

USER SATISFACTION SURVEY RESULTS  
 Fall 2004 and Spring 2005  
 " We Hear You"

Thank you for your valuable input via the Online User Satisfaction Survey. Your opinions and comments are important to us and will play an important role in the maintenance and improvement of library resources and services. The results of the Fall 2004 and Spring 2005 surveys are as follows:

Participants:

Freshmen:	17
Sophomores:	11
Juniors:	7
Seniors:	15
Students No Classification:	27
Graduate Students:	26
Faculty:	30
Staff:	13
Alumni:	1
Visitors:	1
Total:	148

Question 1: How satisfied are you with our Book Collection?

	Excellent	Very Good	Somewhat	Not Very	Not At All	N/A
Freshmen	17.6%	41.1%	29.4 %	0.0%	0.0%	11.7%
Sophomores	36.3%	0%	45.4%	9.0%	9.0%	0.0%
Juniors	0.0%	42.8%	57.1%	0.0%	0.0%	0.0%
Seniors	33.3%	13.3%	46.6%	0.0%	6.6%	0.0%
Students/NC	59.0%	14.8%	18.5%	3.7%	3.7%	0.0%
Grad. Students	38.4%	15.3%	15.3%	26.9%	0.0%	3.8%
Faculty	26.6%	20.0%	20.0%	13.3%	13.3%	6.6%
Staff	15.3%	38.4%	23.0%	0.0%	0.0%	23.0%
Alumni	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Visitors	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 2: How satisfied are you with our Periodical Collection?

	Excellent	Very Good	Somewhat	Not Very	Not At All	N/A
Freshmen	35.0%	29.4%	29.4%	0.0%	0.0%	5.8%
Sophomores	36.3%	0.0%	54.5%	9.0%	0.0%	0.0%
Juniors	0.0%	42.8%	57.1%	0.0%	0.0%	0.0%
Seniors	28.5%	7.1%	50.0%	0.0%	7.1%	7.1%
Students/NC	59.2%	22.2%	11.1%	7.4%	0.0%	0.0%
Grad. Students	34.6%	23.0%	19.2%	15.3%	3.8%	3.8%
Faculty	33.3%	23.3%	23.3%	10.0%	10.0%	0.0%
Staff	15.3%	53.8%	15.3%	15.3%	0.0%	0.0%
Alumni	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Visitors	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%







Question 15: How satisfied are you with our Staff?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	35.0%	35.0%	17.6%	11.7%	0.0%	0.0%
Sophomores	54.5%	27.2%	18.1%	0.0%	0.0%	0.0%
Juniors	14.2%	42.8%	28.5%	14.2%	0.0%	0.0%
Seniors	40.0%	20.0%	20.0%	0.0%	6.6%	0.0%
Students/NC	81.4%	7.4%	11.1%	0.0%	0.0%	0.0%
Grad. Students	61.5%	7.7%	15.3%	11.5%	3.8%	0.0%
Faculty	63.3%	6.6%	16.6%	6.6%	0.0%	6.6%
Staff	46.0%	53.8%	0.0%	0.0%	0.0%	0.0%
Alumni	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%
Visitors	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 16: How Often Do You Use the Library or Call for Information?

	Daily	Weekly	Monthly	Quarterly	Once A Year	N/A
Freshmen	17.6%	35.2%	23.5%	5.8%	5.8%	11.7%
Sophomores	27.2%	27.2%	36.3%	9.0%	0.0%	0.0%
Juniors	0.0%	62.5%	28.5%	14.2%	0.0%	0.0%
Seniors	35.7%	42.8%	21.4%	0.0%	0.0%	0.0%
Students/NC	66.6%	18.5%	3.7%	7.4%	3.7%	0.0%
Grad. Students	26.9%	42.2%	19.2%	7.7%	0.0%	3.8%
Faculty	26.6%	43.3%	16.6%	6.6%	3.3%	3.3%
Staff	15.3%	7.6%	23.0%	38.4%	0.0%	15.3%
Alumni	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Visitors	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%

Question 17: How Often Do You Ask A Librarian for Help?

	Daily	Weekly	Monthly	Quarterly	Once A Year	N/A
Freshmen	11.7%	11.7%	17.5%	17.6%	11.7%	29.4%
Sophomores	0.0%	27.2%	45.5%	0.0%	0.0%	27.2%
Juniors	0.0%	42.8%	28.5%	14.2%	0.0%	14.2%
Seniors	7.1%	60.0%	7.1%	13.3%	13.3%	0.0%
Students/NC	59.2%	14.8%	14.8%	7.4%	3.7%	0.0%
Grad. Students	15.3%	23.0%	34.6%	19.2%	11.5%	19.2%
Faculty	13.3%	16.6%	30.0%	13.3%	13.3%	13.3%
Staff	15.3%	0.0%	15.3%	38.4	15.3%	15.3%
Alumni	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Visitors	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Question 18: What Resources and Services Would You Like the Library to Offer?

	Freshmen	Sophomores	Juniors	Seniors	Students NC
Computers	9	9	4	8	3
Books	4	2	3	5	4
Newspapers	2	2	4	3	2
Staff	7	2	3	2	1
Print Periodicals	2	3	2	5	2
Microforms	0	1	1	4	1
Online Periodicals	2	2	2	2	0
Electronic Books	4	1	1	6	1
Online Databases	4	1	3	3	0

	Grad. Students	Faculty	Staff	Alumni	Visitors
Computers	5	6	3	0	0
Books	6	14	1	0	1
Newspapers	2	3	1	0	0
Staff	3	4	0	1	1
Print Periodicals	4	14	3	0	0
Microforms	2	0	0	0	0
Online Periodicals	12	20	6	0	0
Electronic Books	7	6	4	0	0
Online Databases	9	12	4	0	0

#### Rating of the Resources Requested by Users:

1. Computers - 32.1%
2. Online Periodicals - 31.5%
3. Books - 27.2%
4. Online Databases - 24.8%
5. Print Periodicals - 23.9%
6. Electronic Books - 20.5%
7. Staff - 15.6%
8. Newspapers - 13%
9. Microforms - 6.2%

#### Your comments and our responses:

##### 1. Collections:

###### Books:

“ Adding more books to the existing collection.” Student N/C Both Campuses

“Does the Tennessee State University Library have a section that houses books published by its faculty and staff? This would be good to encourage the TSU students to become aware of and read books published by our faculty and staff.” Student N/C main Campus

“ More Books” Sophomore Physics Main Campus

“ The number of chemistry textbooks and reference books available to students is terrible. Many books that, in my estimation, should be available to students of chemistry are not held in your library. Even copies of basic and applied textbooks are not available for student checkout. Online periodicals are reasonable but more chemistry journals should be added (Royal Society journals, etc.) SciFinder Scholar should be made available to students in the Library for research project searching.” Faculty Chemistry Main Campus

“ The library could use more physical holdings but the electronic resources and interlibrary loan make up for a lot of the shortcomings in the stacks.” Faculty Main Campus

“ The library could use more physical holdings but the electronic resources and interlibrary loan make up for a lot of the shortcomings in the stacks.” Faculty Main Campus

###### Responses:

Patrons can use the [Book Request](#) link from the new online catalog to request new titles, but it would be helpful to check the catalog first to make sure the books are not already in the collection. Even with ongoing weeding and shifting projects, the Brown-Daniel

Library is close to full capacity, which is another consideration in adding additional print volumes.

Electronic book collections are another viable option for patrons seeking additional titles in various subject areas, and can be accessed from both on and off campus after establishing required verification of current TSU status.

The Library's policy is not to purchase copies of textbooks required for courses currently being taught at the University. Journals not found in full text from databases, print, and/or microform formats after using the "journals" link under "Electronic Resources" can be recommended for purchase. The SciFinder Scholar license agreement does not provide multiuser access in a database format, but specific numbers via the current setup of software on designated workstations in the Chemistry building and the Library. Adding additional numbers of users/workstations also adds to the cost of SciFinder, which is already a very expensive product to maintain

#### Electronic Resources:

" Get more electronic access to journals." Faculty Main Campus

" More periodicals online, please ask staff in related fields of study." Staff  
Main Campus

Full text on-line... needs to be more available and less frustrating. Too many  
Full text articles dead end and aren't full text. " Graduate Student  
Psychology Main Campus

#### Responses:

Full text articles may "dead end" if not accessed through proper procedures, which will identify patrons as currently affiliated with TSU. This is especially the case from off-campus: you must go through the "Remote Access (Off-Campus) and set up your Library off-campus password, then go to the online databases link from that point instead of clicking directly on "Databases by Subject" or "Databases by Title". If you cannot set your remote access at that point, contact Colette Bradley ([cbradley@tnstate.edu](mailto:cbradley@tnstate.edu) ; 963-5489) for additional assistance.

Articles that only provide "linked full-text" as opposed to HTML or PDF full text will generally take you to the publication website, which may not recognize the University's subscription status and require personal payment or deny access.

## **2. Services:**

#### Off Campus Access:

" Set up a VPN so we can access services like 24x7 from off-campus." Staff  
Main Campus

"Login does not work sometimes to allow access to electronic journals, etc."  
Graduate Student Educational Administration and Supervision  
Main Campus

" Off-campus library needs much attention reference trying to access information online from the Library has been very difficult, i.e. constantly having to sign on again after sign in, more than three times to access the databases information." Junior Sociology  
Main Campus

#### Interlibrary Loan:

“About a week ago I sent an online request for interlibrary loan. I got no reply from library. Could you please notify requestor if you received the request?” Faculty Main Campus

“I am excited by Illiad. I hope to start using it soon.” Faculty Both Campuses

“ Interlibrary loans or requests for articles have never been successful. They have never called me back and told me the articles were there, and I did check a couple of times.” Graduate Student Psychology Main Campus

“ If ILL does not go through the student should be notified instead of just sitting around and not letting the student know.” Senior Psychology Main Campus

#### Photocopying:

“ It is ridiculous that it is so difficult to make photocopies in the main library... There is one machine that accepts coins, and only quarters at that, or you may have to submit a dollar that the other machine may or may not accept. Fortunately, students have access to a wide variety of electronic databases and other resources and can rely on them instead.” Graduate Student Med in NELB Main Campus

“ We should improve the copying services. I am frequently hindered by the condition of the copiers and the card machine. The staff does not seem to know what to do for customers (students) when they need help.” Graduate Student Educational Administration and Supervision Main Campus

#### Responses:

The photocopiers for public use have been upgraded, but users continue to need assistance due to a less user-friendly design of tabs/buttons/displays. Signs have been posted advising users to ask for help BEFORE attempting to make copies, and the vendor has been asked about changing the copy settings.

Additional machines with multiple capabilities (bills, coins, and cards) can be requested; the cash to card machine is regulated by the University business office, and problems are referred to that area.

#### Library Orientation:

“ We need some type of library orientation class for Graduates-especially those who did not complete their Undergraduate degree here at TSU- I set in on a Freshmen orientation class and the information was extremely helpful, I just wish I had known it when I first got here. I could have saved a lot of time.” Graduate Student Psychology Main Campus

“ The presentation that Mitchell Chamberlain does for the graduate research class is very helpful. The presentation lets you know exactly what the university has (especially online) and how to access electronic periodicals, etc. Thanks.” Graduate Student Speech Pathology and Audiology

#### Responses

The library presents an overview of library resources and services at the graduate school orientation meeting at the beginning of the fall semester each year. Professors of graduate classes can also request library orientation by calling 963-5201 or contacting Fletcher Moon, head of the library reference department directly ([fmooon@tstate.edu](mailto:fmooon@tstate.edu) or 963-5205).

Orientation materials are also available online from the library website: click on "Services", then "Library Orientation" to see links to several PowerPoint presentations on library resources and services in various subject areas. On the same page are also some Information Literacy presentations, which cover selected subject areas in greater detail.

#### Computers:

"Get more computers." Junior Education Both Campuses

"It would be nice if there were more computers." Graduate Student Med in NELB Main Campus

"The main campus library is in desperate need of more computers. When mid-terms and finals arise there are not enough computers to go around for everyone who is really in need of using one." Sophomore Elementary Education Main Campus

#### New Books:

"A bi-annual update on new requisitions according to subject would be nice." Faculty Main Campus

#### Book Orders:

"Notify us when the books we order come in." Faculty Both Campuses Staff:

"Your staff has been extremely helpful-please keep up the great work." Faculty Main Campus

"I've found the staff to be very helpful and am certainly appreciative of that." Graduate Student Med in NELB Main Campus

#### Moving Collections:

"Please strongly consider moving all the books and periodicals having to do with Speech Pathology and Audiology to the Avon Williams campus Library." Graduate Student Speech Pathology and Audiology Avon Williams Campus

#### Printing:

"Allow at least 20 pages of an article to print at one time as apposed to 9-10 pages." Graduate Student Public Affairs Williams Campus

#### Responses:

The current limit was set by TSU Communication and Information Technologies area (CIT/computer center) in an effort to reduce paper waste. The Library does not have authorization to increase the limit.

#### Off-Campus Sites:

"Several of my grad classes have been at the Avon Williams Campus and the Vol State Campus. At the Vol State Campus, the resources are past substandard. When you are at the graduate level, you MUST have access to the current and helpful resources. I understand volume and budget constraints, but it has been a major challenge to research

while taking a course at Vol State. The few classes I've had at AW Campus, have'nt required research, at least extensive research." Graduate Student Curriculum and Instruction  
Both Campuses

Responses:

We already have off campus access to a large selection of peer-reviewed, scholarly academic journals online which are appropriate for graduate level research in education and other disciplines. if you are currently enrolled at TSU, you must click on the "Remote Access (Off Campus)" link under "Electronic Services" on the library homepage and set up your library off-campus password. If this works properly, you can then select online databases by title or subject (i.e., education), and search for academic resources related to concepts and/or research topics.

Problems with off-campus library access should be directed to Colette Bradley ([cbradley@tnstate.edu](mailto:cbradley@tnstate.edu) or 963-5489).

Books 24X7 requires an additional username/password setup which is confirmed via message to your designated e-mail address; we have asked the company if they can simplify the process, but there has been no change as of the present time.

Internet Connection for Laptops:

" Need setup for laptop to internet." Graduate Student Main Campus

Responses:

Several of the second floor study rooms have data ports which can be used for laptop connections; they are available on a first-come, first served basis. Wireless laptops with mobile technology (i.e., Centrino software) can be used anywhere in the library once the user verifies TSU status with CIT.

Environment:

" Stop allowing the library to be used as a social club. It is always noisy due to rude patrons. Librarians need to tell loud students to shut up." Senior English Main Campus

" Please monitor noise levels on all floors, it is very hard to concentrate during late hours." Senior Political Science Main Campus

" After mentioning it for a few years—I was very pleased to see that the lighting in the library has been improved. Thanks." Faculty Main Campus

Responses:

Evening staff are aware of these concerns, and try to regulate noise and inappropriate behavior. TSU Police/Security is called when patrons continue these actions after being given fair warning. Traffic in the main campus library has increased with the Williams Campus Library currently closed for renovations, yet our efforts will continue in this regard

Hours:

" The library hours have to be changed or at least upheld. The library is supposed to close at 11:45pm; however it closes at around 11:10pm, which is totally unfair." Senior English Main Campus

Responses:

Deviations from established closing times are not acceptable, and should be brought to the attention of library administrators and supervisors.

Staff:

“ Some librarians seem to be inefficient in their knowledge of what books are in the Library as well as which ones are on reserve. Also, they could be a bit more cheerful, if you will, when it comes to assisting the students (at times I feel unwelcome or as if they are unwilling to help.”

Senior Political Science Both Campuses

“ Your staff has been extremely helpful- please keep up the good work.”

Faculty Main Campus

“ The library could use more physical holdings but the electronic resources and interlibrary loan make up for a lot of the shortcomings in the stacks.” Faculty  
Main Campus

“ The AWC library needs upgrading ; structurally and staff wise.”

Graduate Student Public Administration Both Campuses

Kudos:

“ Everything was great.” Senior Health Care Administration and Planning  
Main Campus

“ Services are satisfactory.” Senior Interdisciplinary Studies Main Campus

“ You have made remarkable progress during the past 5 years. Just continue to move forward.” Faculty Main Campus

“ The Library has improved tremendously in the last few years. Sometimes I just like to come sit and enjoy.” Faculty Main Campus

“ Already providing excellent service to me here at AWC and Main.” Faculty  
Main Campus

“ The TSU Main Campus library is full with so much information and technology no one can complain about what they need because this library has it all.” Freshmen Biology  
Main Campus

“ You are all doing a great job and I thank you for everything.” Student  
Both Campuses

“ You all are doing a wonderful job.” Student Undecided Main Campus