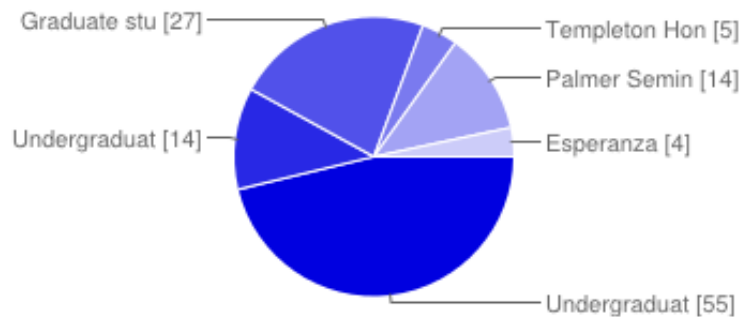


2014 Library Survey: Student

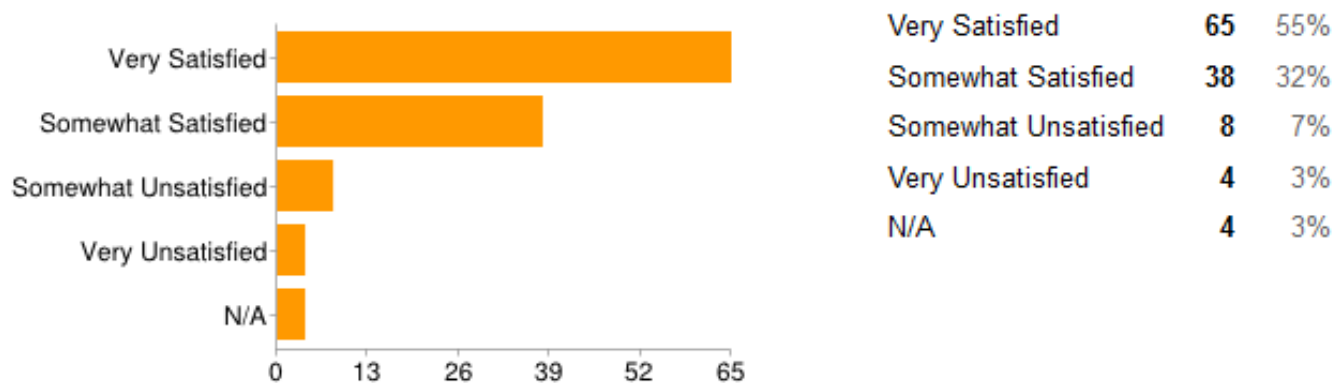
119 responses

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

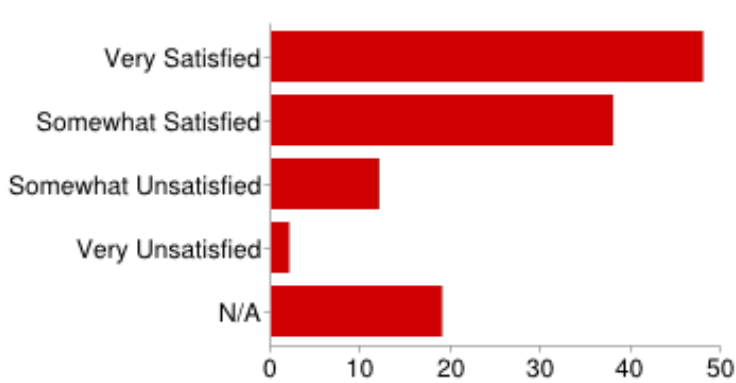


Undergraduate student - CAS	55	46%
Undergraduate student - CCGPS	14	12%
Graduate student - CCGPS	27	23%
Templeton Honors College	5	4%
Palmer Seminary	14	12%
Esperanza	4	3%

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

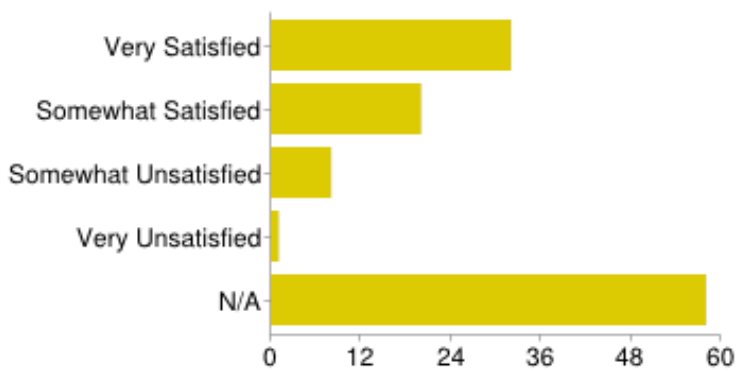


EBSCOHost [Please rate the following resources. How well do they satisfy your information needs?]



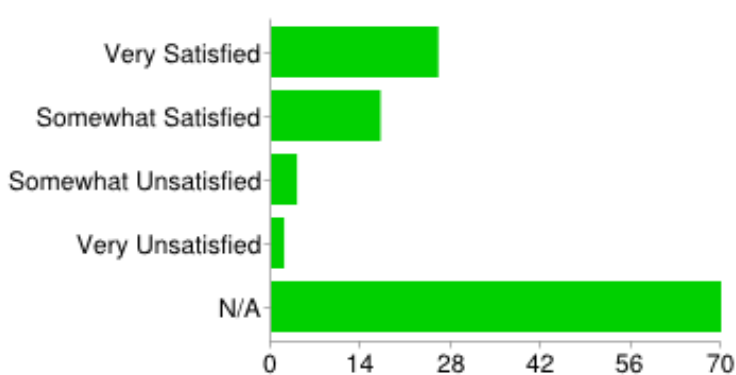
Very Satisfied	48	40%
Somewhat Satisfied	38	32%
Somewhat Unsatisfied	12	10%
Very Unsatisfied	2	2%
N/A	19	16%

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



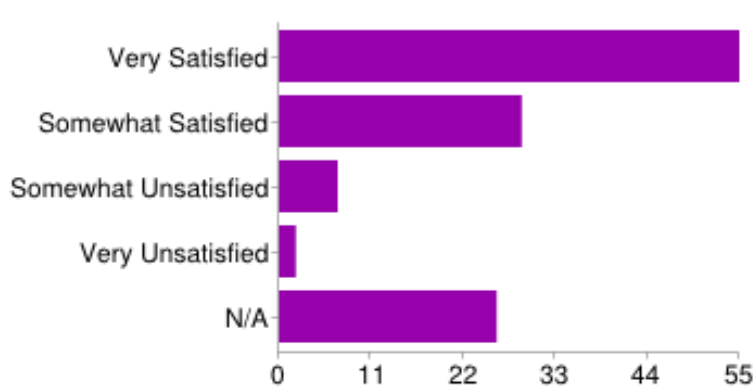
Very Satisfied	32	27%
Somewhat Satisfied	20	17%
Somewhat Unsatisfied	8	7%
Very Unsatisfied	1	1%
N/A	58	49%

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



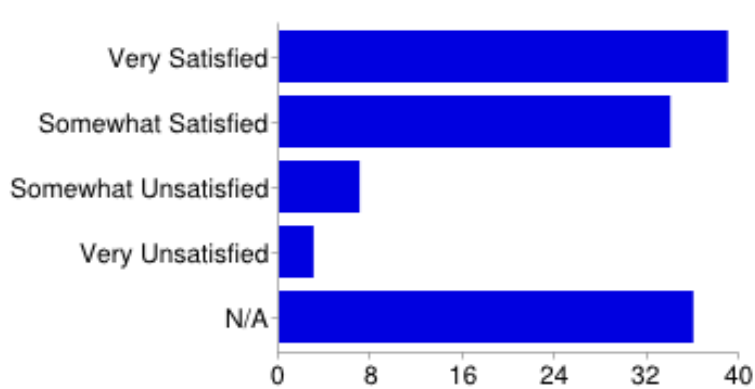
Very Satisfied	26	22%
Somewhat Satisfied	17	14%
Somewhat Unsatisfied	4	3%
Very Unsatisfied	2	2%
N/A	70	59%

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



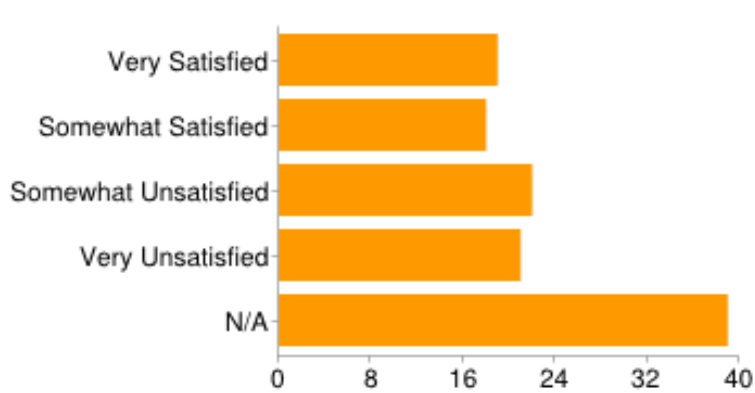
Very Satisfied	55	46%
Somewhat Satisfied	29	24%
Somewhat Unsatisfied	7	6%
Very Unsatisfied	2	2%
N/A	26	22%

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



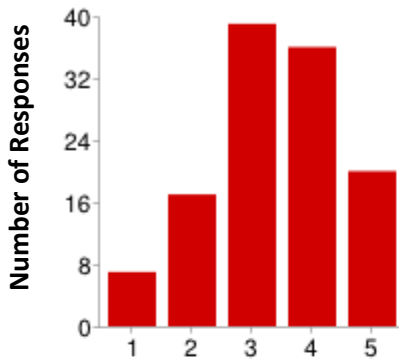
Very Satisfied	39	33%
Somewhat Satisfied	34	29%
Somewhat Unsatisfied	7	6%
Very Unsatisfied	3	3%
N/A	36	30%

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



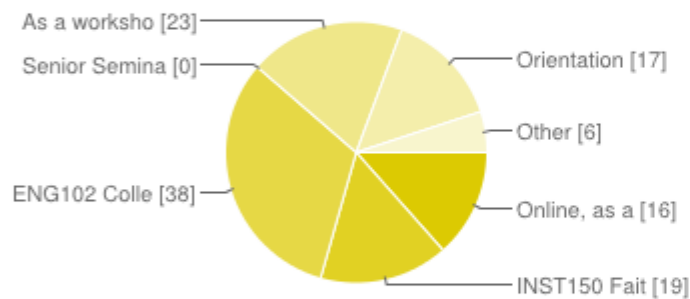
Very Satisfied	19	16%
Somewhat Satisfied	18	15%
Somewhat Unsatisfied	22	18%
Very Unsatisfied	21	18%
N/A	39	33%

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



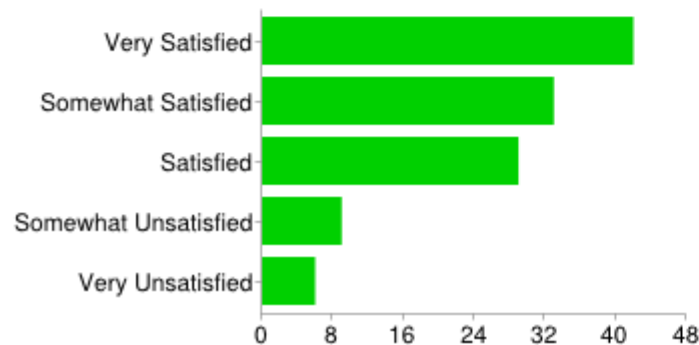
1	7	6%
2	17	14%
3	39	33%
4	36	30%
5	20	17%

When do you think research skills should be taught here at Eastern?



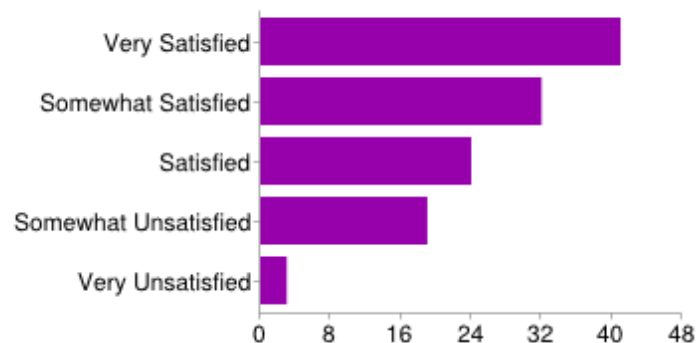
Online, as a self-guided tutorial	16	13%
INST150 Faith, Reason, and Justice	19	16%
ENG102 College Writing	38	32%
Senior Seminar	0	0%
As a workshop	23	19%
Orientation	17	14%
Other	6	5%

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



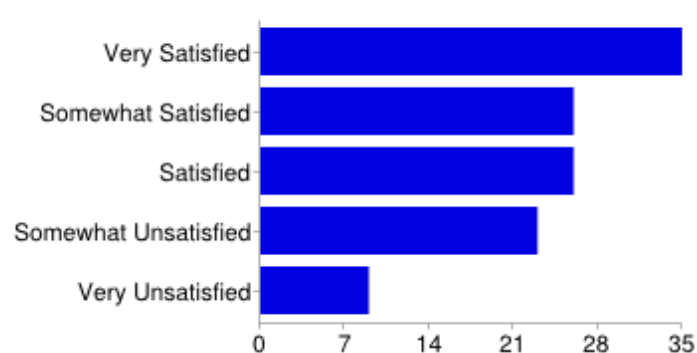
Very Satisfied	42	35%
Somewhat Satisfied	33	28%
Satisfied	29	24%
Somewhat Unsatisfied	9	8%
Very Unsatisfied	6	5%

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



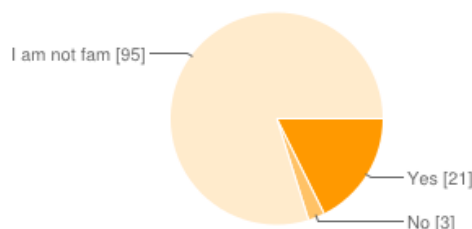
Very Satisfied	41	34%
Somewhat Satisfied	32	27%
Satisfied	24	20%
Somewhat Unsatisfied	19	16%
Very Unsatisfied	3	3%

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



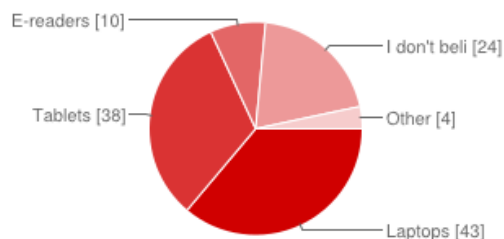
Very Satisfied	35	29%
Somewhat Satisfied	26	22%
Satisfied	26	22%
Somewhat Unsatisfied	23	19%
Very Unsatisfied	9	8%

The library is developing a plan to utilize digital badges. Would you like to see it used here at Eastern?



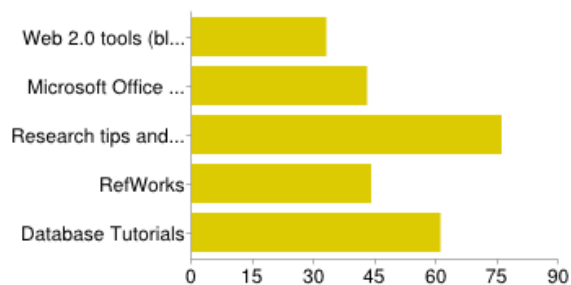
Yes	21	18%
No	3	3%
I am not familiar with the concept of digital badges	95	80%

As the library considers expanding our current offering of mobile devices, which type should we purchase more of?



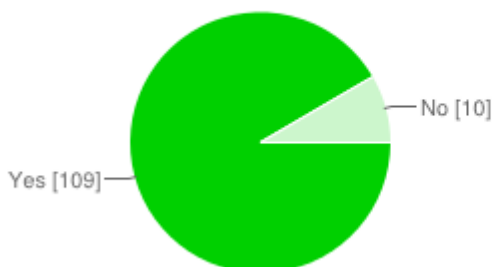
Laptops	43	36%
Tablets	38	32%
E-readers	10	8%
I don't believe the library should be loaning this type of technology	24	20%
Other	4	3%

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.)	33	13%
Microsoft Office (Word, Publisher, PowerPoint)	43	17%
Research tips and tools	76	30%
RefWorks	44	17%
Database Tutorials	61	24%

Is the library headed in the right direction?

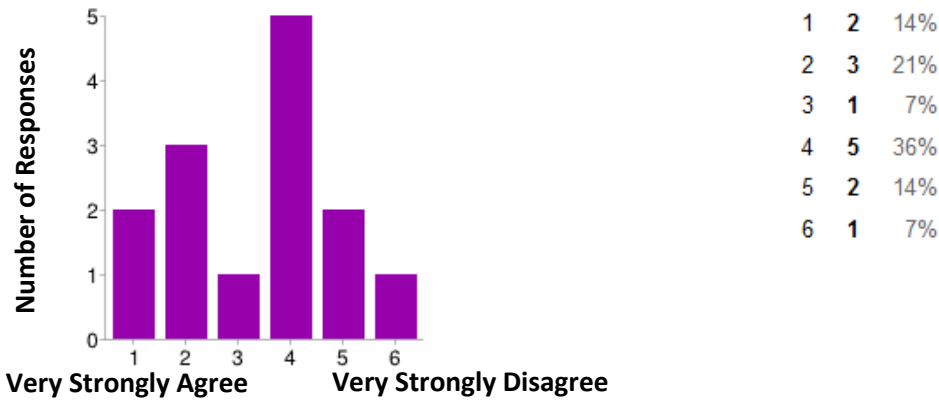


Yes	109	92%
No	10	8%

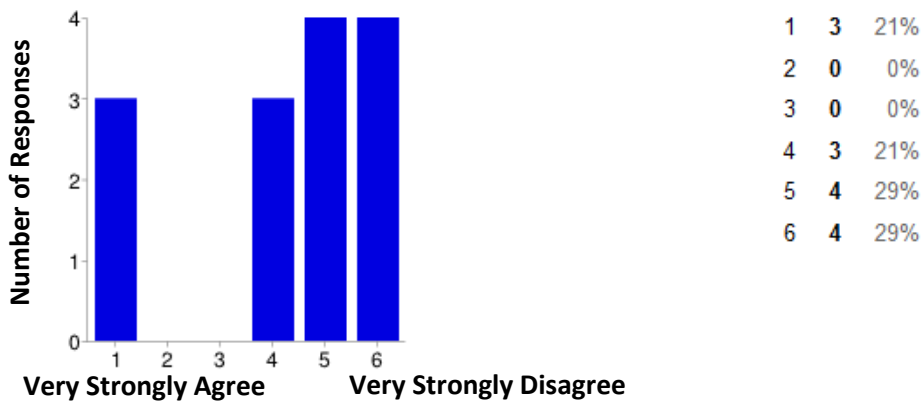
Palmer Student Responses about the AK deBlois Library

14 Responses

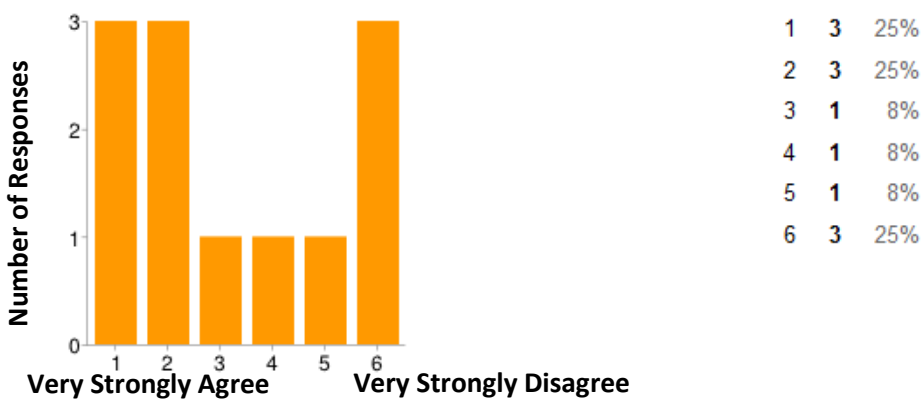
I find books best by browsing library stacks



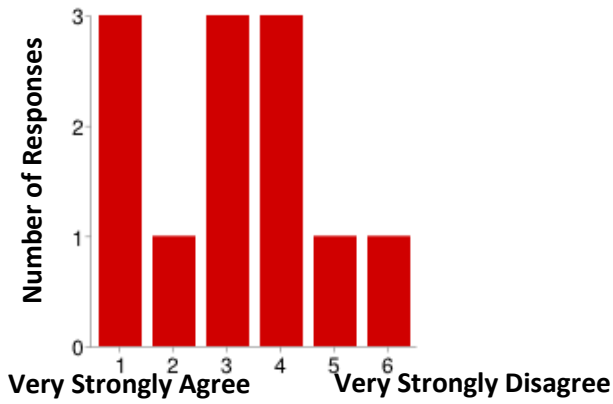
Because of this current situation, I have relied on other libraries.



I use electronic resources (ebooks, databases, e-journals, etc.) so much that the current situation impacts me little.

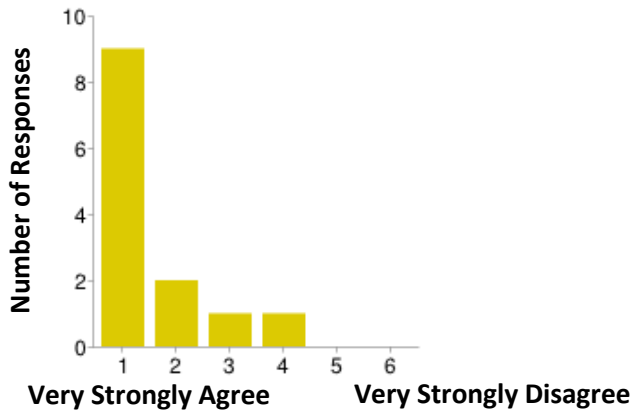


The deBlois Library staff recommended additional resources that contributed to my research.



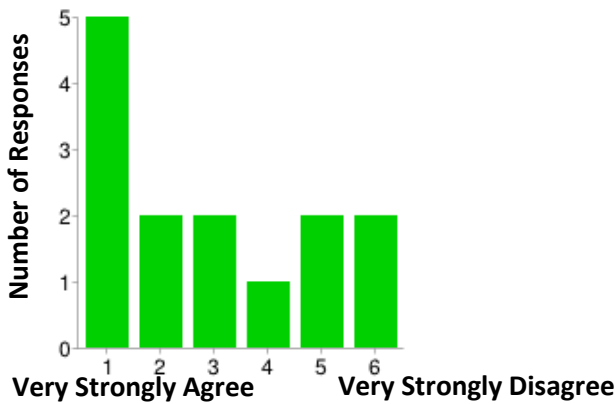
1	3	25%
2	1	8%
3	3	25%
4	3	25%
5	1	8%
6	1	8%

When requesting books/journals from the warehouse, I always obtain them in time.



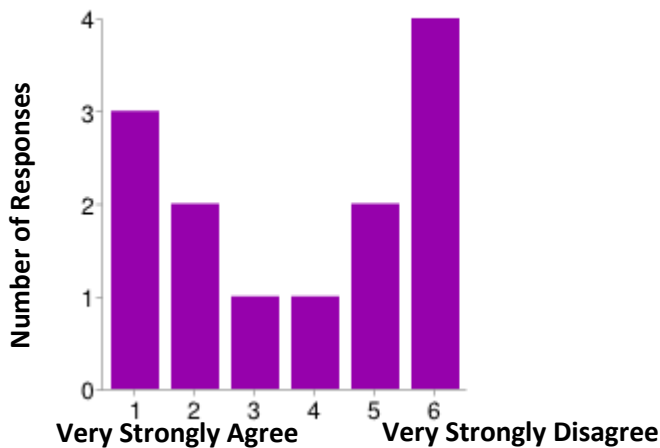
1	9	69%
2	2	15%
3	1	8%
4	1	8%
5	0	0%
6	0	0%

The four (4) hour time limit is adequate for me to complete reading assignments from the items placed on Reserve.



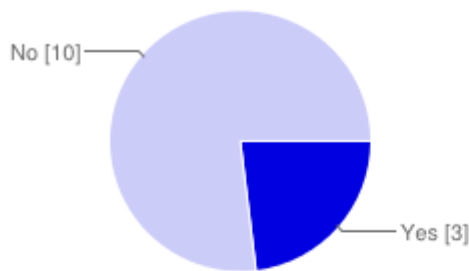
1	5	36%
2	2	14%
3	2	14%
4	1	7%
5	2	14%
6	2	14%

I struggle using the online catalog and databases



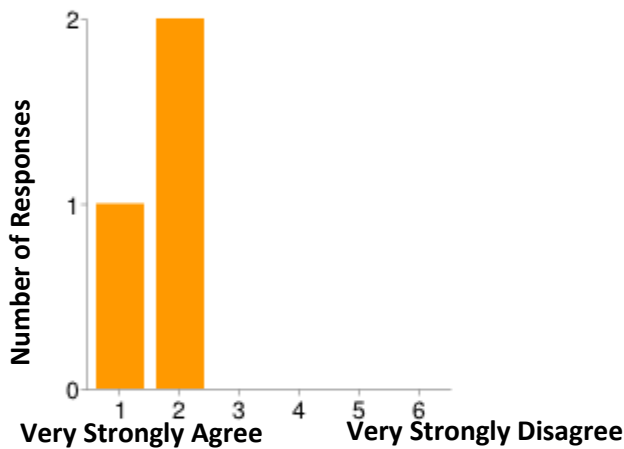
1	3	23%
2	2	15%
3	1	8%
4	1	8%
5	2	15%
6	4	31%

Did you take advantage of the weekly bibliographic instruction (Mini-Orientation Workshops) offered by the library staff?



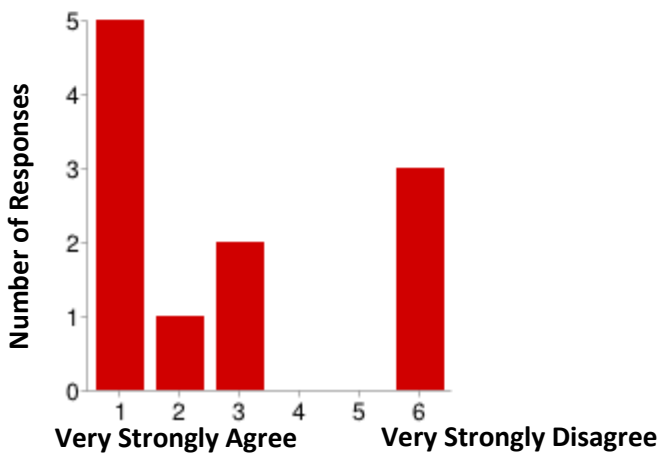
Yes	3	23%
No	10	77%

If you answered "Yes" to the above question, how do you feel about the following statement: The Mini-Orientation Workshops enhanced my library research skills



1	1	33%
2	2	67%
3	0	0%
4	0	0%
5	0	0%
6	0	0%

If you answered "No" to the above question, how do you feel about the following statement: I passed on any special bibliographic instruction because I felt competent enough with my library skills



1	5	45%
2	1	9%
3	2	18%
4	0	0%
5	0	0%
6	3	27%

2014 Library Student Survey Comments

Student enrollment status.	How can the library provide you with better service?
Undergraduate student - CAS	I think the library should be open later on the weekends
Undergraduate student - CAS	The computers often need updates to plugins such as Java and Adobe. However, students don't have the information to login as a admin and update these services. Since a lot of a language courses need these plugins, it would be nice if staff could update these computers regularly.
Undergraduate student - CAS	Provide more information so students better understand the services provided by the library. Many students do not know how to search for a book and they are intimidated by having to walk up to the desk. Maybe a meet the librarians event? Or funny posters? Something to let the students know they can ask for help from the staff
Undergraduate student - CAS	You all are great! Thanks for all you do.
Undergraduate student - CAS	Stay open longer
Undergraduate student - CAS	The library should not close. It is ridiculous to me that it closes at 5 on Fridays. Students need the space to work, some can not do work in their room such as myself and require the quietness of the library to get it done. Add security cameras at the entrances to the library so that if someone attempts to take a book or other item, the alarms at the entrances go off and the person is seen on camera.
Graduate student - CCGPS	I always have issues logging into the research database. I have had my password/username reset by library workers and I still have issues.
Undergraduate student - CAS	The printing situation is horrible. It costs way to much and isn't fair when we pay so much to go here. There aren't enough study rooms and the main floor is never quiet when it's supposed to be. There aren't enough tables for groups to study at.
Esperanza	Keep up the good work.

2014 Library Student Survey Comments

Student enrollment status.	How can the library provide you with better service?
Templeton Honors College	Stop worrying about your technology and being up to date with the latest in tablet and start worrying about your selection of books. You need a lot wider variety of subjects and perspectives from which they are written; it should not be hard to find historical books that aren't from a Christian standpoint. We're at Eastern because we're Christians, you don't need to convince us. It seems like you're censoring us.
Undergraduate student - CAS	Provide longer and more library hours on the weekends!
Undergraduate student - CAS	We are not really taught how to use EBSCO or RefWorks, it was basically that we had to teach ourselves how to use them. I am a transfer student, which could be why I never learned, but more on that area could be helpful. There are so many great resources online, but we don't always know how to access them or that they even exist.
Undergraduate student - CAS	The library should offer more comfortable/ergonomic seating, more & better computers, more outlets for personal device chargers, and MOST IMPORTANTLY THE LIBRARY SHOULD BE OPEN LATER
Graduate student - CCGPS	library staff is excellent!
Undergraduate student - CCGPS	It is a little confusing to when trying to get information.
Undergraduate student - CAS	I know of institutions around who offer 24 hour library services
Undergraduate student - CAS	Wider selection of books, like novels, biographies, DVD's, etc.
Undergraduate student - CAS	Stay open later, even if it's just one floor, the library provides students with a great place to study but closing at 11 isn't reasonable for a lot of students. Also, more leisure books and maybe a mandatory tour for incoming students where the library resources are explained.
Graduate student - CCGPS	More books for graduate students.

2014 Library Student Survey Comments

Student enrollment status.	How can the library provide you with better service?
Undergraduate student - CCGPS	The library atmosphere would benefit from more art on the walls in the study rooms. The Masie and Edison rooms are very well decorated, but the others are not decorated at all.
Undergraduate student - CAS	Faster internet, more outlets, more study rooms, more online resources, more money for wepa printing, and more wepa printers
Undergraduate student - CAS	Give Mark a raise.
Undergraduate student - CAS	Being open on Saturday nights would be nice. Also, I don't know the library staff at all and I've been here for three years
Undergraduate student - CAS	<ul style="list-style-type: none"> *Library has become a place for people to hang out, hence it is loud. Staff on duty should be monitoring such activities. *The WEPA services is too expensive with poor network services. *Recently several computers have broken down. *Enforce quiet movement in the library. *More computers *Better printing services (More WEPA funds on the ecard and more kios's around campus) *It would be great to have a scanner in the library
Graduate student - CCGPS	more access to various articles thru the databases
Undergraduate student - CAS	Can the library put some background music for some areas of the library maybe jazz or classical.
Graduate student - CCGPS	yes - for distance education students please provide service coverage and support contact information during staffing breaks. Our access needs do not always match with your duty hours so this information would be very helpful.
Graduate student - CCGPS	Subscribe to more databases- specifically the full Sage subscription.
Undergraduate student - CAS	Staff members at Reference desk should be more patient and not assume that all students know what they know. Hence, why students are asking questions.

2014 Library Student Survey Comments

Student enrollment status.	How can the library provide you with better service?
Templeton Honors College	Being open later on weeknights and weekends.
Graduate student - CCGPS	Improvement in off campus online library access
Undergraduate student - CCGPS	Library services at Eastern are excellent, and I can see the room for improvement only in your suggestions above, realizing there is always room for improvement in all things. I am grateful for all the help I received in the past and know that you should keep doing as you do, your service to me could not be any better. Bless you!
Esperanza	Sometimes the internet is not working. Sometimes the printer is not working. It would help if there was a maintence for it other than the students trying to fix it.
Undergraduate student - CCGPS	I feel the library is doing a good job in helping and as I check the boxes about workshop to learn how to access programs especially EbscoHost.
Graduate student - CCGPS	I have been trying to get my log on to my library side since I started Eastern. I have called and nothing has been done. I am missing alot of research because of it. it is tiresome to stay on the phone with someone forever and they can not help. Someone should be able to help always in this area. We are given passwords we can not change that are difficult.
Esperanza	staff to assist students with technical difficulties. Also staff during class hours to help students.
Undergraduate student - CAS	All is well!
Undergraduate student - CAS	Later hours during the week.

2014 Library Student Survey Comments

Student enrollment status.

How can the library provide you with better service?

Undergraduate student - CAS

The library is great for the most part. However, I have two possible ideas of improvement:

1. More open hours, specifically on weekends. Although it's nice that you encourage students to have a life on Friday and Saturday nights closing at 5 is really early. As a result, when we do need to work on those nights we are forced to use our dorms which can be quite noisy on Friday and Saturday nights. Also, opening times on Saturday and Sunday are a bit ridiculous. The Dinning Commons closes at 9:30 on Saturday mornings yet the library doesn't open until 10. Thus, students who desire to eat and then work on Saturday mornings are left with at least half an hour of unnecessary wait time. Similarly, opening at 2 is way too late on Sundays. After returning from church many students want to eat and then study. We often finish around 12:30, 1:00 and then are forced to wait an hour to use the library.
2. There is a shortage of computers on some occasions. Although there are enough computers during most hours of the day, 10-15 additional computers would certainly be of use during busy times.

Graduate student - CCGPS

Not sure since I am a graduate online student.

Undergraduate student - CAS

There's so many awesome tools in the library that people aren't taught anymore. There should be a way that the library tools are taught in a fun way so that people would actually listen. The library saved so much money because I got books from the library or inter library loan service.

Undergraduate student - CAS

Have more rooms where groups can meet.

Undergraduate student - CAS

Please be open later... It is hard to find a good late night study place because the library closes at 11.

Undergraduate student - CCGPS

There is a need for a satellite library at other smaller CCGPS sites. Palmers was useful when it was in Wynnwood, which is closer to Philadelphia.

Undergraduate student - CAS

I am satisfied with the service now.

Palmer Students	How can the library provide you with better service?	If I could change just one thing about the deBlois Library at Palmer Seminary, it would be	Any last thoughts?
Palmer Seminary		I would have Microsoft office installed on the library computers, just as they are at Warner.	
Palmer Seminary		allowing us to see the "shelf" online. Other libraries allow you to view books next to the book you find on the catalog. That would allow us to "Browse" despite the awkward predicament the library is in.	
Palmer Seminary		have space enough to have all books on site	
Palmer Seminary	Palmer's library is insufficient. The on-line database offers no summary of the books, so I have to chose books based solely upon the title. Since we have no access to the stacks, I would love to have a brief summary of the books before having to check them out. Researching at Palmer is frustrating!	to add more books... to allow students to browse the stacks until we have moved to a permanent location...	I am frustrated by Palmer's library!
Palmer Seminary	I have been very happy with the service provided so far, but feel additional service will always make things better.	I am an online student so my resources are obtained via electronic data bases and refworks. I am satisfied so far.	
Palmer Seminary	To expand the hours of operation.	Offered more times and dates of the mini- workshops (due to the weather, it was hard to navigate around the city and surrounding areas).	