



2024

KATHRYN A MARTIN LIBRARY

SERVICES SURVEY

UMD

KATHRYN A. MARTIN
LIBRARY
UNIVERSITY OF MINNESOTA DULUTH
Driven to Discover

Most-used services

Respondents were asked to select any services they'd used from the following list.

Services	Respondent Count
Study rooms	82
Circulation services (check out materials or request materials from other libraries)	72
Research Help (consult with a librarian about finding and evaluating information)	61
Events (e.g. Stress Less week, library workshops, author events)	54
Course materials and course reserves	51
Printing and scanning support	42
Archives & Special Collections (historical materials and assistance with UMD and local history research)	28
Information Literacy instruction (synchronous or asynchronous instruction, input on research assignment design)	18

Communication preferences

Among survey respondents, students tended to visit the library much more frequently than employees did.

The most popular options are listed below.

Option	Respondent Count	Employees
1	MyU Portal	Library website
2	Campus posters	MyU portal
3	Library website	umdbiz

Among both groups of respondents, there was a sharp drop-off between the 3rd and 4th most popular options. For example, 66 students chose “Library website” while only 33 students chose “UMD events calendar.”

Several respondents also wrote in “Emails” as a preferred way to learn about library services. Here are a couple of related comments:

Several respondents also wrote in “Emails” as a preferred way to learn about library services. Here are a couple of related comments:

- *I check my school email everyday so I think that would be a good place to communicate with students*
- *I like emails as well! I think communication is good enough as it is just communicate if there is an event.*

Other respondents commented requesting more frequent communication about library services. Here are a few of those comments:

- *There is very little communication.*
- *I feel like I am missing a lot of information, I’m not sure where to look to find out about new events, etc.*
- *Perhaps share information through college and department meetings. I’m just learning any services through this survey*

Archives

Respondents were asked about their experience using Archives & Special Collections to find historical materials or get assistance with research into local or UMD history.

Availability/hours of Archives services	Respondents
Excellent	63%
Good	33%
Average	4%
Below average	0%
Poor	0%

Ease of making an appointment (Archives)	Respondents
Excellent	50%
Good	33%
Average	17%
Below average	0%
Poor	0%

Ease of making an appointment (Archives)	Respondents
Excellent	29%
Good	33%
Average	25%

Below average	13%
Poor	0%

Respondents were also asked two open-ended questions about their experience with Archives services. Here are some of their comments.

Think back to a time when you worked with an archivist. Do you think that working with an archivist helped you find and understand historical resources for your project?

- *Definitely!!*
- *Yes. They found old photos that I didn't realize existed.*
- *I was able to walk away with a better understanding of what material was available, even if the documents I was looking for were not there.*
- *Absolutely, I think that without the archivist it would have taken much longer to make sense of what I was looking for.*

Is there anything else you want to tell us about Archives & Special Collections?

- *They are amazing!!!*
- *Big shout out to Aimee Brown, they have been a great help for the students I have had work with the archives*
- *It's an under appreciated gem.*
- *I appreciate that UMD history is being preserved.*
- *I appreciate the archiving services for research reports that are created within my department.*

Resource Sharing

In this portion of the survey, respondents were asked about their experience with interlibrary loan, Get It, and delivery services.

Have you used these services to request materials from other libraries?	Respondents
Get It (for items at other U of M libraries)	7
Interlibrary loan (for items at libraries outside the U of M system)	12
Both of these	26
None of these	26

Respondents had largely favorable experiences with Get It and interlibrary loan services.

Ease of requesting:

88% good or excellent

Timeliness/speed/wait times: 91% good or excellent

Quality/clarity of communication about the status of my request: 93% good or excellent

Fulfillment of my requests: 96% good or excellent

Here are a selection of open text comments about library resource sharing services.

[Appreciate] wide variety of things that can be accessed even outside of the U of M campuses
I'm really glad these services exist as quite frequently the books I want to read are not available at the UMD library.

Returning a library book I had shipped costs money to return, at least it did at the time I borrowed a book.

Home & Office Delivery

Relatively few respondents had used home delivery (8% of all respondents) or office delivery (12% of faculty and staff respondents) services.

Those who had used delivery services had mostly positive experiences.

- Ease of requesting: 88% good or excellent
- Timeliness/speed/wait times: 88% good or excellent
- Quality/clarity of communication about the status of my request: 92% good or excellent
- Fulfillment of my requests: 96% good or excellent

Here are a selection of open text comments about delivery services.

- *Email return slips so students or faculty do not get charged for shipping expenses and shipping speed is predetermined.*
- *I wish I knew more about this service, such as how it works, the costs involved, etc.*
- *I did not know that is service existed...is it exactly as it sounds and library books can be delivered to my house?*

Course Materials

Faculty and staff described working with the library regarding course materials in several ways.

- 46% had used course reserve services to make physical course materials available for short-term checkout, and/or to make scanned materials available in Canvas.
- 15% had worked with the library to find open educational resources to use in a course.
- 54% had requested the library purchase an ebook version of an assigned textbook.

These faculty and staff described very positive experiences with course reserve services.

- Ease of requesting materials: 100% good or excellent
- Ease of use for your students: 80% good or excellent
- Quality/clarity of communication about my requests: 100% good or excellent
- Timeliness/speed/wait times: 100% good or excellent

Here are a selection of faculty comments on course reserve services.

- *I find the multiple links that students need to click to access ebooks a little tricky, but I'm not sure how to address this. I should also add that I typically do not assign a single book for my courses. So, I usually have links to ebooks embedded in Canvas and/or syllabi. Perhaps the library staff could offer another tutorial on course reserves within Canvas. I'm sure you've done so before, and I've just missed it.*

- Generally works well, not sure students use them that much however.

Student respondents were also positive about course reserve services. 60% of students said they had used either physical course reserves or assigned materials in Canvas reading list, with another 14% not sure if they'd used these services. 96% of students rated the ease of accessing course reserve materials as good or excellent.

Printing

This was a new addition to the survey in 2024. While the Media Hub was housed in the library, ITSS student workers handled the bulk of printing questions. Now that the Media Hub has moved and fewer ITSS student workers are scheduled to work in the library, many of these printing questions come to circulation instead.

46% of student respondents had used printing & scanning services. Their experiences were largely positive.

- Availability/hours of support: 89% good or excellent
- Friendliness/approachability of library staff: 91% good or excellent

Despite this, respondents described some frustrations with printing and scanning. Here are a selection of their open text comments.

- *It gets frustrating when I can't print things off easily by myself on the second or third floors, sometimes the first as well, and I'm running up and down the stairs. I guess just making sure they're always (or at least a majority of the time) working properly.*
- *instructions could be made available at scanner*
- *I'm very disappointed with the availability of the scanning and printing services at the library. I used to get help there fairly frequently and now I find myself unable to find people there at certain times of the day. If UMD is going to force people to use a complicated printing portal, you should at least offer support for how to use it.*
- *more color printers*
- *The people are very helpful, but the printers aren't always working.*

Study Rooms

More respondents reported using library study rooms than any other library service.

Ease of booking study rooms	Respondents
Excellent	49%
Good	38%
Average	9%
Below average	3%
Poor	0%

Availability/hours of study rooms	Respondents
Excellent	27%
Good	47%
Average	18%
Below average	6%
Poor	2%

Ease of using study rooms (getting key, finding room, etc.)	Respondents
Excellent	48%
Good	39%
Average	11%
Below average	2%
Poor	0%

Respondents left a number of comments about their experience with study rooms. Most people really appreciated library study rooms. They wished there were more study rooms, or that they were available at more times (e.g. Sunday mornings).

Respondents also left comments about the booking process and the condition of the rooms themselves. Here are a selection of those comments.

Booking study rooms:

- *There should be a map online with the list of available study rooms so you know exactly which room you're booking and where it is.*
- *I don't really understand why there's a whole portal for reserving and booking them that's mandatory to go through. If I show up to the library asking about a study room, and there's one available, the workers should be able to check it out to me and hand me the key.*
- *Offer half hour time slots*

Condition of study rooms:

- *I wish they had bigger whiteboards / whiteboard walls*
- *Please clean the study areas more often. They are often pretty filthy.*
- *The walls are very thin and sometimes it is difficult to have the glass door because it feels like people look at you.*
- *Over the last 4 years the rooms are getting more and more filthy. Some smell sometimes and the tables are often disgusting.*

These comments about the cleanliness of study rooms are consistent with other library user comments and staff observations over the past two years.

Information Literacy

Roughly 9% of respondents said they had used information literacy instruction. Because this is a term that's used in communication with instructors but rarely used with students, actual experience with information literacy instruction is likely higher.

Overall, how would you rate the library's information literacy instruction services?	Respondents
Excellent	54%
Good	38%
Average	8%
Below average	0%
Poor	0%

Faculty and staff were asked a couple of open-ended questions about information literacy instruction. Here are a selection of their comments.

Do you think including library information literacy instruction helped your students work on their assignments or navigate library resources?

- I am a Writing studies professor who loves the partnership with the library! I think it big time helps my students.*
- Yes, I do. I have asked librarians to conduct in class exercises on conducting research, and also have brought students to the library to work on various stages of research. These have all been productive, and have also improved throughout the years. The current librarian assigned to my department is also going above and beyond expectations in terms of preparations.*
- Are there specific elements of information literacy where you would like more support?*
- This is silly, but when we meet in the library as a class, I would love it if my students had a tour of the physical library along with the tour they get of the online library.*
- Just generally making students aware of the resources. I guess it depends on the needs of a course.*

Students were asked a different open-ended question about information literacy instruction.

Think back to a time when a librarian met with your class.

Afterward, did you feel more prepared to work on your assignment or more confident navigating library resources?

- more prepared or confident about a paper I wrote*
- I felt more confident with my research after I was helped - more ideas sparked for my research papers.*
- At other points in the survey, respondents also left the following comments related to library instruction.*
- I would love a course about how to find places to publish or the research process from start to*

finish. Like - research publishing: the what, where, how, and when

- *More drop-in sessions possible*

Research Help

23% of survey respondents reported using Research Help services.

Availability/hours of Research Help	Respondents
Excellent	55%
Good	36%
Average	6%
Below average	3%
Poor	0%

I feel welcome when using Research Help	Respondents
Strongly agree	76%
Somewhat agree	15%
Neutral	9%
Somewhat disagree	0%
Strongly disagree	0%

Think back to a time you worked with a librarian during a research project.

Do you think working with them helped you get a better grade or feel more prepared to work on your assignment?

Here are a selection of responses to that question:

- *Helped keep me on track*
- *I think it more so just helps ease stress knowing I'm getting good sources, and that someone who knows what they are doing is there helping*
- *Yes, it was my first time looking for consultation, and I am glad I set the meeting up because I feel more confident in finding resources from the library.*

Respondents also left comments related to Research Help at different points in the survey. Here are a selection of those comments:

- *the writing center/research help are incredible.*
- *Library services have made research components of my education more successful and easy to use.*
- *Love the librarians and their depth of knowledge!*
- *The website is sort of hard to navigate. Things keep moving and I have trouble finding things that*

I used to easily locate. Also, the reference librarians are rather hidden. It can be intimidating to request help, especially because their doors are almost always closed, which isn't very welcoming.

Events

29% of respondents had attended a library event.

Most attended	Respondent Count	Employees
1	Stress Less Week	Author events
2	Get Crafty	Stress Less Week
3	Stitches in the Stacks	Pop-up libraries

Respondents also wrote in events including Honors presentations and invited speakers.

When rating events, respondents were mostly positive.

- Variety of library events: 83% good or excellent
- Relevance of topics: 83% good or excellent
- Timing of events: 75% good or excellent
- Quality of space: 88% good or excellent
- Accessibility: 91% good or excellent

Do you have any suggestions about library events?

Here are a selection of responses to this question.

- *I think having more cultural events and structures in the library would be great. My idea is to build an American Indian Roundhouse in the library, which would be used as a gathering place.*
- *I would include more interactive events that students can participate in. While guest speakers are interesting to listen to, I find that the creative crafting events are more fun and social experiences.*
- *The projector, if one is being used, seems to be too easy to walk in front of for speakers.*
- *More magnet and button making and make sure that you communicate so we know when it's going on!*
- *Y'all should make a study room or two into a nap room during finals*

Impact

Respondents were asked a multiple choice question about how using library services has helped them.

Option	Respondents (Employees & Graduate Students)
Enrich student learning experiences	23
Feel comfortable and welcome at UMD	23
Complete research effectively	22

Discover and access materials in my field	20
Identify and access affordable course materials	8
Make my published work open/accessible to other researchers	5
Get research funding/grants	3
Connect with scholars/researchers in other disciplines	2
Find audiences/publication venues for my work	1
Understand or negotiate author agreements for my publications	1

Option	Respondents (Undergraduate Students)
Feel comfortable and welcome at UMD	54
Find sources to use for course assignments	52
Complete research effectively	47
Connect with sources that help me succeed as a student	43
Access affordable course materials	35
Connect with other students on campus	32
Connect with campus services that help me manage stress	16
Understand how information is created and shared	14

What would you change about the library?

Undergraduate students

- *Make it more obvious that quiet zones are quiet zones especially the annex*
- *the study room reservation site is a little bit janky on mobile devices*
- *I would like to see more private areas to work in the library, and to bring back the printing and scanning help.*
- *warn students about how fast study rooms fill up during finals*
- *More outside data bases that can be accessed and faster digital connection*
- *More information spread about offered services*
- *I would extend the hours that study rooms are available.*
- *Be open longer on the weekends*
- *Sundays hours I feel are a little late, I think it would be beneficial to open at 10 rather than 1*
- *More drop-in sessions possible*
- *I would have liked to learn more about what the library has to offer when I first started my*

undergraduate career/library tour

- *Nothing, I don't know it that well enough to think of changes.*
- *I would include more interactive events that students can participate in. While guest speakers are interesting to listen to, I find that the creative crafting events are more fun and social experiences.*
- *Better mapping of the library area or signage.*
- *I think the UMD library is work.*
- *not much, I think they all are good!*
- *More advertising of events, and more frequent events so I can participate more even within my busy schedule*

Graduate students

- *Save the stacks! That's more of a proactive change I'm thinking of.*
- *Really I'm quite happy with my experiences and nothing problematic immediately jumps to mind.*

Faculty

- *I would love a course about how to find places to publish or the research process from start to finish. Like - research publishing: the what, where, how, and when*
- *I think making sure we know the range of services offered*
- *More hours for student study.*
- *Honestly, I don't think I understand Library services enough to say.*
- *Create more library services awareness to students*
- *I can't think of anything.*
- *I wish I knew how to make our students use the library more, I feel like many of them just don't use the library for anything more than a study spot (which is fine, but there is of course more). I do not have great solutions for this.*

Staff

- *I would like it if the library was open for longer hours while classes are in session.*
- *daily newspapers available on the day of printing*
- *The website is sort of hard to navigate. Things keep moving and I have trouble finding things that I used to easily locate. Also, the reference librarians are rather hidden. It can be intimidating to request help, especially because their doors are almost always closed, which isn't very welcoming.*
- *I wish there was a method to get more funding to you all for having more dedicated folks to do more outreach and embedding in disciplines*
- *I can't think of any desired changes at this time.*

What do you appreciate about the library?

Undergraduate students

- *everyone I've encounter while there has been incredibly, pleasant, helpful, and knowledgeable on anything I ask about relating to the library*
- *I like the free items when you walk into the library on certain weeks. I am never able to go to Kirby when they do their stuff so I appreciated when the library does theirs*
- *The available hours*
- *availability*
- *study rooms, writers workshop, quiet floors*
- *The tutoring center. If the tutoring center wasn't there I wouldn't have been able to pass my classes. Having a peer tutor that isn't a professor that can help you make it make sense is essential*

- *The floor levels of the building and the amount of quietness at each level*
- *wide variety of things that can be accessed even outside of the U of M campuses*
- *I like all the different floors and the writing center/research help are incredible. It is also nice that the honors kids have their own little area if they want it as well.*
- *Resources and space to study.*
- *They are very accessible*
- *I love study rooms and the rotundas. I also love the variety in study spaces offered throughout the library.*
- *I like the study room and availability hours. It helps me stay focused when doing my work and helps with my time management.*
- *they are helpful*
- *It is easy, helpful, and gives good unbiased and knowledgeable sources.*
- *I appreciate the study areas*
- *the tutoring*
- *I like the ease of access*
- *Safe quite place to study*
- *That I can rent books for free! And it's a safe space that makes sure I feel comfortable!*
- *I appreciate that students are able to get both writing help and tutoring in the library.*
- *I appreciate the open hours and large working spaces for both individual and group work.*
- *Great way to find the books or materials needed.*
- *I really appreciated the printing and scanning help. That was the biggest service the library offered for me.*
- *Library services have made research components of my education more successful and easy to use. The library materials and resources online have helped immensely in my success as an undergraduate student.*
- *everything!*
- *I like being able to find and print sheet music easily, and I like having a quiet place to study. The availability of white board is also very nice*

Graduate students

- *The availability of real, physical books. Their value can't be overemphasized. Yes, I sound like some emeritus professor, but I'm a third of their age.*
- *The library has been the one building I have spent the most time in. I LOVE the book availability (I love reading a wide range of books and will never be caught without one), the study spaces are plentiful and clean, the study rooms are super nice for interviews, and the staff is always friendly.*
- *I like to try new board games*
- *The cleanliness of the library, all the different study spots, and the separations of quiet zones and talk zones.*

Faculty

- *I have always found the library staff to be very helpful and prompt when dealing with various requests or questions I have.*
- *The staff is friendly and helpful at the Library.*
- *A very kind and committed group of people; it's always easy to make a request, and I've never faced any obstacles.*
- *Love the librarians and their depth of knowledge!*
- *I like the social and study spaces.*

- *relaxed, easy to access. Good amount of resources for research and teaching support, including the online journal access.*
- *That they serve us in several ways*
- *The interlibrary loan service has helped to access publications that are not available in the library.*

Staff

- *I appreciate the archiving services for research reports that are created within my department.*
- *love to read and it is the first place I go to get books !!*
- *The staff.*
- *The staff's desire to serve.*
- *Free & very accessible.*
- *Access to material, research articles especially*
- *I appreciate that these tools are available to students.*
- *computer, breadth of collection*
- *Open friendliness of the staff*
- *Very cooperative. I would like to see audio books come back.*

Is there anything else you want to tell the library?

Undergraduate students

- *Please don't ever get rid of the physical books, UA is scary and unaffordable.*
- *Replace the old staplers that students use after printing papers*
- *Please clean the study areas more often. They are often pretty filthy.*
- *tutoring is so helpful tell people about it more*
- *Maybe remove the empty bookshelves in the annex for more table space*
- *Thanks!*
- *The honors lounge you created where the media hub used to be is a mistake. Its a nice study area, but eliminating the media hub seems unnecessary.*

Graduate students

- *The librarians have been great about purchasing books in my field that I've recommended. I appreciate the work y'all do!*
- *Thank you for all your hard work!*

Faculty

- *I love your popular books/ best seller collections, especially the fiction and fantasy sections. I think you do a great job keeping up with recent additions and availability.*
- *I appreciate the work you do.*
- *I think having more cultural events and structures in the library would be great. My idea is to build an American Indian Roundhouse in the library, which would be used as a gathering place.*
- *Thanks for being awesome!*
- *I appreciate the great staff, space, and resources.*
- *Communicate very directly to places we meet. I don't think many people are aware of all these services you have listed here. This survey definitely creates awareness, but then who really completed it?*

Staff

- *I think the time books can be checked out is too long. Sometimes the wait for a book to be returned*

is quite long.

- *I love the beautiful, unique chandelier that hangs above the library. I always make a point to study it on the few occasions when I am able to go to the UMD library in person. =)*
- *I think most non-academics think of the library as “the place with books”. Send out some real-world examples of super cool things you’ve done that are well outside of “found a book for someone.”*
- *good job!*
- *Thank you for weathering the hard times, we support you*

Who responded?

The survey was sent out to a random sample of 2000 UMD students and 361 UMD employees in April 2024. A total of 189 people responded to the survey:

- 134 undergraduate students
- 7 graduate students
- 20 faculty
- 28 staff

The overall response rate for the survey was 8% (7% for students and 13% for employees).

Student respondents

Among the students who responded to this survey, 13% were transfer students, which is close to the proportion of transfer students among newly enrolled students for Fall 2023.

93% of students reported taking mostly in-person classes, compared to 7% taking mostly online classes.

Employee respondents

87% of employees reported usually working on campus, with 13% usually working off campus. Those respondents who taught classes all said they mostly teach in-person classes.