

## Humber Libraries Student Survey: Executive Summary 2020

Over seven thousand students (7,154) started the Libraries' 2020 Student Survey and 4,002 completed it. As in previous years, students' feedback was overwhelmingly positive.

The help students most often received from library staff was IT assistance (46%) and help with borrowing resources (37%). As well, over 800 students (15% of respondents) said they had contacted their librarian directly for help.

Library staff were deemed to be helpful, courteous, knowledgeable and responsive. Of those who had an opinion, over 98.5% agreed or strongly agreed with each these statements. When compared to the 2016 and 2018 surveys, the mean ratings of staff on all these qualities have gone up on every survey.

Over a third of respondents said a librarian had come into one or more of their classes. Those students were asked about their experiences and when those with no opinion are removed, 92.5% agreed or strongly agreed that they were more aware of library resources after the librarian's visit, 95.6% agreed or strongly agreed that they were more likely to use library resources after the librarian's visit and 90.2% agreed or strongly agreed that they did better on their assignments as a result of what they learned during the librarian's visit. The mean rating of agreement with each of these statements had gone up in every survey we have done (2016, 2018 and 2020).

For the first time, five common questions about use of space, research help, non-research help, and the Idea Lab were included on both the Humber Libraries Student Survey and the University of Guelph-Humber Library Services Student Survey. The results show that Humber North students and UofGH students overwhelmingly prefer to use their own institutions' spaces and services. However, of those who 'cross the bridge', it is much more likely UofGH students will use Humber spaces and services than Humber students will use UofGH spaces and services. In fact, UofGH students use Humber spaces/services at twice (or more) the rate that Humber students use UofGH spaces/services. The larger number of FTE at Humber, however, means that in absolute terms there are more Humber students using UofGH spaces/services than the reverse. Both Humber and UofGH students showed interest in using the IdeaLab, in particular the 3D printers.

Students were asked about their satisfaction with our five campus spaces. Orangeville Library received the highest overall average rating (on average 75.9% rate all aspects of the space as excellent or good), but satisfaction with our other spaces is lower. Satisfaction was highest at the Lakeshore Library (68.8%), followed the North Learning Commons (63.4%), and the North Library (62.4%). The Lakeshore Learning Commons has the lowest satisfaction rating (on average 58.2% rate all aspects of the space as excellent or good).

The greatest concern for all students at all campuses is the lack of group study rooms: on average only 53.0% rate the availability of group study rooms as excellent or good. The ratings range from a high of 61.6% at the North Learning Commons to a low of 43.0% at the Lakeshore Learning Commons. The two other greatest areas of concern are the lack of seating (59.1% rated it as excellent or good) and lack of desktop computers (63.7% rated it as excellent or good). The lack of seating is most concerning to students at the Lakeshore Learning Commons (48.0% rate it excellent or good) and the lack of computers is most concerning at the North Learning Commons (53.6% rate it excellent or good).

Students were asked to give us feedback on the technology we lend and the response was overwhelmingly positive. Asked what other types of technology they would like to be able to borrow from the library, students requested tablets (19.8% of all comments), headphones (17.8%), laptop/tablet charging cables (8.2%), cameras/camcorders (4.6%) and usbs/hard drives (2.7%).

Overwhelmingly, students approve of our new borrowing and fines policies.

At the end of survey, we asked students about their overall satisfaction with our spaces, resources and services. When those with 'no opinion' are removed, 92.3% of respondents were satisfied or very satisfied with our spaces, 89.6% were satisfied or very satisfied with our resources and 91.2% were satisfied or very satisfied with our services.