University Libraries Assessment Report

2007-2009

Appendix F
Spring 2008 Mulford Library User Survey

Maria C. Melssen, Committee Chair

Jodi Jameson
David Remaklus
Christy Lloyd

April 28th, 2008
Appendix F

Survey Objective

The goals of the survey are to assess how UT Health Science Campus students utilize Mulford Library resources and services to complement their academic experience and to provide the library with information which will aid in future resource planning.

Methodology

To develop and conduct the survey, a survey committee was formed. Maria Melssen served as the committee chair with Jodi Jameson, Dave Remaklus, and Christy Lloyd as members. Below is an outline of the priorities of the spring 2008 library user survey set by the library survey committee members:

Established Spring 2008 Survey Priorities
a. Focusing on student input
b. Topic priorities
   i. Why students are not using the library
      1. Focus on why students are not coming to the library or not using the library online
         a. Are they studying else where?
         b. Are they using us online or not?
         c. Do they have assignments that require them to use the library?
   ii. How students are using the library
      1. What are they doing/using while they are here
   c. Utilize a prize drawing for motivation
      i. Raffle off five $20 gas cards

Sample

Committee members visited classrooms (with prior instructor permission) and distributed the survey to the following groups of students:

<table>
<thead>
<tr>
<th>Department/College</th>
<th>Total # Students Surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Medicine (2nd years)</td>
<td>82</td>
</tr>
<tr>
<td>College of Nursing</td>
<td>207</td>
</tr>
<tr>
<td>Physician Assistant Studies</td>
<td>30</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>46</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>37</td>
</tr>
</tbody>
</table>

Further details are available upon request.
Appendix F

Results

Question 1: Which of the following best describes how often you visit the library in person?

![Graph showing the distribution of responses for how often respondents visit the library in person.]

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>TOTAL</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>79</td>
<td>20%</td>
</tr>
<tr>
<td>Weekly</td>
<td>87</td>
<td>22%</td>
</tr>
<tr>
<td>Monthly</td>
<td>123</td>
<td>30%</td>
</tr>
<tr>
<td>Once or twice a year</td>
<td>100</td>
<td>25%</td>
</tr>
<tr>
<td>Do not visit</td>
<td>13</td>
<td>3%</td>
</tr>
</tbody>
</table>

Comparisons

![Graph showing comparisons of different groups for how often they visit the library in person.]

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Once or Twice a Year</th>
<th>Do not visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>CON</td>
<td>13%</td>
<td>20%</td>
<td>31%</td>
<td>31%</td>
<td>6%</td>
</tr>
<tr>
<td>OT</td>
<td>16%</td>
<td>27%</td>
<td>41%</td>
<td>16%</td>
<td>5%</td>
</tr>
<tr>
<td>PA</td>
<td>13%</td>
<td>30%</td>
<td>43%</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>PT</td>
<td>7%</td>
<td>24%</td>
<td>50%</td>
<td>20%</td>
<td>2%</td>
</tr>
<tr>
<td>COM 2</td>
<td>49%</td>
<td>20%</td>
<td>10%</td>
<td>21%</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Note: percentages may not add up to 100 due to rounding

Comments

mostly online
## Question 2: Why do you visit the library?

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>TOTAL</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>No response</td>
<td>7</td>
<td>2%</td>
</tr>
<tr>
<td>Study</td>
<td>303</td>
<td>75%</td>
</tr>
<tr>
<td>Use a computer for class work and assignments</td>
<td>228</td>
<td>57%</td>
</tr>
<tr>
<td>Use a computer for personal reasons</td>
<td>139</td>
<td>35%</td>
</tr>
<tr>
<td>Seek reference/research assistance</td>
<td>157</td>
<td>39%</td>
</tr>
<tr>
<td>Conduct research using library materials</td>
<td>148</td>
<td>37%</td>
</tr>
<tr>
<td>Check out library materials</td>
<td>68</td>
<td>17%</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
<td>5%</td>
</tr>
</tbody>
</table>

### Comments
- print off papers/notes
- make copies
- copy machine
- copy
- print off lectures
- print documents
- printing
- use the computers to print material for class
- print class notes
- printing & copying
- I don't
- I don't meetings
- use texts on reserve
- meet tutees
- laptop use, dry erase board use, printer use
Question 3: Do your class assignments require you to perform research in the library?

**Totals**

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>TOTAL</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>242</td>
<td>60%</td>
</tr>
<tr>
<td>No</td>
<td>156</td>
<td>39%</td>
</tr>
<tr>
<td>N/A</td>
<td>3</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Comparisons**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>CON</td>
<td>66%</td>
<td>33%</td>
<td>1%</td>
</tr>
<tr>
<td>OT</td>
<td>92%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>PA</td>
<td>63%</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>PT</td>
<td>61%</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>COM 2</td>
<td>30%</td>
<td>70%</td>
<td></td>
</tr>
</tbody>
</table>

*Note: percentages may not add up to 100 due to rounding*

**Comments**

last year nursing research did
CINAHL
CINAHL can be used off campus
seldom
online CINAHL
website
some
through internet
through internet
web access from home to library
sometimes
online
only for research class
use CINAHL on library website
can only do online
minimal
### Question 4: Where on campus do you study?

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>TOTAL</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mulford Library</td>
<td>274</td>
<td>68%</td>
</tr>
<tr>
<td>Mulford Café</td>
<td>30</td>
<td>7%</td>
</tr>
<tr>
<td>Collier Building</td>
<td>176</td>
<td>44%</td>
</tr>
<tr>
<td>Hospital Cafeteria</td>
<td>31</td>
<td>8%</td>
</tr>
<tr>
<td>Health Ed Building</td>
<td>80</td>
<td>20%</td>
</tr>
<tr>
<td>Outside the Bookstore</td>
<td>22</td>
<td>5%</td>
</tr>
<tr>
<td>I do not study on campus</td>
<td>96</td>
<td>24%</td>
</tr>
<tr>
<td>Other</td>
<td>37</td>
<td>9%</td>
</tr>
</tbody>
</table>

**Comments**

- HOME
- HOME
- Bowling Green
- Bowling Green campus
- home
- at home mainly
- home
- Bowling Green State University
- Bowling Green Jerome Library
- Bowling Green University Library
- BGSU library
- study at home
BGSU library
office
Home
U Toledo main campus library
[at the Mulford Library] when its not crowded
Beaners
home
lab rooms
any quite place
outside
home
study at home
undergrad lib
lab rooms; coffee/food area
Carlson Library
BGSU library (I'm a BG student)
Carlson Library
Home!
Bowling Green (Jermoe Lib)
home
home
outside cafeteria
group study rooms
at my apartment
outside in the grass on the tables
Carlson on main campus
Main campus: Carlson library
Question 5: Which of the following best describes how often you visit the library's website?

**Totals**

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>TOTAL</th>
<th>PERCENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>51</td>
<td>13%</td>
</tr>
<tr>
<td>Weekly</td>
<td>105</td>
<td>26%</td>
</tr>
<tr>
<td>Monthly</td>
<td>148</td>
<td>37%</td>
</tr>
<tr>
<td>Once or twice a year</td>
<td>81</td>
<td>20%</td>
</tr>
<tr>
<td>Do not visit</td>
<td>14</td>
<td>4%</td>
</tr>
</tbody>
</table>

**Comparisons**

<table>
<thead>
<tr>
<th></th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Once or Twice a Year</th>
<th>Do not visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>CON</td>
<td>2%</td>
<td>11%</td>
<td>50%</td>
<td>32%</td>
<td>4%</td>
</tr>
<tr>
<td>OT</td>
<td>33%</td>
<td>39%</td>
<td>28%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PA</td>
<td>3%</td>
<td>27%</td>
<td>43%</td>
<td>20%</td>
<td>6%</td>
</tr>
<tr>
<td>PT</td>
<td>41%</td>
<td>50%</td>
<td>7%</td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>COM 2</td>
<td>17%</td>
<td>45%</td>
<td>24%</td>
<td>11%</td>
<td>2%</td>
</tr>
</tbody>
</table>

*Note: percentages may not add up to 100 due to rounding*

**Comments**

I use CINAHL off campus access
EJC access
when ever I need to do research for a project
to use reference materials
Question 6 (for College of Medicine Students): What would you find more beneficial: additional computer workstations or additional quiet study spaces?

<table>
<thead>
<tr>
<th>RESPONSE</th>
<th>TOTALS</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>For more computers</td>
<td>6</td>
<td>8%</td>
</tr>
<tr>
<td>For more quite study</td>
<td>70</td>
<td>92%</td>
</tr>
</tbody>
</table>

Please note that not all student respondents answered this question.
Recommendations Based on Report

The committee would like to make the following recommendations for consideration, based on the results of the survey:

- Consider purchasing online access to more resources rather than purchasing more books
- Re-examine the laptop lending policy (longer check out times, changing late fee structure)
- Examine library hours – see if there really are students here who want to study
- Talk to/survey faculty to see if they are generating assignments which require the use of library materials
- Possibly organize a focus group to see what students do and do not like about the webpage
- Consider allowing food in the library
- Inquire about heat and lighting changes
- If there are plans for an information commons:
  - Focus on study spaces (cubicles, rooms)
  - Provide a snack/coffee lounge
Appendix A
Final Draft of Survey

Enter to win a $20 Gas Card!!!

College/Department (circle response):
PA OT PT CON COM

Year of Study (circle response):
1st 2nd 3rd 4th BSN MSN

1. Which of the following best describes how often you visit the library in person?
   ___ Daily (more than once a week)
   ___ Weekly
   ___ Monthly
   ___ Once or twice a year
   ___ I do not visit the library in person

2. Why do you visit the library? (Choose all that apply)
   ___ Study
   ___ Use a computer for class work and assignments (word processing, WebCT, etc.)
   ___ Use a computer for personal reasons (to check email, surf the web, MySpace, FaceBook, etc.)
   ___ Seek reference/research assistance
   ___ Conduct research using library materials (articles, books, etc.)
   ___ Check out library materials (i.e. books, CDs)
   ___ Other:

3. Do your class assignments require you to perform research in the library? (Circle response)
   Yes      No

4. Where on campus do you study? (Choose all that are apply)
   ___ Mulford Library
   ___ Mulford Café
   ___ Collier Building
   ___ Hospital Cafeteria
   ___ Health Ed Building
   ___ Outside the bookstore
   ___ I do not study on campus
   ___ Other:

5. Which of the following best describes how often you visit the library’s website?
   ___ Daily (more than once a week)
Appendix F

___ Weekly
___ Monthly
___ Once or twice a year
___ I do not visit the library’s website

6. What services or resources would you like to see the library offer?

________________________________________________________________________

*Thank you for participating! Drawing will be held Thursday, April 10th. Winning numbers will be posted in the library and on the library’s blog [http://mulford.meduohio.edu/mblog/](http://mulford.meduohio.edu/mblog/)*
Appendix B
College of Medicine Survey

Enter to win a $20 Gas Card!!!
7. What services or resources would you like to see the library offer?

Thank you for participating! Drawing will be held Thursday, April 10th. Winning numbers will be posted in the library and on the library’s blog http://mulford.meduohio.edu/mblog/
Appendix C
General Comments

Food
food
coffee bar
vending machines
a mcdonalds or starbucks
I would like a shop and for the mulford café to become redone and cleaner
starbucks!
a karabu coffe or starbucks
Coffee shop
beverage station in library, reinstate eating
Coffee machine in library
Coffee
It would be nice to have a quite study area where food and drink are allowed
a coffee shop
Let us eat in the library since we are there 6-8 hours a day
bar and lounge
Allowed eating in library
Coffee! Vending Machines
food and drink (coffee machines; vending machines
Food and beverages
And a place to eat snacks maybe?
Snacks
concession stand
Vending machines
A coffee stand so you don't have to leave
food services
Café with food or drinks/coffee
food and coffee!
Lounge areas
Food
free coffee
allow you to eat

Study Space and Hours
more group study rooms
More group study rooms and later hours! We need more study time especially when
classes get out at 8pm
Do people in the evening hours who staff the library have a background well enough to
help late night students with database searching, ect? That would be nice to have after
hours
More study rooms! Definitely need longer hours of operation
More group study rooms
more study areas
More study spaces!! I have never seen a graduate college/university library where you consistently cannot get a place or spot to study. There are few, if any, other places to study on campus. More cubicles needed. Other study labs needed. I think it is sad that a prominent graduate/medical school does not have an adequate place to study for all of its students
More group study rooms
More study rooms
I think the library needs more table and study space for students. The tables get filled up easily during the week and especially during finals
A larger library with more study space
Later hours during exam weeks
During busy exam weeks a lot of times it's difficult to find a desk that's open. The rooms on the sides aren't sound proof so it can be distracting if a group is being loud
More study room
Computers in study rooms
Extended hours - open earlier than 10am on weekends and later than 7pm on Friday evenings
I would like to see more cubicles. There are plenty of open spaces, but we need more.
Also, hours need to be longer on Friday. It would be great if the library were open until 1-2am as well. Also, stay open on snow days and holidays
more cubicles!
individuals should not be allowed to take up a whole study room
more cubicles
individuals should not be able to use an entire study room
more cubicles
More quiet study areas with electrical outlets for laptops
Longer hours over the weekend, especially Fridays
more cubicles
open earlier on Saturdays
Rooms truly useful for group studying. Even if the rooms available for this now, the sound carries and it disrupts others
please add both [study space and more computers]
[study space] that allow food and have comfortable seats
More cubicles!
I have found the 6th floor study area very helpful; it has gotten me back into studying at the library!
More quiet study areas! Throughout the building and more cubes
I would like extended library hours
More space to study; specially more quiet spaces
Extended hours on weekends (Friday, Saturday, Sunday)
More private study areas.
extended hours on Friday!
Extend library hours
More single cubicles to study
Open all night would be VERY useful.
Late Hours
24 hr library hours
24 hour service
24 hour service
more personal cubicles
Open 24 hours like many college campuses
More private study rooms/areas; cubicles
more desks and more study rooms
More study rooms
More study areas
More individual study areas
better study areas
extended hours

Other Space
Areas where talking/discussing is ok, for group work/projects

Computers
laptop checkout
private enclosed area with computers for individual use
More computer labs/printers (especially Collier building)
More computer rooms in the Collier building
more computers spread around the building
More computers
More computers and printers

Resources
copy machines for free use by students, I don't know if they already have it or not
modules for board review (list of resources, etc.)
More up to date board review books
More online resources and access
also more ethics journals
More books for classes
More textbooks for check out
more internet stuff

Services
more research oriented things - maybe a program or weekly session where student can
come and ask questions/get help
Unlimited interlibrary loans
Better help with APA format.
More help learning APA format
enforcement of quite areas
Check out bones
Better article sharing btwn Carlson and Mulford (PDF available for Mulford and Carlson articles)
Note taking service
It would be nice to be able to check out computers for more than three hours. Also the fines for having a computer out for more than three hours are unfair
I think they try to make everything easy/user friendly but I still get confused w/ everything!
more help with CINAHL, it is confusing

Journals
More journals available online
more subscriptions to journals appropriate to our discipline
More updated journals
More online journals
Books/journal volumes from the depository should be allowed to come to Mulford
A listing of journals housed in the library
More OT professional journals
More OT related journals.
Earlier American Journal of OT (AJOT) resources for reference

Structural
more outlets on tables for laptop access
its always so cold in the group study rooms too, to the point that I leave and come to Collier.

Heat in the study rooms

clean couches to lounge and study quietly. Yours are outdated, stained and smell
I would appreciate outlets installed around the main tables on the second floor to plug in my laptop
Outlets for laptops at all tables would be great
More power outlets at study areas
WE NEED plugs at every table to use the laptops!
More plugs for laptops, the central tables don't have any plugs
To fix the lighting, it is very dim.
Working internet, better lighting
Some of the current study rooms (in particular on the right side of the building) are too cold.
keep library temperature warmer
Please heat the group study rooms. We freeze during group study sessions. Also new dry erase markers!!! Huge dry erase boards would be appreciated.
Please make the study group rooms warmer - they are always so cold. Also, please purchase new dry erase markers because most of them are dried out and don't work anymore. It would be AMAZING if the dry-erase boards were larger and more abundant. They are a great study tool for group study.
Technical/Online
- easier navigation of CINAHL website
- ohio link, I love this source and the knowledge the librarians have on CINAHL because I get confused on there
- online catalog
- OhioLINK is a great resource that the library offers.
- I love being able to access resources online. Adding more resources in that way would be great
- More online books
- More online books
- A more user-friendly interface for directly locating an article that you know the title, authors, year, journal, etc
- More availability for research articles - sometimes they are difficult to get
- UpToDate access from home
- UpToDate available off campus
- A multimedia station with image/video software (adobe and iMovie) for class projects
- Access to more of the articles on CINAHL :) so that we don't need to wait to wks to get the full article

MISC
- I don't use it much so it doesn't matter
- Working internet and students from other schools not taking our study spots
- A sign that says one person only on the door of the phone room

Satisfied
- none that they don't have already
- I don't have any suggestions
- services are acceptable
- I think things work well now
- I don't have any suggestions
- nothing - doing great
- no suggestions
- I am satisfied and like it how it is
- all services are good
- NA
- I appreciate everything the library does, thank you
- Nothing
- Think its good... Love the research assistance
- Nothing additional that I can think of at this time
- I have not had to do much research yet. I am sure I will have more input when I do my scholarly project
- I'm happy with the library services
- I think that the library is wonderful! Thanks!
- None
- None. I think the service is great
- So far so good!
None
none
none that I can think of
none
None library is great
can't think of any. Everything is provided that I need.
I really like how the library has added more outlets recently!
Keep up the good work!!!
I'm pleased with the library
Everything is there that I need
can't think of anything