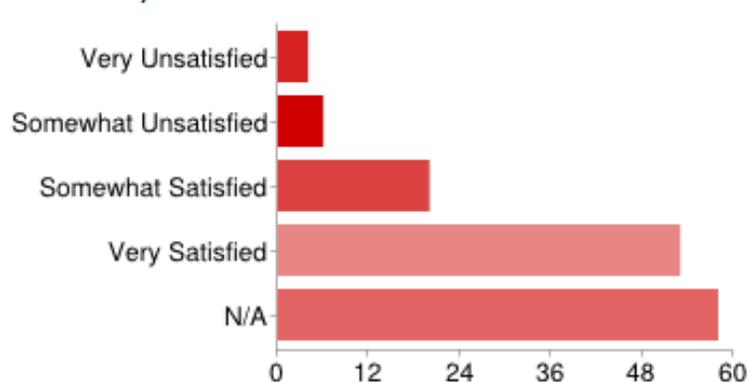
Undergraduate student	96	68%
Graduate student	41	29%
Other	4	3%

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



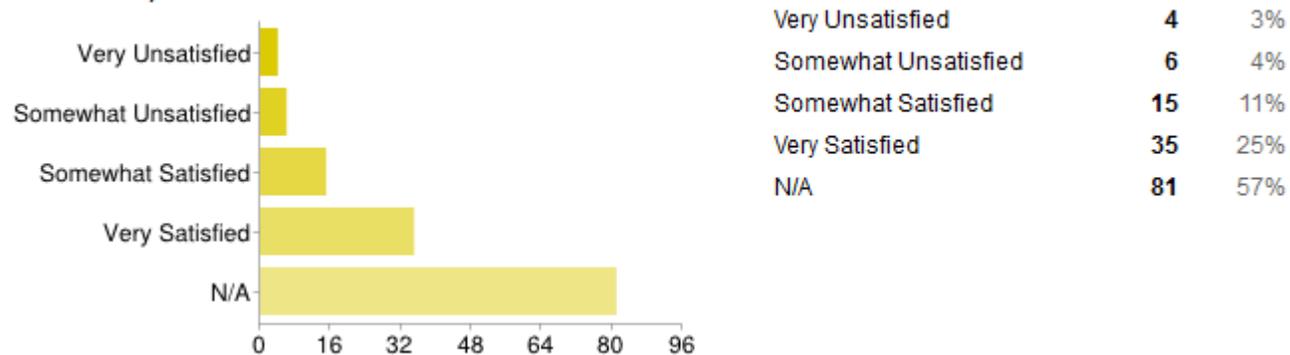
Very Unsatisfied	7	5%
Somewhat Unsatisfied	6	4%
Somewhat Satisfied	47	33%
Very Satisfied	61	43%
N/A	20	14%

Please rate the following resources. How well do they satisfy your information needs? - EZ Borrow (Interlibrary loan books)

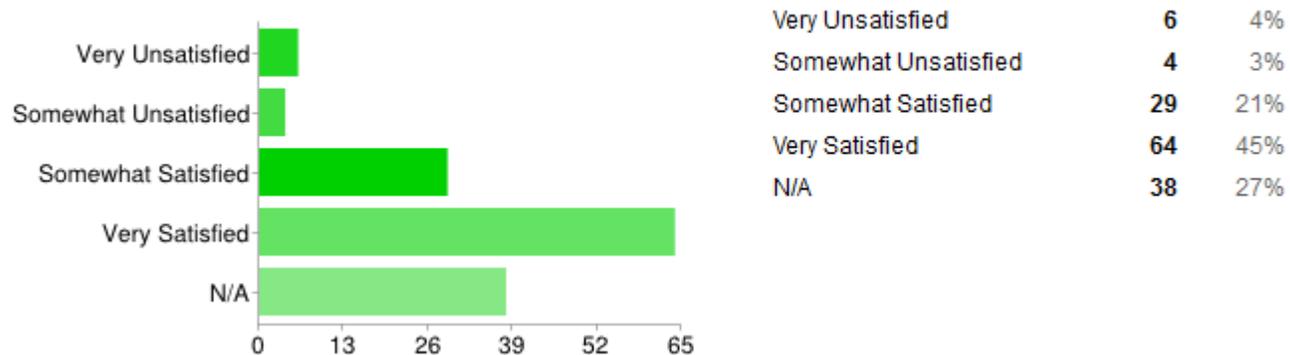


Very Unsatisfied	4	3%
Somewhat Unsatisfied	6	4%
Somewhat Satisfied	20	14%
Very Satisfied	53	38%
N/A	58	41%

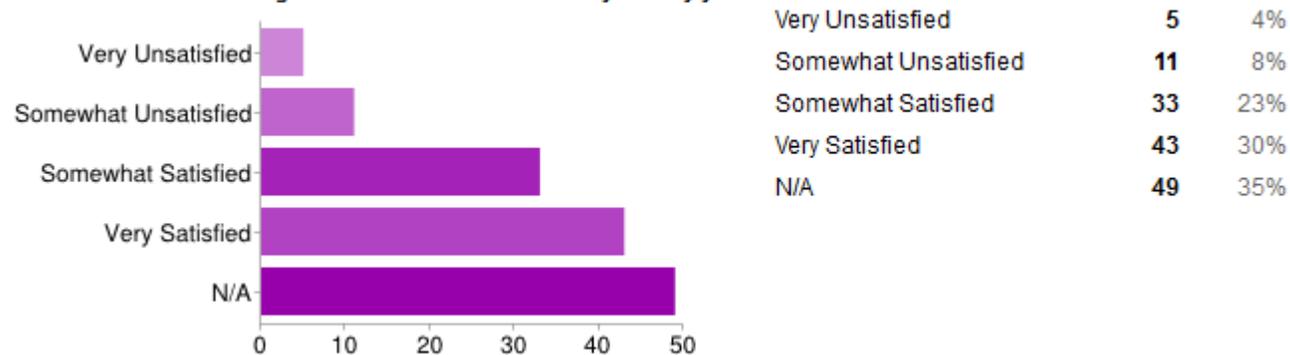
Please rate the following resources. How well do they satisfy your information needs? - RAPID ILL (Interlibrary loan articles)



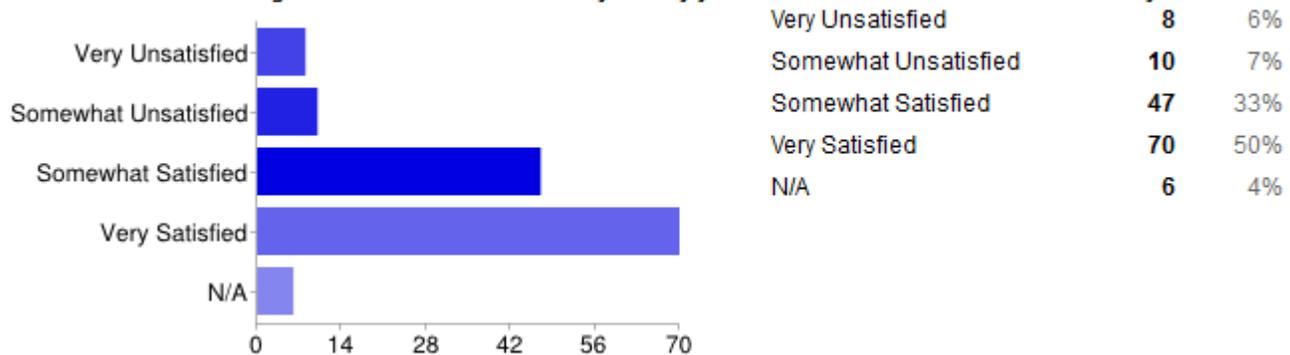
Please rate the following resources. How well do they satisfy your information needs? - Professional Reference Staff



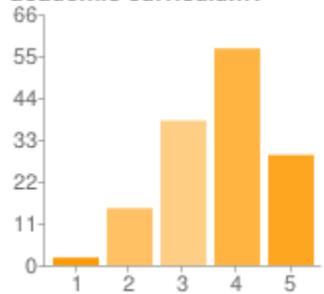
Please rate the following resources. How well do they satisfy your information needs? - Media Resources



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



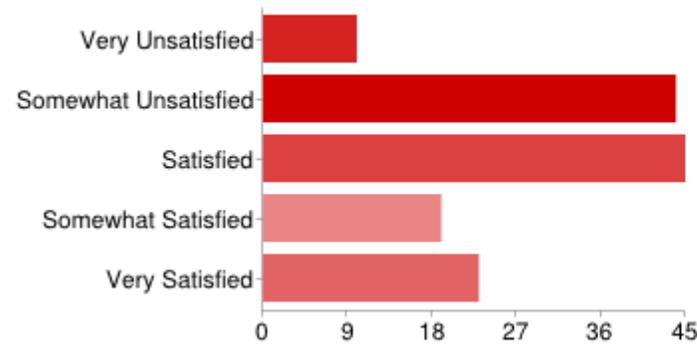
How sufficiently do you feel information literacy & research skills are integrated into the Eastern University academic curriculum?



1 - Very insufficiently	2	1%
2	15	11%
3	38	27%
4	57	40%
5 - Very sufficiently	29	21%

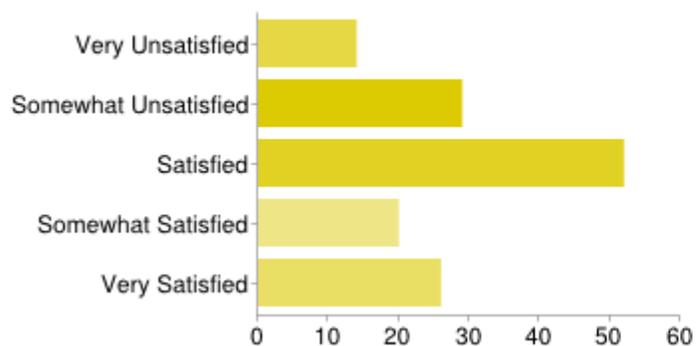
Very insufficiently Very sufficiently

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



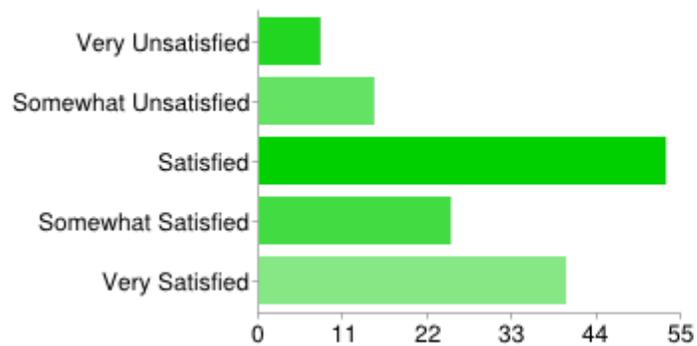
Very Unsatisfied	10	7%
Somewhat Unsatisfied	44	31%
Satisfied	45	32%
Somewhat Satisfied	19	13%
Very Satisfied	23	16%

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



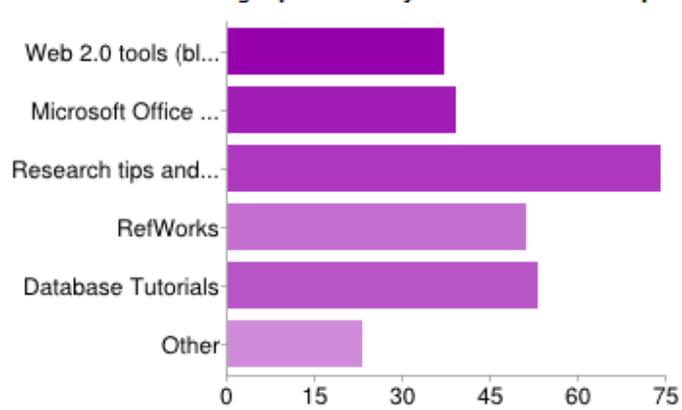
Very Unsatisfied	14	10%
Somewhat Unsatisfied	29	21%
Satisfied	52	37%
Somewhat Satisfied	20	14%
Very Satisfied	26	18%

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



Very Unsatisfied	8	6%
Somewhat Unsatisfied	15	11%
Satisfied	53	38%
Somewhat Satisfied	25	18%
Very Satisfied	40	28%

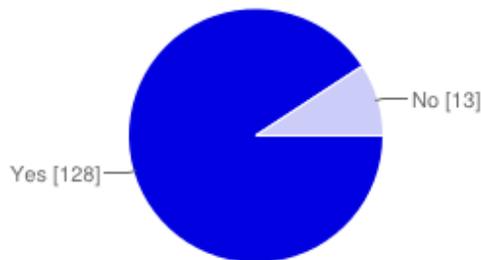
Which of the following topics would you attend a workshop on if offered by the library? Please check all that apply.



Topic	Count	Percentage
Web 2.0 tools (blogs, social networks, RSS feeds, etc.)	37	26%
Microsoft Office (Word, Publisher, PowerPoint)	39	28%
Research tips and tools	74	52%
RefWorks	51	36%
Database Tutorials	53	38%
Other	23	16%

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

Is the library headed in the right direction?



Response	Count	Percentage
Yes	128	91%
No	13	9%

How can the library provide you with better service?

- my only complaint is the EZ borrow when it comes from the EU Falls campus. Falls campus personnel need to be faster at responding to these requests. Palmer and St Davids personnel are always on time.
- Well, I am nit picking. But if you held your research tutorials to classes in classrooms as opposed to in the library, that would be helpful for those of us who are studying
- More databases, articles, and books for exercise science topics
- Keep doing what you're doing.
- For starters, the library is a horrible place to study. It's always loud and noisy. The computers are frequently broken or disconnected. At a real school these wouldn't be issues.
- open on Sunday earlier and close later on week days and get more movies and chick flicks
- Expand business journals, marketing journals, organizational leadership journals. Greater training in research techniques and database tutorials.
- Work with professors more to make sure the library stocks books that the professors require for their classes. Sometimes students can not afford to buy some books because of high prices. So the library can be the alternative. Thank you for the good service you already offer.
- More DVDs, bluerays, conversion of old chapel/windows to DVD/digital. Quicker inter-lib load process, especially for digital copies. Overall great though.

How can the library provide you with better service? (Continued)

- I am very disappointed with the number of books in the library. Almost any research project I do, I need to get books from another library. Also, it has been extremely challenging as a college student to work with the hours of the library. I do most of my work on nights and weekends when I do not have work or class, but the library is not open. I would really like to see it open at 7:30AM so students can print papers for their 8AM classes and to stay open until 1AM, especially on the weekends.
- I'm not sure what direction the library is headed in.
- The website is very confusing. It is possible, but difficult to access various journals and databases online. Additionally, the books could be updated. Many of the books used for projects and research are very out-dated.
- As a Harrisburg student it is hard to judge the efficiency of the library. I selected satisfied and other for the library technology since it does not apply to me.
- I have one major complaint about the library. Numerous times I've been studying in the upstairs when a class comes in to meet with the librarian and discuss the research process. This is extremely disruptive and seems completely unnecessary. This same lecture could easily be given in a classroom outside of the library. There is VERY limited amount space in the library and for an unnecessary lecture to loudly consume the entire upper half of the library is extremely frustrating and bothersome. These meetings must be re-considered. The library should be a quiet place where a student can focus of his or her studies.
- Offer personal computer assistance for students who bring their laptops to library to do work (printer access) and the like
- needs more computers
- more books
- You are doing great.
- More biblical studies materials
- I get so frustrated with the process of searching for article on Ebsco and then actually finding the article. It takes up so much time because when the article is not full text, I have to open up a separate window and search to see if the library has it (or consult the notebooks with the list of journals). Then I have to figure out if the library has the correct year and/or if the content is available online. If it is online, I struggle to know/remember were to find it online.

The whole process makes me sad...

I suppose as a younger student I might be naive. I am sure this process is must faster than what it was before the internet or before computers (yikes, can't imagine!), But I just wish that the two (ebSCO and the library) could be more integrated. Or I wish it was easier to find out which journals the library has. One suggestion is to indicate where (with a link?) i can find the article if it is "available online."

Thanks!

- the library can provide me with better service by continuing to pursue the direction in which they are heading. I am not unsatisfied with what is currently being done I know that it is a work in progress. I believe that the Library is moving in the right direction.
- Provide more academic journals and an overall more comprehensive availability of books in the fields of sociology and environmental science.
- Library needs better resources for MBA program. Access to financial databases like Hoovers or Plucket research would be nice.

How can the library provide you with better service? (Continued)

- The library catalog search page doesn't work very well on any computer I've tried. I usually have to use the older search page, because the newer one freezes up. Very frustrating. Also, I know that the library has been throwing away old, damaged books on a weekly basis. These books may not be valuable to the school, but there are lots of students who would be interested in them despite their condition (I've spoken to a lot of the History majors about this). Would it be possible to make them available to students before throwing them away? I'd really like a complete set of the works of Plutarch, etc. Thanks!
- I think we need more computers. However, I do understand that the library has only so much space. Also, it would be awesome if we could have more contemporary texts from sociologists, philosophers, and so on. We do a good job at keeping the theology sections up-to-date, but not the others. Also, EZ Borrow does counteract this a bit. I love EZ Borrow.
- I like the library. its good, no complaints.
- Please upgrade the editions. A library is meant to be a source of books for those who do not have the money to pay for them. Although that is impossible when the editions are severely outdated. While my classes are in edition 8, the school only has edition 2 of some books. Regardless what I do to try to use the resources being offered, it seems like I'm always going to be at a disadvantage from those who have money.
- I am not certain.
- Access to find and request books be sent to satellite campuses like Harrisburg.
- Please increase the fiction section and keep a regular updated non fiction section.
- The printers offered constantly become jammed or at least one is not working. Since I am in graduate school and print up a significant amount of articles each week, this is very frustrating and time consuming for me. I would suggest purchasing more printers to cut down on the number of paper jams that occur during high use times. It seems to me the ones that are available are being over used. With that said, I am very grateful that the library offers free printing. It has made doing my immense amount of school work much less of a hassle.
- Have more copies of books.
- When you say that you close at 11, actually keep things open and running until 11.
- Longer hours not just for finals week but regularly.
- I haven't made full use of it, but have been pleased by whatever I have found. So that must be worth something! Thanks!
- The library staff could be more open to helping students with any reference needs in general. Having tutorials about the databases and research tips would be very helpful! Also, the number of computers and printers are sometimes not sufficient to meet the needs of the students.
- Library does a great job - a quick review on accessing data bases during first class would be helpful
- Palmer Staff rocks my face off.
- Our library at Nueva Esperanza Eastern University is in desperate need of books. The library looks empty, there is only one printer for six computers and the printer is always running out of toner.
- extend hours especially during mid-term/and final exams week.

How can the library provide you with better service? (Continued)

- I answered the required question to Eastern overall - the computer labs may or may not be open, computers locked or unlocked and many students don't know the options. As for printers, we were warned they shouldn't be counted on however, I haven't had any problems. I try not to rely on the labs however because if there is a class in there or it is locked then I have to find the other one (I only know of two... now I'll check the library!). As a graduate student, the maze to access journals/get articles etc. is way too difficult. And on many occasion, I had limited access (couldn't get articles and either had to use google scholar searched them or had to buy the articles). A research & APA citation class for graduate students is really needed. I'd go and I'd help advertise the opportunity to other graduate students.
Crissy cbowen1@eastern.edu Thanks!
- Honestly the only things that bugs me at the library are the people who talk and tell their whole life story while I am trying to study, and I know that there is not much that can be done about that.
- The main problem, I believe, with the library is the number of computers. There are simply not enough for the number of students on campus. Now, of course there doesn't have to be a computer for every student it is practically impossible to find a computer in the middle of the day, even just to print something of quickly. I think another circle of computers is majorly needed.
- The library is not open enough at all. We are here to learn and it is closed for most of the weekend when we have more time to study. I have talked to people at several other schools and most their libraries are opened until 2 o'clock in the morning every day. The library is an essential part of the college education and it needs to be more available.
- The library is not open enough hours, especially on the weekends. I am busy with classes during the week & want to spend time on the weekends in the library to do homework, but it is difficult to do so with the inconvenient hours. The library can also provide students with more up-to-date books & offer more textbooks in the reserves.
- More computers please!
- List classes and info on how to obtain access easily, especially for new students.
- Love the staff and love the records in the media room. The library absolutely needs later/longer hours. Weekend hours are especially insufficient. Weekday times would be most suitable if they were extended until 7:30am until 12-am at the very least. Also, the books and movies next to the desk are not in any way suitable for an academic library. I believe we need to market learning and education in our library, not the latest chick flicks and pop theology/psychology. Please contact me if you have questions. I appreciate all you do at the library and would like to be involved in any discussion about direction or planning. Thomas Coyle - tcoyle@eastern.edu
- more inservices as presented above
- The library has decent research materials, but numerous times, the library did not shelve certain books recommended by professors, or only had one copy. Frustrating!
- Everything is fine. I would not change a thing. Thank you for a great job!
- I think it's pretty good right now.
- Add a couple more printers.

How can the library provide you with better service? (Continued)

- Well, every time I go to the library, there is always a computer available and never crowded. The help that I received from the staff has been very helpful. If there could be any improvement, I would suggest that more books be available for research. Other than that I am very pleased.
- It would be helpful to have more computers. Also, library hours are not sympathetic towards students' schedules. It would be most beneficial to have longer hours in general, especially evenings and weekends. On weekends when I need to utilize my time wisely, I'm kicked out of the library at 5pm!
- We definitely need more computers, people are constantly roaming around looking for a computer to use because they're all always full during the day.
- More computers
- other than getting more printers, the library is perfect.
- I believe the number of good books is very small. There could be an increase in current psychology books that are up to date with the new standards of research and documentation. I am also dis-satisfied with how the research database tools including My-Athens works. There could be a better database system for up to date journal articles. I wish we could have a library loan relationship with other libraries so we could get other books from Penn or Drexel or something. I do like the space and magazine department.
- update the website with the inter-library loans changes
- adding more printer because when students are printing everyone has to wait for their turn or sometimes the work do not print out in time.
- I wish that there were more available articles in EBSCOhost. Also, the number of computers is almost always lacking
- The reading chairs would be more comfortable if they had soft arm rests. I like big plush chairs for reading books. When I had a reading night (i.e. reading for 2 hours straight) I often went to a public library where they had comfortable furniture even though Warner has better atmosphere and is quiet.
- We need some weekend hours.
- It would be helpful to include even more updated literature, as certain topics only have dated information.
- I have never used EU library as I am not ever on main campus and I do not recall seeing one available for the CC campus.