

**WE LEAD  
DISCOVERY  
HUMBER LIBRARIES**

Humber Libraries Student Survey

January, 2016

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## Executive Summary

The Humber Libraries survey ran for 3 weeks in January, 2016. The survey was started by 5,802 students and completed by 4,788 students from all campuses, schools, semesters and credentials. Students answered questions and left comments on Library resources, services and spaces.

### *Overall Feedback*

Overall, students are very happy with the Libraries' resources and services: 81% of respondents were either satisfied or very satisfied with the Libraries' resources and services.

### *Library Resources*

- The Libraries' resources are well-known to students. Of all the resources we asked about (article databases/eResources, print books, the Discover search, program research guides, streaming video, the Library's video tutorials), all were known to over 84% of the survey respondents.
- The most well-used resources were the article databases/eResources, the Discover Search, the Libraries' collection of textbooks and the program research guides. The least heavily used resources (around 1 in 5 or 1 in 4 students do not use them) are print journals/magazines, eBooks, streaming videos and print books.
- Students show a high satisfaction level with all our resources: for each resource we asked about, between 64% and 77% of the students who used them were either satisfied or very satisfied with the resource

### *Library Services*

- Customer Service
  - Students are very happy with the service they receive at Humber Libraries. Over 75% of students agreed or strongly agreed with statements that Library staff are helpful, courteous, knowledgeable and responsive.
- Information Literacy presentations
  - The Humber librarians have visited a significant number of classes to deliver information literacy sessions: 22% of survey respondents said they had received a visit from a librarian in one of their classes in the last 6 months.
  - More significantly was what the students reported that they gained from the librarians' visit:
    - 90% agreed or strongly agreed that they were **more aware** of library resources than before the librarian's visit.
    - 90% agreed or strongly agreed that they were **more likely to use resources** both in the library and online as a result of what they learned from the librarian's presentation.

- 73% agreed or strongly agreed that they **did better on their assignment** as a result of what they learned from the librarian's presentation.

### ***Library Spaces***

- Use of space
  - Students most often use our spaces for studying, followed by using the computers, doing group work and using group study rooms.
- Noise in library spaces
  - Overall, students are quite comfortable with the level of noise in our spaces. In all spaces, over 60% of students say they are comfortable with the noise level, but they are most comfortable at the Lakeshore Library and least comfortable at the Lakeshore Learning Commons.
  - A significant (and vocal, as can be seen from the comments listed in the body and appendices of this report) number of students are uncomfortable with the noise. This number ranges from 8% at the Lakeshore Library to 12% at the North Library, the North Learning Commons and the Lakeshore Learning Commons.
- Key issues by space. Overall, the students are happy with our spaces (they are especially happy with the new spaces at the North and with the Orangeville Library) but there are some major areas of concern for the students. These areas of concern are listed below:
  - North Campus Library
    - Availability of computers – students are already finding it hard to get find a computer, especially at busy times. According to comments, students are frustrated when they can't find a computer but see other students using them for games and visiting social media sites
    - Availability of printers – students are frustrated with the long lines at the printers. According to the comments, the lines are caused by slow logins and unreliable machines.
  - North Campus Learning Commons
    - The complaints by students are the same as at the North Library – lack of computers and long lineups for printing. Compared to the North Campus Library, students are slightly less frustrated at the inability to find a computer and slightly more frustrated about the long lines for printing
  - Lakeshore Library
    - Both Lakeshore spaces face more complaints from students than the North spaces do
    - Lack of computers
    - Lack of group study rooms – students say that there are not enough group study rooms and that they book up very quickly
    - Lack of available seating – students believe that the Library is too small for the size of the Lakeshore campus
    - Lack of plugs for laptops

- Lakeshore Learning Commons
  - The Lakeshore Learning Commons received the most negative ratings from students
  - Lack of computers – students report that free computers are rarely available
  - Lack of seating – students find it hard to find a seat. A number of students complained about high school students taking up space in the Learning Commons
  - Lack of group study rooms - students say that there are not enough group study rooms and that they book up very quickly
  - Printer issues – students report long lines for the printers
  - Availability of plugs – students report that many of the plugs in the Lakeshore Learning Commons do not work

### ***Library Services and Resources by School***

- Satisfaction with our resources and services is generally high, but Continuing Education could be better served. This is based on a relatively small sample - 351 Continuing Education students responded to the survey.
  - Continuing Education students have the lowest rate of recognition for our electronic resources
  - Continuing Education students are least likely to have seen a librarian in their classes
  - Continuing Education students are among the least likely to have received help from Library staff

### ***Library Services and Resources by Credential***

- Students from the more academic credentials (degree students and post-graduate students) are being well-served by the Library
  - Degree students report being the heaviest users of our databases
  - Degree and post-graduate students are among the most satisfied with our article databases and eResources
  - The highest proportion of students reporting that a librarian had given a presentation in their classes were in the degree programs and post-graduate certificate programs.

### ***Outreach/Marketing***

- One key piece of information to come out of the survey was the students' desire to learn more about the Library. Many wished they had had an introduction to the Library in their first semester. Others mentioned that by taking this survey they had learned about Library resources and services that they didn't know about.