Student Satisfaction with Poynter Library 2011/2012
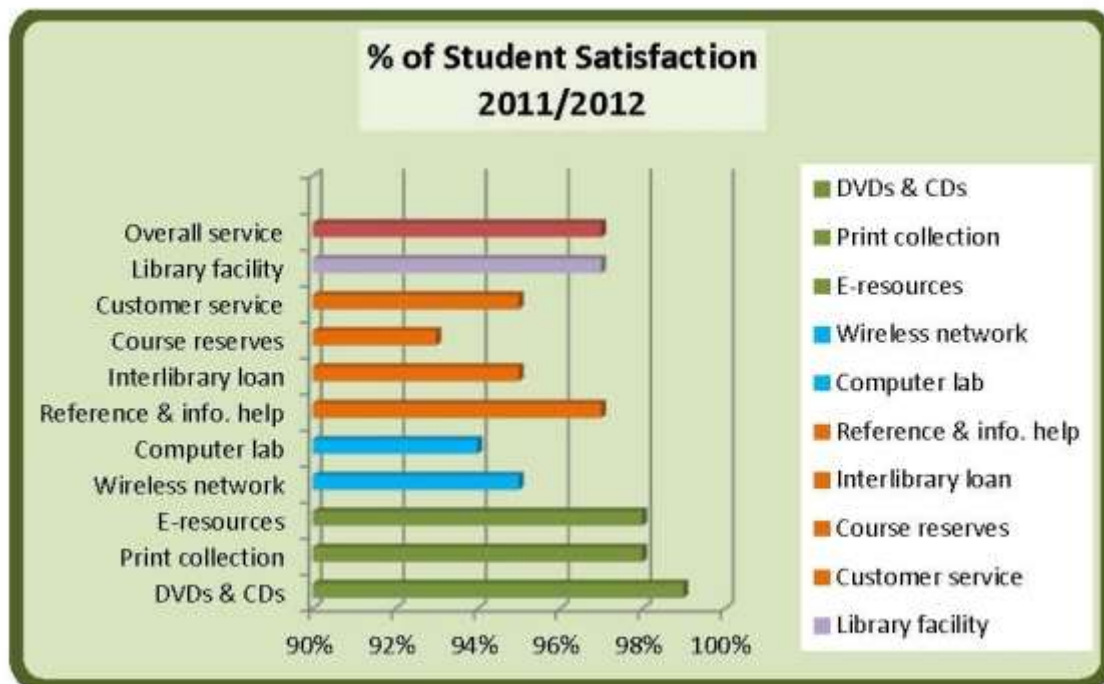
Posted on **July 24, 2012** by **Carol Hixson**
https://poynterdean.wordpress.com/2012/07/24/chart-of-student-satisfaction-with-poynter-library-20112012/

Note from March 2021: Some links in this posting may no longer function. To search for digital content previously available in the USFSP Digital Archive, visit the new repository at: https://digital.stpetersburg.usf.edu/. Search the USFSP Library and USFSP web sites, as well other secondary sites, if you encounter other links that no longer work.

Every year, the Library surveys students to find out how they think we're doing. Are we helping them study and do their research? Are we providing a good place for them to work together or alone, or just hang out? The chart above shows the summary of their rankings for some of the major library services available to USFSP students at the Poynter Library. In addition to ranking facilities, collections, and services, students were asked about their perceptions on how the USFSP library contributed to their academic development. Specifically,

- 84% of the students state that the library contributed to their ability to obtain and effectively use information for problem solving
- 76% thought that the library helped them develop critical and analytical abilities
- 82% thought that the library helped them develop the ability to distinguish scholarly from non-scholarly resources
- 76% stated that the library helped them develop the ability to evaluate the quality of information from various media sources

Selected positive student comments:

- The staff in the library is great and very helpful.
- I use the library website all the time and really appreciate the resources offered.
- The access to computers is really great; there is always an open one to use.
- I really like the study places, study rooms that you can get; it allows for group members to be here and still communicate with each other above a whisper.
- Great place to get my work done with a great environment.
- Content is easily available and seems extensive.

- I have had good productive experiences every time I enter the library.
- All library services are easy to use and easily accessible.

Selected negative student comments:
- More study rooms.
- We need free printing, scanning, and longer hours to accommodate our commuter population.
- It would be better to have a coffee place and get more arm-chairs for individual readers.
- There should be a quiet computer area.
- Make library hours longer. The current hours are a joke for a college library; the min hour a library should close is 1am on a school night.
- Provide tutoring in the library for classes and have more tutoring hours.

We are so happy that the students overall are satisfied with the staff, the collections, and the facility. The negative comments are all about resources. Students need longer hours; they need free printing and photocopying; they need more services; they need more comfort and convenience. The Library faculty and staff agree – students do need more! And we would love to give you more of what YOU need. But WE need your help.

In the past few years, our ability to meet student needs has become more challenging. Specifically,
- Enrollment has gone up 19.6% in the last 4 years
- Traffic into the library has increased 29.6% in last 5 years, outstripping the increase in enrollment
- Circulation activity has increased 5% in last 5 years
- The number of library instruction sessions offered by librarians increased 70% in last 5 years

Yet, in the face of the growing demand for library services, permanent library staffing has *declined* 13.6%. We are stretched very thin — too thin to be able to give you all the help and resources you need. Our budget has been cut and we are able to make additions to the Library only by tapping into donations through the USF Foundation.

I would love to hear from students on how we can work together to increase the funding for resources, facilities and staffing so we can continue to give you what you need and want from your library.