

2016 Survey Feedback and Changes at Ikeda Library

Here at Ikeda Library, we strive daily to maintain the quality and reach of our current offerings even as we work to tailor our services to better meet the changing needs of our community.

We receive a variety of requests in many formats every day from SUA students, professors, and staff about those offerings; and each encounter is as important to helping us improve our services as our annual survey. From in-person conversations to emails to notes in our Suggestions Box at the Circulation Desk, we use every means available to help us continue to provide the responsive service our campus community has come to rely on for their resource and research project needs.

The annual survey responses we collect every spring show us trends in how the library as a resource is used and help us get a better picture of how our services are meeting student, faculty, and staff needs. The report below is a summary of our findings, based on the feedback of the 148 students and 40 faculty/staff members who participated in the 2015-2016 survey, and includes information on related library changes made in recent years as well.

Contents

| | |
|--|----------|
| 2016 Survey Feedback and Changes at Ikeda Library | 1 |
| 1. Academic Resources | 2 |
| 1.1 Print Books | 2 |
| 1.2 e-Books and Databases | 3 |
| 1.3 DVDs and Leisure Reading | 3 |
| 2. Reference Services and Information Literacy Instruction..... | 4 |
| 2.1 Reference Services | 4 |
| 2.2 Information Literacy Instruction | 4 |
| 3. Functional and Comfortable Space | 5 |
| 3.1 Printing in the Library..... | 5 |
| 3.2 Study Spaces | 7 |
| 3.3 Room Temperature & Lighting | 7 |
| Appendix: Trends in Resource & Services Use by the SUA Community | 9 |
| A.1 Local Circulation of Books and Media Items | 9 |
| A.2 Cooperation with Other Libraries: Interlibrary Loan Services | 11 |
| A.3 Reference and Information Literacy Instruction Services | 12 |

1. Academic Resources

More than three-quarters of the students who participated in the survey see the library as a “place to get resources.” As the charts in the Appendix demonstrate (A.1), the ways that the SUA community accesses library resources are varied--and are changing. More media is being accessed online, and e-books were accessed ten times more than their print counterparts were checked out last year.

The rise in the use of electronic materials means the SUA community is not necessarily coming to the library to take advantage of its resources, but the number of patrons who express their preference for physical copies of materials is holding steady. We are happy to see that our continued efforts to develop the print book collection are still desired, and appreciated, by many patrons.

1.1 Print Books

Ikeda Library uses multiple sources to determine what books to add to our shelves, including the annual survey. This year’s survey had very few requests; in the survey from 2015, there were a number of subject areas that participants asked us to focus on, and we enriched each of those collections with multiple titles. Many of the specific titles that had been mentioned in the comments of that survey were already in our collection, so we want to encourage you to contact us if you ever have trouble finding a book. You can call, email, or drop by anytime.

In this year’s survey, there were a few requests for particular topics. One request was for “books on Africa,” and the library added roughly 50 books and e-Books published in 2016 and 2017 to its holdings. These titles joined more than 4,000 other books in the [library’s catalog](#). We also added books on [technology and social media](#) based on a survey request, and yet another request was for “more books . . . in Spanish and French.” We are continually on the lookout for foreign language titles that will meet our students’ needs for reading level and engaging content, and we welcome [suggestions](#). Purchase suggestions and requests from the SUA community are reviewed as soon as we receive them, and ordered as soon as they are approved and appropriate vendors found. While our collections of French and Spanish books are growing slowly, students have access to more French and Spanish language films than ever before with our streaming video service, Kanopy. Visit the [Reference Desk](#) for helping searching this great database.

The library also looks to subject experts when deciding what books to add to our collections. The library draws on the expertise of SUA’s faculty and routinely reviews course syllabi and course descriptions when selecting books to purchase. We scour the required and recommended reading lists that the faculty include in their syllabi and acquire the books we do not yet have whenever possible. The library also uses the recommendations of non-SUA subject specialists: more than 50 of the “Outstanding Academic” and “Significant University Press Titles” for 2016 were purchased for the library in response to the multiple requests for more print books. These titles were chosen based on reviews by experts in their fields found in the American Library Association’s Choice Magazine, and you can browse both the books and the

reviews at the Circulation Desk. You can always browse new print titles by visiting the New Acquisitions display shelf on the 2nd floor of the library.

1.2 e-Books and Databases

While the majority of survey participants were “quite satisfied” or “extremely satisfied” with our e-book collections, there were a few requests for more e-books. Ikeda Library constantly updates its online reference collections--[Gale Virtual Reference Library \(GVRL\)](#) and [Oxford Reference Online](#)--and has acquired some specific e-book titles based on requests received this past semester. In order to meet the different research needs of SUA’s students, staff, and faculty, the library also subscribes to academic e-book collections by EBSCO and ProQuest (formerly eBrary). The SUA community has access to over 300,000 e-book titles total, and since the aforementioned vendors add to their collections regularly, there’s always something new. Large e-book collections like these often allow the library to provide more niche and specialized titles than would be possible with a print collection alone. As one survey respondent put it, the e-book collection “is huge [so] I was able to find many titles I needed.”

In addition to these four online collections, we also have around 90 databases, offered by 30 vendors. Again, the majority of survey takers were “quite satisfied” or “extremely satisfied” with the library’s databases; however, a few respondents commented that they had difficulty accessing resources they had found. We continually work with the database vendors to make your searching experience as easy as possible, but keeping the links between databases and resources current is an on-going process, as new items become available and some items get moved by the vendor. Please don’t hesitate to contact us when you encounter access problems. We will help you get the resources you need, and your feedback will help us be sure any database or access issues are resolved quickly.

1.3 DVDs and Leisure Reading

One student wrote in the survey that the library is a “place to get DVDs and novels to relax.” Other participants wished for more leisure-reading materials, both fiction and non-fiction. Ikeda Library believes leisure reading is just as important as studying, and we actively develop multiple collections to offer SUA students, staff, and faculty many types of fun reading. Every spring, for example, we choose winners and top nominees of the [GoodReads Choice Award](#) in selected categories, including fiction and young adult, for addition to our collections. We also add a number of non-fiction titles from the list, such as [Originals: How Non-Conformists Move the World](#) by Adam Grant. We collect popular titles, such as [The Fault in our Stars](#) by John Green, which can be found in the Young Adult collection and in the Spanish section of the Foreign Language collection on the 1st floor of the library. Fiction lovers will also find many great titles to choose from in the literature section (Call numbers PN and PZ) on the 3rd floor as well, including classics like [Sherlock Holmes](#) and new works like [My Shanghai: 1942-1946](#) by Keiko Itoh. With our e-books, periodicals, and foreign language titles, too, the leisure-reading possibilities at Ikeda Library are almost endless. That being said, there’s always room for more, so [suggestions](#) and recommendations are enthusiastically welcomed.

Many responses to the survey were positive about the library's DVD collection, one participant saying that it was "impressive" and "rival[s] the old Blockbuster stores." We add films to the collection monthly, most often titles that were requested by students, staff, and faculty. The library also collects award-winning and -nominated movies annually, such as the Oscar nominee [Hidden Figures](#) and the Golden Globe nominee [Sing Street](#). A few survey takers commented on the difficulty they had finding DVDs when browsing the 3rd floor shelves. We've labeled each DVD case with the first letter of the film's title so that each genre is now sorted in alphabetical order. You can also browse the collection online: we maintain a [list of DVDs at Ikeda Library](#), and you can search using the library catalog as well. In addition to physical DVDs and the streaming documentaries from Filmmakers Library Online, the SUA community now has access to more streaming videos through the Kanopy database. So far, this has been a popular addition to the library's holdings: from April 2016 when we started the trial to the end of March this year, there were about 1,600 streaming videos played – a total of 35,840 minutes! Kanopy films are searchable through the [library's catalog](#).

2. Reference Services and Information Literacy Instruction

2.1 Reference Services

The reference staff at Ikeda Library offers multiple services tailored to the different needs of students, staff, and faculty. One service, Individual research help, is provided through Reference Desk hours and research sessions by appointment. We are delighted to see an increase of SUA community members taking advantage of this resource, with 20% more reference questions being asked and answered in the 2015/2016 academic year than in 2014/2015 (see Appendix A.3).

Survey participants were "quite satisfied" or "extremely satisfied" with the individual research help they received, and when those who visited the Reference Desk were asked in the survey, "What was the most helpful aspect of the research session?", more than half of the survey takers selected "How to find the right resources for my project" and "New research skills." Of those who had not used this service, many answered that they "didn't know how to begin." We understand how that can be, and so we have multiple, easy ways for you to get help with your research questions. If you like personal interaction, you can come by the Reference Desk [Monday through Saturday](#) during the semester. The reference staff members are very friendly and are always happy to help. If you like focused one-to-one help, or have a more complex question, you can request a personal [research session](#). A reference staff member will meet you at a time that is convenient for you, and faculty or staff members have the option of meeting in their offices instead of the library. You can call or [use our online form](#) as well.

2.2 Information Literacy Instruction

Another service provided by the reference staff at Ikeda Library is group workshops. Survey participants were interested in a number of different types of workshops, with more than one third of the survey takers expressing interest in citation resources, capstone research, organizing a research project, advanced Google searching, creative research processes, and how to find statistics. Their responses will be used to help us plan our offerings for the Fall

2018 semester, and the instruction librarian will be incorporating relevant strategies from these topics into other information literacy offerings, such as in-class instructional sessions. Groups of 5 students or more can also request workshops on specific information literacy topics, such as bibliographic management systems or finding primary sources. You can email the Reference and Instruction Librarian [Jan Fandrich](#) for more information.

A general research workshop that anyone can attend is offered at the beginning of every academic year, and it's a great way to learn new research skills or brush up on some old ones. New resources are constantly added to the library's holdings, and vendors frequently update their database interfaces, so the annual workshop will always have new information and strategies students can use immediately. For information and dates on this and other workshops, follow the library's [Facebook page](#).

Because library resources change over time, some faculty and staff members who took the survey asked for an annual orientation or workshop for themselves or their departments. The reference staff would be happy to set up personal [research sessions](#) or give presentations to groups of people—on the library's current resources or on any information literacy topic of interest. Your specific needs will inform what would be covered in the workshop. Faculty can also request that a reference staff member give an in-class information literacy session. In-class sessions give students a chance to learn research skills particularly suited to their specific coursework and field of study, and faculty members can determine what strategies they would most like emphasized in a given session. You can request a [research instruction session](#) online, or come by the library for more information.

3. Functional and Comfortable Space

Seventy-five percent of students who participated in the survey see the library as “a place to study alone,” which is three times more respondents than those who see the library as “a place to study as a group.” We want the library to be one of the students' favorite places to study, alone or with others, and will continue to collaborate with our campus partners – Facilities, Security, and IT – to provide the space students need to concentrate on their learning.

Some comments from the survey showed us that we have already succeeded somewhat in creating that space. Survey participants wrote that Ikeda library is: “a place to study and make bonds,” “a place to feel relaxed,” “a place to enrich my experience here and open my world,” and “a safe space[;] a happy space.” We hope all our students, staff, and faculty feel the same.

3.1 Printing in the Library

The majority of comments in the student survey described technical issues, with the most being about the printers (62% of the participants). Other issues participants shared had to do with the wireless connection (27%), copiers (25%), scanners (12%), off-campus access to databases (12%), and library computers (3%). The most common difficulties students experienced were paper jams and printers being offline, out of toner or out of paper.

It was encouraging to see that fewer survey participants reported issues with the off-campus access to databases and the library's computers than had in previous surveys. EzProxy, the off-campus database login, and a dozen new terminal computers that the IT department had set up for us in the previous year definitely made a big difference. The library wishes to thank our hardworking IT staff for their support in helping us find solutions for these issues, and for their ongoing efforts to help us with printer issues. We constantly collaborate with IT to make printing in the library easier for students, and whenever there are printer or network changes, the library updates its signs and online pages. Students will find a list of printer names and locations on the signs in each copy room, and the same list along with the instructions for adding printers to your computer on the [library website](#).

All the printers are checked daily, and paper and toner are added when necessary, but for a while, some printers were showing that they were out of paper when they were not. Please let us or the IT Helpdesk know immediately when you notice a problem so that we can resolve the issue as quickly as possible. You do a service to your fellow students when reporting technical issues, and there will be less waste of resources. In fact, some students have voiced their concern that a lot of paper is wasted because documents are printed repeatedly and indiscriminately to printers all over the campus. This is partly due to print jobs not being deleted when a printer is out of resources or offline, and partly due to print jobs being sent to an unintended printer. Please delete print jobs that did not go through, and please check to be sure you have selected the correct printer before hitting the print button.

Remember the main floor of the library is the 2nd floor; we often find print jobs in the 1st floor copy room that we suspect were meant for a 2nd floor printer.

A copier/scanner is available in the 24-hour study room on the 2nd floor and also room 461, the other 24-hour study room on the 4th floor.

| Location | Functions | Printer Name |
|--|--------------------------------------|----------------|
| 1 st fl. Copy room | Print (HP 4015) | LIB101-H4015 |
| 2 nd fl. 24-hr study | Print (HP 4015) | Lib24HrRmH4015 |
| 2 nd fl. 24-hr study | Color Print, Copy, Scan (Xerox 7845) | LIB202C-X7845 |
| 2 nd fl. Reference collection | Print (HP 4015) | LibRef-H4015 |
| 3 rd fl. Copy room | Print (Canon 5035) | LIB301F-C5035 |
| 4 th fl. Grand reading #400 | Print (Xerox 4250) | Lib400-x4250 |
| 4 th fl. 24-hr study #461 | Print, Copy, Scan (Xerox 4250) | Lib461-X4250 |

3.2 Study Spaces

Some students shared their frustration with us about students leaving their belongings in the 24-hour study room on the main floor:

“Students cannot hold tables for days upon days. Leaving their items there is not fair to the rest of us who want to be able to study there.”

“I really like Ikeda Library as a place to study. However, I don't like the current 24 hours situation. The room is extremely dirty, and some people dominate seats. I sometimes want to use the room, but because of that, I cannot use it. I will be happy if the situation is improved.”

We receive comments similar to these every year. The space in the 24-hour study room is limited: please be considerate of others and do not leave your belongings there. If you need a place to store your study materials, you can check out a locker from the Circulation Desk.

In response to student requests, both in the survey and by other means, to keep the Grand Reading Room (Ikeda 400) open for longer hours, we have changed the room's hours to 8 a.m. through midnight daily. This change was in no small part possible because of our SUA security officers, who patrol the study spaces in the library building all night, every night. Your safety is paramount, so please report anything suspicious to security immediately, and never open any of the 24-hour study room doors for persons you do not recognize as faculty, staff, or fellow students of SUA.

3.3 Room Temperature & Lighting

Many students commented that the library is usually very cold, and some areas like the group study rooms on the 3rd floor get very hot. More than one-third of the survey's participants had problems with the temperature, and 16% encountered problems with the lights in the library.

Library staff members are aware that the temperature in the library can get uncomfortable. We check the thermometers placed around the library regularly, and we put in temperature control requests with Facilities as needed. You can ask the library staff to make a request if you notice an extreme temperature in a particular area of the library, or you can make a work request directly through the [SUA Portal](#). Select “COLD CALL” or “HOT CALL” as the problem type when filling out the form. Getting multiple requests for the same issue can better help Facilities pinpoint which areas are being affected and determine what settings might need to be modified in the future.

Survey takers had different types of issues with the lights in the library. One student found that “Some lights on the library desks do not work or are almost dead.” Please let us know if you notice light bulbs that need to be replaced. We regularly go around the library and test all the lights at study desks and carrels, but as many of you have probably found too, a light will work the day you test it and burn out the next.

Many students voiced their concerns about the ceiling lights being on when the library is closed, feeling that it is a waste of energy. We agree, and the Facilities department and the library have been working together to change the settings so that only the emergency wall lights are left on overnight. A couple of students also commented that the motion sensor lights between bookshelves are very sensitive and come on even when no one walks down the aisle. This has also been reported to Facilities, and they will do their best to adjust the setting.

The library staff enjoys helping: it's what we do, and we feel honored to be able to assist you. We will continue exploring ways to improve our services to better meet your needs, so please feel free to ask us your questions or to share your thoughts with us at any time.

Ikeda Library's mission is to "meet the information needs of the SUA community by:

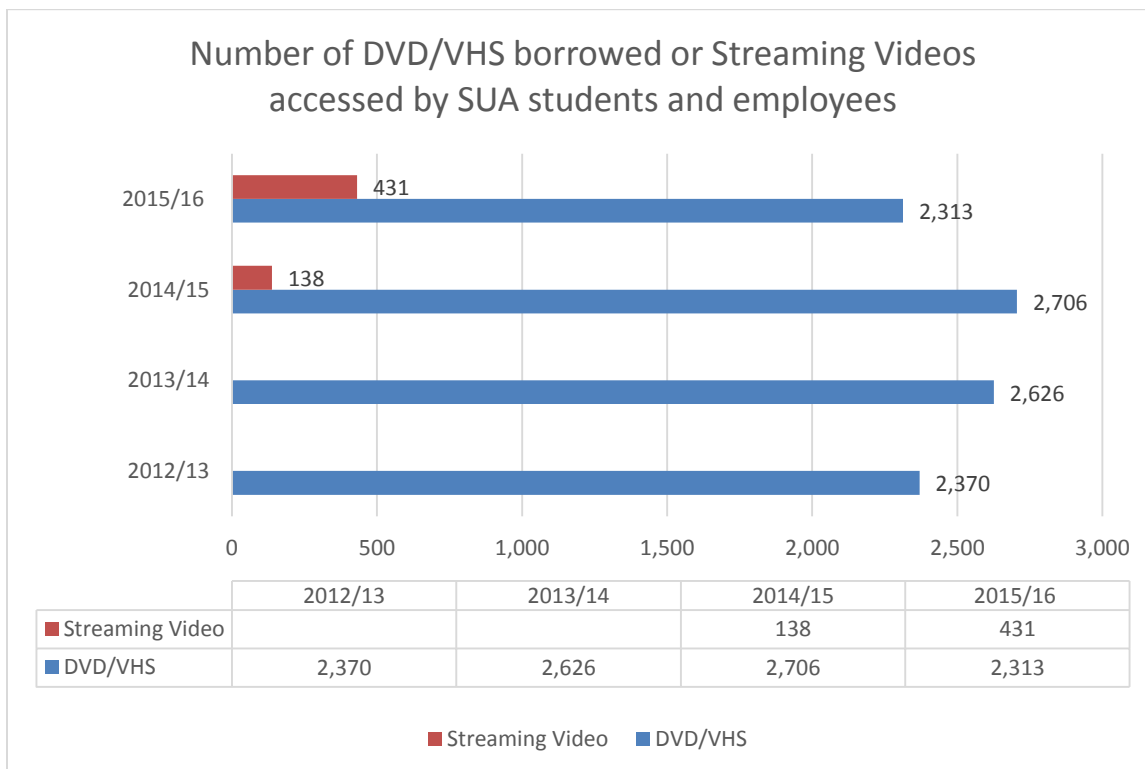
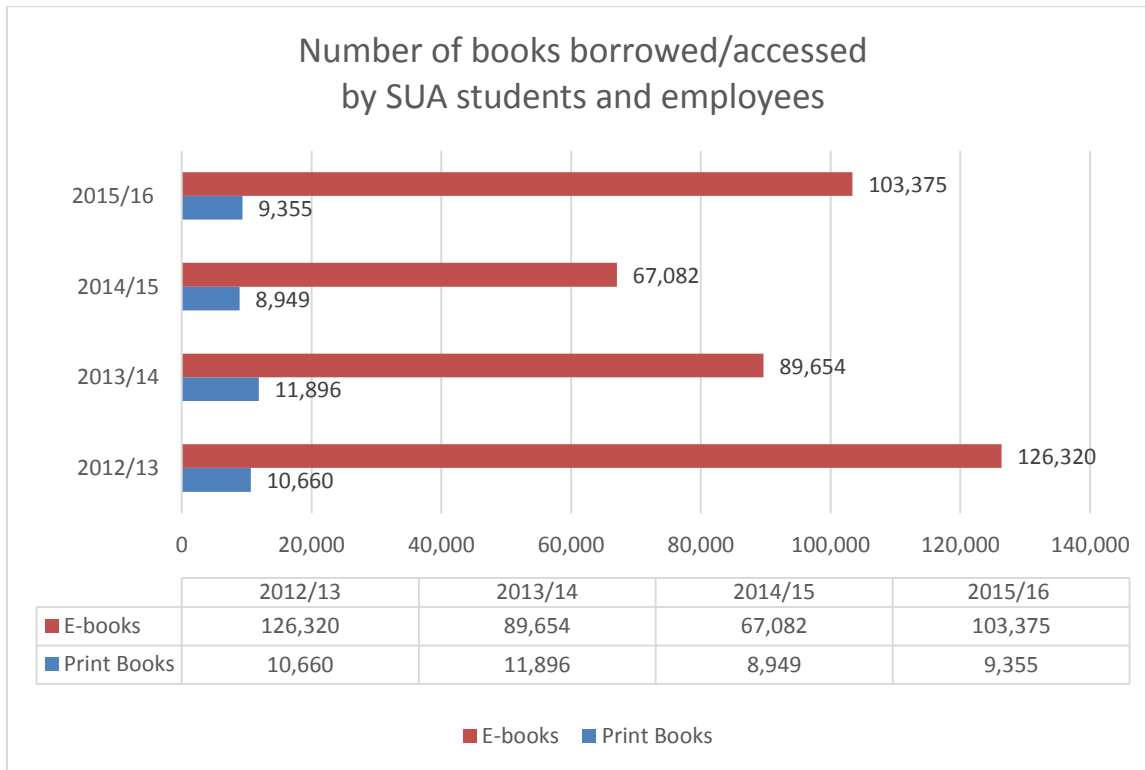
- 1.) Disseminating academic resources that support the programs and courses at SUA,
- 2.) Providing personal reference services and information literacy instruction, and by
- 3.) Offering a functional space for students to read and study comfortably."

This mission is a part of everything we do, and we hope that this report has shown how we work to fulfill this mission, and inspired you with ideas for how we can do more.

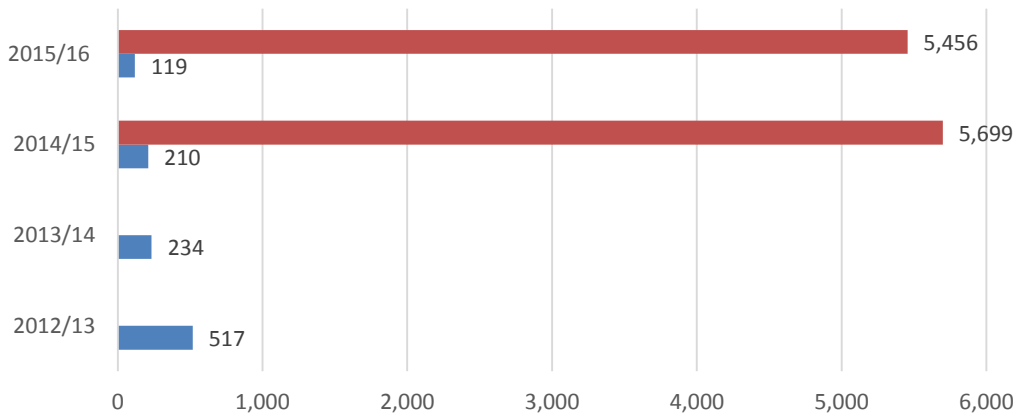
See you in the library!
The Ikeda Library Staff

Appendix: Trends in Resource & Services Use by the SUA Community

A.1 Local Circulation of Books and Media Items



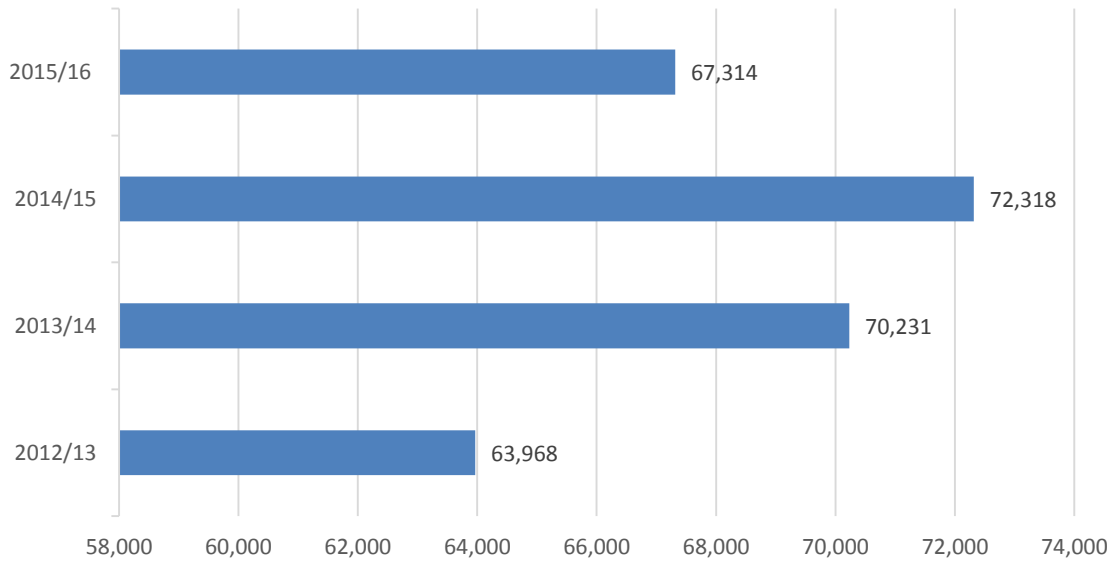
Number of Music CDs borrowed or Streaming Albums accessed by SUA students and employees



| | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|-------------------|---------|---------|---------|---------|
| ■ Streaming Music | | | 5,699 | 5,456 |
| ■ CDs | 517 | 234 | 210 | 119 |

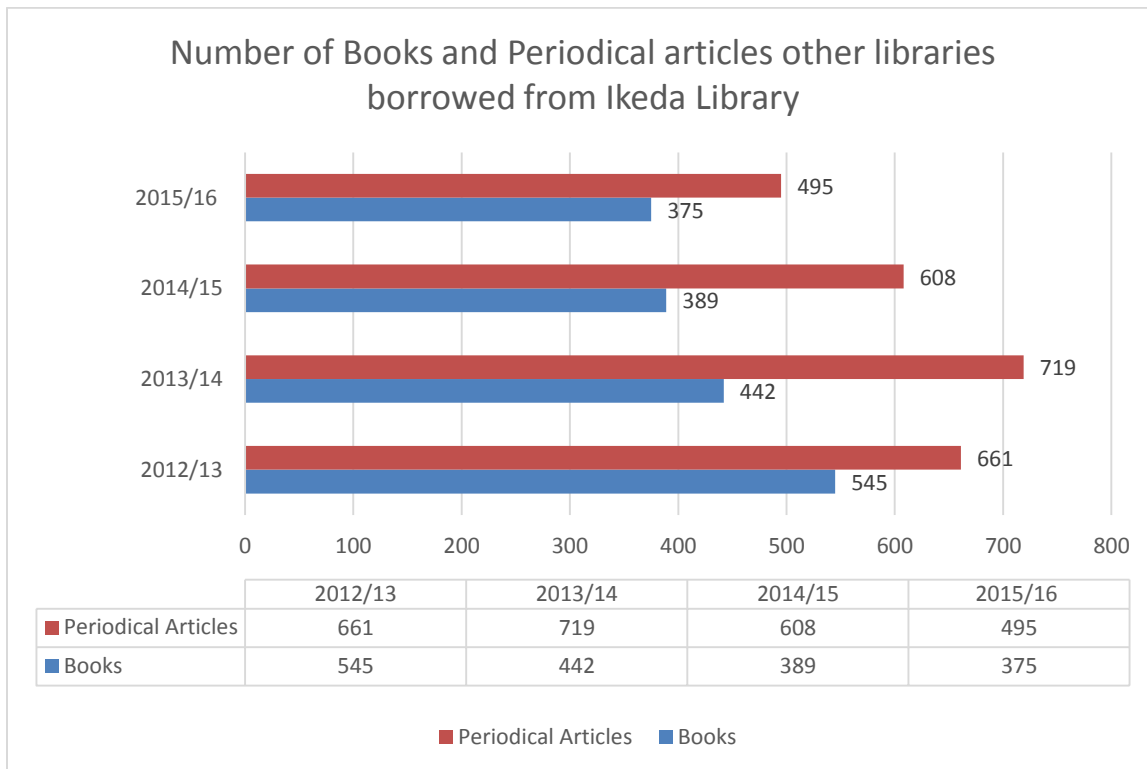
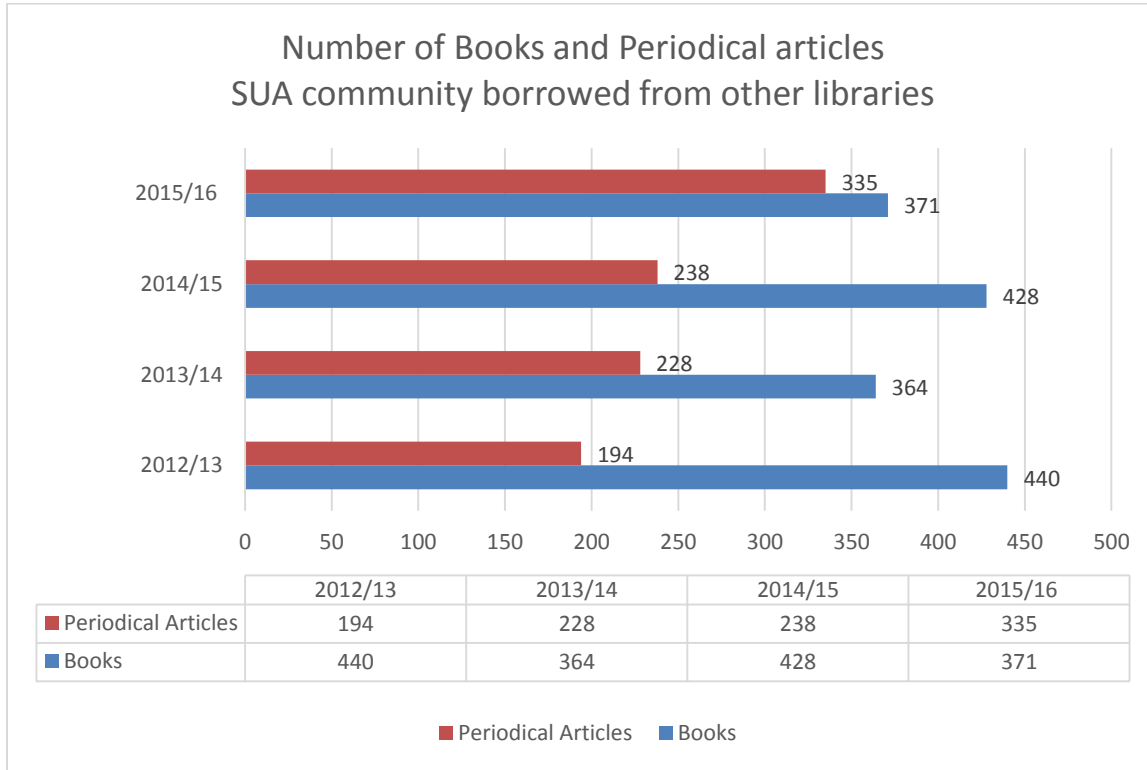
■ Streaming Music ■ CDs

Number of individuals who visited the library



| | 2012/13 | 2013/14 | 2014/15 | 2015/16 |
|-----------|---------|---------|---------|---------|
| ■ Series1 | 63,968 | 70,231 | 72,318 | 67,314 |

A.2 Cooperation with Other Libraries: Interlibrary Loan Services



A.3 Reference and Information Literacy Instruction Services

