

**Undergraduate Student Survey Summary**  
**University of Illinois Library at Urbana-Champaign**  
**Spring 2005**

**Results**

<http://rama.grainger.uiuc.edu/undsurvey/analysis/>

**Preamble**

The undergraduate student survey was conducted in spring 2005. It is the first time this survey has been conducted by the University Library and was developed to further explore issues touched upon in the previous LibQUAL+ surveys and in the spring 2004 graduate and professional student survey. The survey is based on surveys conducted at the University of Washington and the spring 2004 graduate and professional student survey. The data from this survey are intended to help the University Library in planning and provide guidance and direction based on experiences and observations from approximately 5743 undergraduate students. The survey offers a broad look across the campus and libraries and will be shared with the campus community.

The Services Advisory Committee intends to survey undergraduate students every three years, with graduate and professional students and faculty as the survey populations in the alternate years. Feedback on questions and methods are welcomed to improve the survey in the future.

For each survey question, summary statistics and descriptive observations are provided below. The descriptive observations are from the Services Advisory Committee. With regard to the statistical information, care must be taken at all times in interpreting the data relative to a specific unit library. In many cases, the number of respondents indicating a given unit as their primary library is so small as to be statistically problematic. Also, care must be taken to interpret the results in light of the specific survey questions asked. Finally, note that the webpage presenting results for each question indicates the number of respondents who quit the survey before that question, showing a pattern of attrition.

How to Read this Summary: the format below is used consistently throughout the summary:

**The question number and the question as it is stated in the survey will be in bold.**

Annotations to the survey data will appear in normal typeface.

*Italics will be used to replicate (word for word) available choices in the survey.*

Quotations will appear around choices made on a gradient such as “Very Valuable” and “Least Valuable” or “Weekly” and “Monthly.”

Question-by-Question Explication

**1) Please indicate your class, major, and gender.**

There were approximately the same percentage of Sophomores, Juniors, and Seniors taking the survey (~22% each) and a slightly larger number of Freshmen (29.8%) with Fifth Year and other

students making up a total of 3.5%. Female students surveyed outnumbered male students in every class with 57.6% of all students surveyed being female. The percentage of students per major that participated decreased from a high of 8.2% of students that had Undecided majors. The top five were Psychology (6.4%), Molecular and Cellular Biology (4.5%), Accountancy (4.5%), Electrical Engineering (4.2%), and English (3.7%).

**1a) Please indicate your minor.**

In regard to the surveyed student's minors, 74.7% answered None Specified, N/A, or undecided. Of the remaining students, 3.8% were minoring in Spanish, 2.9% in Chemistry, 2.4% in Mathematics, and 2.0% in Business Administration.

**2a) Which services currently provided by the University Libraries do you find most valuable for your educational, research, and recreational needs?**

Overall, the services chosen as "Very Valuable" (a combination of responses to the two most valuable choices) were *Online article databases and indexes* (79.8%), *Online library book catalog* (79.0%), *Library Website* (78.8%) and *Email/Internet access* (78.6%). The services least valuable were *Library instruction, training, and teaching* (28.3%), *Chat and email reference help* (28.5%), *Current awareness services (e.g. Current Contents)* (29.0%), and *Tutorials on the Undergraduate Library homepage* (31.5%). It is also of interest to note how many people answered "not applicable" to certain questions because it raises questions on how students may not need, or be aware of that service. For instance, 30% answered "not applicable" for *ILL*, 31% for *Library instruction, training, and teaching*, 34% for *Tutorials on the Undergraduate Library homepage*, and 37% for *Chat and email reference help*. All of these trends continued fairly regularly from library to library and class to class with *Electronic reserves* and *Computer access* also showing high value in most cases.

**2b) Which services currently NOT provided by the University Libraries would you find most valuable for your educational, research, and recreational needs?**

Every proposed service listed was found to be "very valuable" (A combination of the two most valuable responses) with the majority of students surveyed, most valuable being *Scanners* (72.1%) and *Expanded wireless Internet access* (69.2%). The responses varied only slightly between libraries and classes.

No single service was considered to be not valuable by a majority of the surveyed students, with the possible exception of *Cell phone friendly areas* (50.6% considered them "very valuable"). It is a possible exception because people either saw it as invaluable or very valuable, but few in between. This dichotomy was echoed in the "comments" area where equal numbers of people said *Cell phone friendly areas* were a good idea as said they were a bad idea.

Note: Question 2 allowed students to write comments answering the question: *What would you like to be able to do in the Undergraduate Library that you can't do now?*

**3) Have you used the University Library's services or collections (either in-person or remotely) during this academic year?**

92.8% of the undergraduate students taking the survey used the library this academic year.

**4a) Since you haven't used the library this year please choose the reasons why.**

All 385 students who said they did not use the library this academic year chose at least one reason why. The majority (77.7%) chose *classes do not require library research*. There was also a next highest level of response was for *I'm just too busy with other things* (44.7%) and *I get all needed research materials from faculty or students* (23.1%).

**4b) How do you use the University libraries? Please mark the frequency for each type of use.**

Of all students surveyed, the average period for *visiting the library in person* and *accessing the library with a non-library computer* was about halfway between Monthly and Weekly. The period for *communicating with the library via phone/web/email* and *using the library on behalf of someone else* was almost, but not quite, quarterly. These trends followed for each year in school with only a slight increase in usage (<3%) toward the senior year. In some cases these trends fluctuated among majors, most notably some majors (such as Accountancy) use the library more in person whereas some majors (such as Political Science) use the library more from a non-library computer.

**5) Which University Libraries do you use on a regular basis?**

76.8% of undergraduate students surveyed *primarily* use one of four libraries: UGL (48.3%), Grainger (18.9%), ACES (4.9%), and the Main Stacks (4.7%). In regard to *other* libraries used, UGL, Grainger, ACES, and the Main Stacks are, again, used the most by students with the Education and Social Sciences Library and the Biology Library in a close fifth and sixth. It should be noted that these trends fluctuate only slightly regardless of class status.

**6) During evenings and weekends what services do you need in the library? (Check all that apply)**

As a whole, *Place to work* (84.8%) and *Computer access* (59.7%) were the most popular library services during the evenings and weekends, though the other services currently available by the library are used by between 27.7% and 48.7% of those surveyed. In other words, there is not a single available library service that is unused.

Note: Responses to this question can be filtered by primary library, as can the comments relating to the question. Therefore, individual librarians can view what patrons want from a specific library on the weekends and evenings.

**7) Why do you visit the University libraries in person? Mark how often you do the activities listed below in the primary library you use.**

As a whole, the only activities used (on average) monthly or more are *Individual Study/work* (73.1%), *Group Study/work* (62.2%), and *Use library computers* (56.2%). In addition to being the least used activity, *Review newly arrived items* was listed as “not applicable” by over 40% of students surveyed. Freshmen tend to use the library less than the overall average for *Group Study/work* and *Use library computers*, with an increase in tendency to use these services with increasing class level.

**8) What do you do when you use the University libraries from a remote location (campus office, computer lab or off-campus site)?**

The following are the most heavily used services, the average student uses each service approximately monthly. Here, the percentages reflect the amount of “weekly or more often” use: *Search the UIUC Online Library Catalog* (33.6%), *Search library-provided electronic article indexes* (30.8%), *Look for other full-text (e.g. reserves, reference works)* (29.1%), and *Look for full-text journal articles* (28.3%). Nearly all remote use of the library increases with an increase in class status.

**9) Has the use of library online information resources made you more or less likely to:**

Students surveyed were “more likely” to: *Be an efficient researcher* (60.5%), *Find books in the library that you need* (58.5%), *Find citations to articles that you need* (53.1%), and *Find other items (e.g. newspapers, documents, photos)* (46.7%). In all other areas the majority of students had no change to their library habits; in no area did the use of online resources have an adverse affect on the library use of the majority of students surveyed. There was no significant change in trends among different classes or libraries.

**10) Which of the following methods for learning about the UIUC Library have you experienced, and how useful was that experience?**

The majority of students surveyed tended to learn about the library from themselves (55.2%), an instructor (32.1%), a librarian (29.1%), or a friend (28.3%), though a significant amount also found talking librarians coming to one of their classes useful (21.7%). Probably the most important information that can be gleaned from this question is the amount that answered “not applicable” to different methods. For example, 75% of students responding “not applicable” regarding library workshop may imply that 75% may not need or be aware of library workshops.

Note: Comments regarding the “other” column can be viewed for this question. These comments, along with the raw data, could prove very useful to the Information Literacy department.

**11) Please indicate the importance of the information resources listed below, based on the primary library you use.**

The most important resources on average for the students surveyed were (starting with the highest response to “very important,” a combination of the two highest levels of importance):

*UIUC Online library catalog* (80.7%), *Journals (electronic full text)* (75.9%), *Books (print)* (75.2%), and *Article indexes and abstracts (electronic)* (68.1%). Over 40% of those surveyed found the following “not important” (in decreasing response to “very important”): *Foreign language materials* (26.7%), *Digital image collections (e.g. photographs)* (25.6%), and *Numerical data (e.g. GIS, genome, census)* (24.4%).

Note: Comments regarding “other” uses can be viewed for this question.

## **12) Please select the items you think the University Library should have as priorities during the next three years.**

Contrary to the Graduate Student Survey of 2004 which had three items (*Provide electronic access to current articles*, *Provide electronic access to older articles*, and *Deliver full-text documents to your computer*) listed as priority by two-thirds of the respondents, no single item for the Undergraduate Student Survey exceeds two-thirds. The six categories that a majority of undergraduate students view as priority are (in decreasing priority): *Deliver full-text documents to your computer*, *Add wireless computing capability and/or Ethernet jacks in libraries*, *Provide electronic access to current articles*, *Provide quiet study/work areas in libraries*, *Provide electronic access to books and reference tools*, and *Provide electronic access to older articles*.

Note: Comments regarding “other” priorities can be viewed for this question.

## **13) How satisfied are you with the University libraries?**

The majority of surveyed students are satisfied with the libraries. 86.1% are satisfied with *Library services*, 85.3% are satisfied with *Library collections*, and the *Overall University libraries satisfaction level* is 89.1%.

## **14) Additional comments on libraries.**

Of the 949 people who wrote in this question’s comments section, 397 (42%) of the comments were negative and the basis for this summary. The other 554 comments were comprised of answers such as “none,” “libraries are good,” or “I like books.” However, many of those 554 were very complimentary to the libraries and staff.

For the purposes of gleaning recommendations for change, this summary focuses on the negative comments. The 397 negative comments were broken down into four categories:

**Hours** (131 comments) – The majority of negative comments centered around the hours that libraries were open. The two most feasible suggestions were for the Undergrad and Grainger to stay open later on Friday and Saturday nights and open earlier on Saturday and Sunday mornings. There were many comments asking for at least one library to stay open 24 hours a day. Most of these comments came from patrons of Grainger, though most agreed that if one library stayed open 24 hours a day, it should be the UGL. In addition to UGL and Grainger, the ACES library also had many requests for longer hours.

**Website** (44 comments) –The comments regarding the website were divided almost exclusively between two topics: the catalog and full text material. Most were in regard to the library catalog and it being difficult to search. A considerable number of people said that there should be more full text resources online, both books and articles.

**UGL** (43 comments) – In addition to the complaints of the limited number of hours the UGL is open, there were many complaints regarding the UGL building itself and the layout within the building. Many of these complaints cited Grainger as the ideal that the UGL should hope to attain.

**Other** (179 comments) – The reason there exists an “other” category is because there was not enough information about any one topic as to make a suggestion; however, though there were a large number of topics within the “other” category, at least 90 % fall into the following subheadings (in decreasing order of comments):

- More Space for Group Work
- More and Better Wireless Network Capability
- Finding Books after Finding the Call Number (Including several people who claim that the book is not on the shelf despite saying “on shelf” in the catalog)
- A Larger Fiction Selection
- Better Cleanliness within the Library

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