



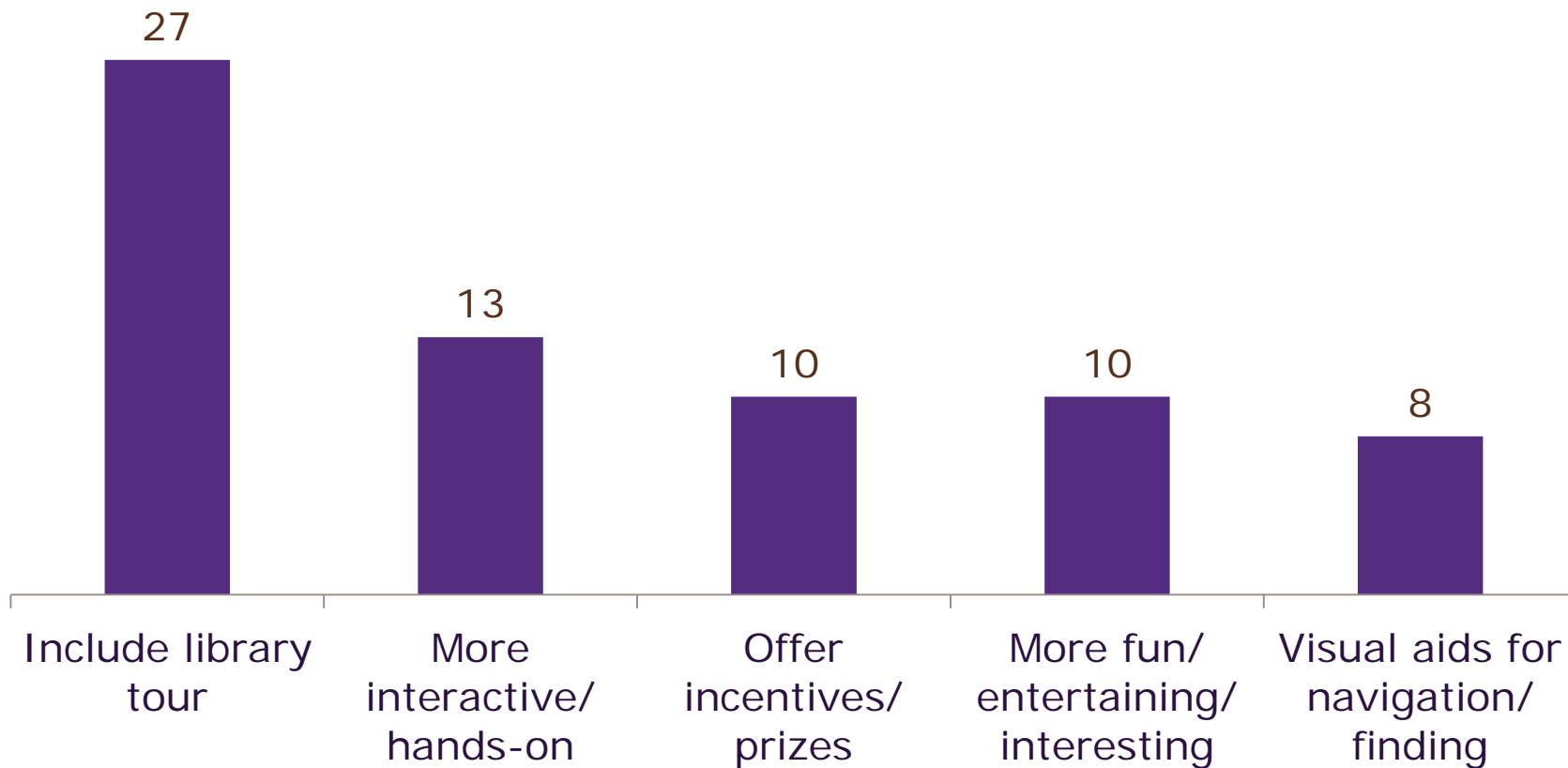
# Student Survey of Library Tutorials

Feedback from  
Fall 2013 Students

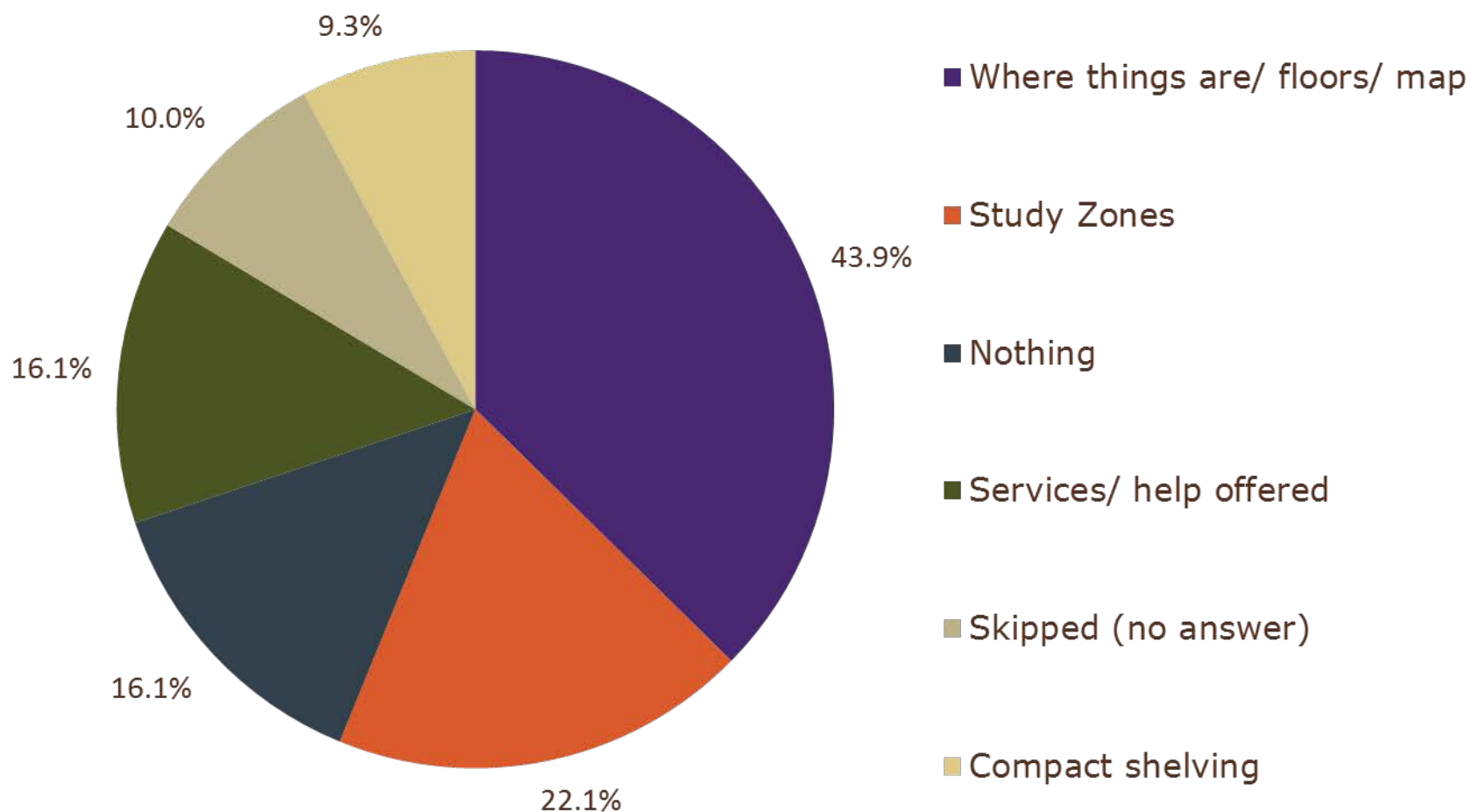
Diana Finkle

## 2013 RESULTS REMINDER:

Top 5 suggestions on how to improve the library introduction experience



## What do you remember about the library tutorials section of Clemson Connect (CU1000)?



Other common response types: resource awareness (7.1%), how to find a book (3.4%), and equipment awareness (2.5%).

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What do you remember about the library tutorials section of Clemson Connect (CU1000)?



For scale, "helpful" or "very helpful" appeared the most often (15).

What do you remember about the library tutorials section of Clemson Connect (CU1000)?



For scale, the most common responses appeared only twice.

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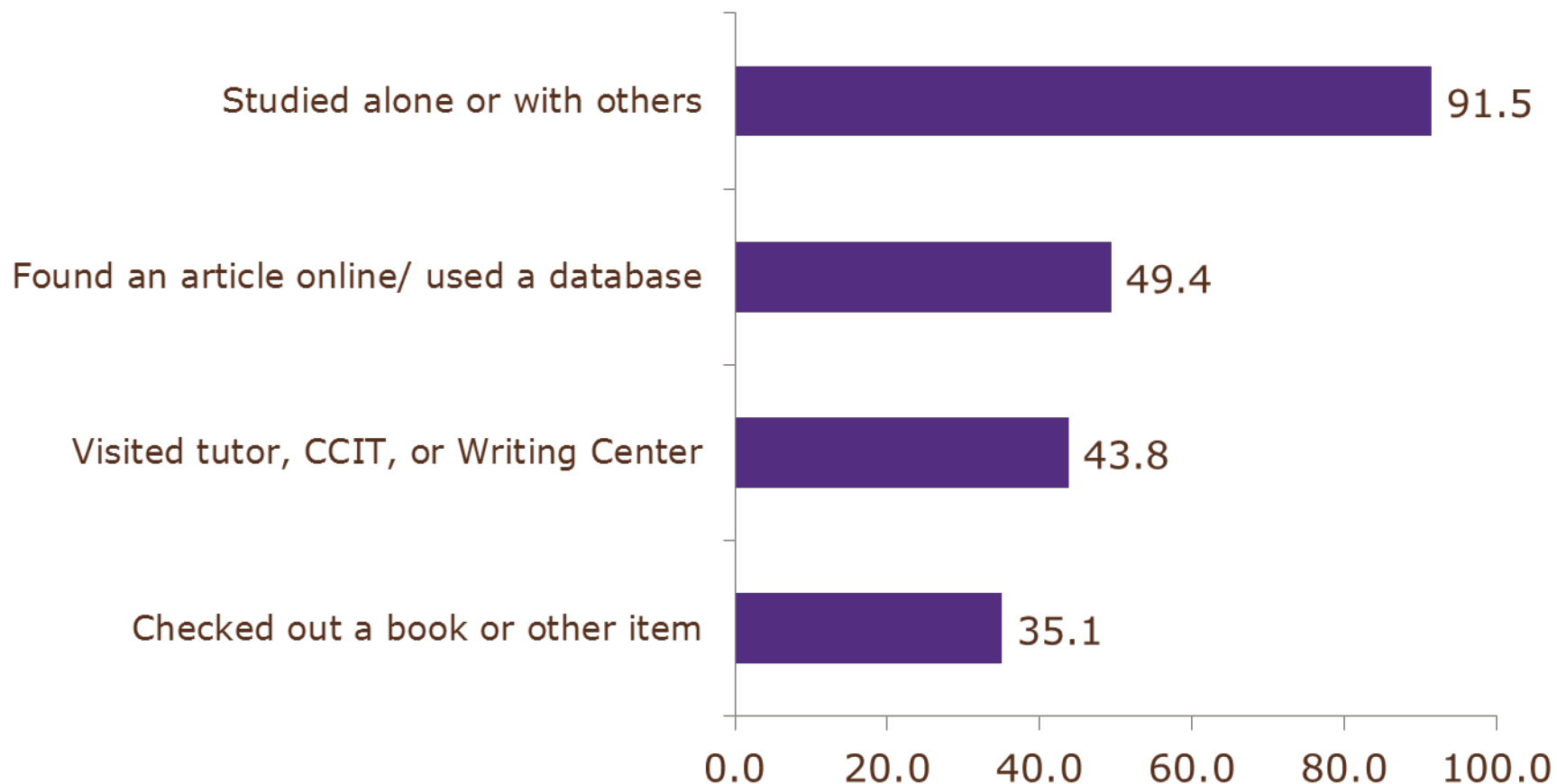
What do you remember about the library tutorials section of Clemson Connect (CU1000)?

Approximately 16%  
responded  
"very little" / "nothing"  
  
(or mentioned something not covered)

"They were kind of silly because there are signs telling you where stuff is and if you really need to know then you can ask, everyone is really nice."

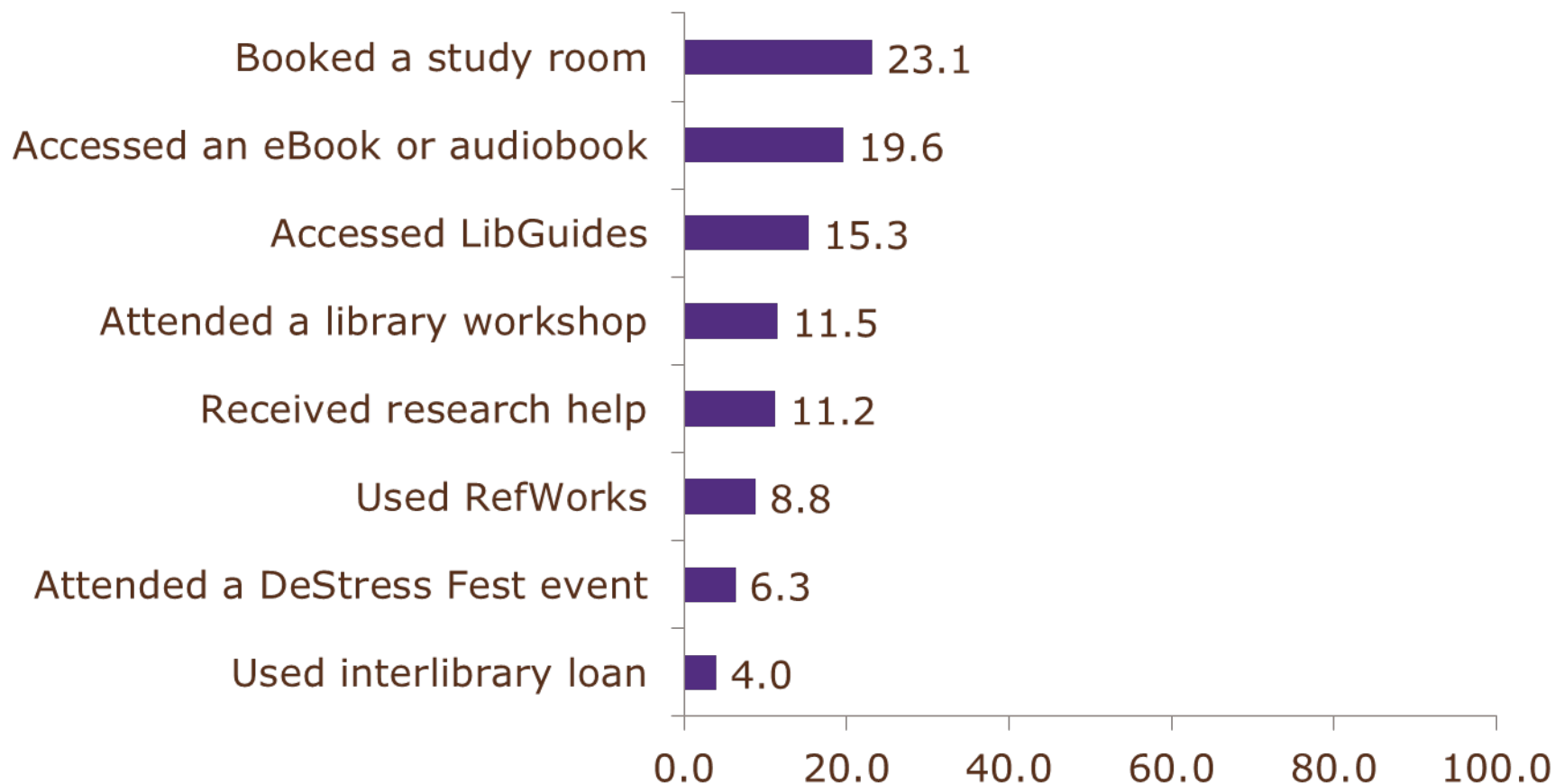
"Something about the shelves on the bottom floor are weird."

## How have you used the Clemson Libraries this semester?



Graph shows percentage of total respondents; some reported multiple methods of use.

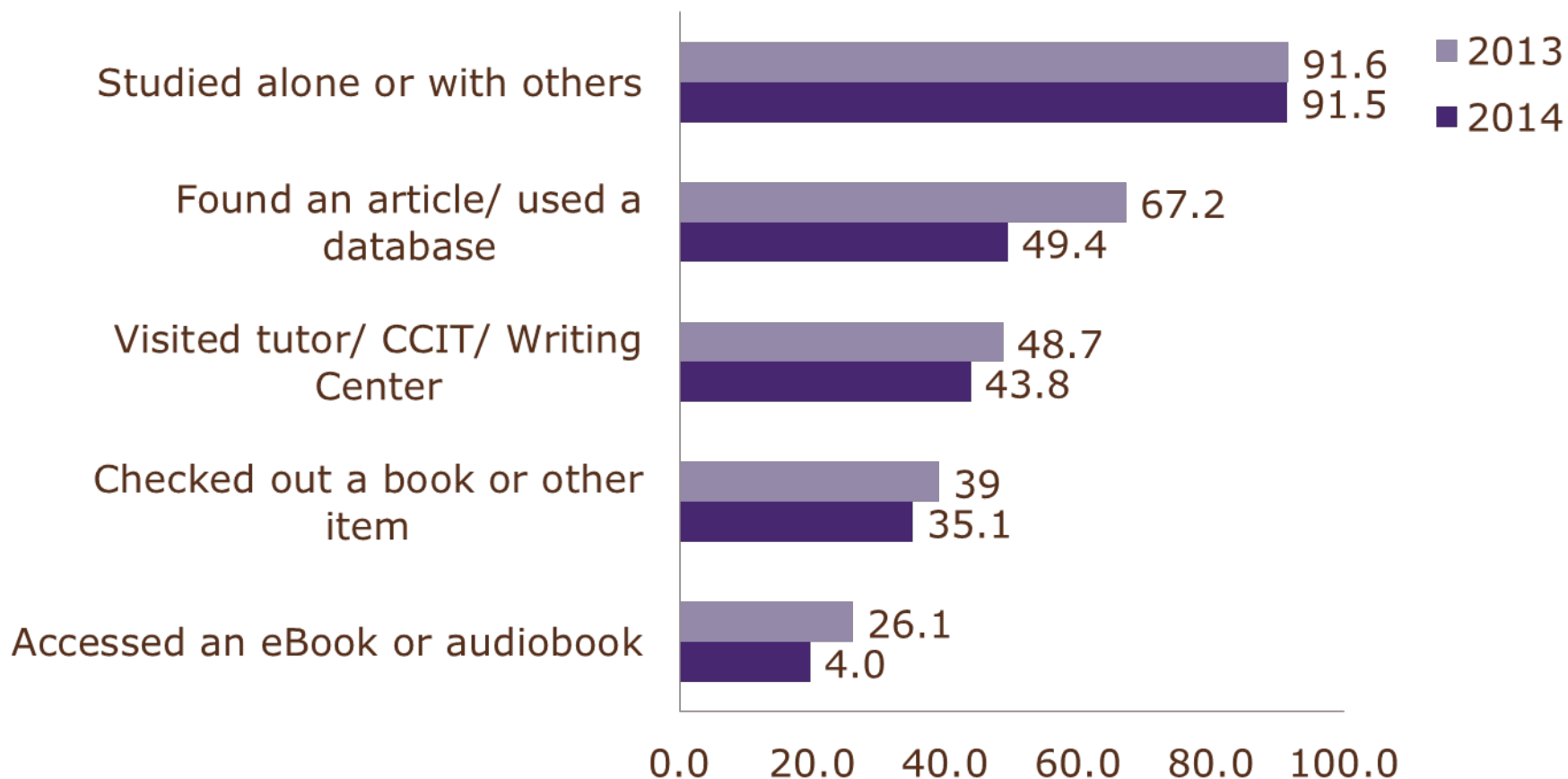
## How have you used the Clemson Libraries this semester?



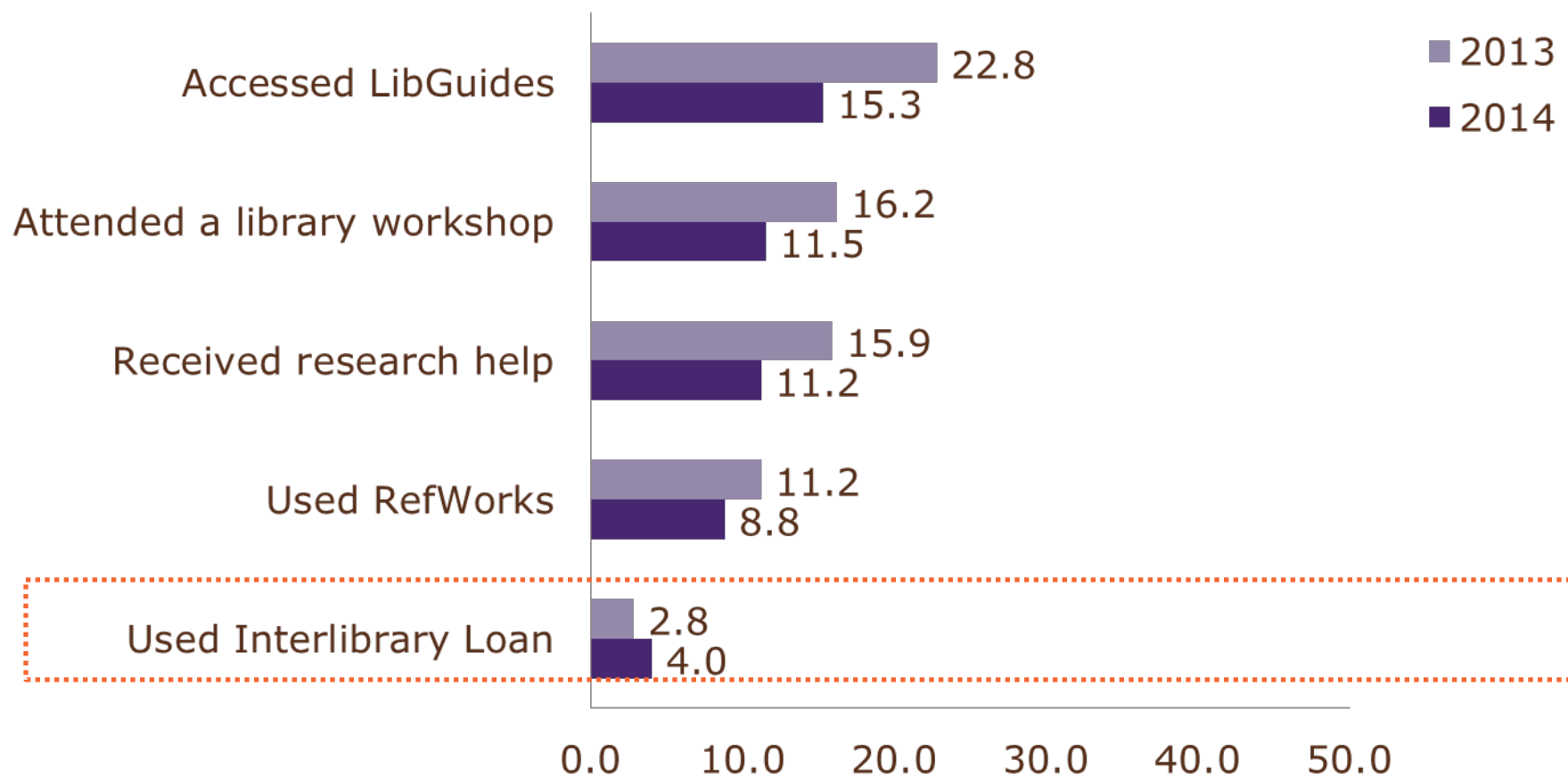
8.8% had also used Cooper Library in another way, such as copying/printing (13); project/ group work (6); or organizational meetings, computers, or getting coffee (4 each).



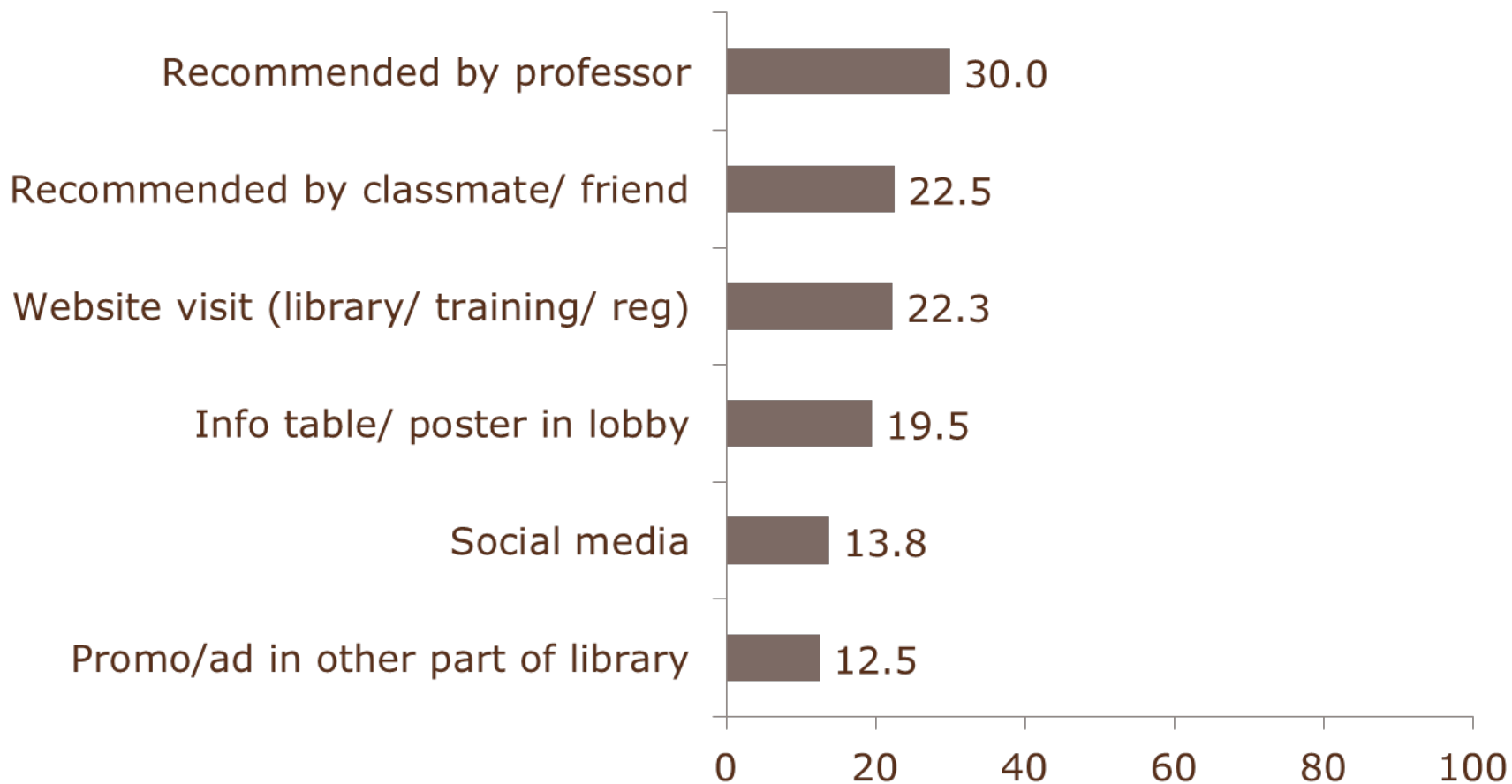
Usage: spring 2013 versus spring 2014



Usage: spring 2013 versus spring 2014

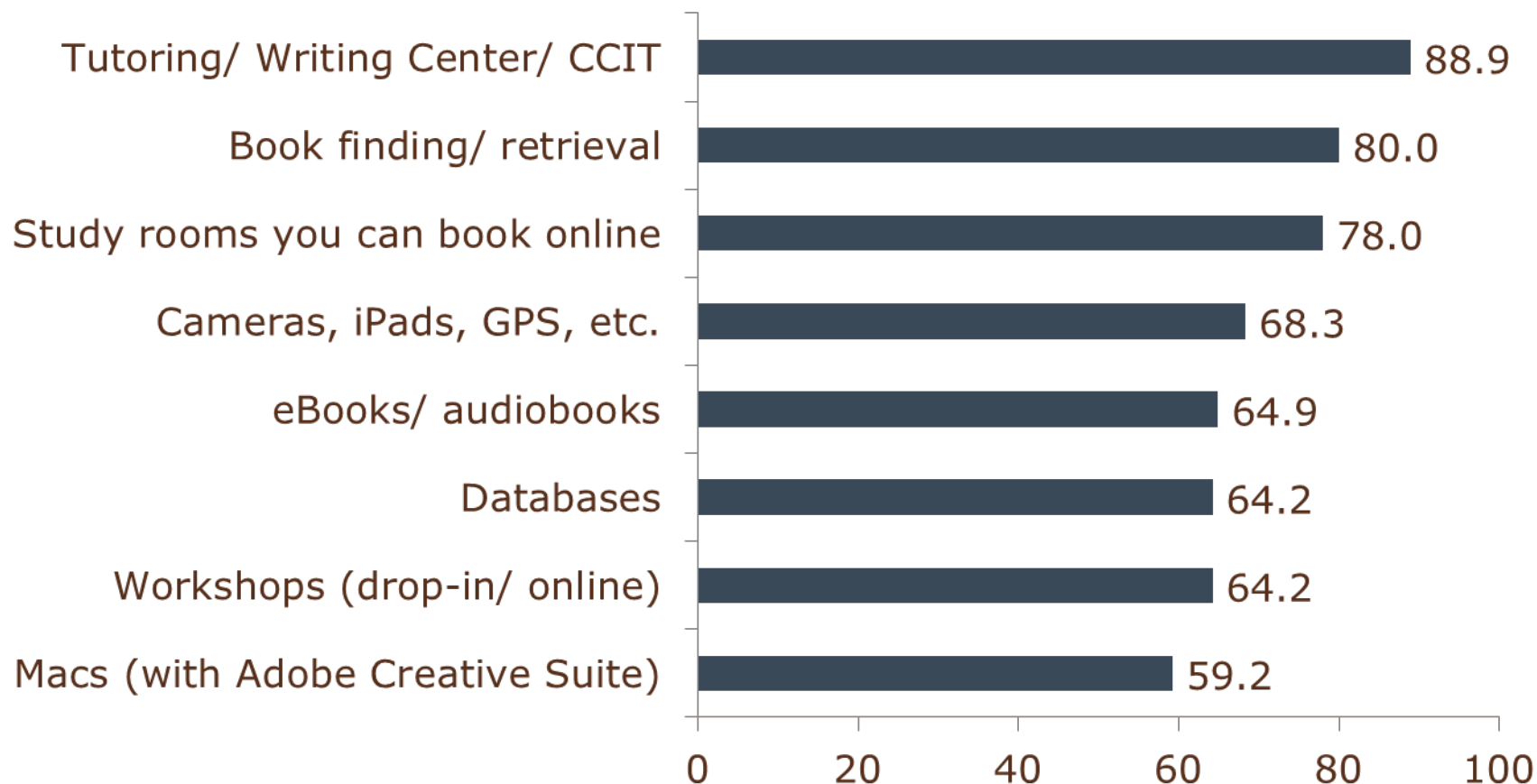


## How did you hear about the workshop or event you attended?



Other notable referral sources included class requirement/ extra credit (3.5%), email (1.8%), and CU1000 (1.5%).

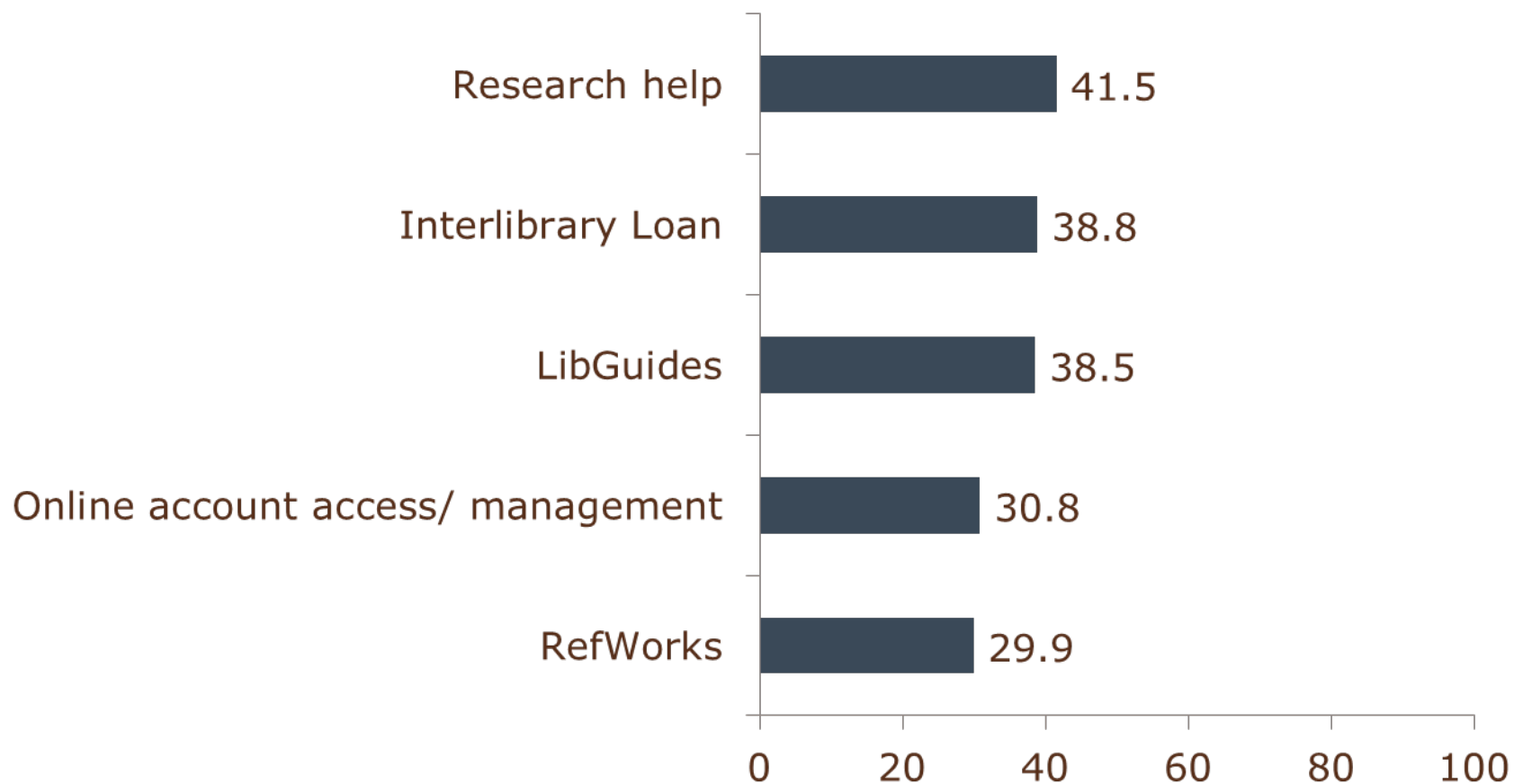
## Clemson Libraries services & resources with greater than 50% awareness



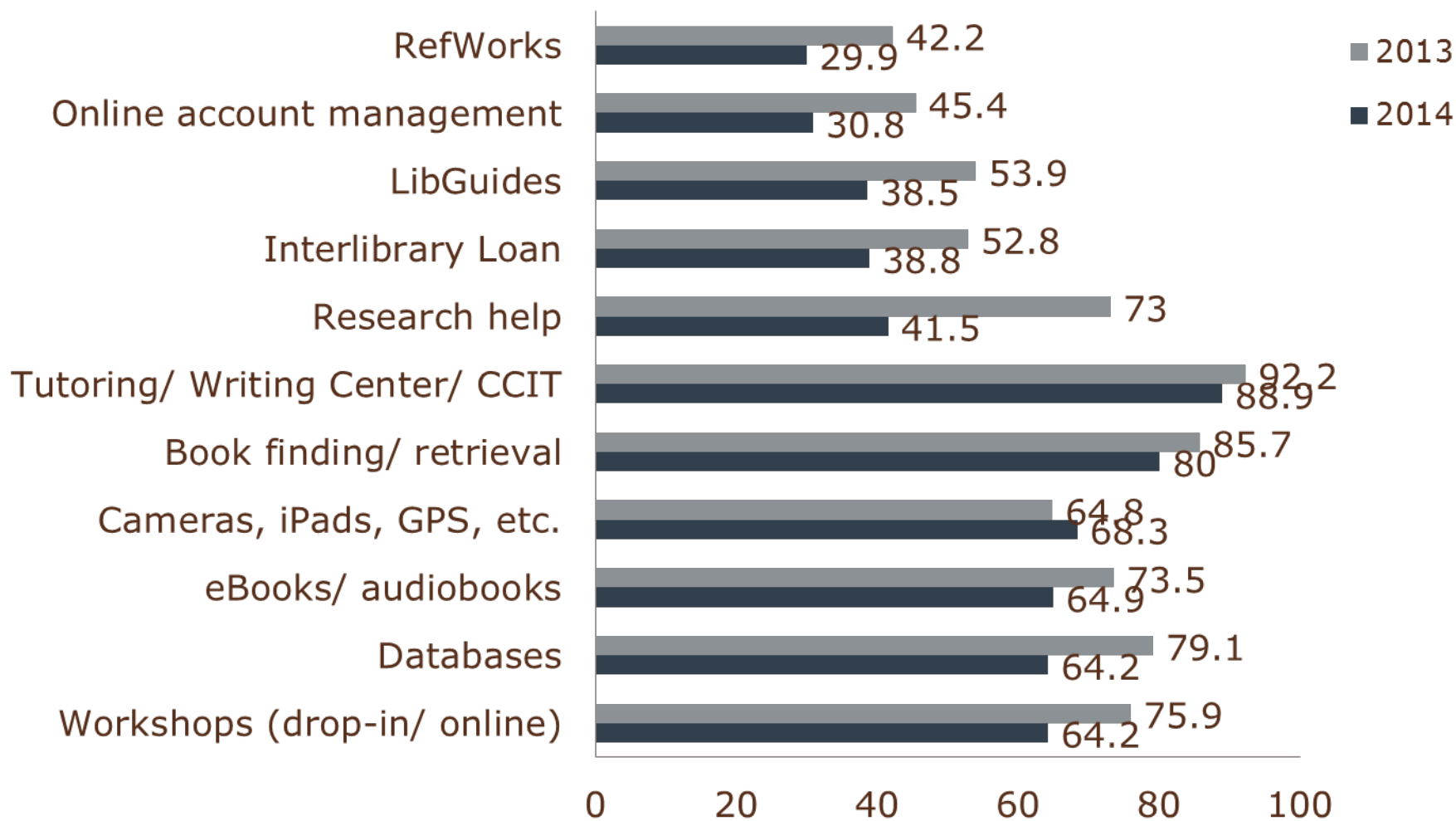
Graph shows percentage of total respondents; some reported awareness of multiple items.

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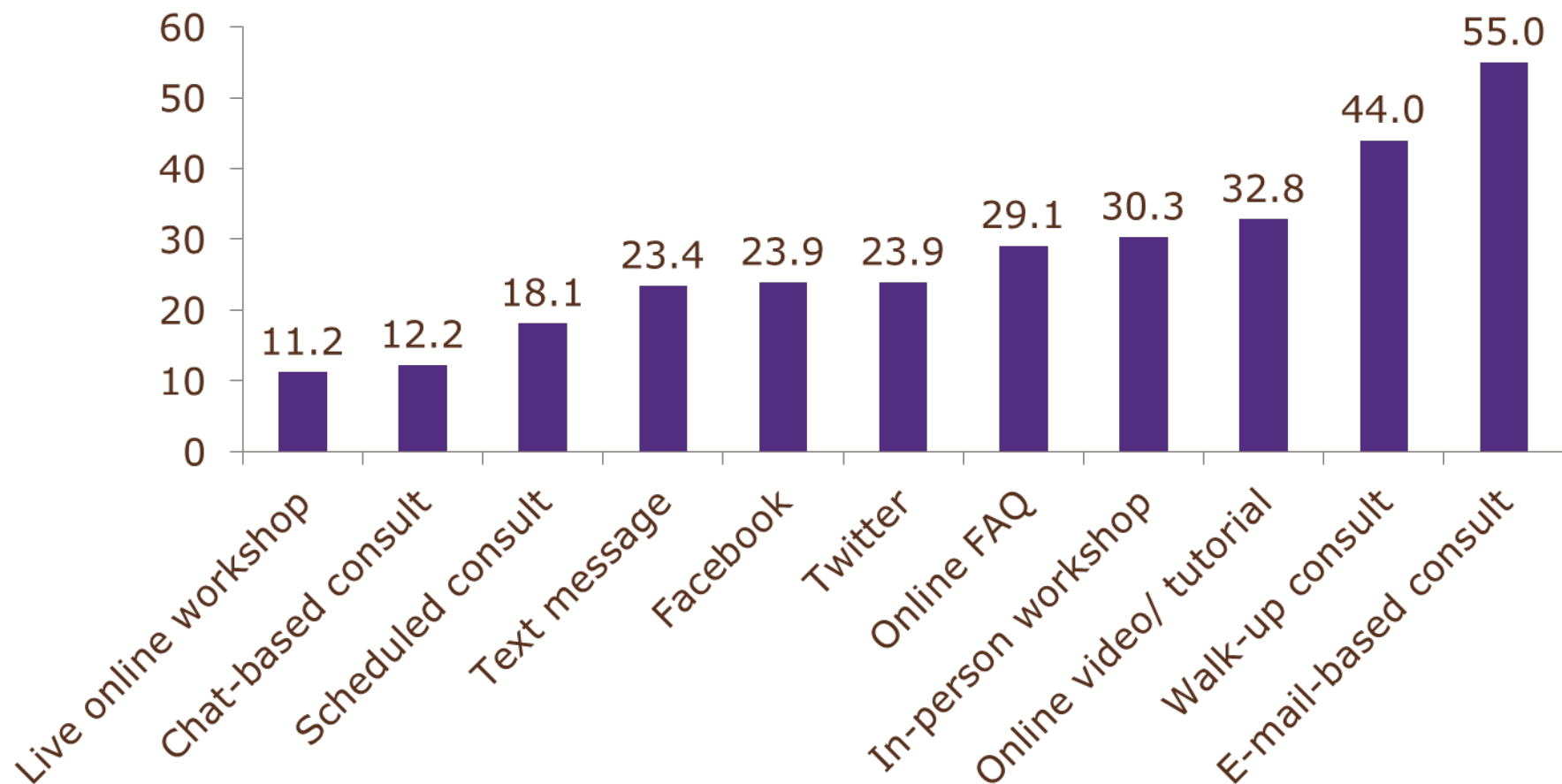
## Clemson Libraries services & resources with less than 50% awareness



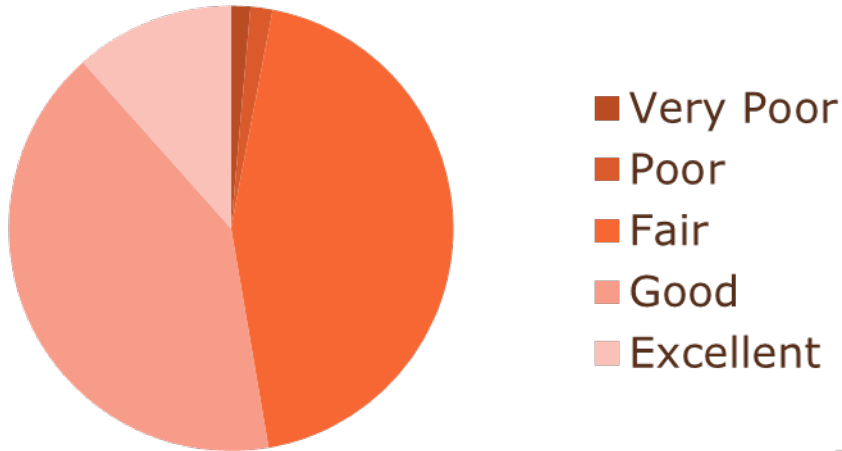
## Awareness: spring 2013 versus spring 2014



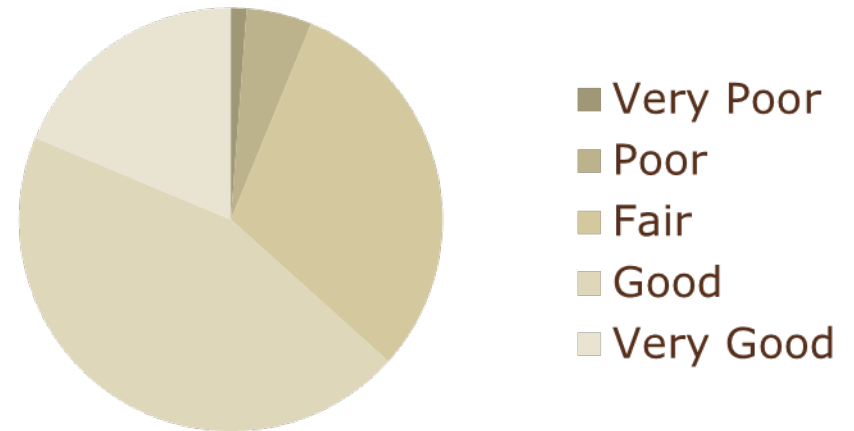
## How would you like to get information or help from Clemson Libraries?



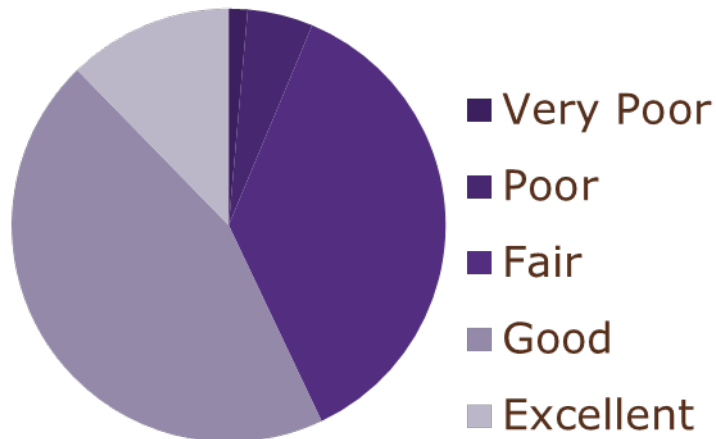
## Average video length



## Average video content



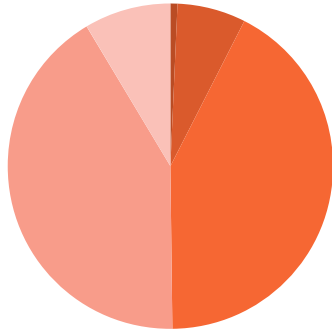
## Average video pace





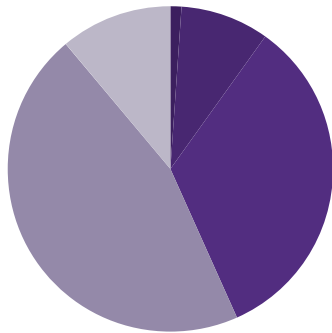
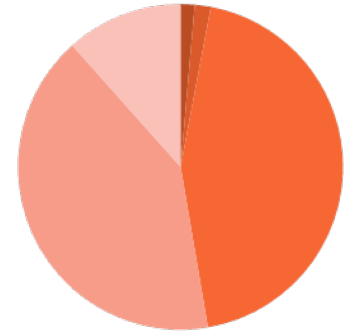
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Spring 2013

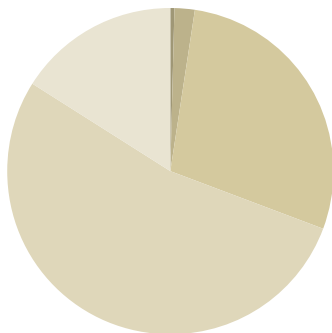
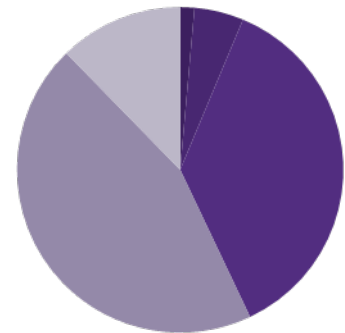


**Average video length**

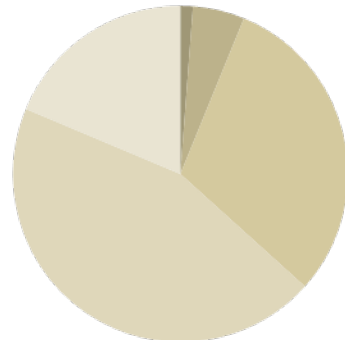
Spring 2014



**Average video pace**



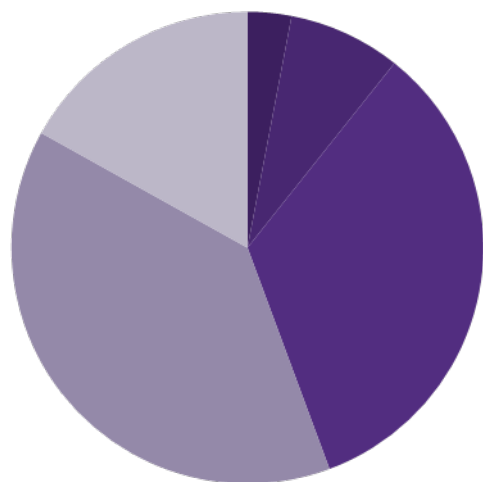
**Average video content**



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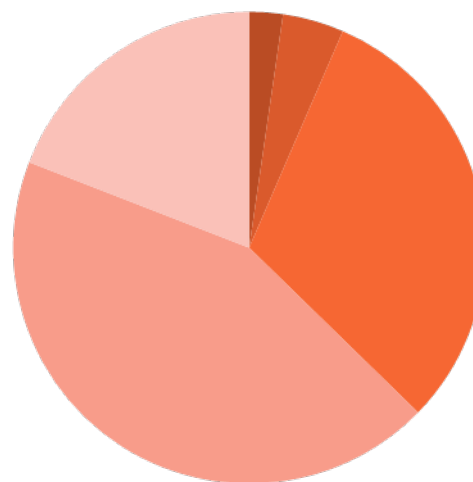
Relevance to your library and information needs...

### at that time



- Very Poor
- Poor
- Fair
- Good
- Excellent

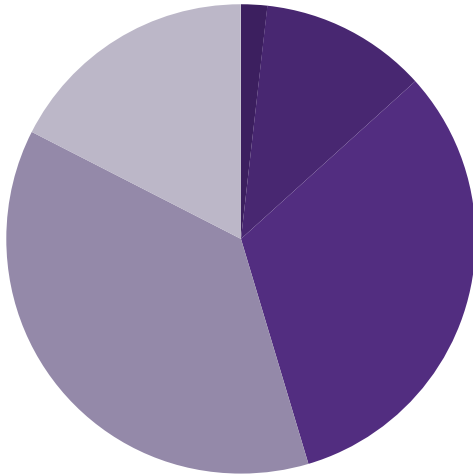
### so far at Clemson



- Very Poor
- Poor
- Fair
- Good
- Excellent

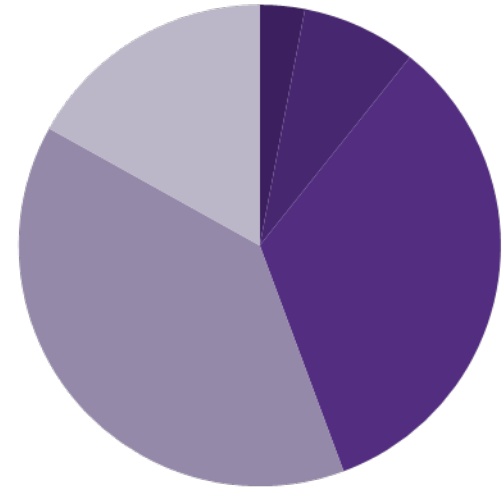
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Spring 2013

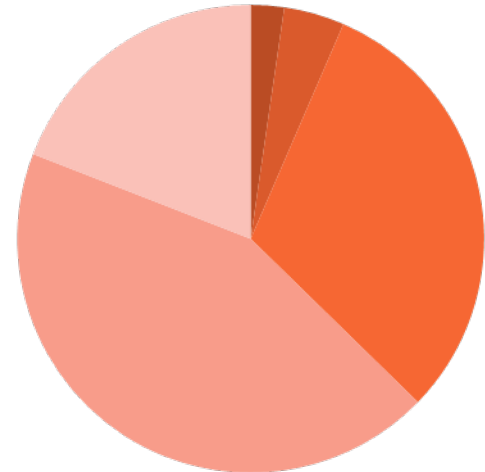
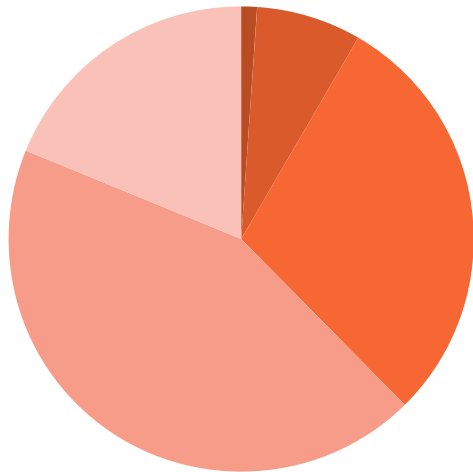


**at that time**

Spring 2014



**so far at Clemson**



Is there anything we missed that you wish the videos covered?

63.6% said no



63.6% said no

"Comprehensive" or a synonym appeared 7 times. "More memorable" appeared twice.

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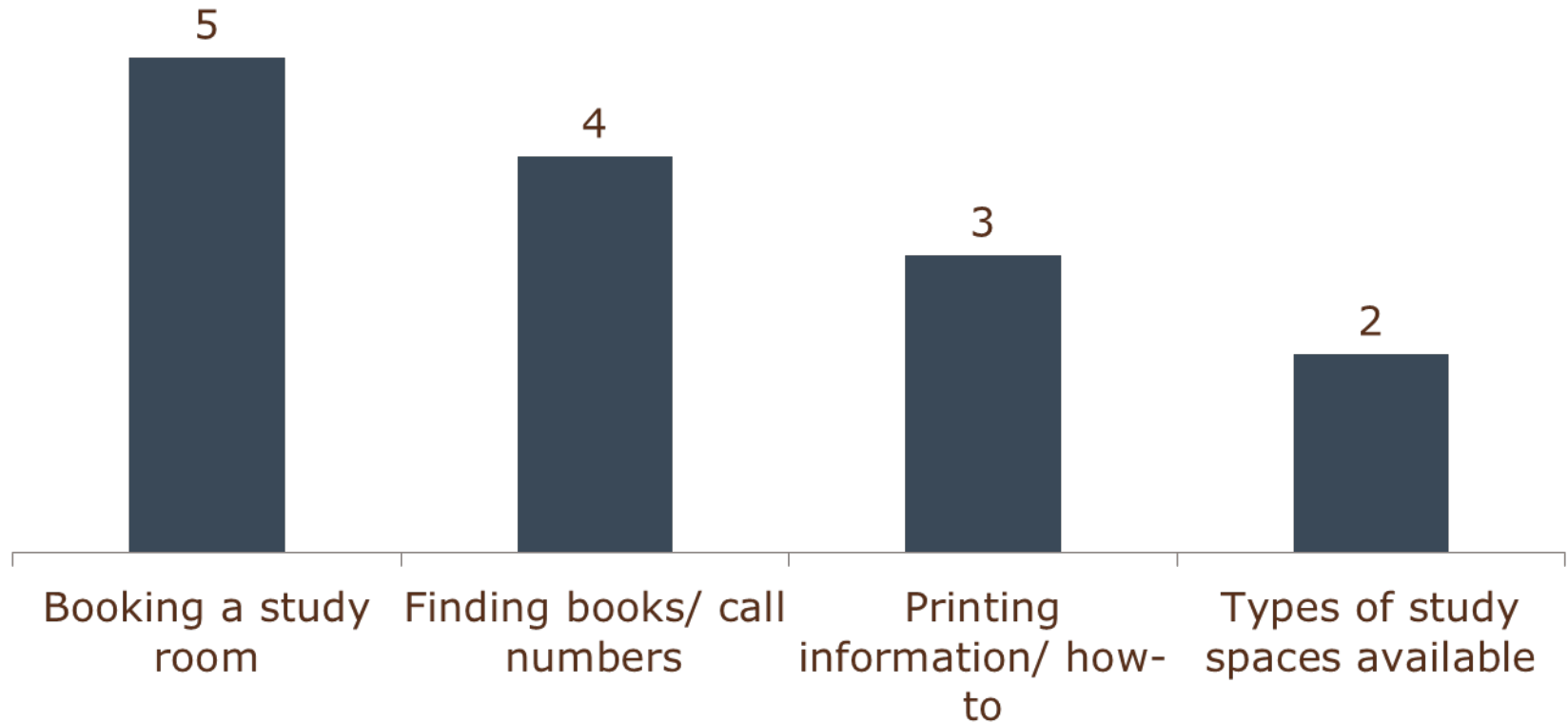
## Selected positive comments

“They were creative. I enjoyed the one that went through the library resources alphabetically.”

“The videos were very informative and without them I would probably still be uncertain about many aspects to the library”

“I think any more information at one time would be too much. The videos provided enough information for incoming freshmen who are already being overloaded with info.”

Is there anything we missed that you wish the videos covered?  
You can also add any general comments about the videos here.



Of items that were actually not already included in the video content

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## Top insights

“I think that it is difficult for incoming students to fully concentrate on and retain the information learned in the videos simply because so many other things are being thrown at them at the time. I have gone back to the website and tutorials since I got to Clemson, though, when I have needed to know where things are and what each section of the library means.”

“Freshmen tend to have a certain distaste for everything related to cu1000”

“I wish that the videos were more readily accessible, were more common knowledge. The only tutorial video I know of is the one available in C.U. 1000.”

# Cooper Library- 4th Floor

1st
2nd
3rd
4th
5th
6th

[Browse All](#)

**Instructions** ✕

Use "Browse All" or search to find a specific area or choose a floor and click an icon for more information. To see all of 4th, close this box.

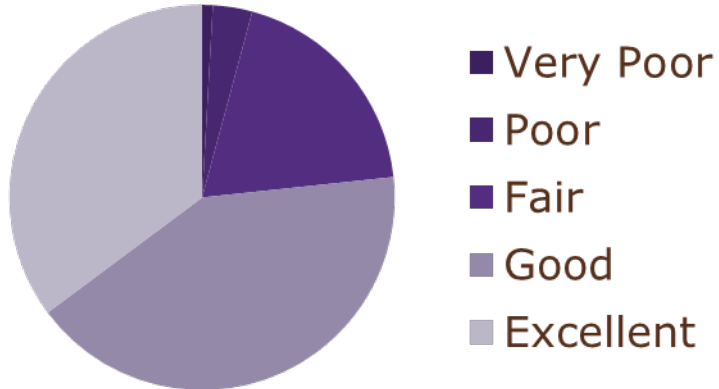
The floor plan is divided into several main areas:

- Learning Commons East:** Includes the 'ask CCIT' logo and 'ask a librarian' logo.
- Learning Commons West:** Includes 'Print Reference', 'Popular Reading', 'Audiobooks', and 'CDs & DVDs' sections.
- Study and Reading Areas:** 'study zones' (top center), 'Newspapers' (top right), and 'Interlibrary Loan' (top right).
- Service and Support:** 'Check Out Reserves' (center), 'Byrnes Room' (bottom left), and 'Security' (bottom left).
- Facilities:** 'DRL (Brown Lab)' (bottom right) with two restrooms, 'FOOD' area, and 'VEND' (vending machines).
- Navigation:** 'main stairs' (center), 'elevator' (center), and several 'stairs' locations.

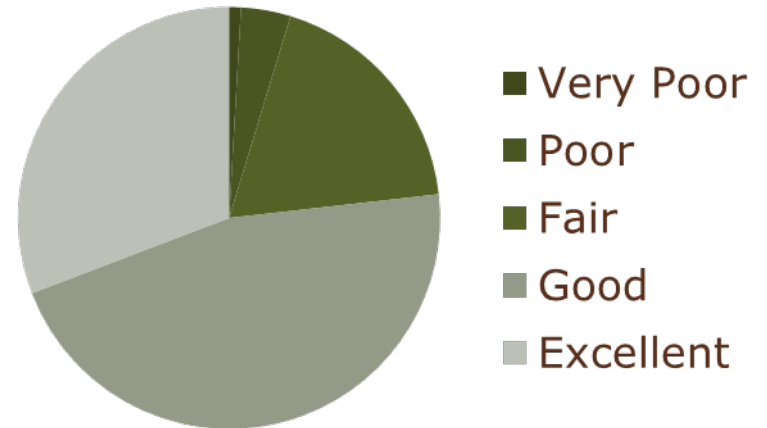


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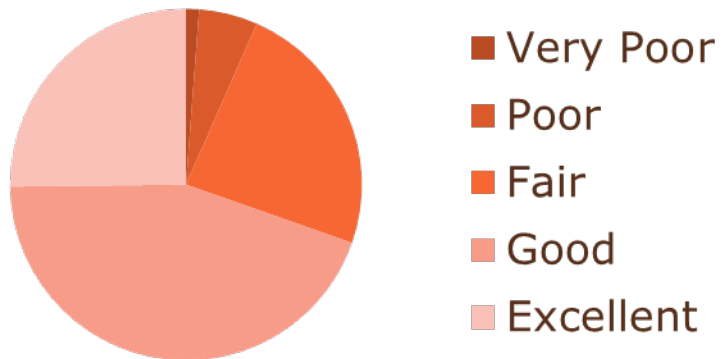
## Ability to find info to answer the quiz



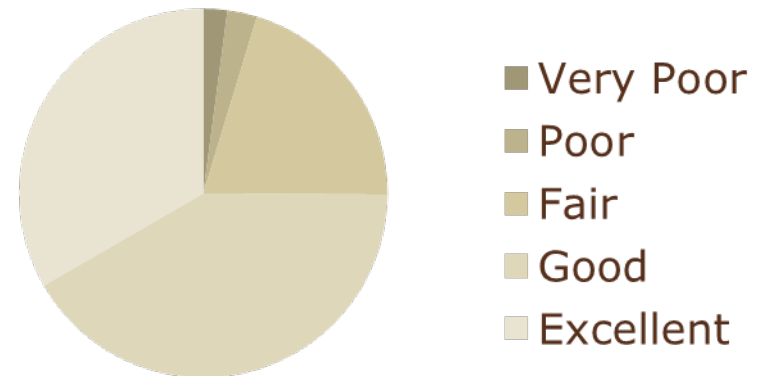
## Overall ease of use



## Overall appeal

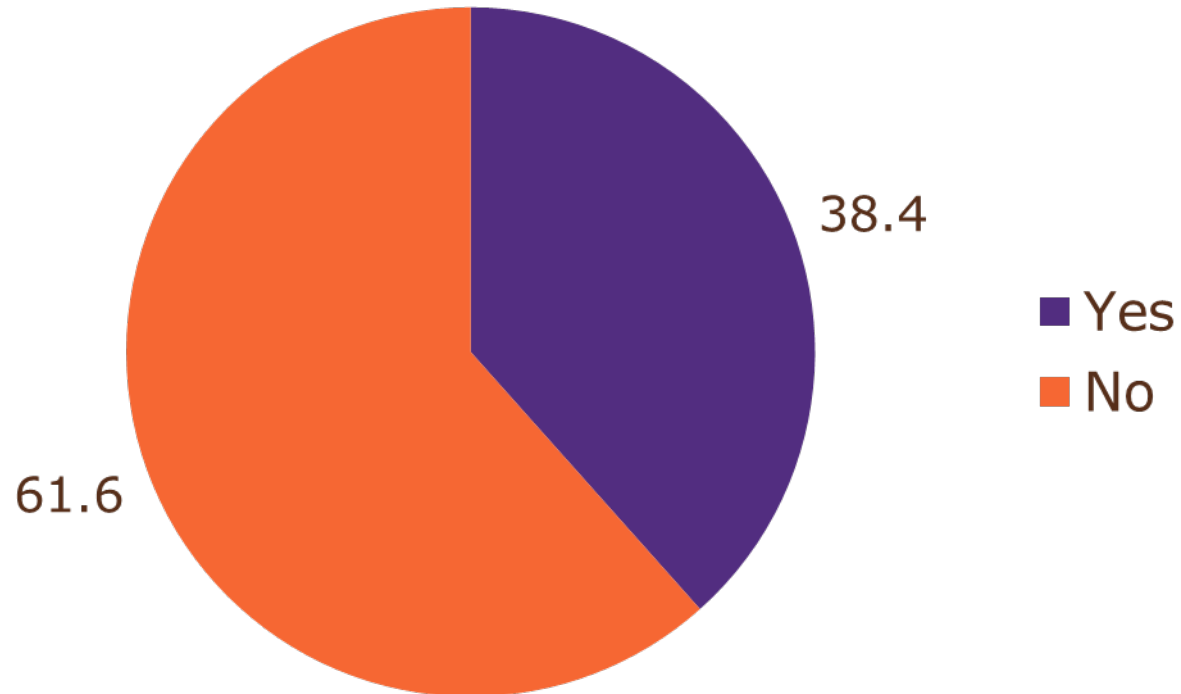


## Relevance so far to your needs at Clemson

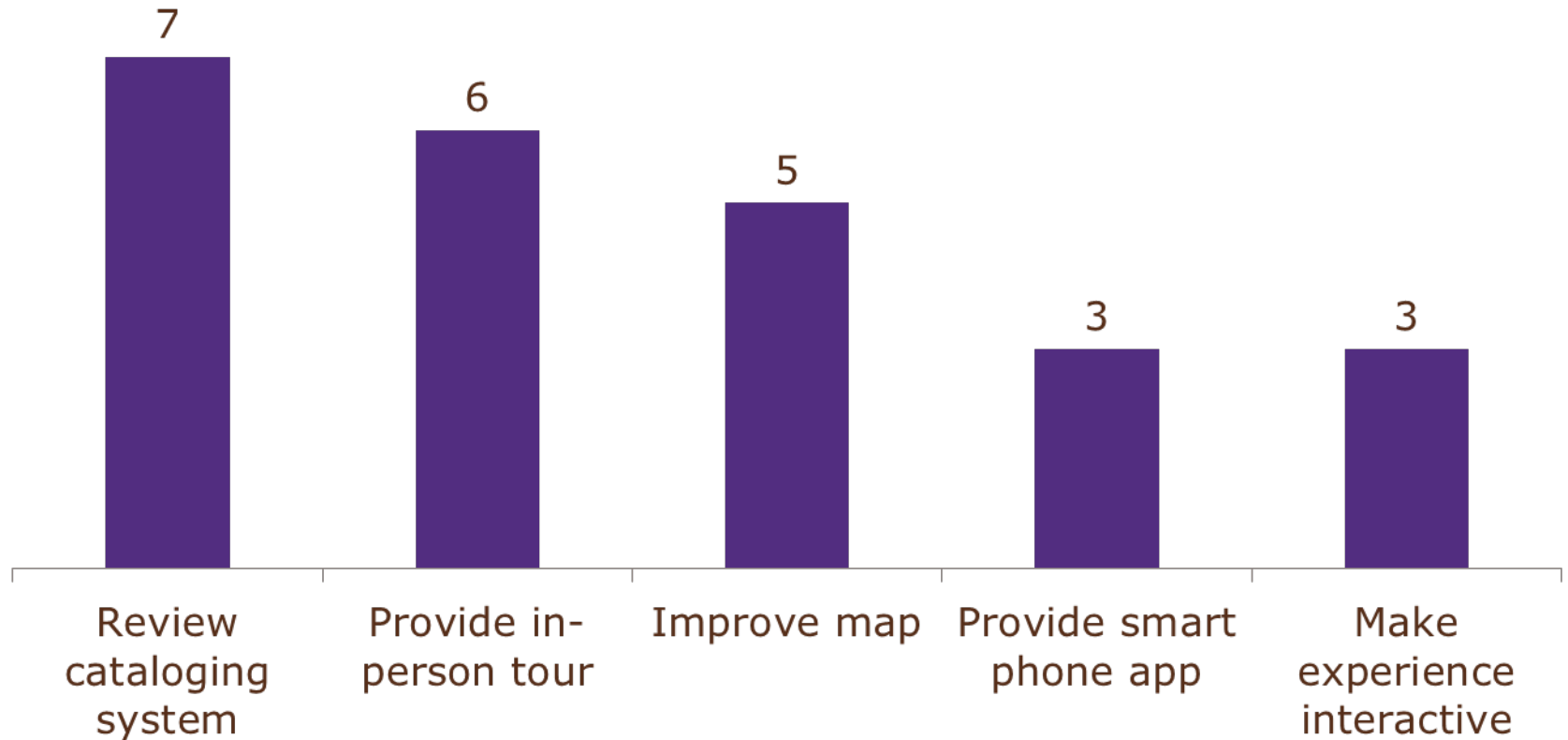


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Have you visited this map since you completed the assignment for Clemson Connect?

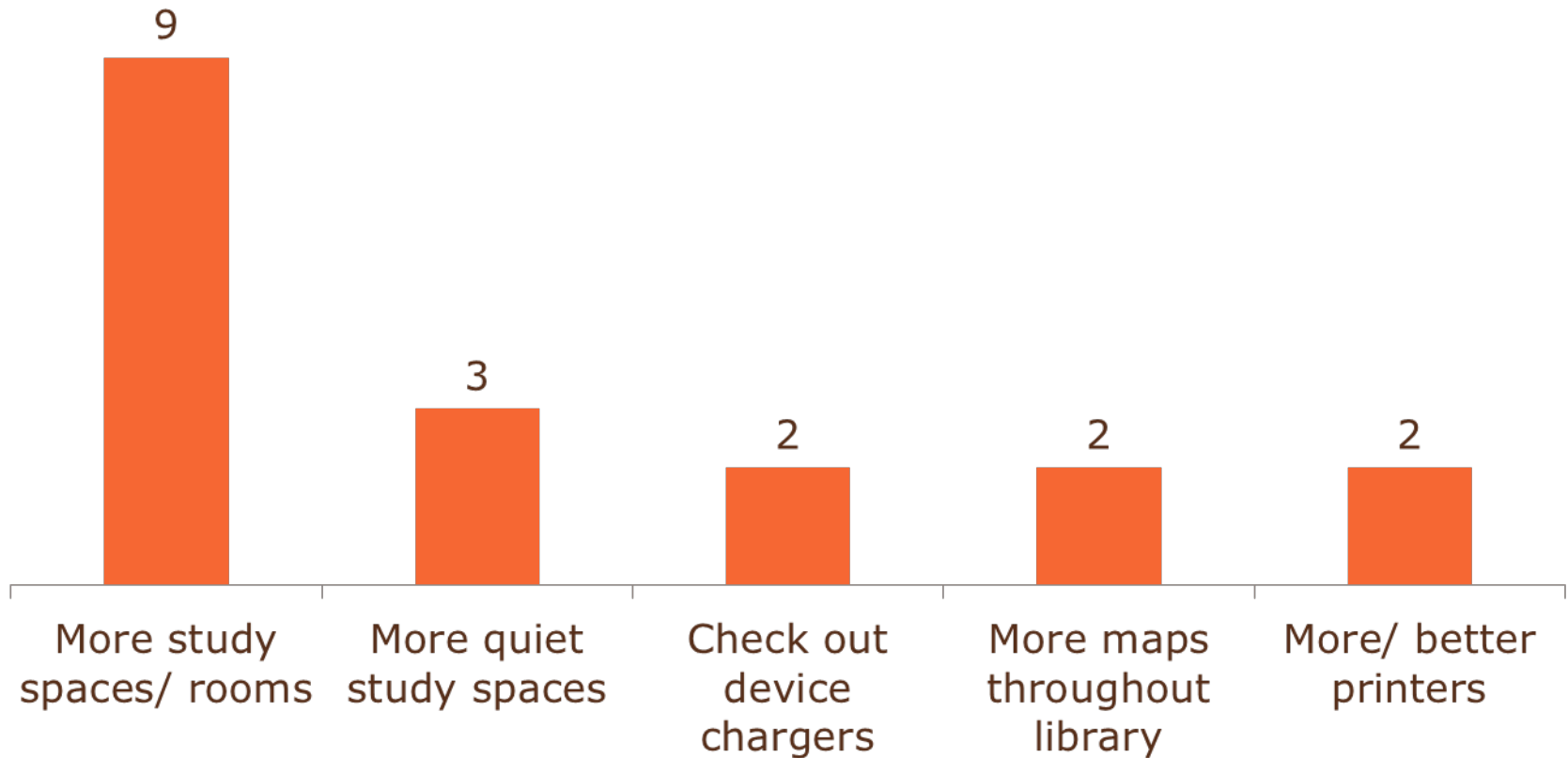


Please provide any suggestions of how you would improve the library introduction experience...



Total free-text mentions per category

...or any other final thoughts about Clemson Libraries.



Total free-text mentions per category



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## Other suggestions & comments

“I think that the library tutorials were not really of much help when just coming into school as a freshman because we didn't know what we would need help with in regards to the library. I think that it was later on in the semester that I had questions and might have needed some help at that point. While I was given that information in the beginning of the year, I didn't really need it then so I didn't remember all the available services.”

“...we should really have an app... saying how crowded Cooper is because sometimes I'm studying with a group and... if we knew there wasn't any room we could find another place to study”

“It was relatively short, sweet, and to the point. I don't think it needs much change.”

“Everything is great. Thank you so much for giving me the information I needed to know.”

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## Conclusions & Suggested Actions:

- Videos provide good return on investment as a library introduction
- Keep videos as they are, updating only for process and personnel changes
- Investigate methods to improve appeal and interactivity of Cooper map
- Revisit Blackboard quiz questions and adjust as indicated
- Forward comments related to general library space to Facilities
- Create just-in-time videos to address most-requested additional topics