



Humber Libraries Student Survey

Executive Summary

2018

Sandra Herber,  
Assessment Librarian

## Executive Summary

The feedback from students on the Library Survey was overwhelmingly positive. As will be seen below, approval of and satisfaction with our services, spaces, and collections are most often at 80% and above. We conducted the survey in order to improve our offerings to students, so that is why this report will highlight student concerns, but it should be remembered that overall they are extremely happy with our services, resources, and spaces. Not only were the results in 2018 very positive, in most situations in which a statistically significant difference could be determined between the 2016 and 2018 surveys, satisfaction and approval had gone up. Only a very few areas showed a decline in satisfaction.

The survey was conducted in late January and early February, 2018. In all, 6,900 students started the survey and 5,059 completed it. Students from all campuses, all semesters, and all credentials answered the survey.

### Resources

- Awareness of our resources was high. 10% or fewer of the respondents claimed they did not know about the resources about which they were asked.
- The resources that were most used (self-reported) were the Discover Search, My Program Research Guides, and Article Databases.
- We asked questions about a series of individual resources. Satisfaction for these resources runs from 67% to 80% (this is a combination of those who were satisfied and very satisfied).
  - The most popular resources are the Discover search, the online study room booking form, and the article databases.
- There were statistically significant increases in satisfaction from 2016 with Discover, article databases, research guides, streaming videos, eBooks, print journals, print books, and textbooks.
- When asked about their overall satisfaction with all resources, a large majority (84.9%) were satisfied or very satisfied with our resources. Rates of dissatisfaction were extremely low.
  - The schools most satisfied with resources were LAS (87.3% were satisfied or very satisfied), followed by Health Sciences (85.6% were satisfied or very satisfied) and School of Social and Community Services (83.8% were satisfied or very satisfied).
  - Degree and postgrad students, whose programs have the most rigorous research requirements, have high satisfaction rates: 84.4% of degree students were satisfied or very satisfied with our resources (this was the highest rate for any credential), and 80.7% of postgrads felt the same.

### Library Services

#### *Staff*

- Students were asked about the assistance they had received in the Library in the last 6 months. The most popular services were as follows:
  - 34.3% of respondents had received IT assistance.
  - 33.3% of respondents had asked staff questions about borrowing.
  - 18.3% of respondents had received one-on-one research help.

- A relatively large number (650 students) said they had contacted their librarian directly for help.
- Students find the Library staff helpful, courteous, knowledgeable, and responsive. On average, 78.6% agree or strongly agree with these statements. Very few students disagree with these statements (on average, only 1.3% think that staff are not helpful, courteous, knowledgeable, or responsive).
- Two aspects of staff performance showed a statistically significant improvement from the 2016 survey: helpfulness and responsiveness.

### *Information Literacy*

- Students believe they have received significant benefit from information literacy (a librarian's visit to one of their classes). When students who have no opinion are removed, the resulting levels of agreement are as follows:
  - 90.4% of students who received IL agree or strongly agree that they are 'more aware of Library resources than I was before the librarian's visit to my class'.
  - 94.6% of students who received IL agree or strongly agree that they are 'more likely to use resources both in the Library and online as a result of what I learned from the librarian's presentation'.
  - 87.8% of students who received IL agree or strongly agree that they believe they 'did better on my assignments as a result of what I learned from the librarian's visit to my class'.

### **Library and Learning Commons Spaces**

- Most students are happy with our hours of operation. That is, 75.5% say they are satisfied or very satisfied with our hours.
- Students across all spaces are happiest with the atmosphere – the lighting and cleanliness – and the wifi. They are least satisfied with the availability of group study rooms (especially at Lakeshore Library), availability of desktop computers (especially at the North Library), availability of seating (especially at the Lakeshore Learning Commons), and lack of plugs (especially at the Lakeshore Learning Commons).
- Students are comfortable with the noise levels in the two Library spaces, most especially at Lakeshore. 81.7% of respondents who use the Lakeshore Library are comfortable or very comfortable with the level of noise in the space. That drops down to 71.3% for the North Library, 66.1% for the North Learning Commons. The space where students are least comfortable with the noise (though not by much) is the Lakeshore Learning Commons at 65.6%.
- Our new technology lending programs (laptops, portable plugs, and chargers) are well-used and well-appreciated.
- There have been some statistically significant improvements in satisfaction with our spaces, especially at Lakeshore, with just a few instances of declining satisfaction as outlined below:
  - North Campus Library showed improved satisfaction with silent study spaces, desktop computer availability, availability of printers, and availability of study carrels. These were historically low-scoring aspects for the Library and they remain low, but there is some improvement since 2016.

- North Campus Learning Commons showed statistically significant improvements in satisfaction with the ease of wireless access, availability of printers, and the comfort with the level of noise. Satisfaction decreased with the availability of seating and the cleanliness.
- There has been a statistically significant improvement in student satisfaction with all aspects of the Lakeshore campus Library. The most significant improvements are the availability of seating, silent study space, desktop computers, outlets, wireless, and printers. There has been a statistically significant improvement in students' comfort with the noise level at the Lakeshore Campus Library.
- There has been a statistically significant improvement in satisfaction on all aspects of the Lakeshore Commons space. The largest increases in satisfaction are the availability of desktop computers and the availability of printers

### **Outreach**

In many comments and especially on the final question, which asked for further feedback, students indicated that there were many services that we offer that they did not know about. The survey acted as a kind of marketing tool to inform them about the availability of these services but students seem eager to learn about all that we have to offer. The results of the survey are a call to continue the marketing/outreach we are already doing, but also to look for as many new opportunities to increase student awareness as we can.