

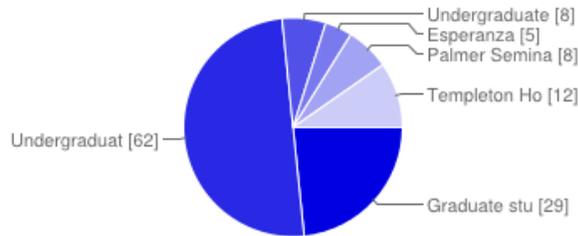
# 2013 Library Survey: Student

## 124 responses

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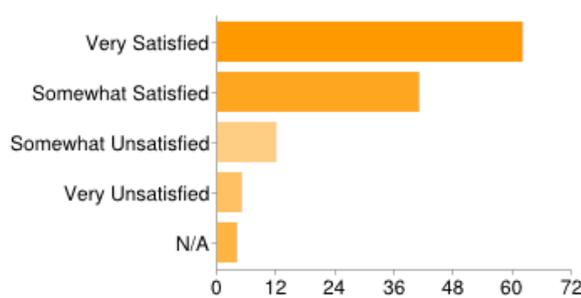
### Summary

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



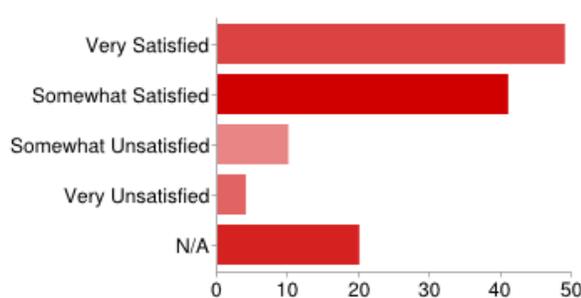
Graduate student - CCGPS	29	23%
Undergraduate student - CAS	62	50%
Undergraduate student - CCGPS	8	6%
Esperanza	5	4%
Palmer Seminary	8	6%
Templeton Honors College	12	10%

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



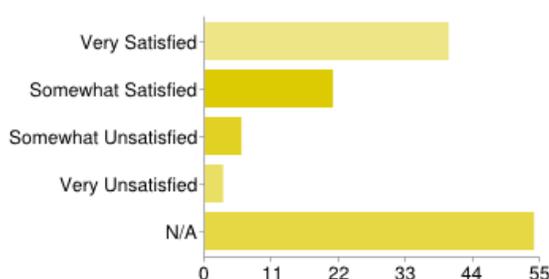
Very Satisfied	62	50%
Somewhat Satisfied	41	33%
Somewhat Unsatisfied	12	10%
Very Unsatisfied	5	4%
N/A	4	3%

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



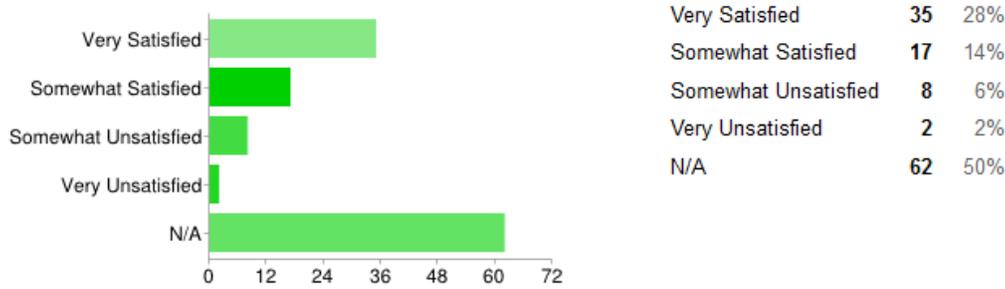
Very Satisfied	49	40%
Somewhat Satisfied	41	33%
Somewhat Unsatisfied	10	8%
Very Unsatisfied	4	3%
N/A	20	16%

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

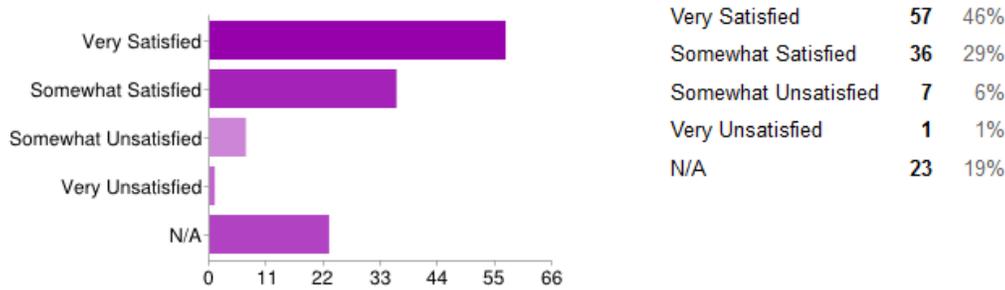


Very Satisfied	40	32%
Somewhat Satisfied	21	17%
Somewhat Unsatisfied	6	5%
Very Unsatisfied	3	2%
N/A	54	44%

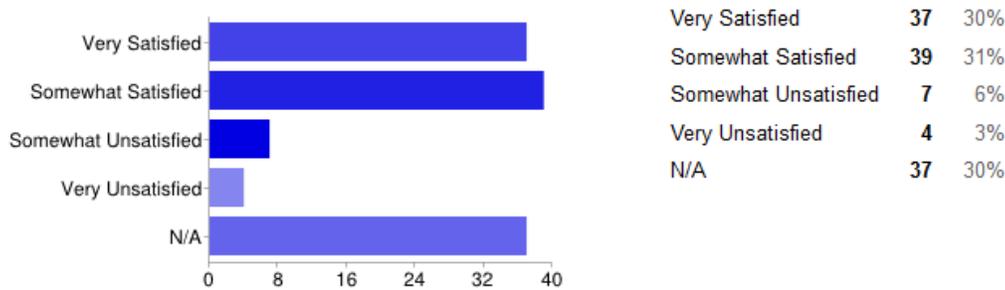
**RAPID ILL (Interlibrary loan articles) [Please rate the following resources. How well do they satisfy your information needs?]**



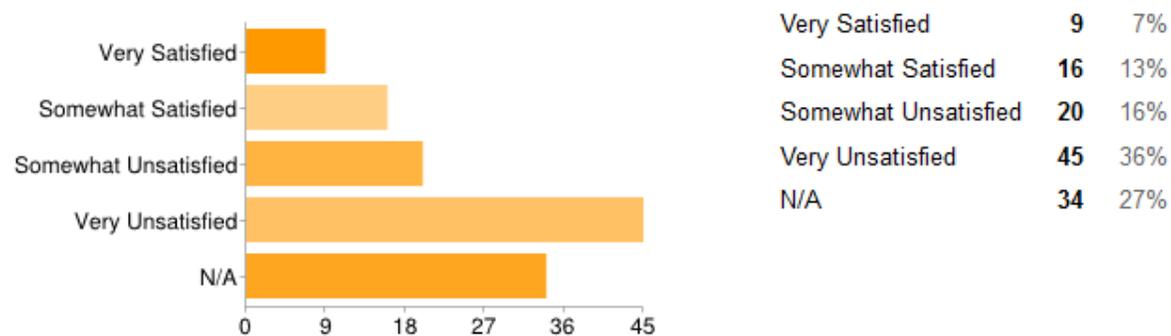
**Professional Reference Staff [Please rate the following resources. How well do they satisfy your information needs?]**



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



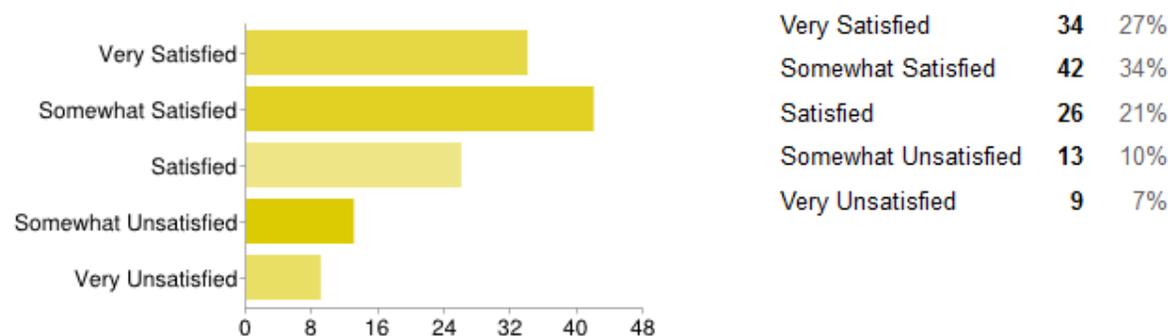
**WEPA Print System [Please rate the following resources. How well do they satisfy your information needs?]**



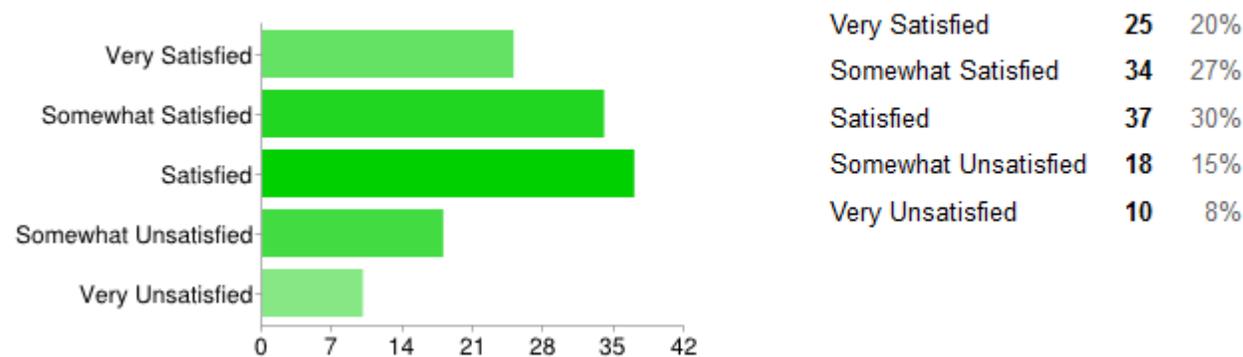
**How adequately do you feel research skills are taught here at Eastern?**



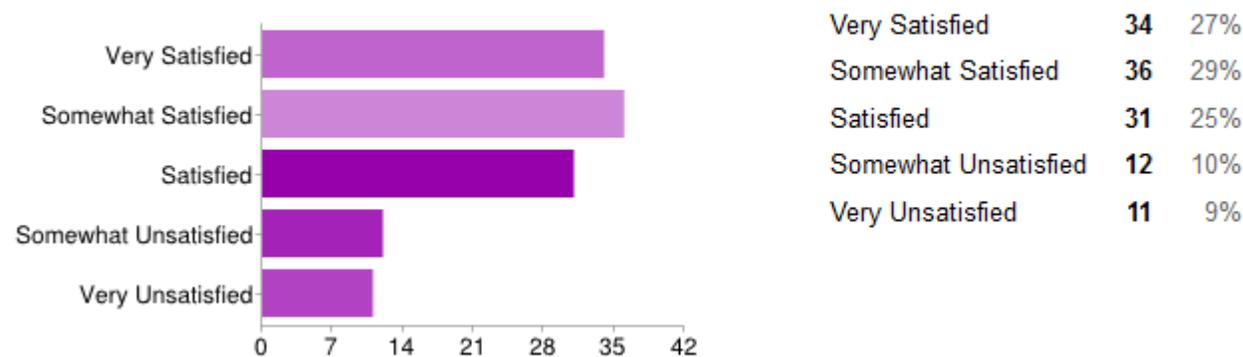
**Number of computers [How satisfied are you with the current technology in the library?]**



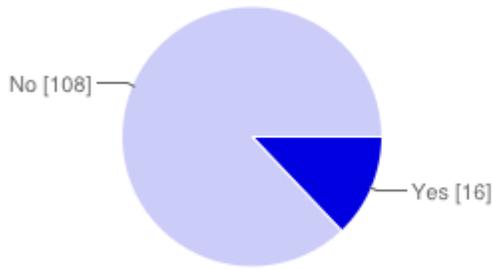
**Internet speed [How satisfied are you with the current technology in the library?]**



**Off-campus access to Databases [How satisfied are you with the current technology in the library?]**



**Are you aware of the Library's mobile apps (for databases & catalog)?**



Yes 16 13%  
No 108 87%

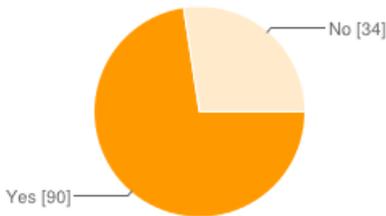
**If yes, which apps do you use?**

ebrary,
none
none
There are apps?
aware but havent used
none

**If yes, which apps do you use?**

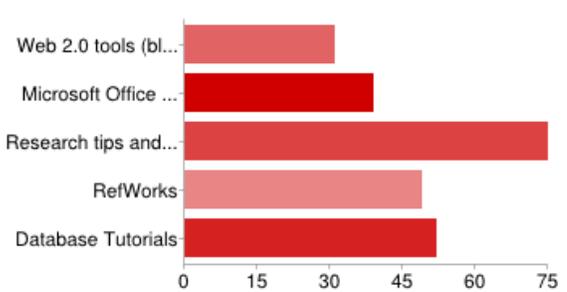
none
None at this time
catalog
MyAthens
none
do not have smartphone - N/A

**Do you think the library should extend their services to include circulating e-readers (Nooks, Kindles), tablets, and/or laptops?**



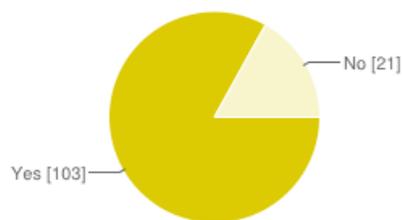
Yes 90 73%  
No 34 27%

**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, Twitter, RSS feeds, etc.) 31 13%  
Microsoft Office (Word, Publisher, PowerPoint) 39 16%  
Research tips and tools 75 30%  
RefWorks 49 20%  
Database Tutorials 52 21%

## Is the library headed in the right direction?



Yes	103	83%
No	21	17%

## How can the library provide you with better service?

It's doing great. WEPA is a pain though. I don't think its a bad idea, the green initiative is great. WEPA just happens to glitch and die frequently and deadlines are missed because of it. Yuck.

Better hours! 11PM???? Way too early.

Student staff are VERY unprofessional. On one occasion, the student workers rang the bell EVERY 5 MINUTES from 10:30PM-11:00 PM.

As a student who is online only it would be helpful to have easier access to the ebooks that are present, and more services that can be used remotely

Please, please, please find a better location for hosting trustees' dinners, Agora discussions and other events. It seems that every other week the entire upper atrium is closed or otherwise compromised by these events, when the library is supposed to be a place for students to study quietly or silently.

Most importantly, I've noticed that there is a specific event held in the library during finals week or the last week of classes during each semester. This is absolutely the worst time--the library is already crowded with students, some of whom fail to respect the signs asking them to be quiet, and then there's an event with a lot of LOUD non-student adults in that area, and it makes it impossible for already stressed students to do what they need to do.

The Palmer Seminary library needs to allow student access to the stacks. It is very difficult to research and produce papers when we only have the catalog to choose books.

If there is to be WEPA, lower the quality of the paper and ink so that it can be cheaper. If that is impossible, is there a way for WEPA to accept cash or coins? The best alternative is to go back to free printing. Also, many students do not use their free WEPA prints. Is there a way to not waste what they do not use and somehow offer it to students that run out half way through each semester. At the very, very least.. do not stop giving students those first 50 or so free prints. They are a life saver.

- improve internet speed
- more availability of electronic resources
- more enforced quiet spaces

More access to ebsohost/various article search engines (ie. Muse) and more availability for being able to download said articles. Better service/most availability with RAPID ILL.

## How can the library provide you with better service?

It is extremely unfortunate that graduate students have no printing allowance. I used to frequent the library often to do research (probably every other week). This amount has dropped significantly (possibly twice) since the beginning of the 2012-2013 school year. Graduate school has a heavy focus on research, many of the resources which can only be found in a library. Why are we the ones with no printing allowance?

Also, why did it jump from having printers that could only print single-sided to printer that SOMETIMES printed double-sided (for not even a full school year since it was blocked at the end of last year), to needing to pay? If Eastern is as 'green' as it claims to be, shouldn't the focus also be on double-sided printing? I found that to be incredibly frustrating, coming from someone who tries to be as environmentally friendly as possible

It would be helpful to add more study rooms, or simply get more computers.

I know that last year the library was throwing old, little-used books, some of which were beautiful editions (I know at least one friend who found several marbled volumes of French poetry in the dumpster). I don't know if the library is still doing this, but I urge you not to throw books that you consider worn out away before you've given students a chance to look at them.

The foreign-language sections of the library are a fantastic resource--please hold on to them.

One more note--if possible, could the library extend its holdings on the Church Fathers? It seems like we only have a small shelf of primary and secondary patristic materials, while modern books on ministry and pastoral work (many of which may be quite outdated!) fill many shelves. For example, it would be nice to have some original-language editions of the Fathers' works (right now all that's up there is a Loeb set of St. Basil's letters). Lastly, thanks for making the room in the basement into a normal study room instead of a computer lab. Having desks instead of computers somehow makes the space way more inviting.

Thanks for all your work.

Change the weekend hours-- it would be nice to have longer hours on Saturdays, so that we can get homework done and actually sabbath on Sunday. (For example, if the Sat & Sun hours were switched.) Thanks!

I love that there are study rooms but... I don't understand that when I need one there is one person sleeping in all of them. Urgh. I know it's not your fault but... It's just kind of irritating.

The library would be better if it expanded its hours, ideally being a 24 hour library.

Longer hours would be wonderful, especially on Friday and Saturday. Otherwise, keep up the good work!

N/A

The decision to use WEPA printing was a horrible one, especially the decision to give students only 50 pages of printing in a semester. A single class's papers for the semester can use more than 50 pages!

Note: For the question about topics for workshops, I wanted to pick none of them, but I was unable to complete the survey without picking one, so I arbitrarily picked RefWorks. I would not actually like a workshop on RefWorks. That answer should be disregarded.

my only complaint has been that the intraLibrary borrow time between Falls Center campus and St Davids takes way too long. Palmer library even tho they were moving was quick to send books to St Davids.

I had to check a box up there in order to submit the survey, but I don't think I would actually attend a workshop on any of those topics. Just so you're aware.

KEEP IT OPEN LONGER.

WEPA really sucks the money right out of me. 50 free pages is not enough.

## How can the library provide you with better service?

While I don't think it is unfair for students to have to pay for printing services, I do think some changes should be made. For instance, offering higher quality ink and paper than I would buy for my own personal computer is completely unnecessary. Most of the time, students are printing paper that will be marked up by either themselves or their professors, so it is pointless to pay for high quality paper. The way in which students pay for prints should be opened so that flex can be used. College students are broke and some classes require a ridiculous amount of printing. I would much rather pay for printing with flex money than buy the mostly unhealthy food options offered at the various dining locations.

On a different note, while many, if not most students, enjoy the free study donuts provided by the library during finals week, I do not. Sure, donuts taste good, but they are only adding to the obesity problem in this country. They also aren't the best study food. Please offer something that is healthier and that won't cause a major sugar crash and tiredness an hour after eating it.

The library should expand more to add more computers for students

This library has a terrible selection. I believe I've ordered every single book I've used for research from E-Z borrow in the 4 years I've been here. It's embarrassing and frustrating.

Having transferred from another university which charged for printing services, I am very displeased with the WEPA systems. First of all it pulls up the color option as a default, therefore costing you more money if you are in a hurry and not paying attention. Secondly, the price per sheet is out of control expensive. I could buy a whole ream of paper for what it costs to print out sections of my thesis. At the University I was at previously students were allotted 200 sheets of paper a year for every major. As a social work major, the majority of my work is writing, so I definitely use around or more than 200 sheets. Fifty is just too little.

Every time I've contacted library staff either by e-mail or by phone, I've gotten immediate, effective help. Thank you all!

I am a graduate student and a graduate assistant. This year it has been difficult for me to print out my necessary school work and graduate projects I am working on because I cannot afford to pay for additional printing in the library. I think it would be beneficial to extend a certain amount of free printing per student or at least per graduate student as to ensure we are able to print out necessary documents we need for class.

The library service has been excellent.

Library staff are amazing - super helpful!

Remote database login is confusing and difficult. could there be a login on your webpage?

I am frustrated that the ERIC resource is unavailable as most of the articles seem to be in that database - I know this is beyond your control, but it would be great if there were other options.

More resources and computers added to Esperanza College campus would definitely help in aiding our education. There are sometimes when we do not always carry our laptops because we are coming straight from work and do not have time to go back home to get them and because our Student Cohorts are growing we have to wait an excessive amount of time for use of computers, in addition to not having the allotted time to wait for a computer when we attend night classes and only have a 10-15 minute break in between. Our current and future Cohorts would definitely appreciate it.

the uploading when you first turn on the computer needs to be fixed. ASAP

It should be bigger, and also have more accessible books.

## How can the library provide you with better service?

The library would benefit from less focus on technology and more focus on education (not the same thing). I would love to see more emphasis placed on reading actual books; the benefits are many, including less electricity usage by the university, easier browsing of material, & more engagement with the material. The recent focus on increased use of technology is kind of frustrating, since many students are able to use technology pretty well without it being shoved down our throats by the university. I absolutely think that circulating kindles, etc would be a huge waste of money and a great way for Eastern to destroy students' potential love for books. I do really appreciate all of the books that the library does have, and the E-Z Borrow program is wonderful; however, it would be nice if there was more of a focus on updating and expanding our actual physical library, instead of just "improving" our excessive use of technology. Thank you!

P.S. The question asking about the workshops (web 2.0, refworks, etc) should have a "none" option for those students (like myself) who may not be interested in attending any of the workshops listed.

The library at Palmer is extremely inadequate. I am very discouraged as a graduate student to have to work with this library. No computers are in the library. We have no access to the stacks. Most undergrad libraries put this library to shame.

WEPA is quite expensive for a student on campus. I transferred here from a state university and they offered 300 free sheets of paper per semester and then after that they made you pay for printed pages. Receiving only 50 sheets of paper barely helps at all. Maybe gets you through 1 class, possibly 2. I believe 150-300 sheets free is a reasonable amount per student to receive. Then ask for payment to print after that amount. Perhaps get more computers and newer as well?

The hours are quite limited at the library. Most of my work has to be done in the late night/early morning hours or on the weekends, because I have a job and I'm double majoring. I don't understand why we could not have the library open more frequently, especially on the weekends. I don't go to the library at all except on breaks between classes because the hours are inconvenient.

On a separate note, I feel that our 50 allowed prints are not enough. I think that 150 would be a more accurate number due to the needs of a college student. Often professors require the printing out of articles to bring to class that are very long, and most papers at this level are five pages at minimum. For those in majors that have to write papers frequently, a limit of 50 pages is nowhere near enough.

I was very disappointed with the new printing system. As a tour guide, I have always been sure to point out the many ways in which Eastern well-equips its students to the perspectives. I would talk about the inter-library loan system, the availability of computers, and unlimited printing. I understand the arguments that have been made for paid printing, but it just seems incongruous with Eastern's efforts to provide for the students attending this university. There have been multiple occasions in which I have not brought print outs to class or have had to read from a computer because I did not want to pay for printing. I suppose this only proves that the system has achieved the goal of less paper being used, but I do not think it supports the goal of accessible education.

Get rid of WEPA. There are not enough printers on campus, they're frequently broken and not enough free prints are provided and printing is very expensive.

FREE PRINTING!!

## How can the library provide you with better service?

Bring back the old printing. WEPA is HORRIBLE!!!! I pay enough money to go here that the WEPA printers should be paying me to print! Internet speed is not that great either (unless you have an ethernet cord and sit near a plug every time).

Bring the regular printers back, once students have learned how to manage printing smaller amounts of paper.

The library has become somewhat of a student center recently, and there is little respect for the general atmosphere of quiet. I have been cursed off quite loudly, told to f\*\*k off, for asking someone to stop talking loudly. I was not the only one who had asked them. What's more, they were not asked to leave. That is unacceptable. If the library is incapable of enforcing any sort of learning atmosphere, then it hardly deserves to be called a library.

More open behavior from library staff. Sometimes it is difficult for students to ask for help because library staff seem to be "busy" or are talking with other faculty. I love the community between the library staff, but i have noticed patrons can be somewhat hesitant to approach library staff in these instances.

ILL has a few glitches.

If you are going to have WEPA, make sure more printers are available and make sure that they stop breaking so often.

DEFINITELY give more money on the prepaid WEPA accounts. The current amount is extremely unrealistic on any campus.

I have professors that have to print off all of their own reading assignments using the copy room, thus the school is still paying for all of that printing, you are just shifting the costs.

Eastern needs to expand the number of online journals and data bases. Insufficient resources to support a Ph. D. program. I was forced to enroll at another university for other courses to gain access to a sufficient library required for a doctoral program.

The fee for printing is outrageous and incredibly inconvenient for students, who oftentimes have limited financial means. If this charge cannot be completely removed, it should at least be reduced or accommodations made for students.

The library is so small that the door slamming and the conversations are very distracting. If something could be done to keep the door from slamming shut that would be helpful.

Thankyou

I haven't really used the library services, as I find it easier to locate research materials from the public library. I would like to know more about the inter-library loan process, though.

More computers would be helpful because there are not enough to serve the growing population of Eastern's student body.

## How can the library provide you with better service?

Make it easier to access remotely. Why are you sending me this survey. I have never stepped foot inside the library; I only access it remotely. The information contained within the databases and journals are cumbersome to navigate. Some is not even available to remote students. Ridiculous!

Further - the second-to-last question (Which of the following topics would you attend...) is required. I checked something, but the truthful answer is "NONE OF THE ABOVE". I am a remote student and live over 100 miles from campus. I'm not going to attend any.

Expanding the novel collection. Our library lacks a collection of modern novels and fiction.

Allowing 50 free pages for commuter students as well. Just because we don't live on campus doesn't mean that we should be denied that service.

I don't know if it is possible, but a single log on option for all of the various services provided by the Library would be wonderful.

I am a commuting student however, when I contact the library staff is not only helpful but they are efficient.

Longer hours on Weekends. It does not make sense for a Christian institution to profess the practice of Sabbath while still having the library open until 11 on Sundays and only 5 on Fridays and Saturdays.

I understand why Eastern has to use a service like WEPA, but it would be better if another printing service was offered. What we, the students, were doing before WEPA was horrible because we would print off whatever we wanted with no regards to the environment. However, WEPA causes a lot of problems because of the extra charges and the time/energy needed to actually use the service. Plus, the system can be confusing at first. I wish we could get rid of WEPA and use a more useful service for printing.

A user friendly tutorial to learn how to use the online library would be great. I struggled at first to figure out how to access media and reference material. Also, unless I'm mistaken, we do not have a physical library at the CCGPS campus.

more printers

The copiers are not reliable and for the cost of making copies, it should work for students. The library is not open during reading week or open for evening students. The main campus does not have a set of biblical commentaries that are preferred by deans, and the Palmer library is never open. This is extremely frustrating for graduate students.

Get rid of WEPA! It doesn't always work and is a waste of time and money.

Being at the Harrisburg campus, we need easier access to the databases and ebrary as we do not have librarians to go to throughout the day.

Make it possible for Palmer students to renew and request books online.

## How can the library provide you with better service?

Since Palmer's library is no longer browse-able, we are no longer able to get a feel for the books available on a given topic by looking at the shelf. I have seen other libraries that allow you to see a list of books around a book (like the 10 before it and the 10 after it) from the digital catalog. I think this could be a really helpful addition given the special circumstances Palmer's library now faces. But i'm not sure how expensive adding that feature would be...

It also might be helpful for some guides or tip sheets or tutorials to be created that help people utilize the "account" features of the Warner Library system. I have only just begun exploring, but it seems like you can do quite a bit as far as keeping book lists, renewing books, etc. Since research is so complicated and takes a long time (and we often have different projects going on concurrently), utilizing these features more, would be helpful!!!

Also, can Palmer students get an Rapid ILL from a journal that is at Eastern, but NOT at Palmer? I was rejected once, but the article wasn't at Palmer...

Thanks for all the hard work our library system does. I know it is not easy and receives little glory, but in many ways the strength of an academic institution can be measured by the strength of its library!

Thanks!

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Perhaps an online tutorial on how to research databases from home.

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Students should be allowed more free pages of printing. I understand the economical need for the new printing system, however, I think it is unfair that students are only allowed 50 free pages. This amount is clearly insufficient, especially for upperclassmen. If students were allowed more pages it would be more reasonable for students, and the library would still save printing costs because they are still limiting pages.

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By weeding out the old, unnecessary books from the shelves and by doing inventory to see whether the books the online catalog says are in really are there on the shelves and in the proper place.

Thanks for all your hard work!