



2015 Library Services Survey: Summary Report

Librarian
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Introduction

Surveying the Library users about services, collection, facilities and access tools is essential to document and analyze how users of the campus view and make use of the Library. The last survey was done in 2011 with MSS2011 class and faculty members as main target. We thought it was time to plan a library survey again to see how performant we are doing now after the change of the library's spaces, the raise of electronic resources and ebooks and the change in the users' workflow when doing research.

For the first time, I decided to survey 3 MSS classes in order to have a broader feedback, which would not be linked to only one class and one group dynamic.

The template of the survey was created with Google Forms.

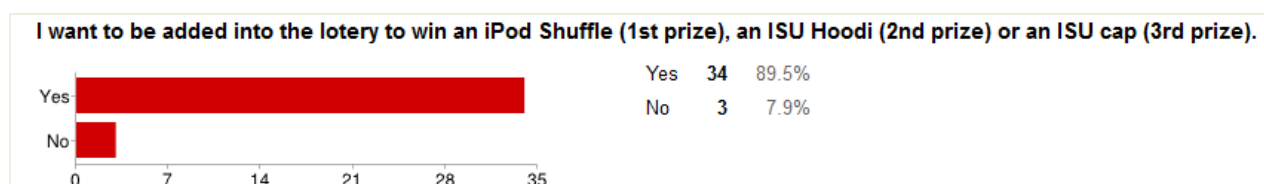
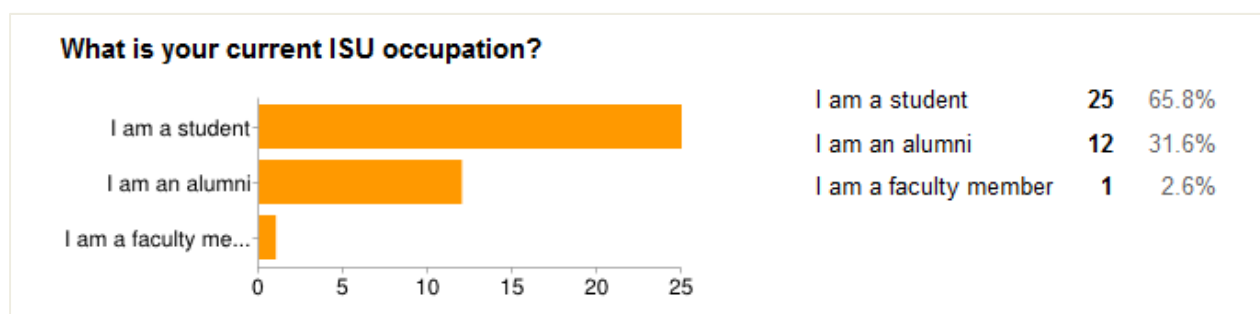
Individuals of MSS15, MSS14 and MSS13 class received an e-mail to participate. Participation was voluntary and respondents were informed that their responses would be kept confidential.

The graphic is titled "ISU LIBRARY SURVEY" and "complete it and win!". It features four speech bubble-style boxes. The top-left box is grey and contains a lightbulb icon, the text "19 questions, 10-15 minutes", and "Deadline is 6th February". The top-right box is blue and contains a lightbulb icon and the text "an iPod shuffle (1st prize)", "an ISU hoddie (2nd prize)", and "an ISU cap (3rd prize)". The bottom-left box is dark grey and contains a lightbulb icon, the text "ASSESS the Library!", and "COLLECTIONS, SERVICES, PHYSICAL SPACES". The bottom-right box is orange and contains a lightbulb icon, a heart icon, and the text "LOVE my Library". At the bottom, it says "FOR MORE INFO, contact: muriel.riester@isunet.edu".

To encourage participation, I informed the individuals that participants to the survey would be entered into a lottery to win an iPod Shuffle (1st prize), an ISU Hoodie (2nd prize) and an ISU cap (3rd prize). Participants were asked to indicate their will to participate to the lottery or not and to provide their email address. Winners were notified during week 8, 2015 and all accepted their prize.

Respondent characteristics

The survey was sent to individuals of **3 MSS classes**, MSS15, MSS14 and MSS13 and to local faculty members. **148 persons** were reached. We had **38 responses**.



Awareness and perceived importance of selected library collections and document type

Respondents were asked to assess their level of **awareness** of various library materials. (Table and graphic 1.) Secondly, to better understand which type of resources the respondents are judging as being important for their research or coursework, they were asked to indicate how important each collection is for them (Graphic 2.).

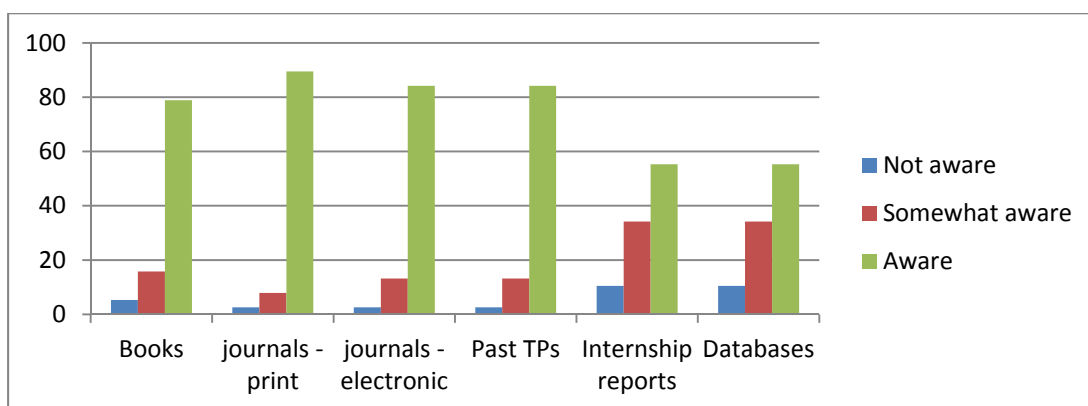
The overall level of **awareness** of the library material in general is **very good** and almost all of the respondents know what resources they can use from the Library. Only half of the respondents were **somewhat aware** that they have access to past internship reports or to online databases.

The majority of the respondents have indicated that **electronic journals** are very important for their research and coursework. **Books** and **past TPs** are somewhat or very important for 97% of the respondents. **Journals in print** are not important for 13% of them.

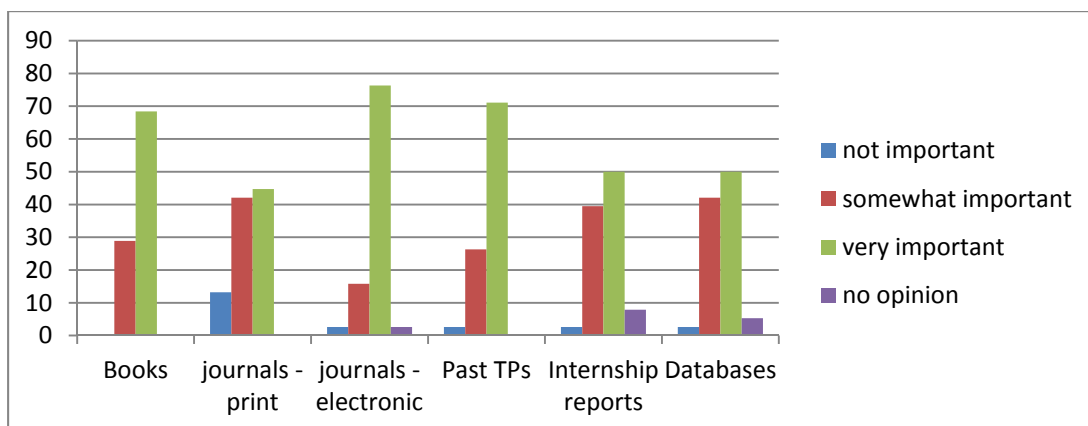
Table 1. Awareness of resources

	Not aware	Somewhat aware	Aware
Books	5,3	15,8	78,9
journals - print	2,6	7,9	89,5
journals - electronic	2,6	13,2	84,2
Past TPs	2,6	13,2	84,2
Internship reports	10,5	34,2	55,3
Databases	10,5	34,2	55,3

Graphic 1. Awareness of resources



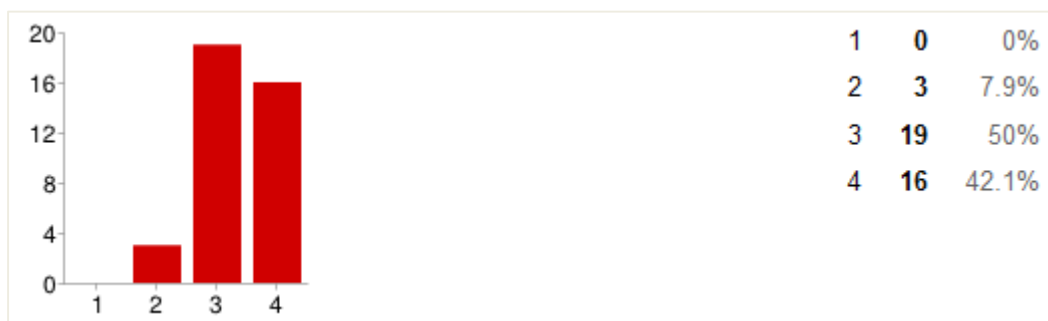
Graphic 2. Importance of resources



Overall satisfaction with the collection held by the Library

Respondents were asked to rate their level of **overall satisfaction** with the collection provided by the Library. A very high percentage 72% of respondents expressed satisfaction with the library collection overall. (Graphic 3.)

Graphic 3. Overall satisfaction



Preference for printed or electronic resources

For each type of document, respondents were asked to rank their **preference** for the print or the electronic version (Table and graphic 4.).

Electronic format is overall preferred for journal articles and papers by 44% of the respondents.

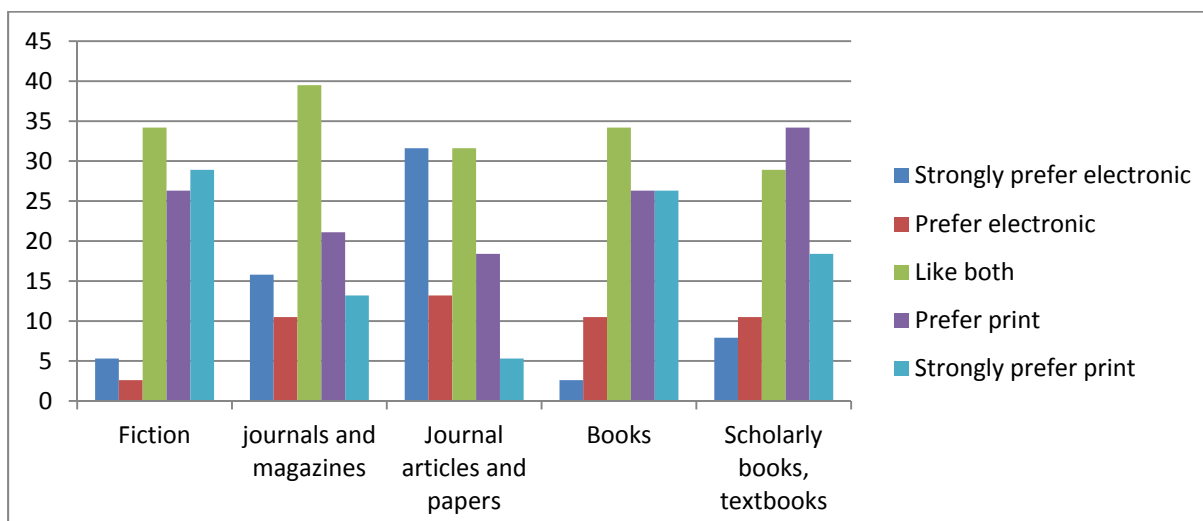
Printed books are overall preferred resources for half of the respondents, especially when using scholarly books, textbooks and reading novels.

One third of the respondents have no strong preference for **either or format**.

Table 4. Preference for print or electronic resource

	Strongly prefer electronic	Prefer electronic	Like both	Prefer print	Strongly prefer print
Fiction	5,3	2,6	34,2	26,3	28,9
Journals and magazines	15,8	10,5	39,5	21,1	13,2
Journal articles and papers	31,6	13,2	31,6	18,4	5,3
Books	2,6	10,5	34,2	26,3	26,3
Scholarly books, textbooks	7,9	10,5	28,9	34,2	18,4

Graphic 4. Preference for print or electronic resource



Frequency of use of electronic resources and locations

To check the extent to which library users **associate electronic resources with library resources**, respondents were asked to indicate **how often** they use the electronic resource of the Library (Table 5.). Then, to check if they make use of these resources from **outside ISU**, they were asked to indicate from which location they use electronic resources (Graphic 5.)

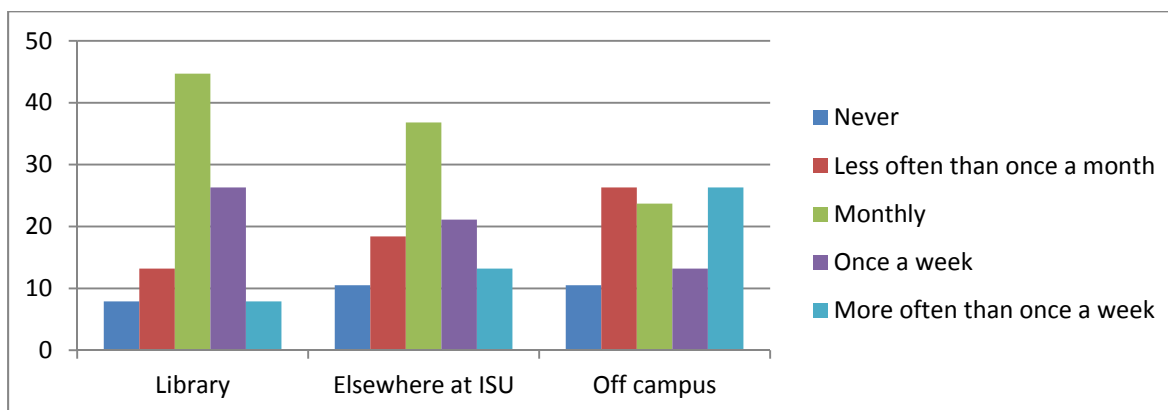
The majority of the respondents are using electronic resources on a **monthly** basis and only one third of them are using electronic resources on **a weekly or more often than once a week** basis.

Access to electronic resources is equally done from within the Library, from elsewhere at ISU or from off campus. Respondents who indicated using electronic resources once a week or more are the one who are the more accessing electronic resources from external locations.

Table 5. Frequency of use of electronic resources

	Never	Less often than once a month	Monthly	Once a week	More often than once a week
Library	7,9	13,2	44,7	26,3	7,9
Elsewhere at ISU	10,5	18,4	36,8	21,1	13,2
Off campus	10,5	26,3	23,7	13,2	26,3

Graphic 5. Location for use of electronic resources



Awareness and perceived importance of selected services for finding and obtaining library materials

Respondents were first asked to assess their level of **awareness** of various tools and methods for finding and obtaining materials. (table 6.) Secondly, to better understand which type of services the respondents are judging as being important for their research or coursework, they were asked to indicate **how important** each tool or method is for them (graphic 6.).

Respondents' awareness level of the various tools and methods to find information is overall quite high (table 6.), but services in the research help category like **subject guides and 'finding information'** pages on the library website and **interlibrary loan and document supply service** are not or somewhat known by one third of the respondents.

The majority of the respondents have indicated that **Library main catalog** (65%) and **online databases** (89%) are very important for finding material, immediately followed by **Google or Google Scholar** (55%). Lists of selected materials are perceived as important like **subject guides on the library website** (94%), **list of journals on the library website** (89%) and **list of new acquisitions** (86%).

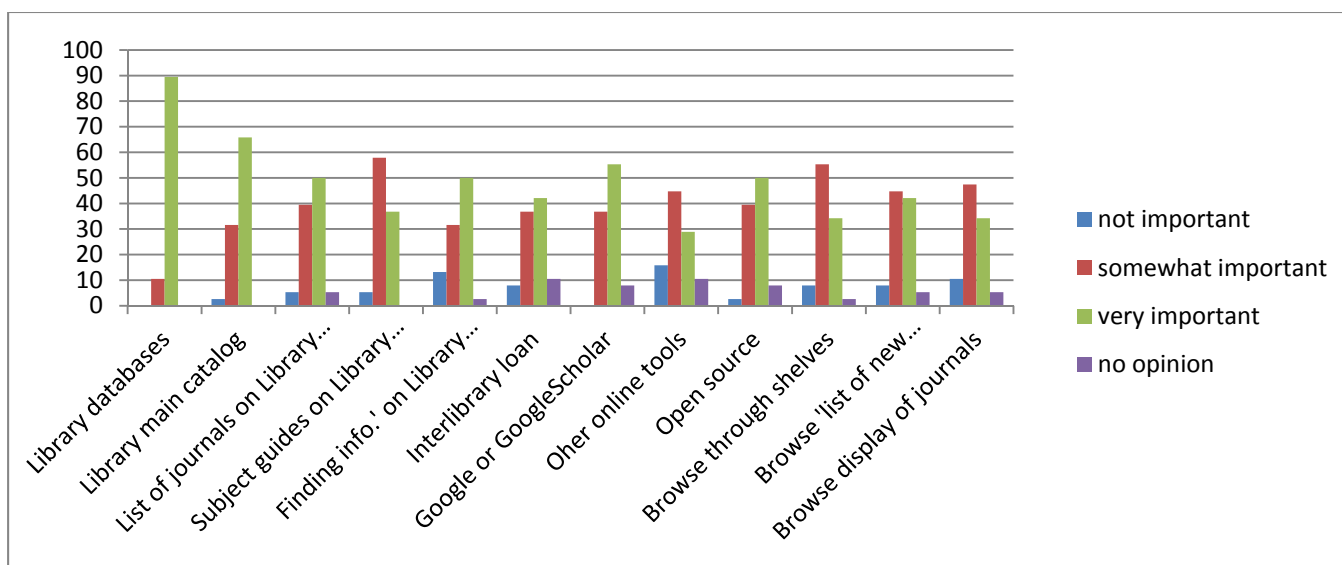
Browsing through shelves to find books or journals is also very or somewhat important for more than 80% of the respondents.

A relatively high percentage of respondents (89%) value **open source** repositories as being tools for finding information.

Table 6. Awareness of selected services

	Not aware	Somewhat aware	Aware
Library databases	2,6	10,5	86,8
Library main catalog	2,6	7,9	89,5
List of journals on Library website	5,3	15,8	78,9
Subject guides on Library website	13,2	26,3	60,5
Finding info.' on Library website	7,9	23,7	68,4
Interlibrary loan	21,1	23,7	55,3
Google or Google Scholar	2,6	21,1	76,3
Other online tools	18,4	23,7	57,9
Open source	7,9	42,1	50
Browse through shelves	7,9	13,2	78,9
Browse 'list of new acquisitions'	2,6	15,8	81,6
Browse display of journals	7,9	26,3	65,8

Graphic 6. Importance of selected services



Importance of librarian assistance and methods for communicating

To gauge the importance of the **librarian in assisting** the users with research, respondents were asked to tell how important selected library services are to them (graphic 7.). Secondly, they were asked to assess their level of **awareness** of these services at the library (graphic 8.). Finally, respondents were asked to rate their preferences for **being informed** about Library services, resources, activities and news (graphic 9.).

The contact with the librarian is very important to the respondents either via **e-mail** (89%) or at the **library desk** (84%). Library users are looking for a personalized support rather than using online guides. Half of the respondents have indicated though that **'library guides'** (i.e. how to use....how to find....) (57%) and **subject guides on the library website** (list of selected books by subject) (57%) are somewhat or very important.

Surprisingly, the **library page on the social media Pinterest** is seen as not important (18%) or not known by the respondents (21%).

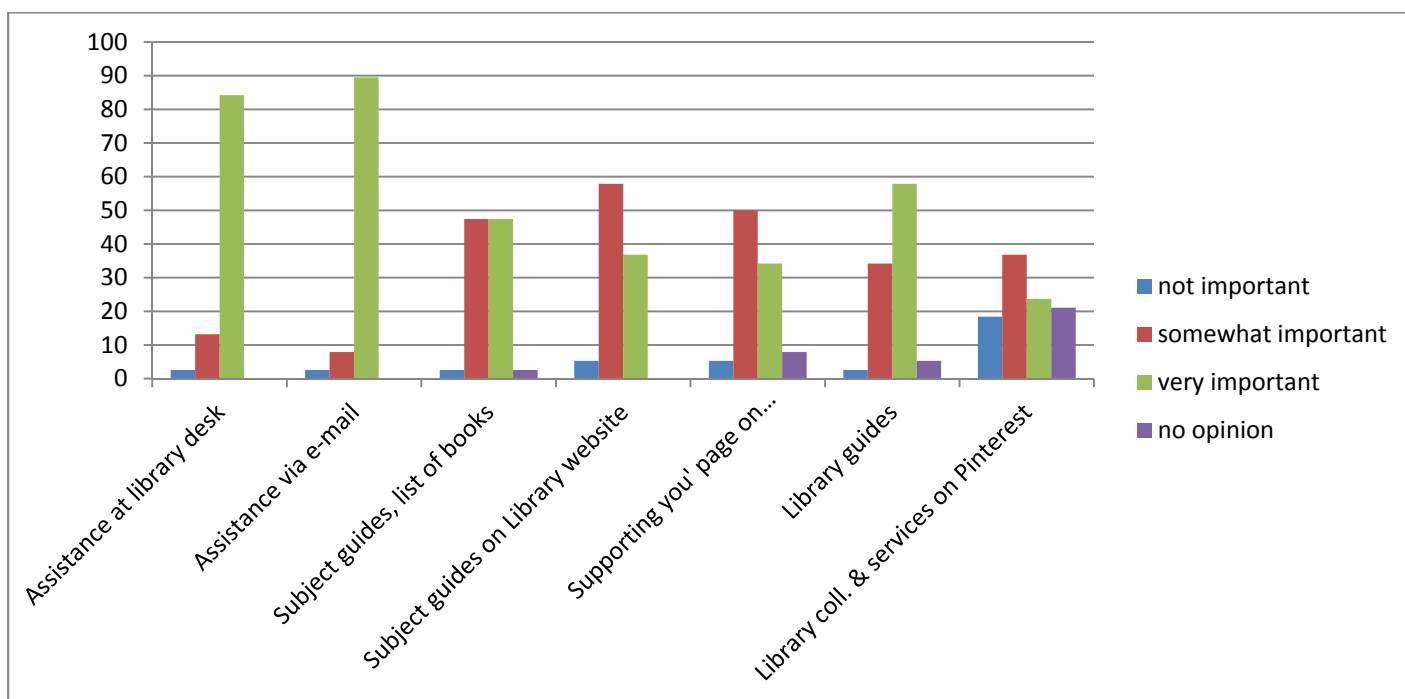
Respondents are somewhat or well aware that **support is provided by the librarian** (above 70%) but a few (less than 20%) are not aware of the **research help and guides** provided by the librarian on the library website.

Respondents were asked to rank among several options their preferred methods of **being informed** about Library services and resources.

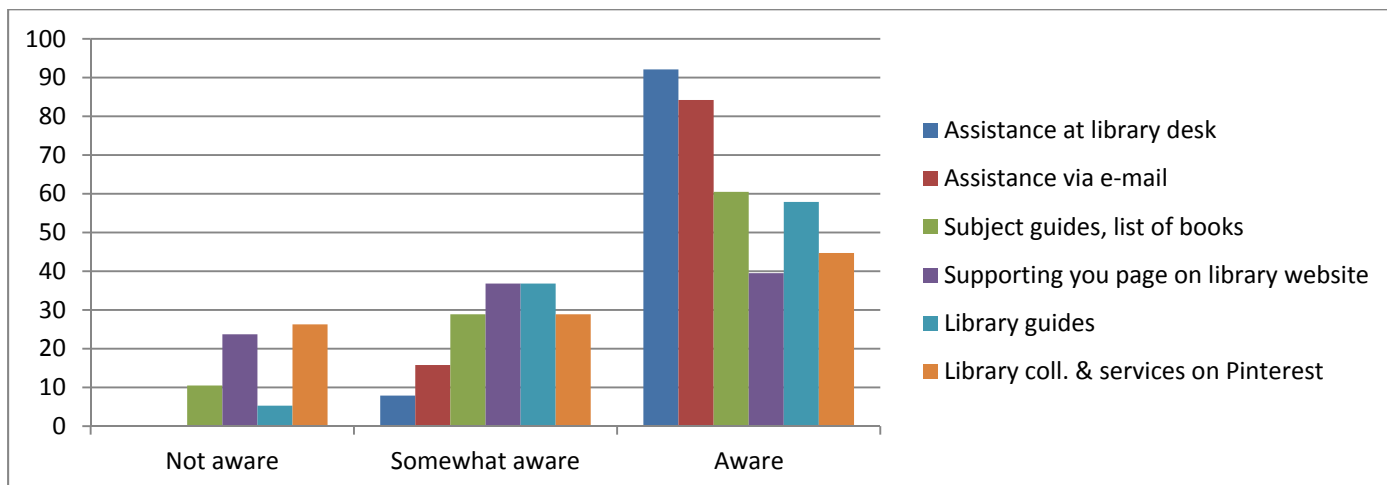
A big majority chose **by e-mail** as their first preferred method. The contact with staff is important because they appreciated the information provided during the **Library orientation** and want to get information from **the professors** during the classes.

On a routine basis, **e-mail** is the preferred method to receive Library **news** instead of social Medias or Library blog which were chosen by very small percentages of respondents.

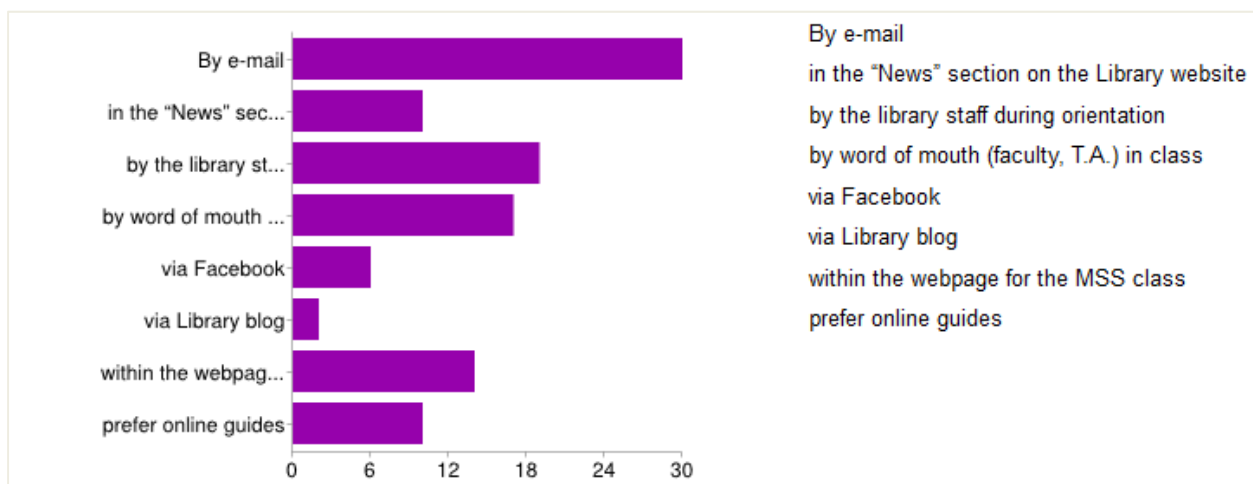
Graphic 7. Importance of librarian assistance



Graphic 8. Awareness of assistance



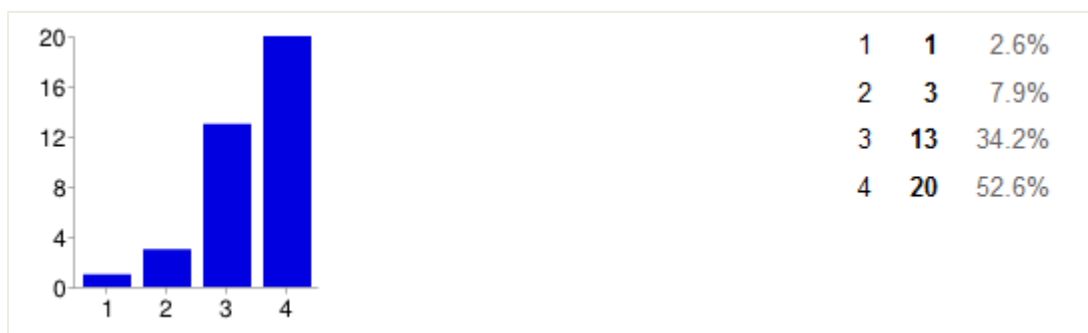
Graphic 9. Methods for being informed



Overall satisfaction with the services provided by the Library

Respondents were asked to rate their level of **overall satisfaction** with the services provided by the Library (graphic 10.). A very high percentage 86% of respondents expressed satisfaction with the library services overall.

Graphic 10. Overall satisfaction with services

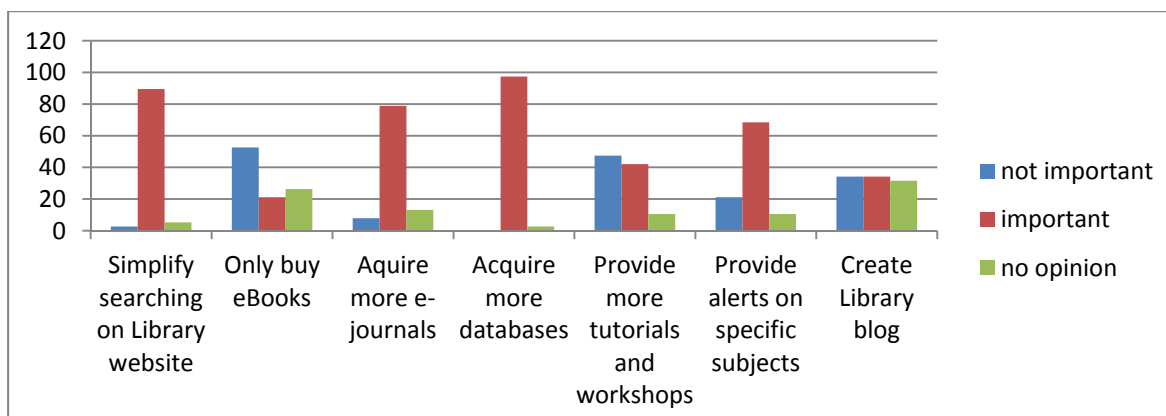


Improvements and innovations

Respondents were asked to rate how important it is for the Library to focus on specific improvements or innovations (graphic 11.).

Acquire more databases is seen by a clear majority as being important, followed by acquire more e-journals. Also assigned to important is **simplified searching on the Library website**. On the other end of the spectrum, **only buy eBooks** is not seen as particularly important.

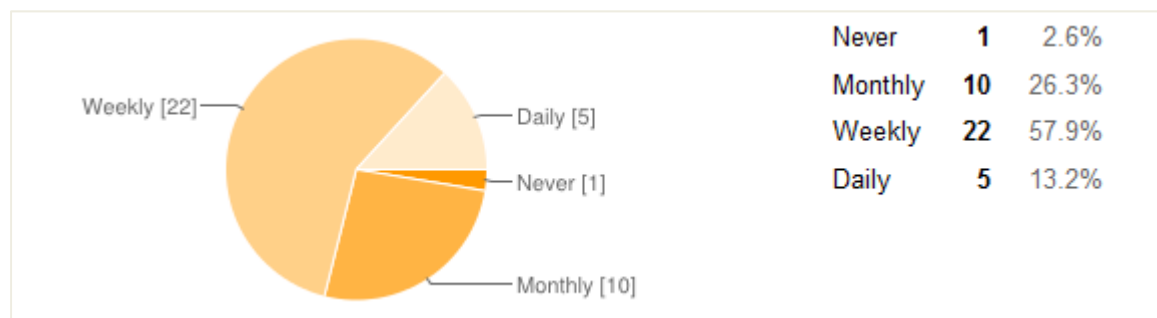
Graphic 11. Improvements and innovations



Library spaces

Respondents were asked to indicate **how often** they visit the library (graphic 12.).

Graphic 12. Frequency of visit to the library



Library and other study spaces within ISU campus

Respondents were asked to select their **favorite study places** within ISU campus and to rank them among their preferences (table 7.).

Overall, the **Library** seems to be their preferred space to study, followed by **empty classrooms** and **Computer Lab..** Ranked last in favorite study places are **CDF**, **student lounge** and **other spaces**.

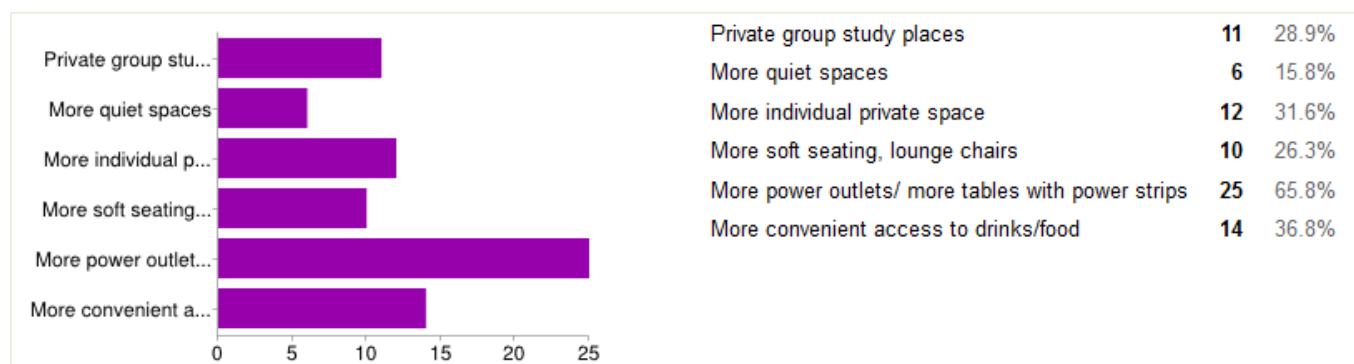
Table 7. Preferred study places at ISU

	space 1	space 2	space 3
Library	36,8	26,3	23,7
Computer Lab	13,2	13,2	23,7
TP rooms	5,3	10,5	10,5
Empty classrooms	23,7	26,3	7,9
CDF	5,3	13,2	7,9
Student lounge	7,9	7,9	10,5
Other space	7,9	2,6	15,8

Respondents were asked to select among a list of suggestions, the actions which they see as important to improve the library's physical spaces (graphic 13.).

We can note a demand to increase the number of **power outlets** (65%), think about the possibility to **eat/drink** in the library (36%) and increase the number of **study places** either for individual (31%) or group (28%) work.

Graphic 13.



Selected observations

Communication via social Medias about the Library collection and services reaches a small percentage of respondents. Library users prefer to interact with the Library via in-person or by e-mail. The use of social Medias seems to me more appropriate for reaching out alumni or to do external promotion.

In examining the results for 'top preferred place to study' more closely, about one third of the students appear to appreciate the environment of the Library, which equals to about 14 students. The other students seem to prefer other environments. Further investigations should be done to understand if equipment's are missing in the Library like more computers or more tables for example.

There is an expressed need to simplify the Library website, have a more reactive search tool and enable a better remote access to electronic products. This has to be studied further with analysis of need of the users along with a benchmarking study of other university Libraries' websites. ISU website being currently upgraded, it may be necessary to adapt the template for the Library.

Off-campus access is still confusing.

Increase e-resources like journals and databases are highly requested by the respondents.

Make Library study spaces more easily identifiable.

Reaction to survey was positive.

Use of main catalog

Electronic collections are highly used by students

E-journals are seen as important for research or coursework

Confusion about the purpose of print and online journals

Confusion about what an online database is and when to use it.

Printed books are essential resources to some students. Gaps in collection, update of some sections of the collection

Books seen as important for research or coursework

Segments of the collection remain hidden

Access issues and opening hours

Appendix Survey template

Library survey 2015

Please help the International Space University Library assess how well we currently meet your needs and in what areas we might be able to improve. In 2011, we undertook a similar survey, and the feedback received from those efforts resulted in many improvements to our collections, services and physical spaces.

We ask you to assist us again. THANK YOU.

The survey is completely voluntary. The survey has 18 questions and should take about 10-15 minutes to complete. If you have any questions or concerns about this survey, or the International Space university Library, please send an email to muriel.riester@isunet.edu

Information Resources

Q1. The following lists some of the collections currently provided by the Library. For each item listed below, please tell us and HOW IMPORTANT each collection is to you for your research or coursework.

	Not important	Somewhat important	Very important	No opinion
Books (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journals and magazine (print)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journals (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Past Team projects (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internship reports (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentaries, novels and movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abstract and citation databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2. If your answer was "Not important" for some resources, could you explain us why?

Q3. Were you AWARE of these collections prior to the survey?

	Now aware	Somewhat aware	Aware
Books (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journals and magazine (print)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journals (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Past Team projects (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internship reports (electronic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentaries, novels and movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Abstract and citation databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. Please indicate your overall SATISFACTION with the collections offered by the Library:

1 2 3 4

Very dissatisfied Very satisfied

Q4. For each of the following, do you prefer ELECTRONIC or PRINT?

	Strongly prefer electronic	Prefer electronic	Like both equally	Prefer print	Strongly prefer print
Fiction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journals and magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journal articles and papers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholarly books, textbooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. When using electronic resources, how often did you use these and, from which of the following LOCATIONS?

	Never	Les often than once a month	Monthly	Once a week	More often that once a week
I.S.U. Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elsewhere at I.S.U.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. The following lists some of the tools and methods for finding and obtaining library materials. For each item listed below, please tell us HOW IMPORTANT each tool or method is to you for your research or coursework.

	Not important	Somewhat important	Very important	No opinion
Library databases (e.g. Aerospace database, PubMed...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library main Catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List of journals on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject guides on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Finding information" page on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google or Google Scholar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other online tool (Amazon, lists of publications, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open source (open repositories, open journals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse through shelves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse the lists of "New acquisitions"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse the display of current journals in print in the Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. Were you AWARE of each tool or method prior to this survey?

	Not aware	Somewhat aware	Aware
Library databases (e.g. Aerospace database, PubMed...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library main Catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
List of journals on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject guides on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Finding information" page on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google or Google Scholar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other online tool (Amazon, lists of publications, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open source (open repositories, open journals)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse through shelves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse the lists of "New acquisitions"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse the display of current journals in print in the Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. What other suggestions do you have that would IMPROVE your ability to find and obtain library materials?

SERVICES

Q9. The following lists some of the services currently provided by the Library to assist you with your research. For each item, please tell us HOW IMPORTANT this service is to you for your research or coursework.

	Not important	Somewhat important	Very important	No opinion
Assistance from library staff at the information desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from library staff via e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject guides designed for specific collections, subjects or courses on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Supporting you" pages designed to describe resources by category of users on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library guides on how to use library search tools and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Library's collections and services on Pinterest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10. Were AWARE of these services prior to the survey?

	Not aware	Somewhat aware	Aware
Assistance from library staff at the information desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from library staff via e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject guides designed for specific collections, subjects or courses on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Supporting you" pages designed to describe resources by category of users on the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library guides on how to use library search tools and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Library's collections and services on Pinterest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q.11 Of the current and potential ways to INTERACT with library staff, how would you prefer to learn about ISU Library's services, resources, news, and activities?

- By e-mail
- in the "News" section on the Library website
- by the library staff during orientation
- by word of mouth (faculty, T.A.) in class
- via Facebook
- via Library blog
- within the webpage for the MSS class
- prefer online guides

Q12. Please indicate your overall SATISFACTION with the services offered by the Library:

1 2 3 4

Very dissatisfied Very satisfied

Q13. Which other services would you like the Library to offer you?

LIBRARY SPACES

Q14. How often did you VISIT the Library?

- Never
- Monthly
- Weekly
- Daily

Q15. Thinking more broadly about all the spaces in which you study, work or gather, which are the TOP three SPACES that you used most often?

	Library	Computer Lab	TP rooms	Empty classrooms	CDF	Student lounge	Other space
Space 1 (preferred)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space 3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16. Which IMPROVEMENTS would you suggest to the Library's physical spaces?

- Private group study places
- More quiet spaces
- More individual private space
- More soft seating, lounge chairs
- More power outlets/ more tables with power strips
- More convenient access to drinks/food

Q17. Other suggestions? Please specify

INNOVATIONS AND IMPROVEMENTS

This last section of the survey will help us prioritize for the future.

Q.18 The following are areas where the Library is considering innovations or improvements. Please indicate **HOW IMPORTANT** it is for the Library to focus on each of these areas.

	Not important	Important	No opinion
Simplify searching for information resources via the Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Only buy eBooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acquire more e-journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acquire more online academic and multidisciplinary databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more tutorials and workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide regular alerts on specific subjects (weekly, monthly)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create a blog to inform library users about tips information sources, search tools, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other suggestions? Please specify

What do you value MOST about the Library?

What would you like us to KNOW or THINK that we have not already asked?

THANK YOU!

What is your current ISU occupation?

- I am a student
- I am an alumni
- I am a faculty member

I want to be added into the lotery to win an iPod Shuffle (1st prize), an ISU Hoodi (2nd prize) or an ISU cap (3rd prize).

- Yes
- No

Surname:

Name:

e-mail: