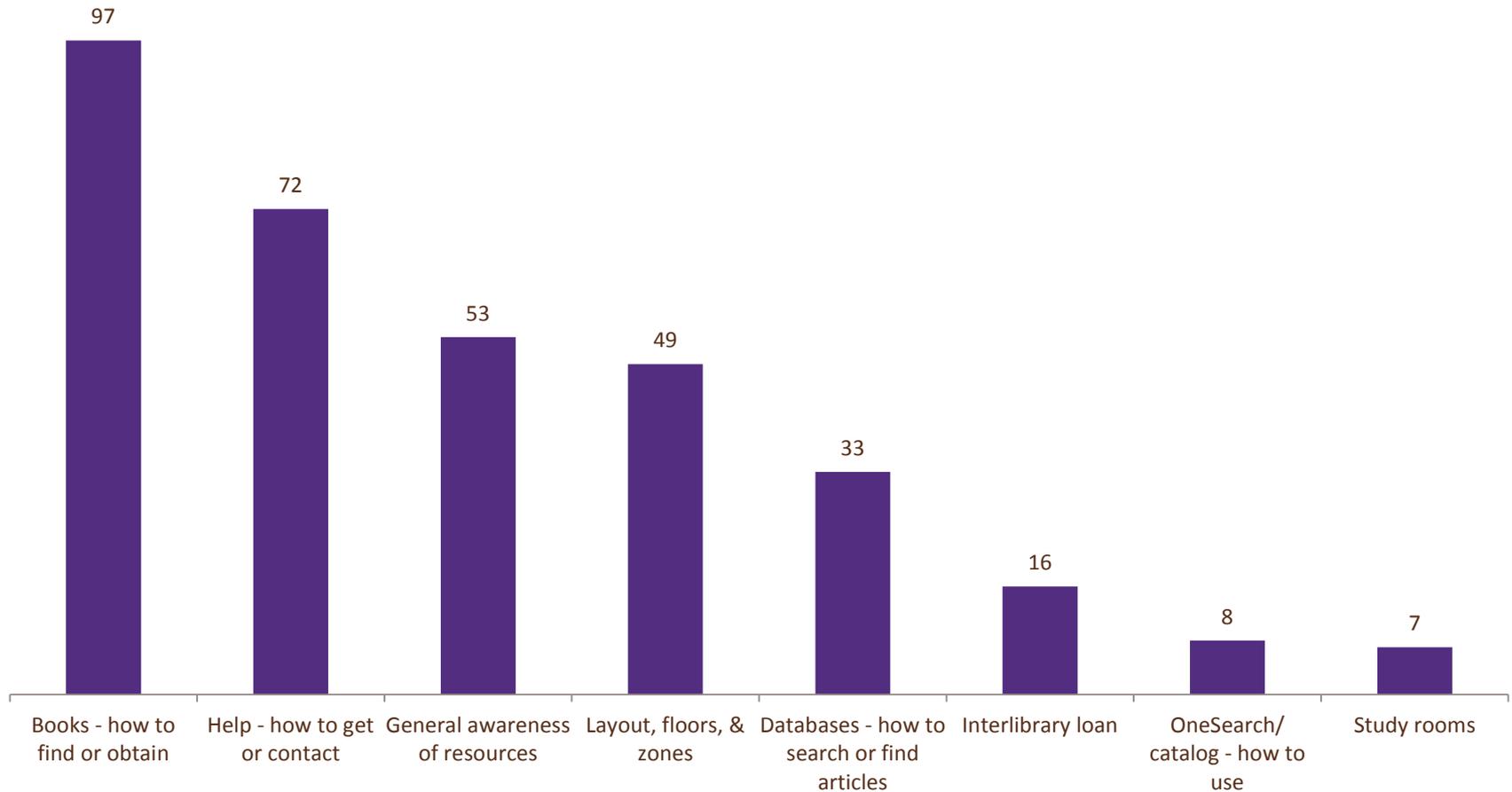CLEMSON
LIBRARIES

Student Survey of Library Tutorials

Feedback from Fall 2012 Students

Diana Finkle & Anne Grant

What do you remember about the library tutorial videos you watched as part of LIB100?

Category	Count
Books - how to find or obtain	97
Help - how to get or contact	72
General awareness of resources	53
Layout, floors, & zones	49
Databases - how to search or find articles	33
Interlibrary loan	16
OneSearch/ catalog - how to use	8
Study rooms	7

Devices/ equipment and Tutoring/ Writing Center were each mentioned in 6 responses.

CLEMSON
LIBRARIES

What do you remember about the library tutorial videos you watched as part of LIB100?
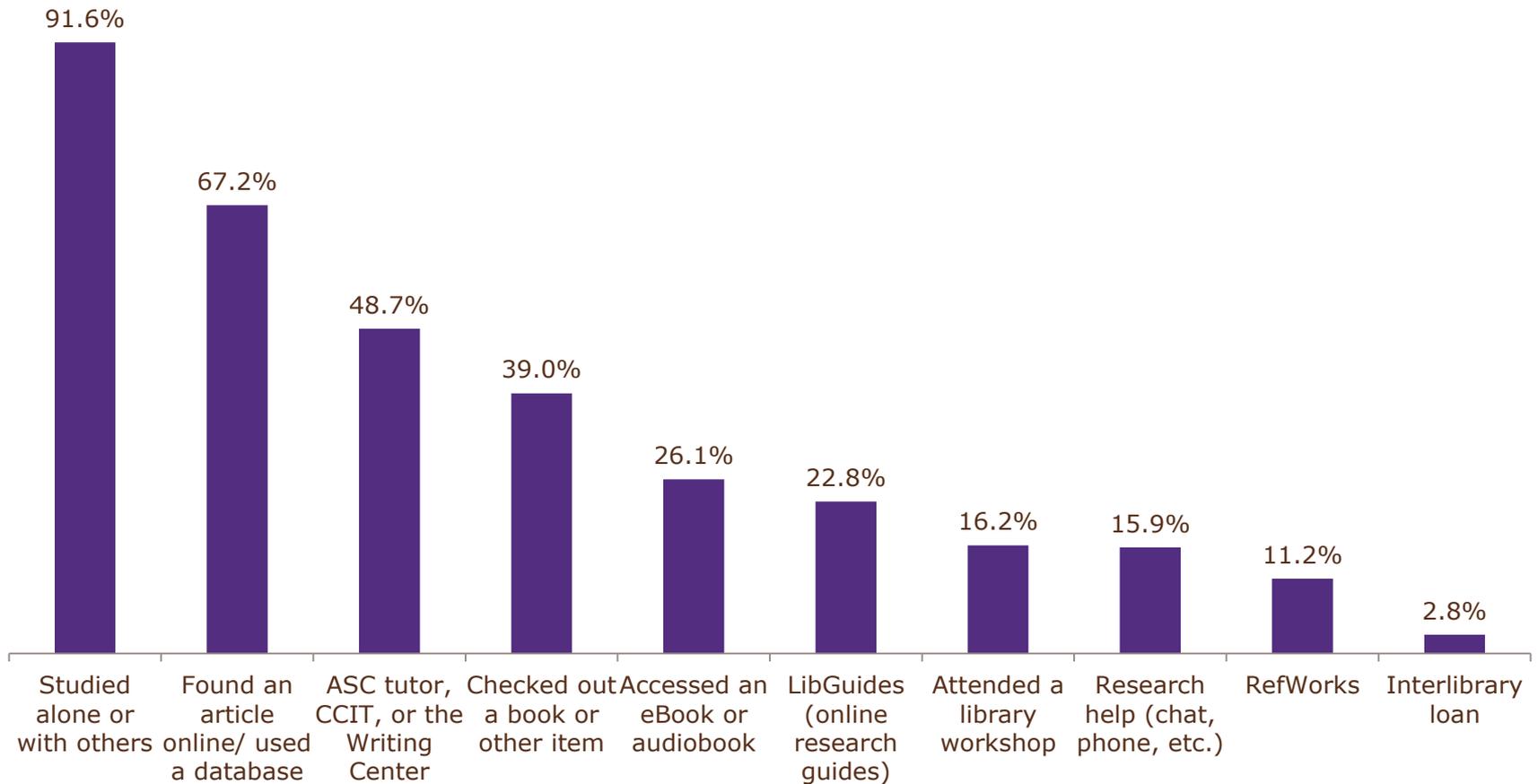
What do you remember about the library tutorial videos you watched as part of LIB100?

Almost 17% responded
"very little" or "nothing"

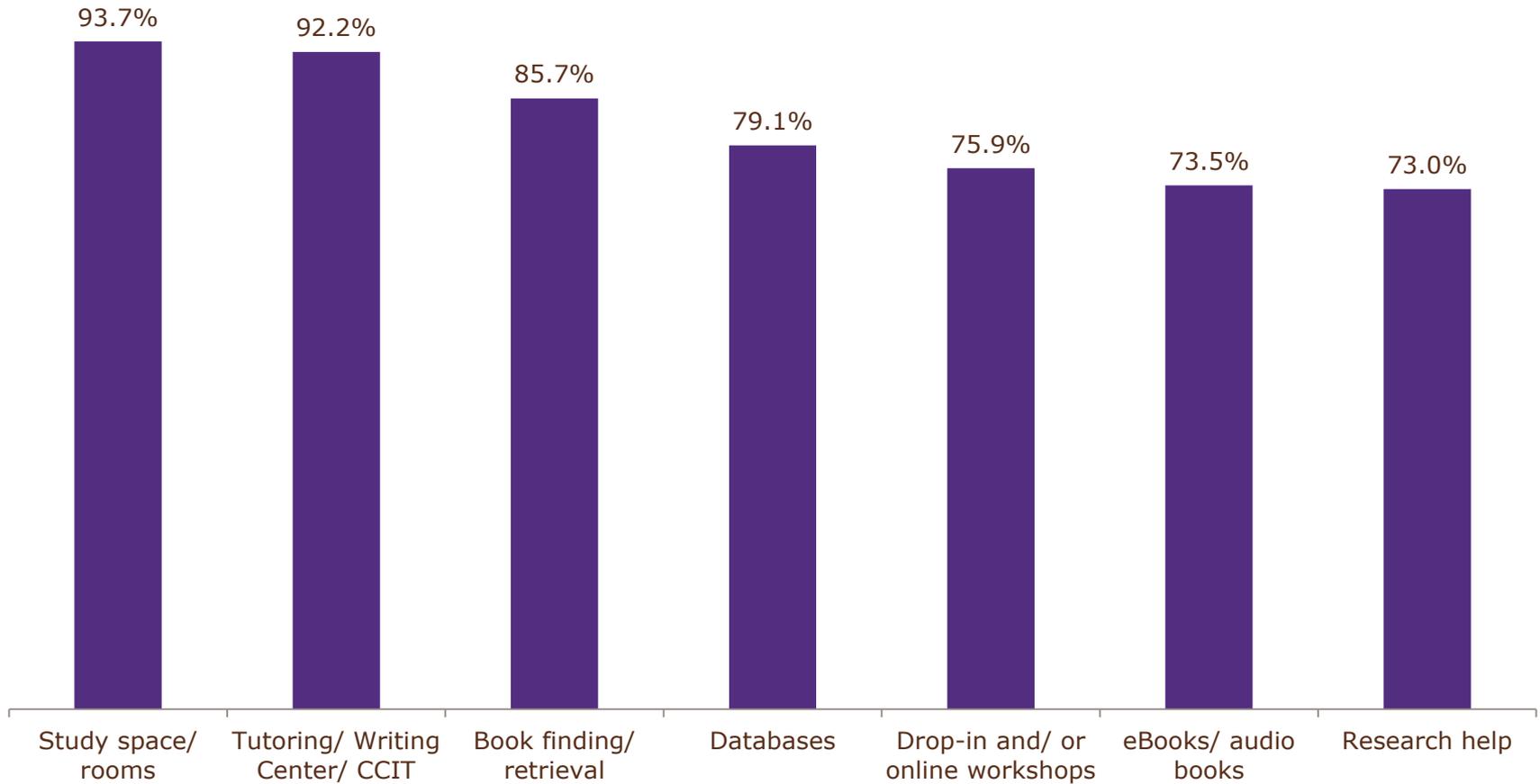(or mentioned something not covered
in the library segment)

"I thought I would never have to use that feature of searching for journals about a certain topic despite the fact that the videos said I would.
I have actually needed to refer back to those videos as a reference on how to look for an article on Blood Donation for my persuasive speech for COMM 150."

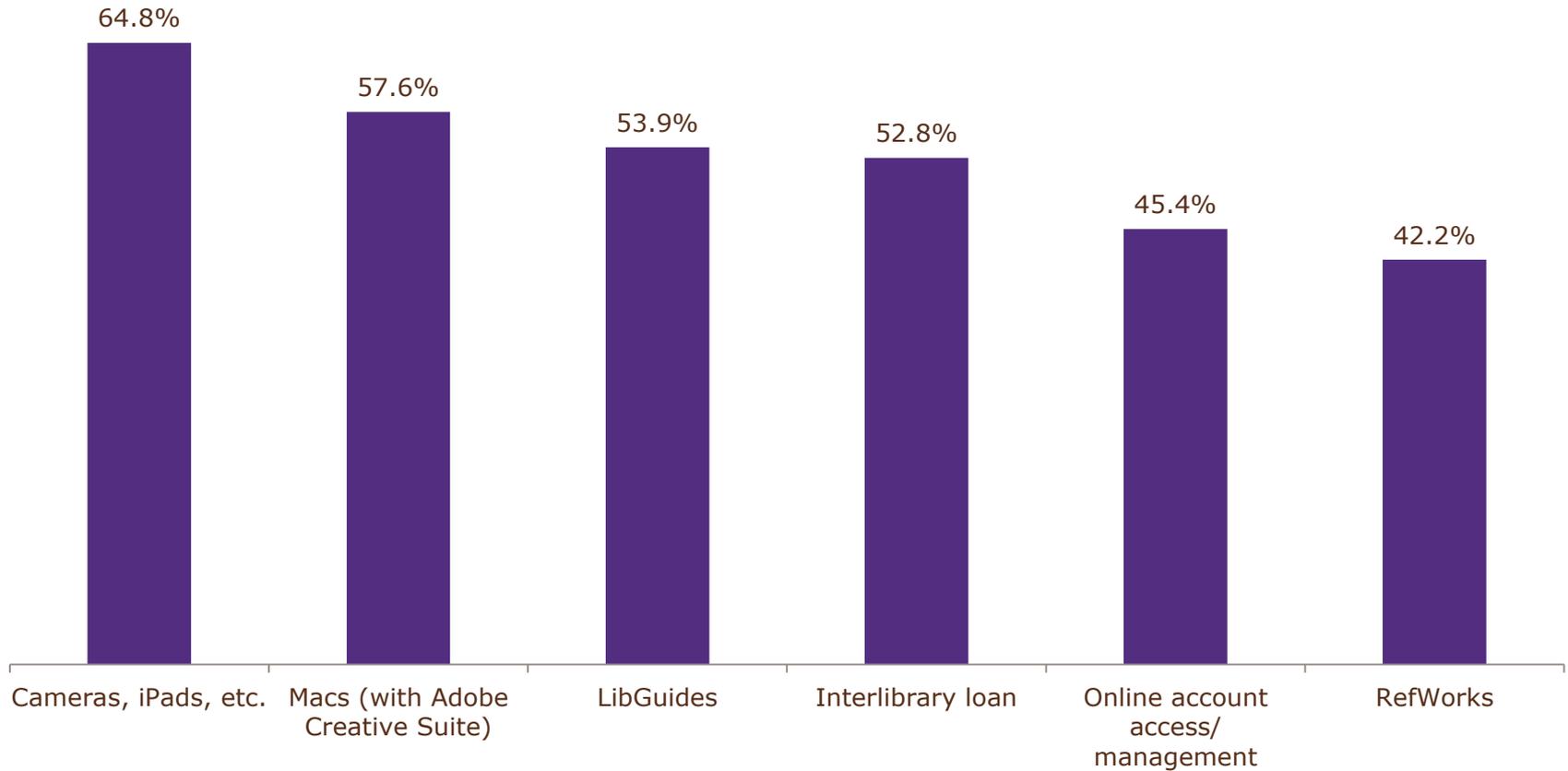# How have you used the Clemson Libraries this semester?

Bar chart showing library usage percentages:

Usage	Percentage
Studied alone or with others	91.6%
Found an article online/ used a database	67.2%
ASC tutor, CCIT, or the Writing Center	48.7%
Checked out a book or other item	39.0%
Accessed an eBook or audiobook	26.1%
LibGuides (online research guides)	22.8%
Attended a library workshop	16.2%
Research help (chat, phone, etc.)	15.9%
RefWorks	11.2%
Interlibrary loan	2.8%

9.5% had also used the library in another way, such as for study rooms/ group study, printer/ photocopier/ computer, and Java City/ coffee.

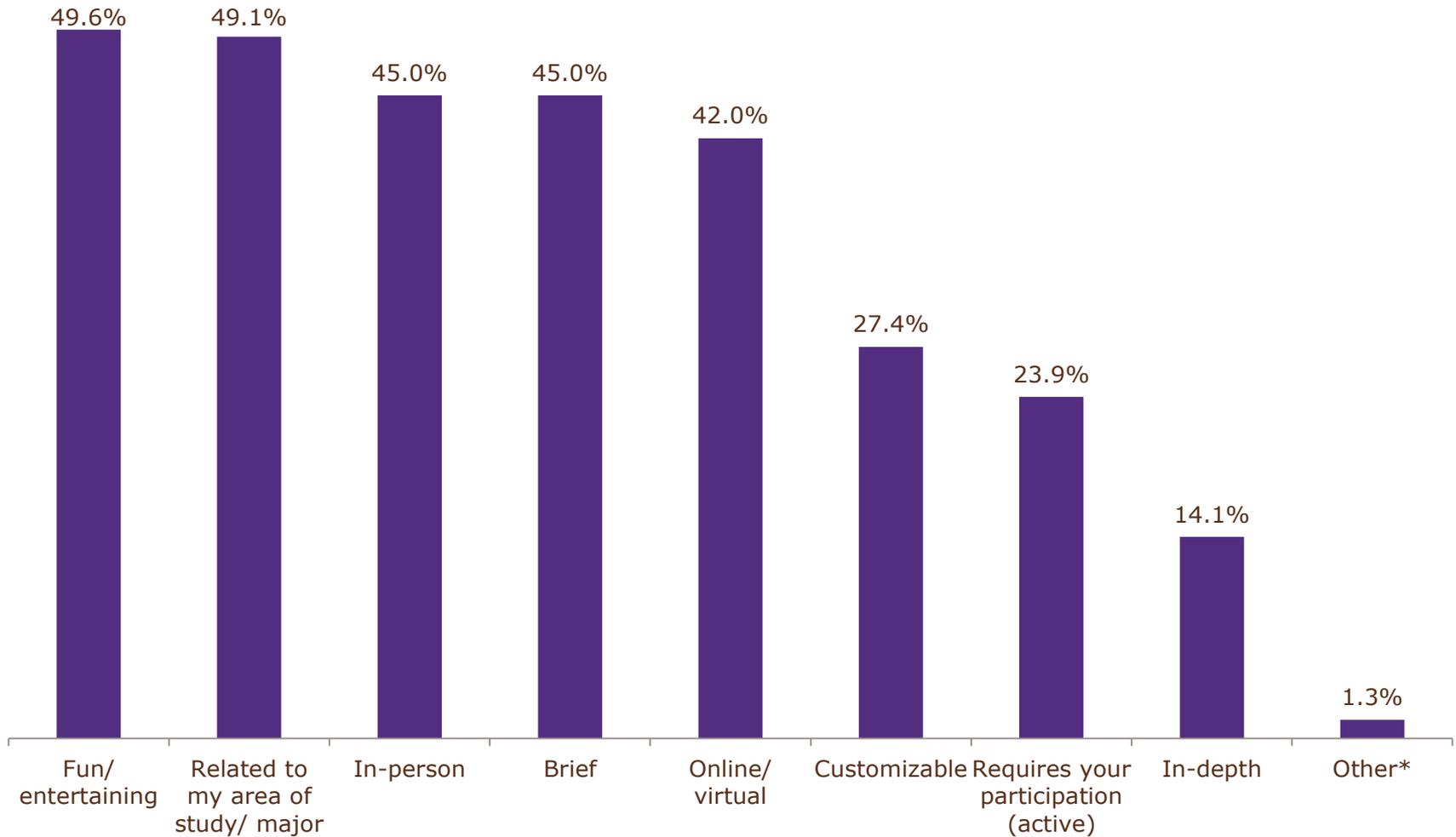CLEMSON LIBRARIES

Awareness of Clemson Libraries services & resources

Bar chart showing awareness percentages:
- Study space/ rooms: 93.7%
- Tutoring/ Writing Center/ CCIT: 92.2%
- Book finding/ retrieval: 85.7%
- Databases: 79.1%
- Drop-in and/ or online workshops: 75.9%
- eBooks/ audio books: 73.5%
- Research help: 73.0%

CLEMSON
LIBRARIES

How would you describe your ideal library introduction experience?

Bar chart showing percentages:
- Fun/ entertaining: 49.6%
- Related to my area of study/ major: 49.1%
- In-person: 45.0%
- Brief: 45.0%
- Online/ virtual: 42.0%
- Customizable: 27.4%
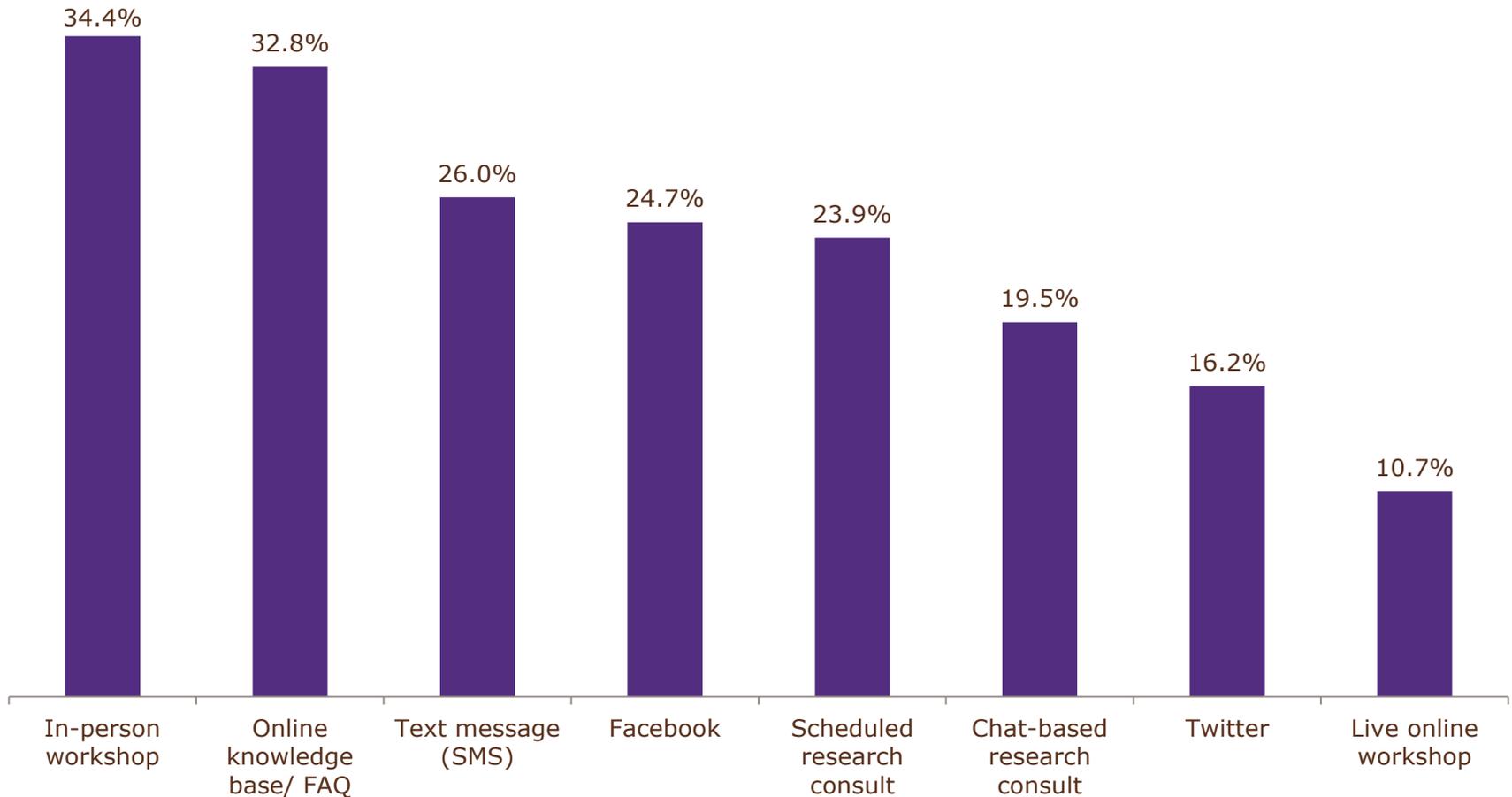- Requires your participation (active): 23.9%
- In-depth: 14.1%
- Other*: 1.3%

Other: Optional/ as needed was most popular response.

CLEMSON
LIBRARIES

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

Category	Percentage
In-person workshop	34.4%
Online knowledge base/ FAQ	32.8%
Text message (SMS)	26.0%
Facebook	24.7%
Scheduled research consult	23.9%
Chat-based research consult	19.5%
Twitter	16.2%
Live online workshop	10.7%

Average video length

- ■ Very poor
- ■ Poor
- ■ Fair
- ■ Good
- ■ Excellent

Average video content

- ■ Very poor
- ■ Poor
- ■ Fair
- ■ Good
- ■ Excellent

Average video pace
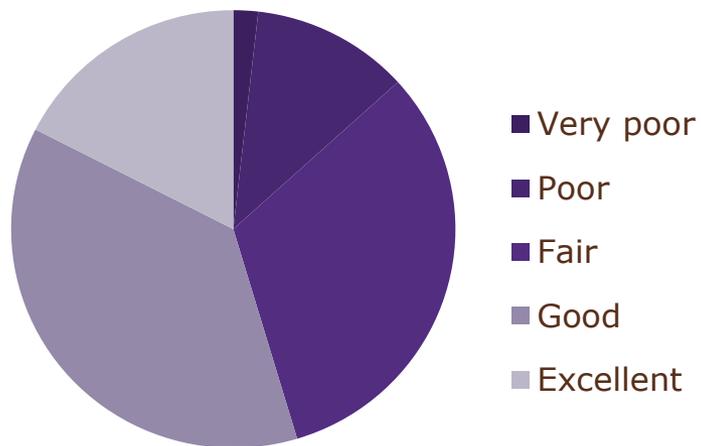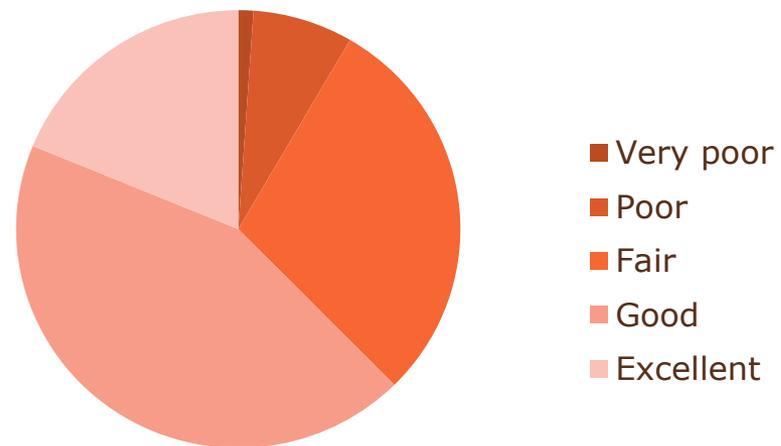

- ■ Very poor
- ■ Poor
- ■ Fair
- ■ Good
- ■ Excellent
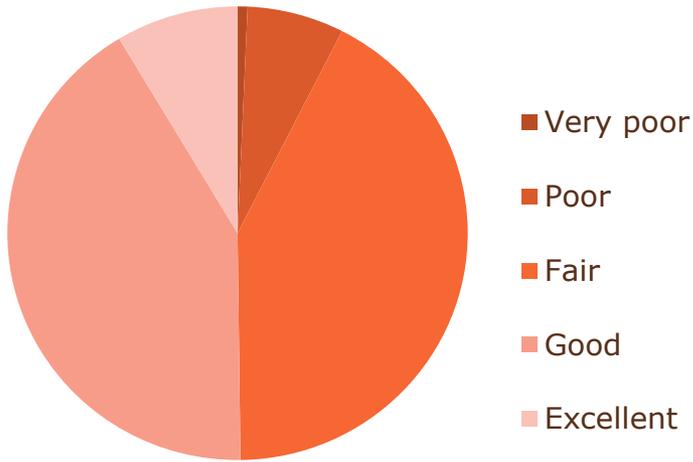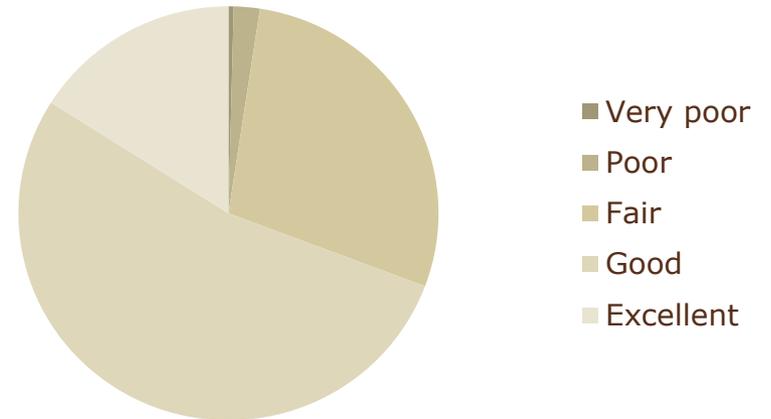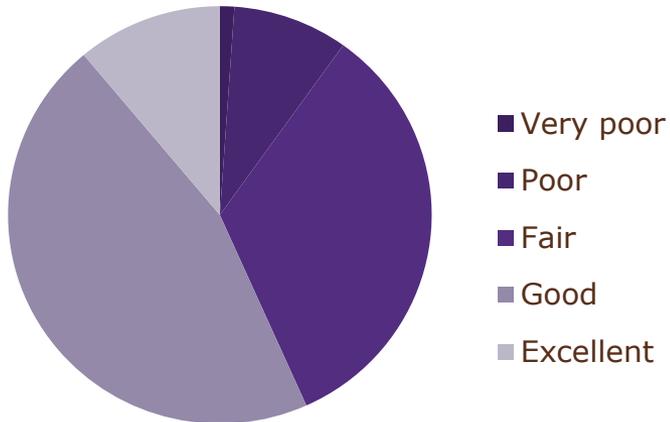
Relevance to your library and information needs...

at that time

- Very poor
- Poor
- Fair
- Good
- Excellent

so far at Clemson

- Very poor
- Poor
- Fair
- Good
- Excellent

CLEMSON
LIBRARIES
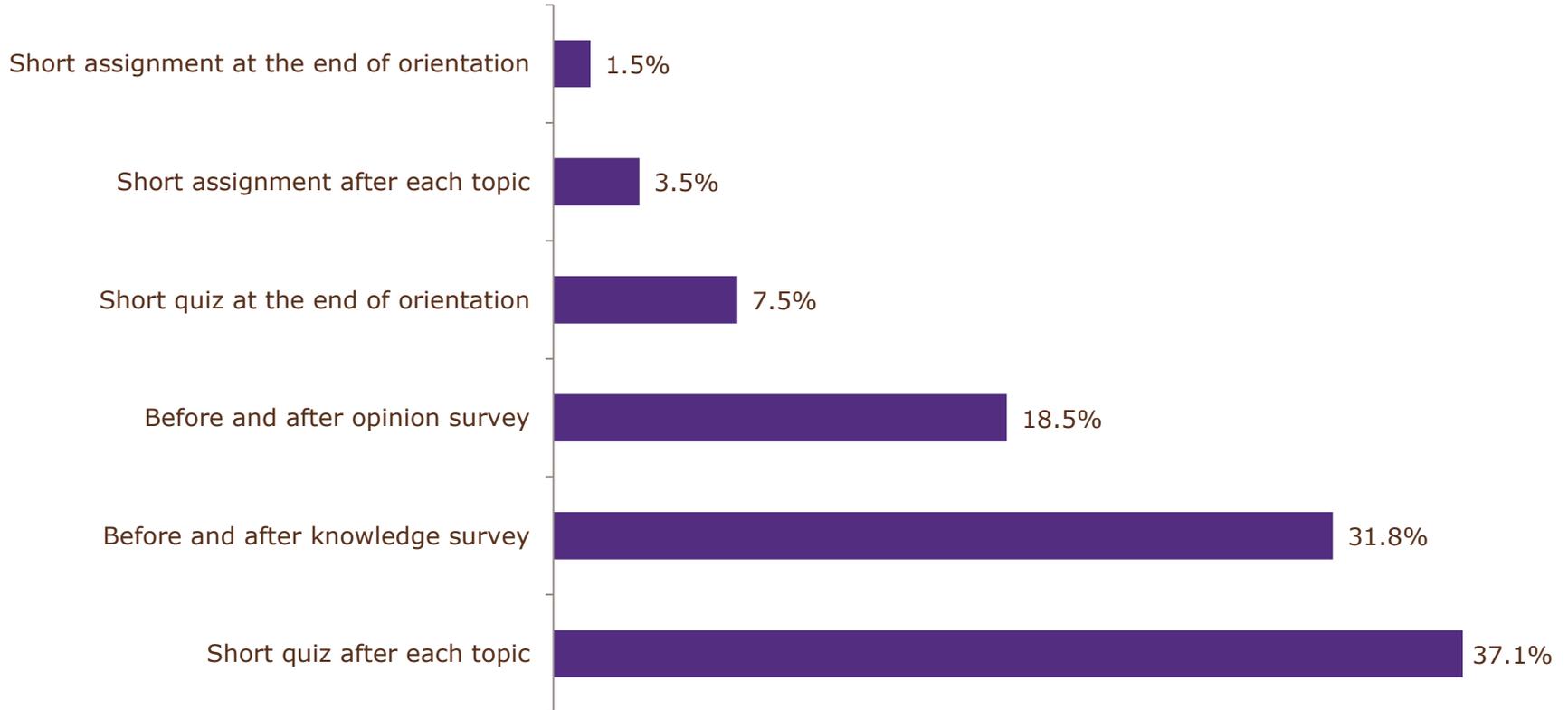
Which do you think would be the most effective way to show us what you learned from library orientation?

Category	Percentage
Short assignment at the end of orientation	1.5%
Short assignment after each topic	3.5%
Short quiz at the end of orientation	7.5%
Before and after opinion survey	18.5%
Before and after knowledge survey	31.8%
Short quiz after each topic	37.1%

Potential changes & their effects on interest in library orientation
(higher numbers indicate stronger positive interest)

Possibility of winning a prize for completion (.954)

Endorsement by another Clemson student (.584)
In-person tour of library (.575)

Virtual tour of library (.508)
Game-based learning/ objectives (.459)

Endorsement by one of your professors (.28)

Endorsement by a Clemson coach/ athlete (.261)

Video presentation by a library (.103)

Public recognition of top participants (.014)

Certificate of completion (-.034)

CLEMS☼N
LIBRARIES

Is there anything we missed that you wish were covered in library orientation?

Top 5 suggestions on how to improve the library introduction experience
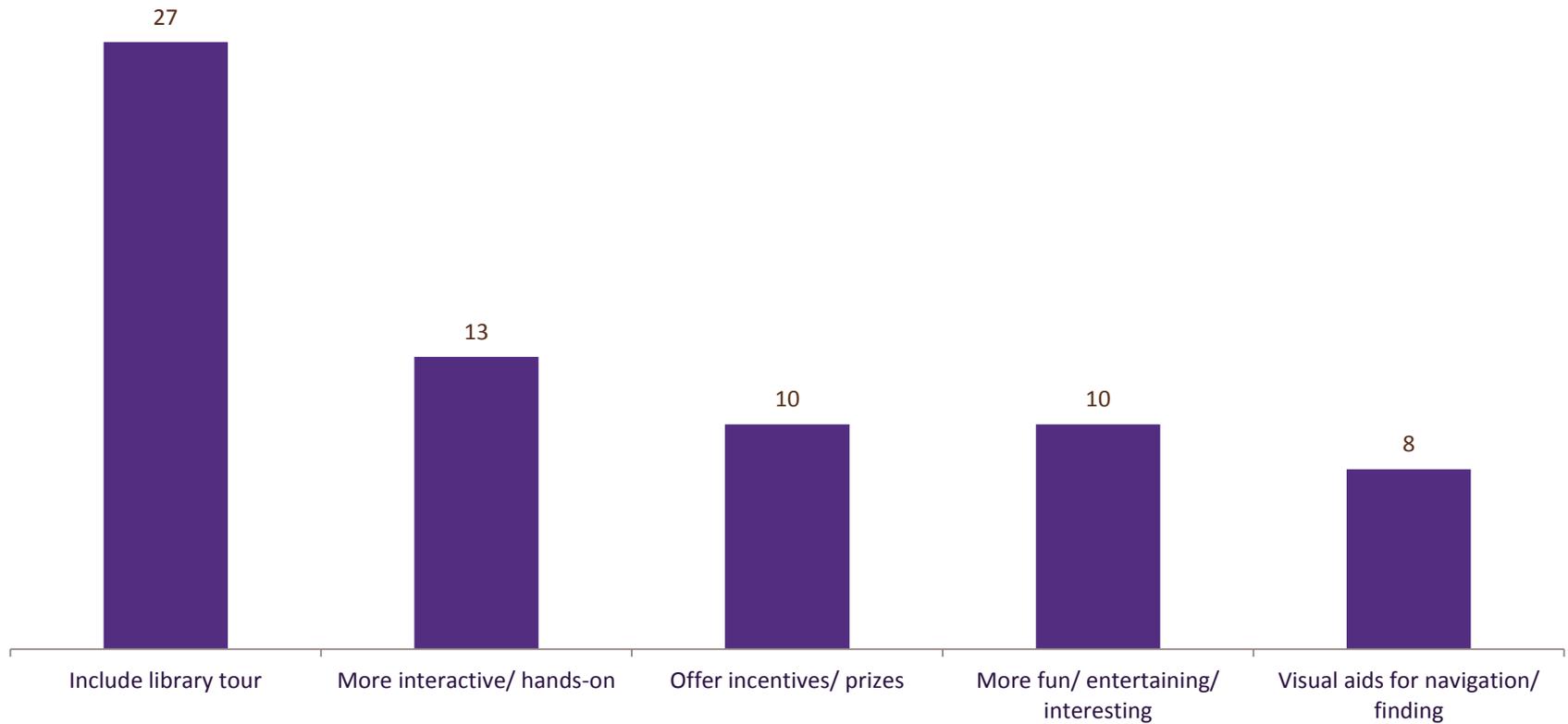
Selected comments related to the top 5 suggestions

"Before classes started my first semester, some friends and I wandered around the library to get a better idea of where things were but it felt awkward and like we were being suspicious. Anything to change that feeling would be nice."

"It would be best [...] over the summer when there aren't a lot of people in the library and the tours aren't distracting."

"I would definitely try to engage the students more in person."

"Use more visual aides. When you get in there it's less about knowing what's offered and more about knowing where to go and not wondering around like an idiot."

"Give incentive instead of 'Do this or fail LIB 100'. [...] It would be more helpful to be able to have the information (videos) online where you can watch when you need them, not watch them when you don't need them and forget. We have so much to do, let us do it when we need it or make it fun."

CLEMSON
LIBRARIES

Other suggestions & comments

"Give viewers the option to go more indepth [sic] into the resources if that pertains to them but otherwise it should be a broad overview of what is offered."

"Have professors choose skills or resources they would like students to have or know. Specialize a learning course or video for each major/department based on what the professors choose."

"I really think more recognition of the need of the library to students would help better explain it's [sic] importance."

"I would also try to deliberately relate it to things that many students find they need in their first semester at college. For instance most people have to take english 103 so I would say something about how the library could help you in that class (writing center, research for the research paper)."

"Broadcast opportunities more."

"[Make it interesting] with a lot of Clemson related things."

CLEMSON
LIBRARIES