

Library Feedback from First-Year Undergraduates

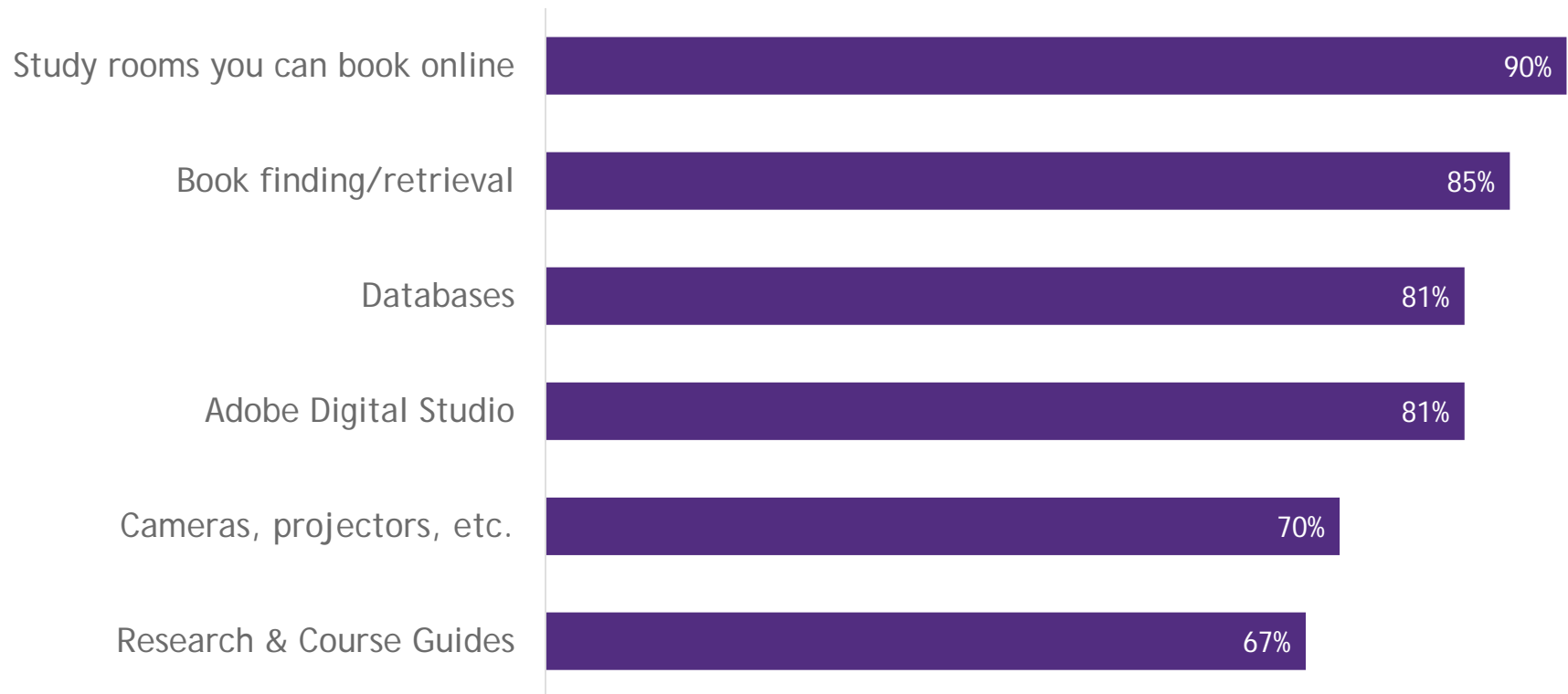
Freshmen and transfer alumni of
fall 2016 CU 1000 course

Diana Finkle

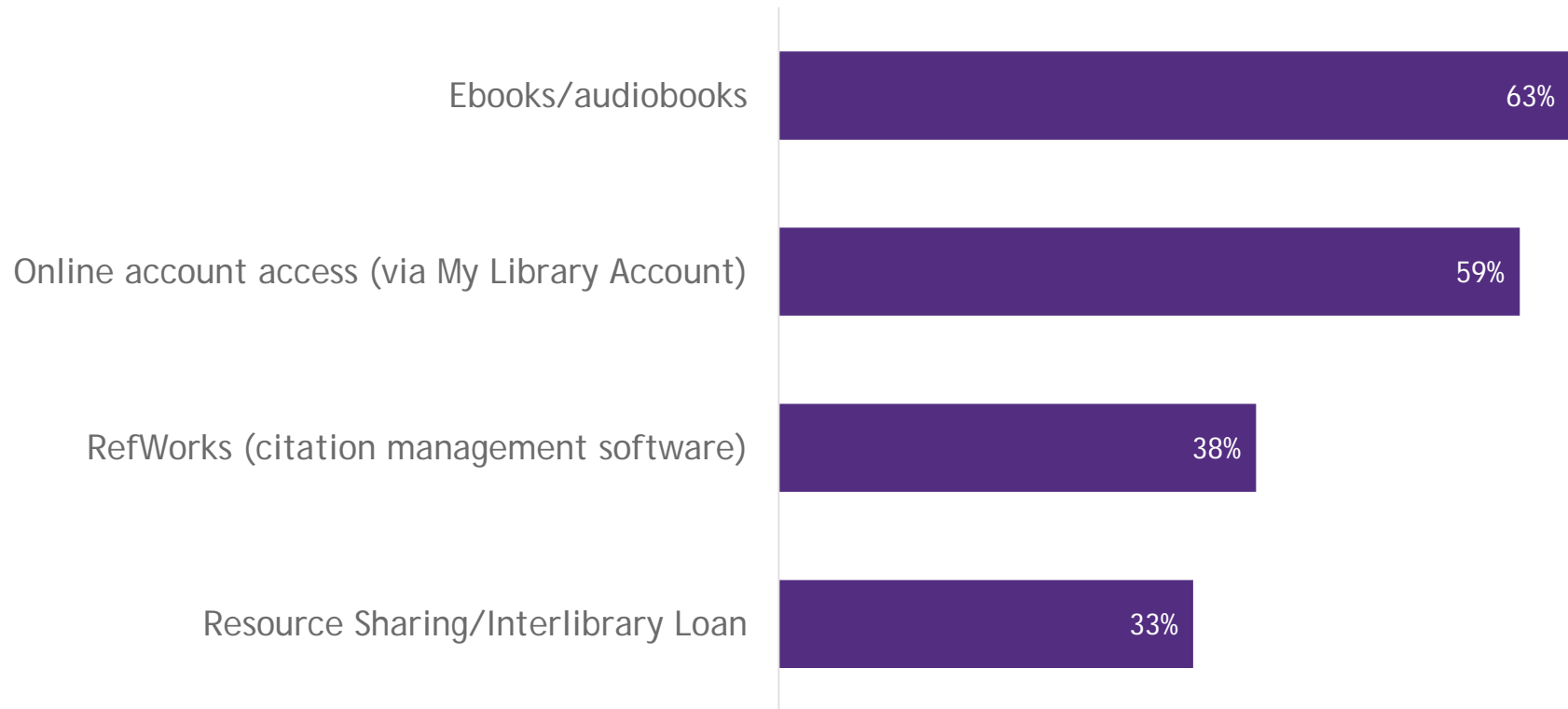
Survey Response Metadata

- ▶ 3,411 emails sent successfully
- ▶ 587 surveys with at least one usable answer
 - ▶ 17.2% net response rate

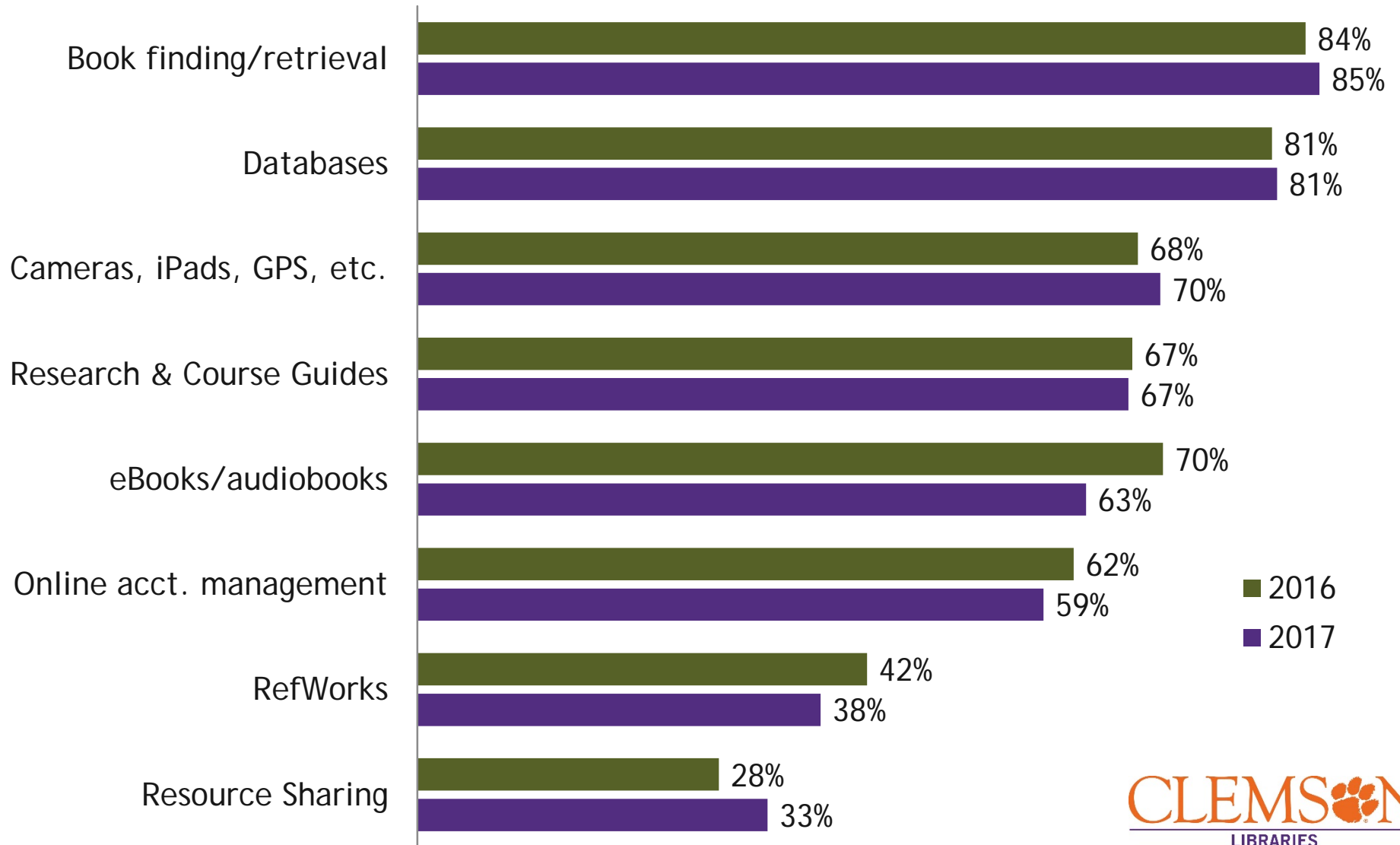
Services & resources with $\geq 67\%$ awareness



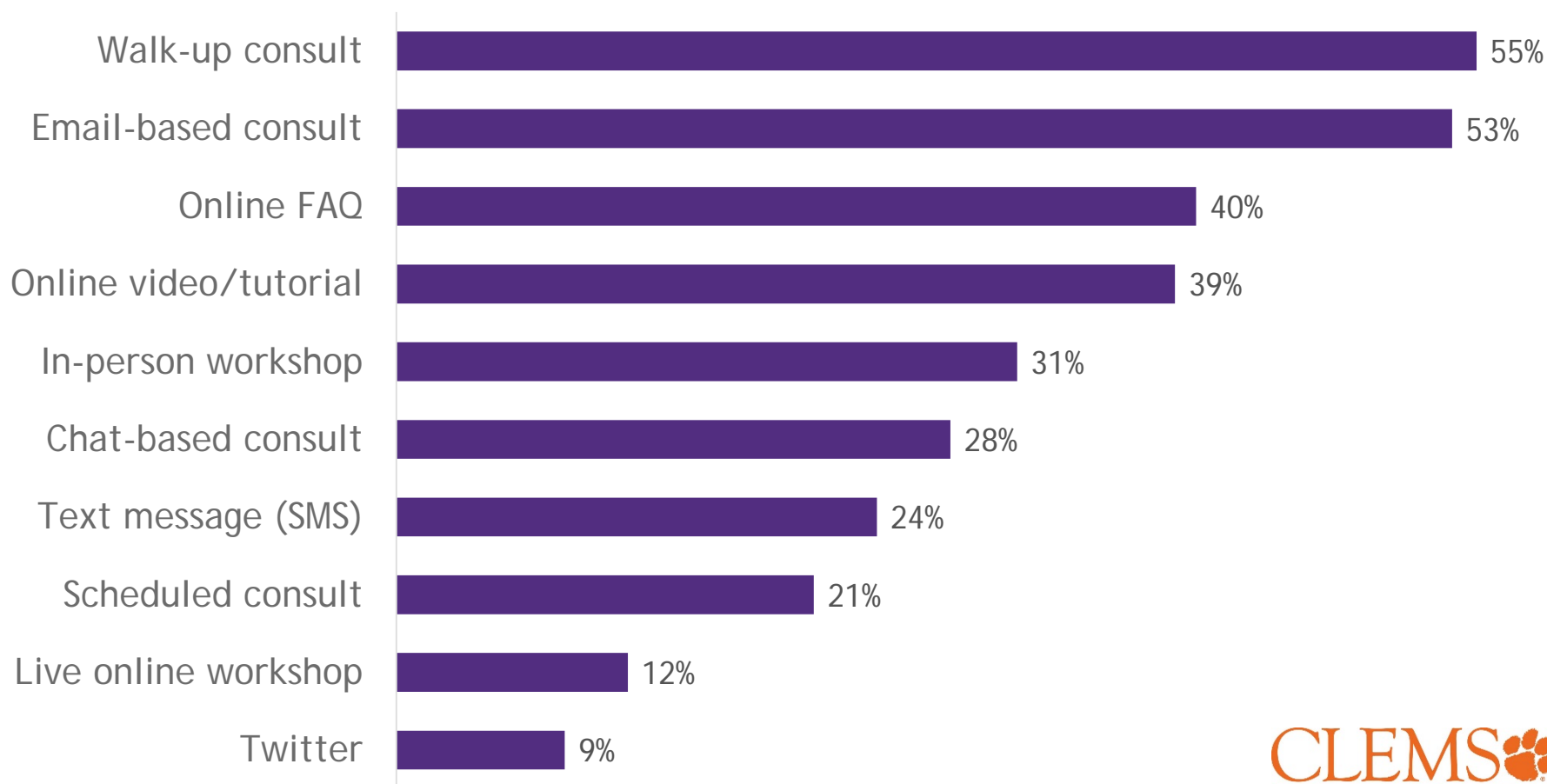
Services & resources with <67% awareness



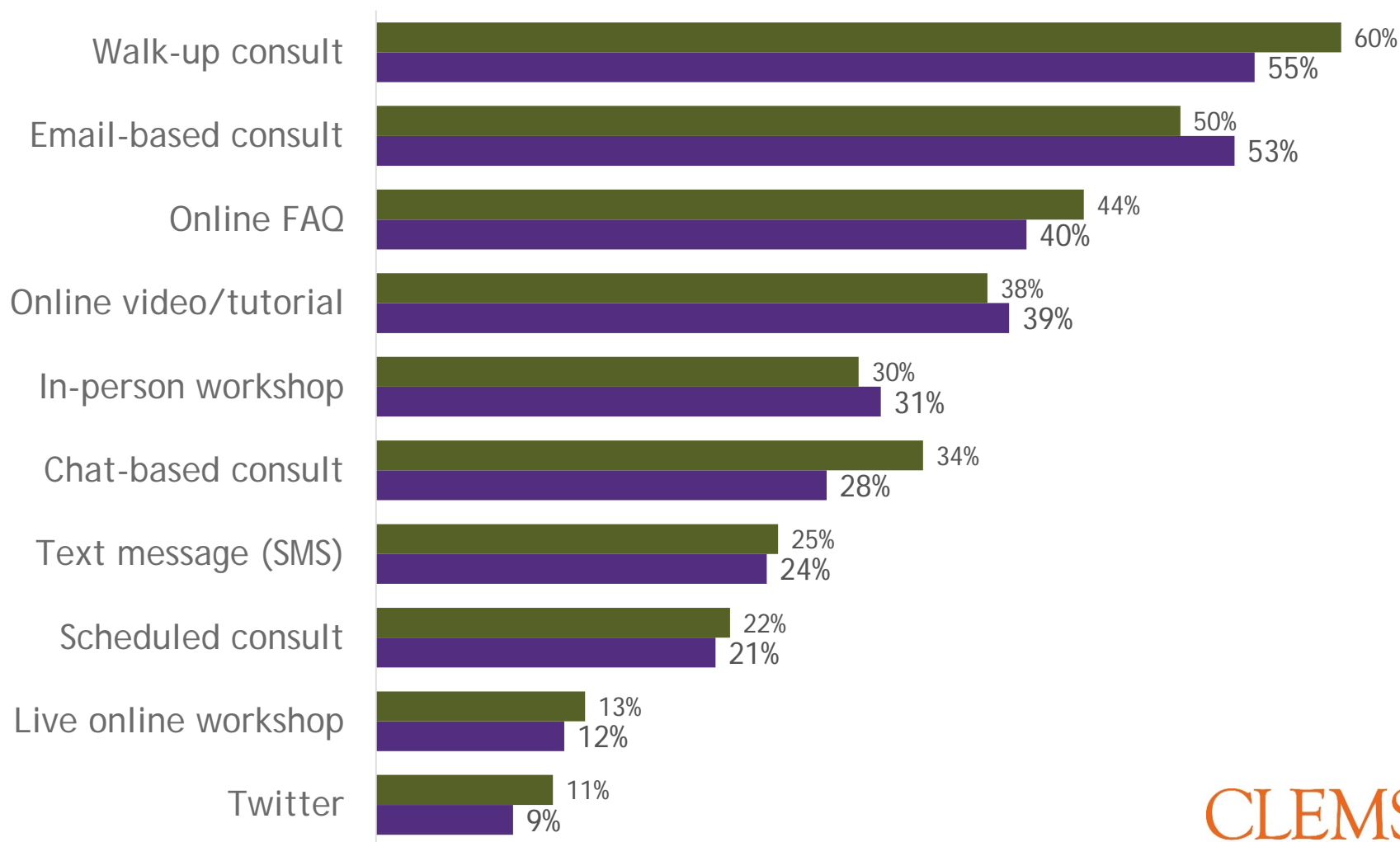
Awareness: spring 2016 versus spring 2017



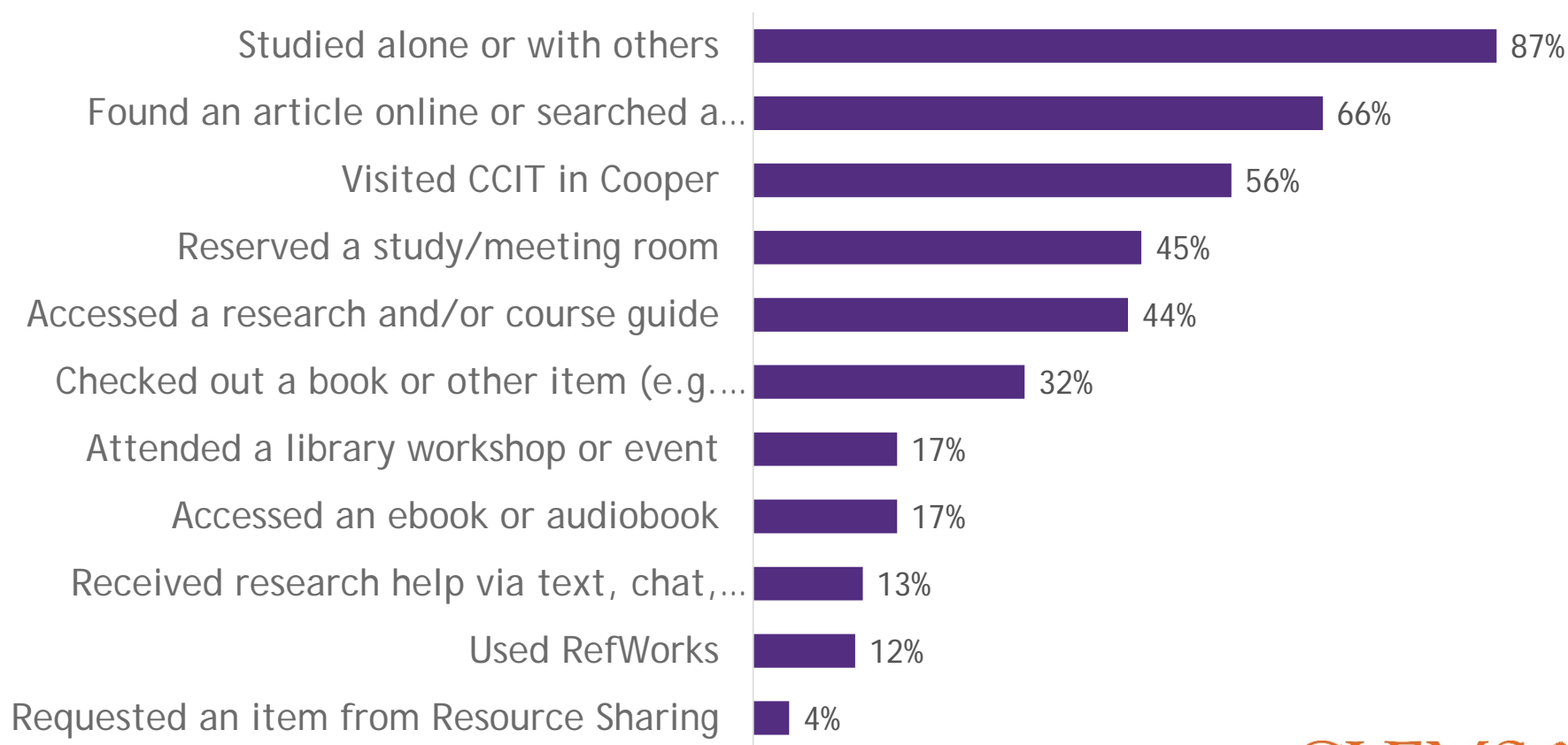
How would you like to get information or help from us?



Comparison of Contact Preferences

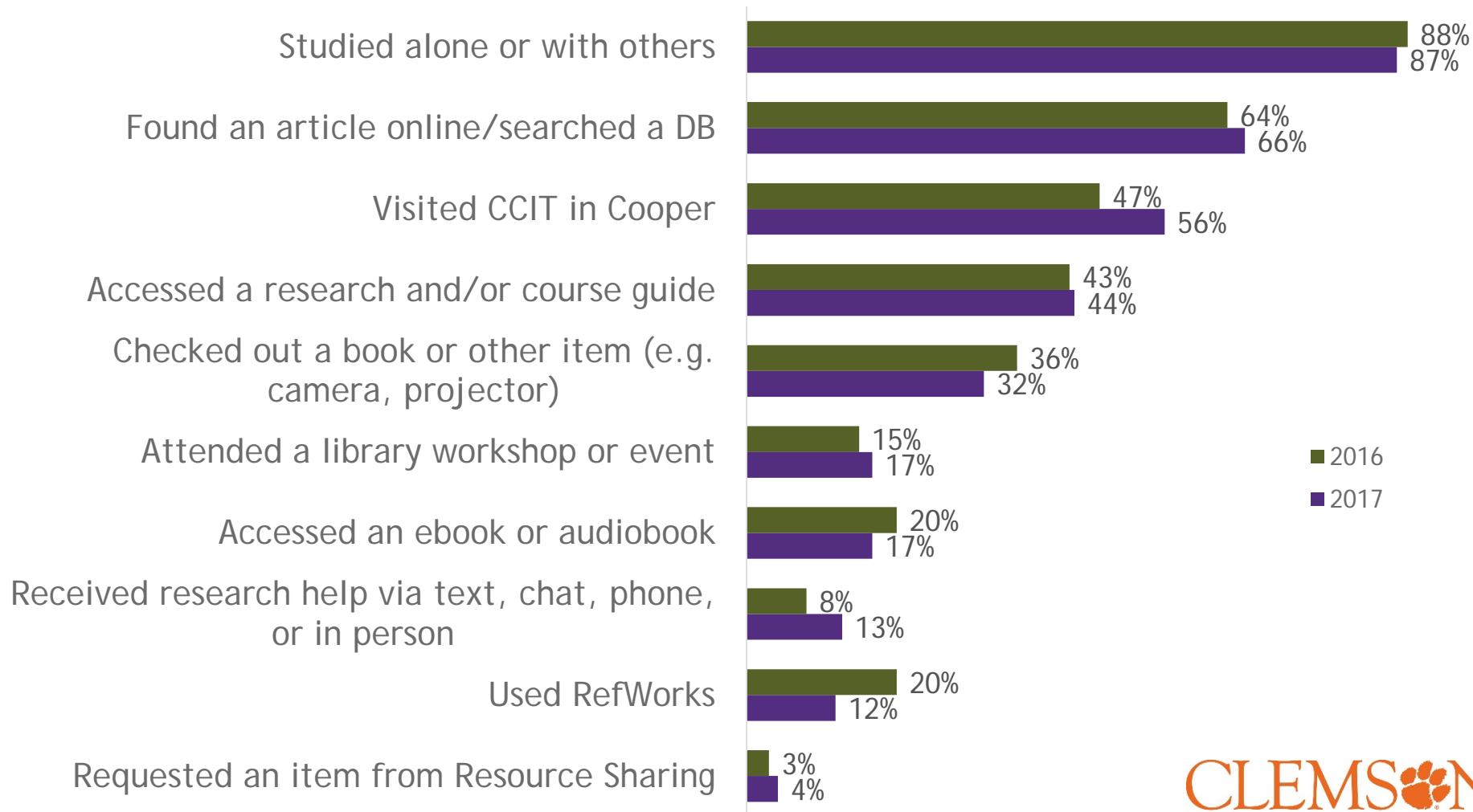


How have you used Clemson Libraries this semester?



Common "Other" responses include printing/plotting (1.9%) and Starbucks (1.6%)

Comparison of Self-Reported Usage



Please provide (any suggestions of how you would improve the library introduction experience or) any other final thoughts about Clemson Libraries.

- ▶ 26.2% mentioned something positive about the experience and/or Libraries
- ▶ 21.3% had concerns about the space, including:
 - ▶ Lack of available tables and chairs
 - ▶ Enforcement of noise levels in study zones

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

I really enjoy the Clemson Libraries and find them very helpful. I study in Cooper at least 3 times a week.

I freaking love our library. An awesome environment, I love the overall vibe. it's the bomb.com!!!!

I think that the Library is very well managed and does its best to provide all it can for Clemson students.

I am a big fan of the library. I am there almost every day studying and doing homework. No improvements come to mind immediately.

The staff is always very friendly!

I am amazed at all the resources clemson students have and have found them extremely helpful throughout my semesters here.

I love the friendly staff

Conclusions

- ▶ Self-reported usage of library resources was stable
- ▶ Preferred methods for receiving help remain unchanged

Suggested Actions

- ▶ Forward sorted comments to relevant units
- ▶ Explore ways to encourage voluntary, in-depth exploration
 - ▶ Playlist of less-than-one-minute videos featuring students talking about topics that students wished the videos covered (or wished they had paid attention to). Possible topics include:
 - ▶ RefWorks
 - ▶ Online map and/or requesting tours/instruction
 - ▶ How to find and check out a book
 - ▶ Fiction, popular reading, and DVD checkout
 - ▶ Resource Sharing
 - ▶ Citation help resources
 - ▶ Study rooms
 - ▶ Technology checkout