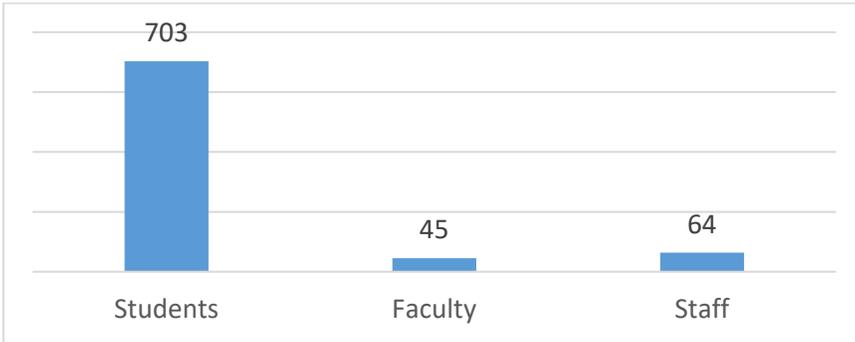


# Kathryn A. Martin Library Services Satisfaction Survey – Spring 2018

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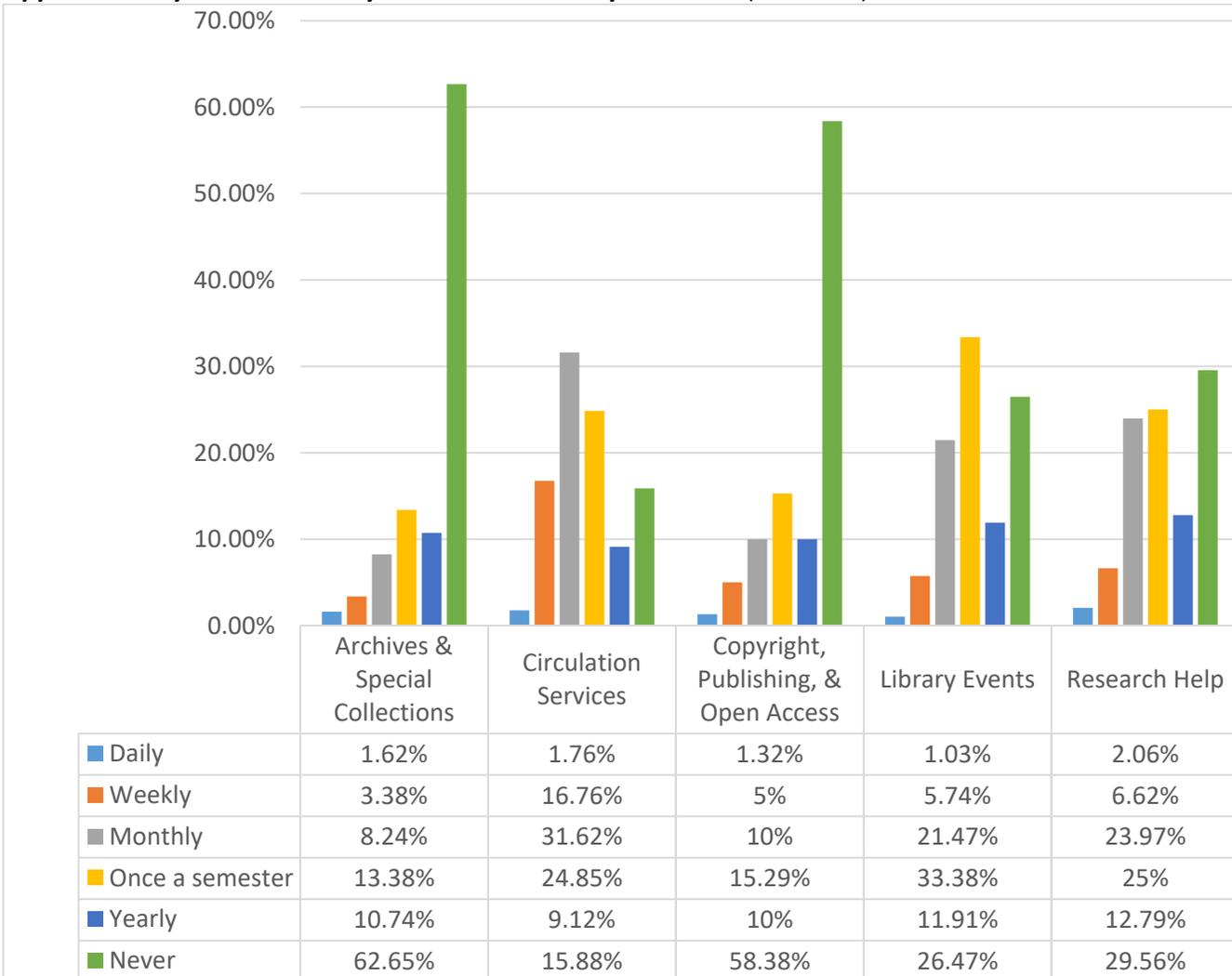
## Participant Overview



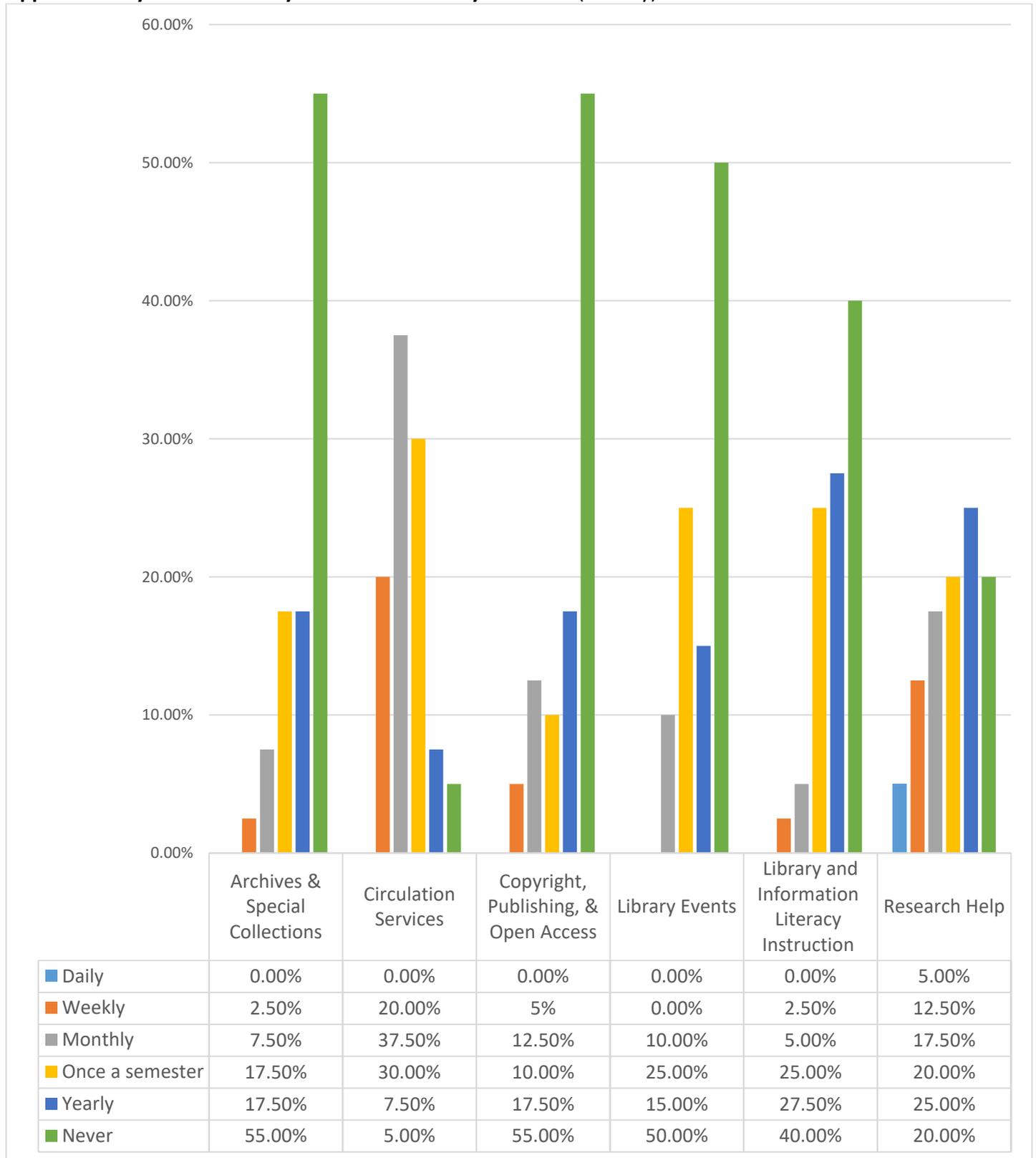
- Overall email response rate: 18.73%
- Student response rate: 19.24%
- Student of color/international student response rate: 20.45%
- Faculty/staff response rate: 15.53%

## Overall Usage

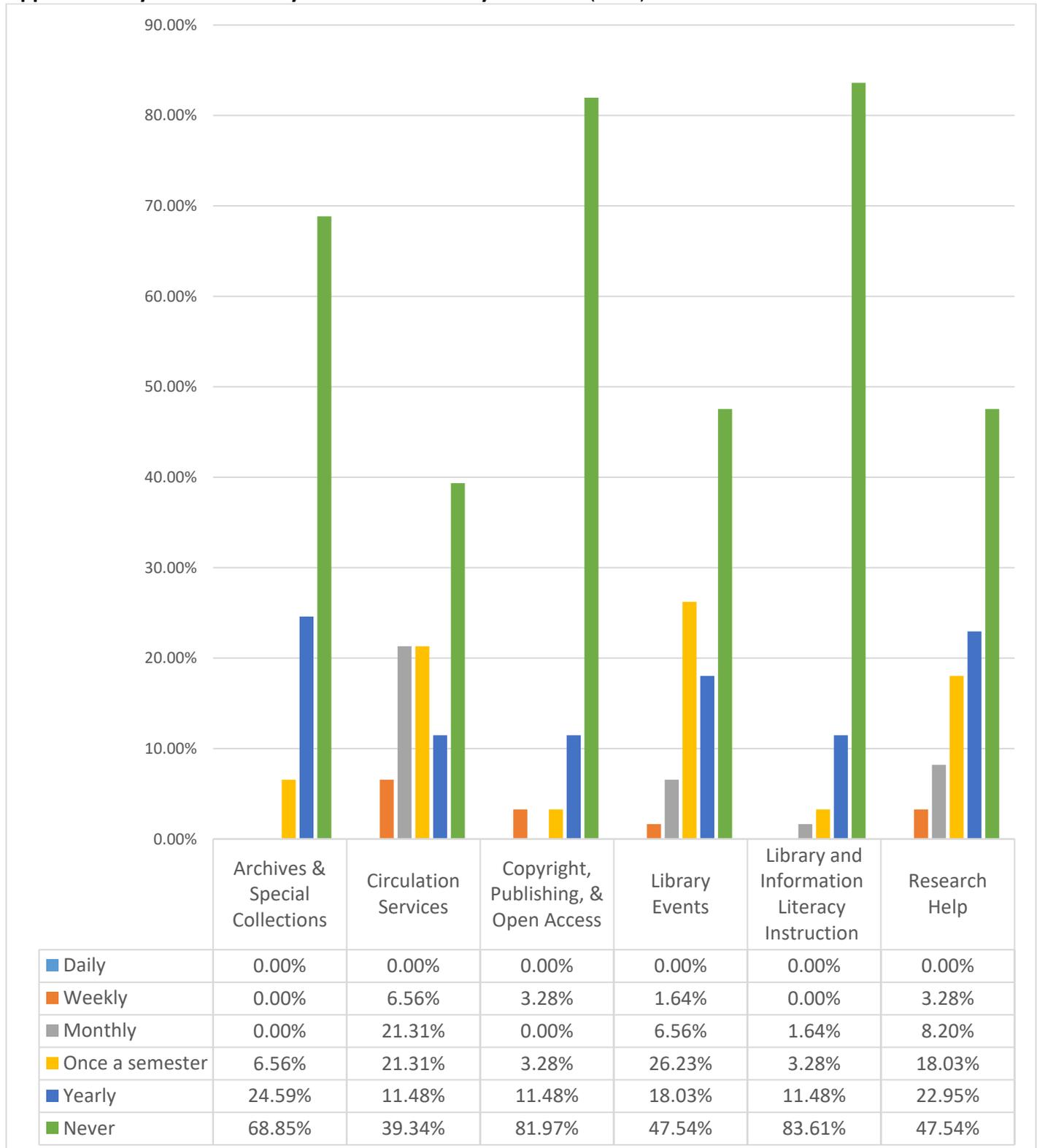
Approximately how often do you use these library services? (Students)



Approximately how often do you use these library services? (Faculty)

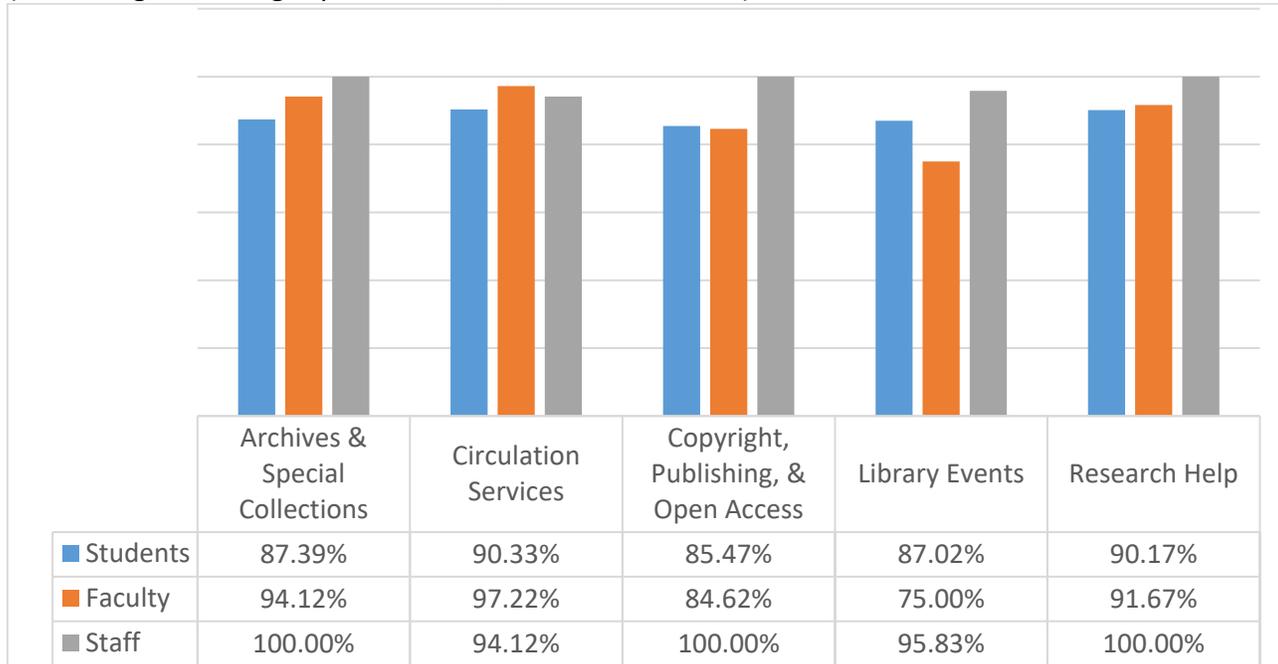


### Approximately how often do you use these library services? (Staff)



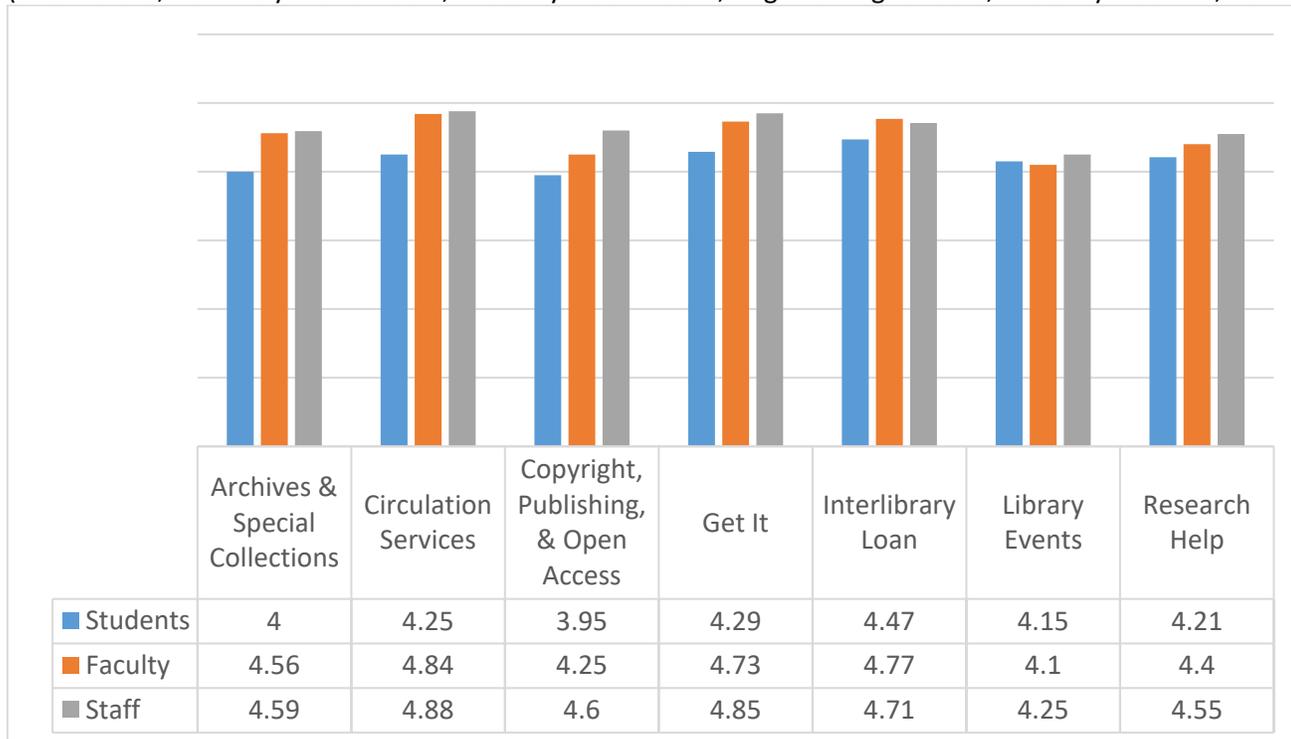
### Overall Satisfaction

How would you rate the following aspects of each service provided by the library? - Quality of services  
(Percentage choosing top two choices, Excellent or Good)



### Are you likely to use [this service] again?

(Mean Score; Definitely would not=1, Probably would not=2, Might or might not=3, Probably would=4, Definitely would=5)



**Are you likely to use [this service] again?**

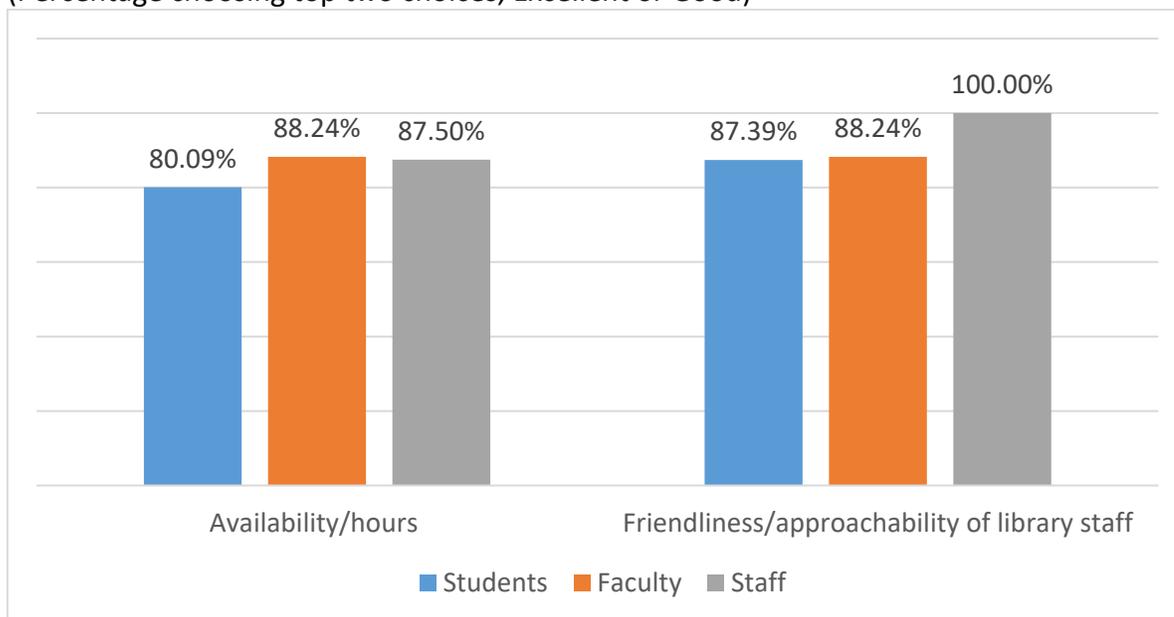
(Percentage choosing top two choices, Definitely would or Probably would)



**Archives & Special Collections**

**How would you rate the following aspects of services provided by Archives & Special Collections?**

(Percentage choosing top two choices, Excellent or Good)



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

### Student comments:

- Appreciate everyone being very friendly and helpful
- Good collection and great for writing research papers
- Great!
- Helpfull for research
- I have always been impressed, so I would just say that things are going well!
- I have no concerns. The service was great.
- I think this is such a great service but I feel like many students just don't know about it so they don't utilize it.
- I wish there was more of a need for this department. The information is great and the people are super friendly however I only needed to use it a couple times for my classes
- it would be nice if Archive materials where sometimes displayed at the entrance
- More could be done with historical University materials. A rotating display would be nice.

### Faculty comments:

- Hope our library will open more access to data base such as cnki.net and others.
- Pat is incredible knowledgable of the collection and the history. And she is knowledgable of the collections around the state. I have brought classes to have sessions with her at the library and they are always sessions students mention on evaluations very positively.

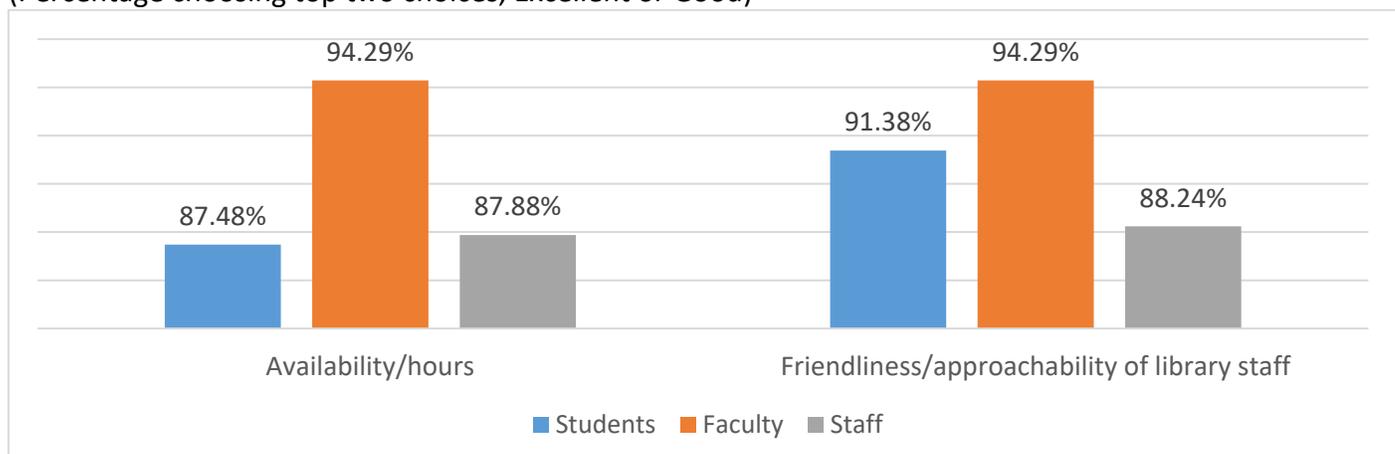
### Staff comments:

- always helpful to find me what I need very quickly - always friendly
- Incredibly helpful and incredibly friendly.
- It is hard if not nearly impossible to do research during the archive operating hours when one has a full time job. It would be nice to see an extension of hours, or weekend opening for review times. As I know this is usually hard to obtain perhaps a skilled student worker could be chosen to open the archive for a period on weekends.
- Staff is wonderful

## *Circulation Services*

### How would you rate the following aspects of Circulation Services provided by the library?

(Percentage choosing top two choices, Excellent or Good)



## Is there anything else you want to tell us about Circulation Services?

### Student comments:

- Always so helpful!!
- best people on campus
- Better knowledge of Dewey decimal system
- Better Sunday hours would be awesome. Open before 1.
- Doesn't disappoint!
- Everyone is helpful!
- Everyone is super friendly and always willing to help out!
- everyone seems nice sometimes seems like they are annoyed to be interrupted to say get a room key for a study room but its normally stressful times for all students
- Great
- great service
- Have better library hours on the weekends
- I do not like that if someone else requests the book I have put, I must bring it back right away. I've had instances when I am in the middle of a project with a book, and must return it.
- I like that it is possible to message them on the library website
- If you could open at 7 am instead of 7 on weekdays, I'd greatly appreciate it!
- It is great that we are connected to so many different schools. I utilize Circulation Services every week to request books and papers that are key for my research.
- It is okay to flash a smile every once in a while (:
- It would be great if study rooms could be booked longer than
- its great
- Keep doing what you're doing!
- Keep up the good work!
- Keep up the good work.
- Molly Klatt is pretty great!
- More current editions of speech pathology books and more books on cleft lip and palate.
- More hours to reserve study rooms. Often I study more than 3 hours at a time at it would be nice to reserve a room for four or five hours.
- Only really use for checking out study rooms - which is really mostly online.
- Should be able to reserve study rooms for longer than 2 hours if granted permission
- Some of the outlets in the study rooms need work.
- Sometimes people don't know they're there, or that they have a specific purpose. It'd be nice if there was a sign for study room checkout or something by them (there might be a sign I didn't see?)
- Thank you for helping students like me.
- The availability of study rooms is not good.
- The library as a whole should be open an hour earlier and an hour later.
- The study rooms are the best asset!
- There should be more signs and directions. Sometimes I have no idea who to approach for what.
- They all work really hard and know their stuff! I always know I can ask them any concerns or questions I have and they'll know the answer!
- They are so kind and helpful. They really went above and beyond to help me solve an issue I was having with my account.

- Very nice to use
- Very well trained students, they know what they are doing.
- When I checked out a book, I looked up the number and went and found the book myself and then checked it out. However, I had to go to every floor looking for a Q shelf and didn't know which floor would eventually have it, so I had to stop at every floor. It would be helpful if there was a map that told which letters were on which floor. If there is such a map, I didn't notice it, so it should be put in a more obvious location.

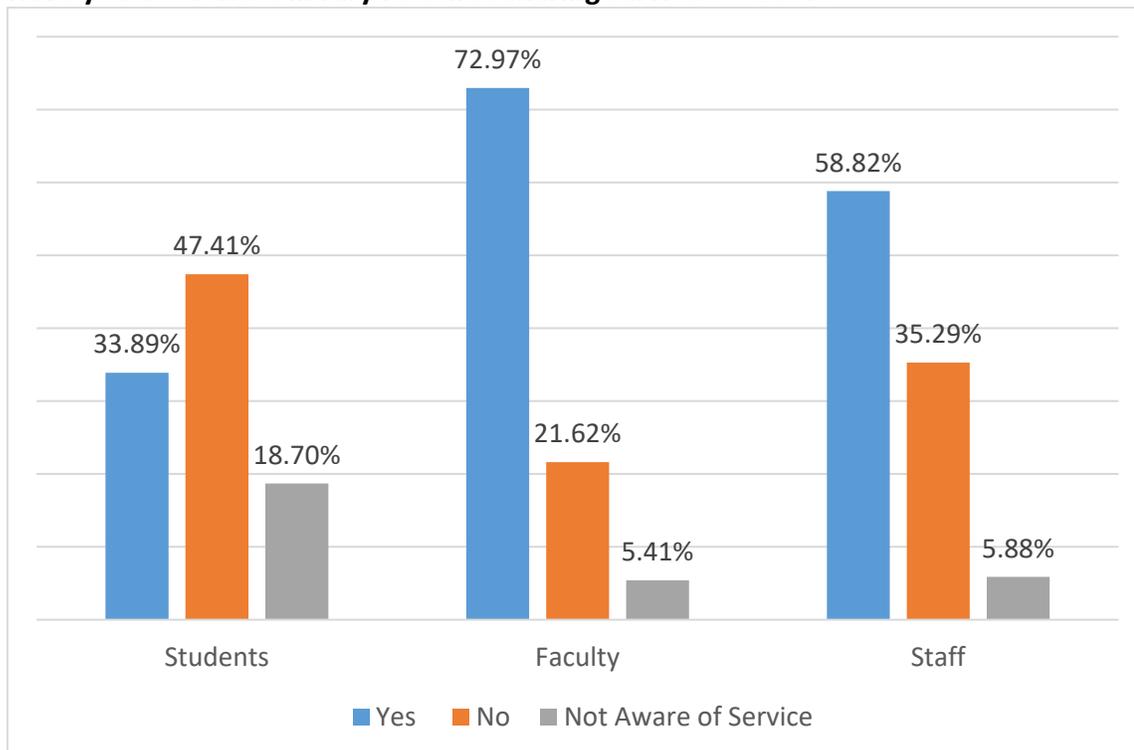
#### Faculty comments:

- I've sometimes THOUGHT I've made a book request on line and never received word when the book arrived from the other library (e.g., Twin Cities).
- They are good.

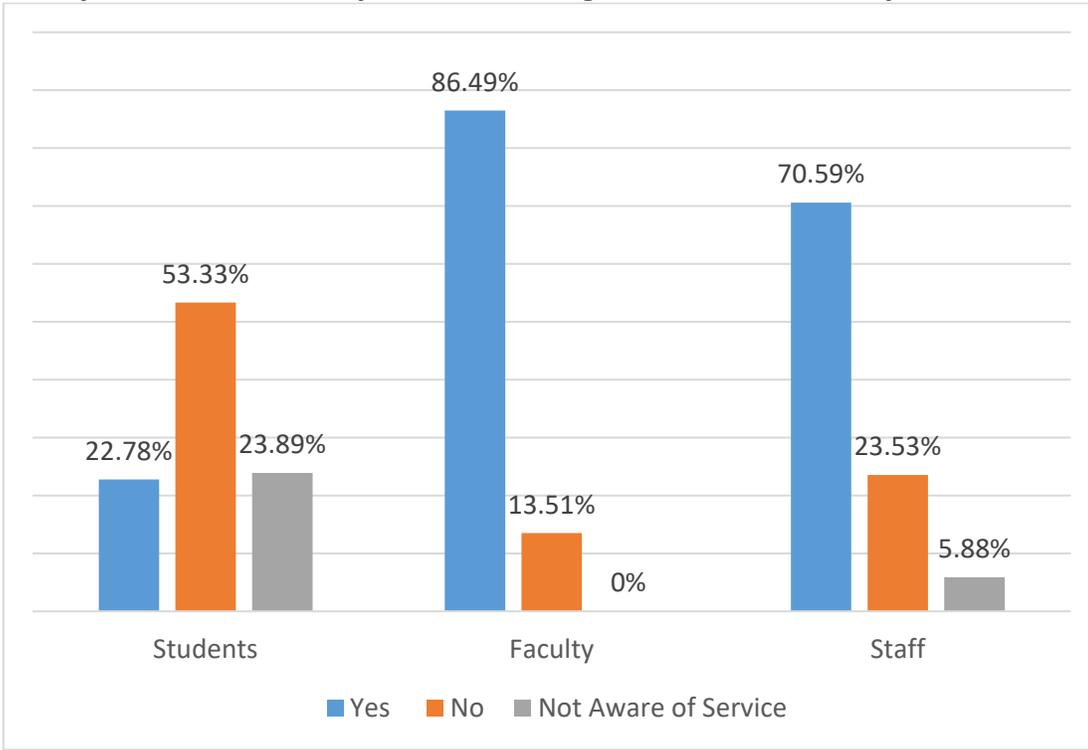
#### Staff comments:

- I love being able to check out books online and have them delivered to me via intercampus mail. My office is in the Technology Village and I seldom get to campus. This library service is wonderful!
- I love that you have kids' games, etc as well as books.
- Seems to be a smooth operation.
- Some folks at the front desk are friendly and approachable and wonderful. Others are cold, focused on their own thing, and annoyed at the interruption.
- Student employees are patient with folks who may not be library or tech savvy.

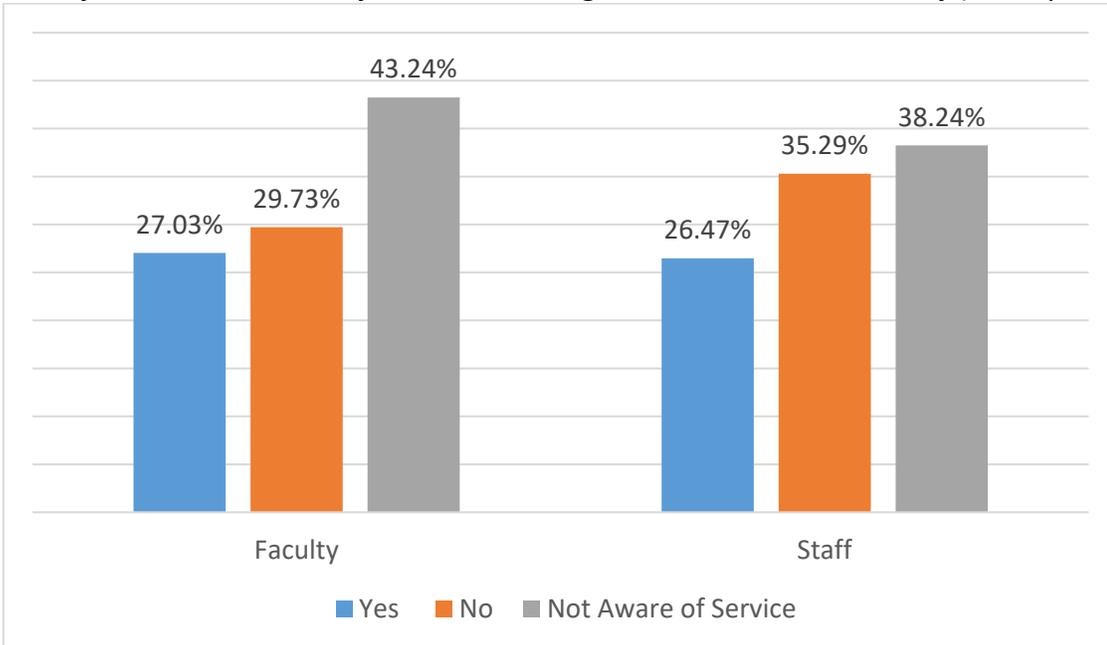
#### **Have you used these library resource sharing services? - Get It**



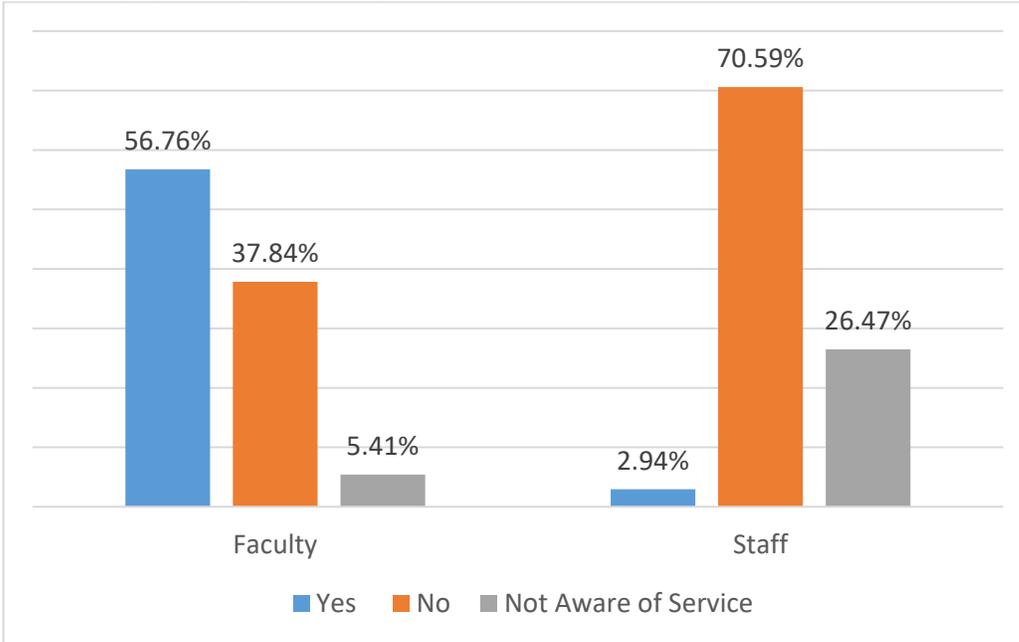
**Have you used these library resource sharing services? - Interlibrary Loan**



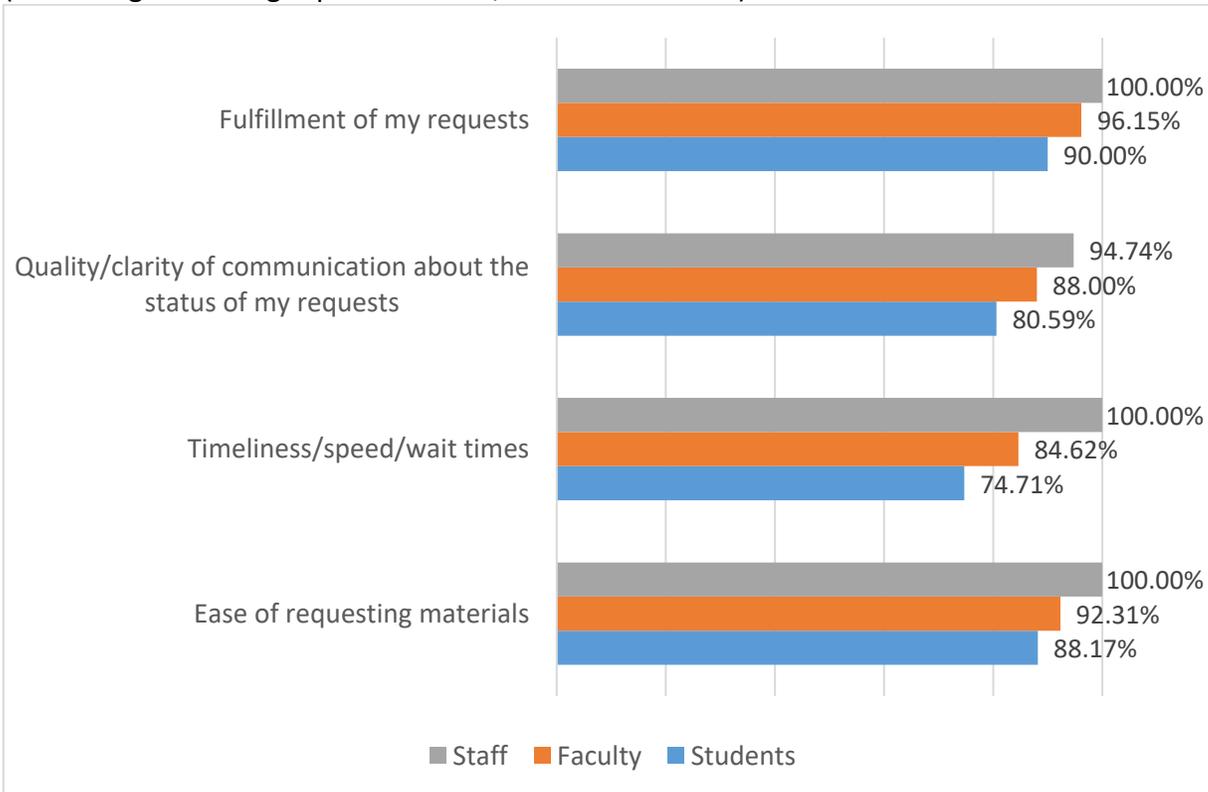
**Have you used these library resource sharing services? – Office Delivery (Faculty and Staff)**



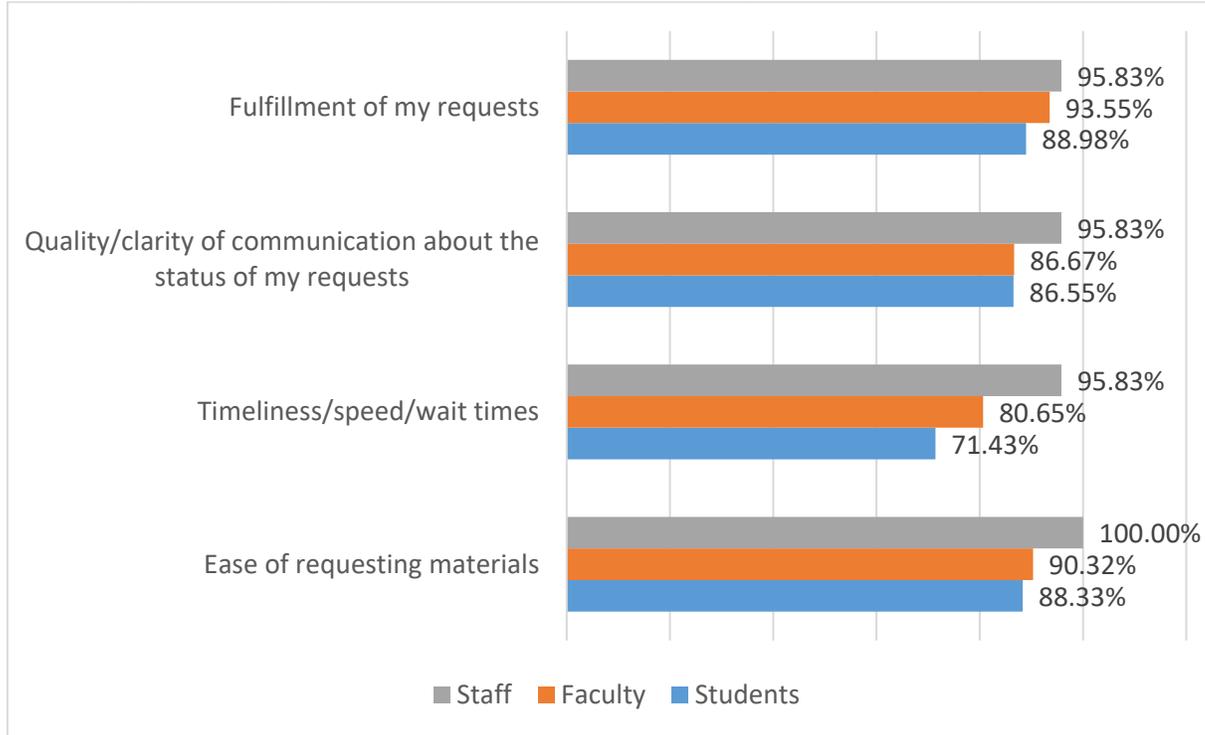
**Have you used Course Reserve services (making course materials available for short-term check-out by students)? (Faculty and Staff)**



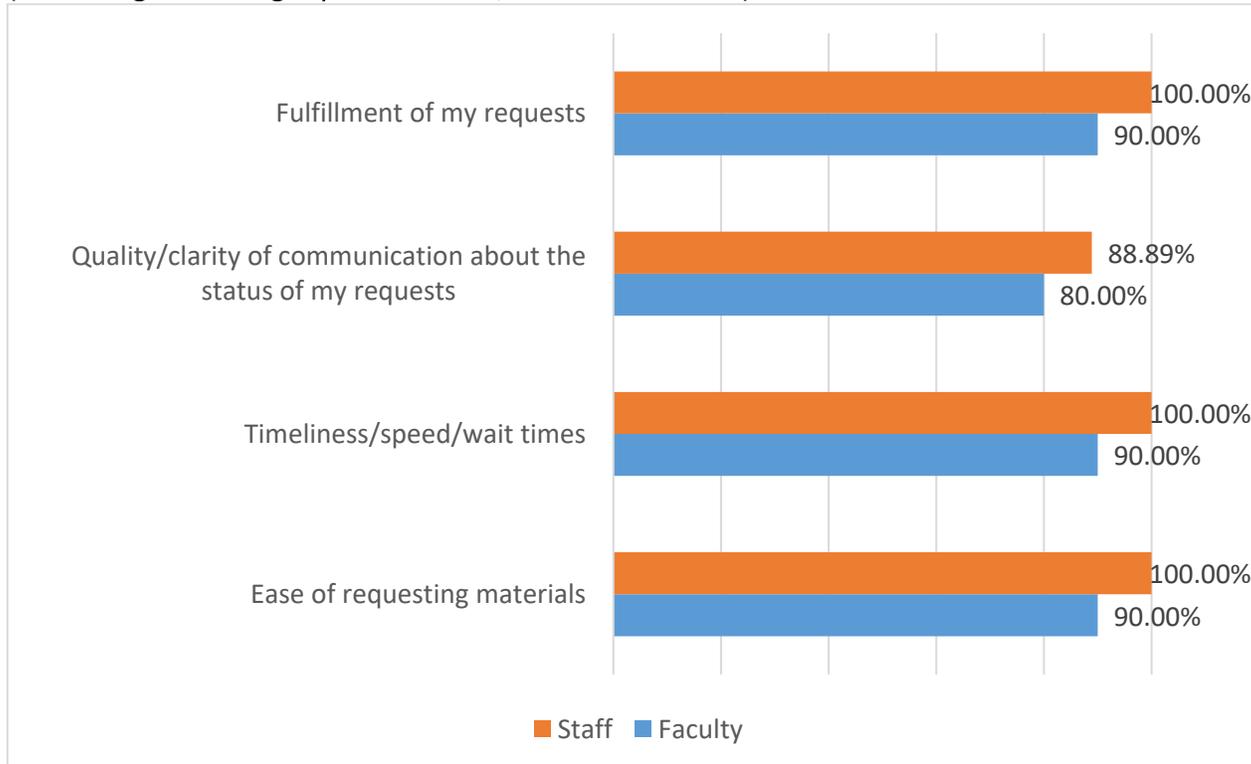
**How would you rate the following aspects of the library's Get It service? (Percentage choosing top two choices, Excellent or Good)**



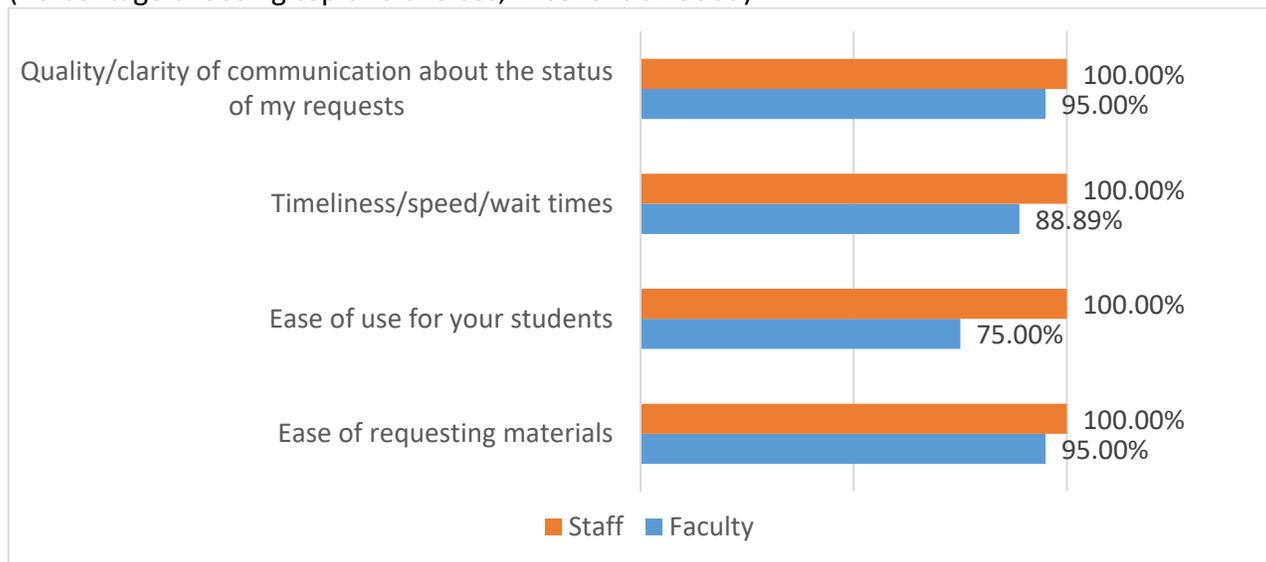
**How would you rate the following aspects of the library's Interlibrary Loan service?**  
 (Percentage choosing top two choices, Excellent or Good)



**How would you rate the following aspects of the library's Office Delivery service? (Faculty and Staff)**  
 (Percentage choosing top two choices, Excellent or Good)



**How would you rate the following aspects of the library's Course Reserve service? (Faculty and Staff)**  
(Percentage choosing top two choices, Excellent or Good)



**Is there anything else you want to tell us about library resource sharing services?**

Student comments:

- For all the money we pay you, good call on having this access to information. High five.
- I ordered mine and it took longer than a week and I didn't know where it was and had to change my project because I couldn't receive my book in time. Maybe include a tracking service?
- It is great how fast I get books from other U of M campuses.
- So helpful and the wait time is minimal. Excellent service!
- Some of the books are old editions and only available for one campus. and there are time limits(3 hours) for some book.
- Sometimes I would get calls saying I did not return a interlibrary loan book. I'm not sure if there is a special way to check them back in that some students weren't trained on but that was always a stressful phone call.

Faculty comments:

- I am extremely happy with Get It and ILL...I have been able to get some obscure titles and difficult to find resources. Staff is very professional and talented.
- i find the fact that interlibrary loan services are not integrated into umn circulation services a bit confusing.
- I sometimes prefer to come and look in the stacks myself rather than request through "Get It" but I appreciate knowing it's there. With more and more available online I find am making fewer requests for hard copies of materials.
- I'm grateful for the service.
- Sometimes it takes so long to get the ILL that I forget which project I requested it for. Other times I log on and see an article I really need has expired. I don't understand why these materials would expire at all. It would help me if I just received the pdf in my email instead of having to log in to get it.
- Sometimes the time allotted for using the material is short. It would be nice if we could have a way of negotiating longer usage times.
- Thank you! ILL at UMD is great.

- They are great.

Staff comments:

- I appreciate these services as an option for employees and students.
- Thank you for offering these services - the Library is greatly enhanced by them.
- This is a wonderful service. Do not eliminate it.

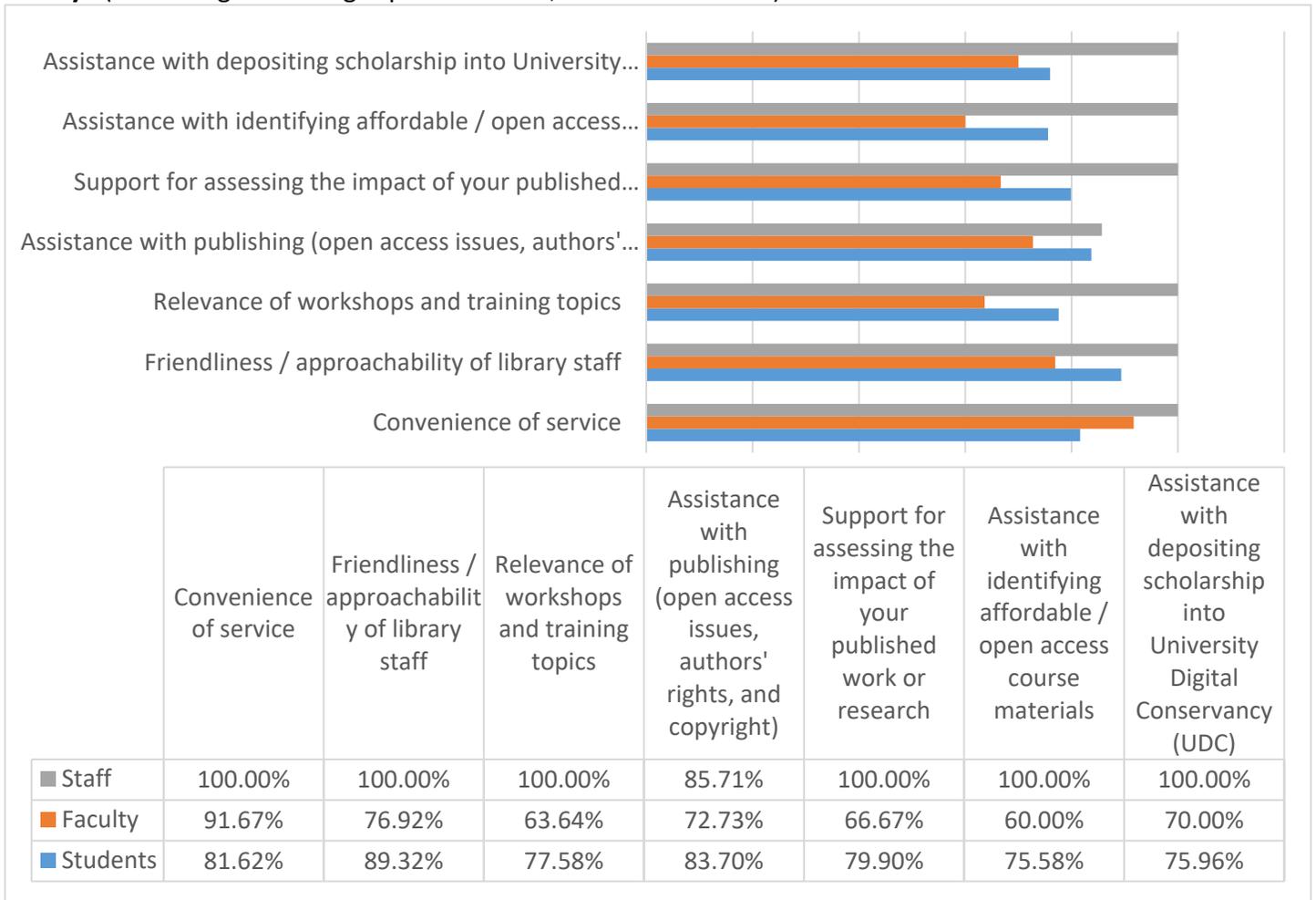
**Is there anything else you want to tell us about Course Reserve services?**

Faculty comments:

- I have to admit that I put things on reserve very rarely in the past 4-5 years since I have adopted Moodle and now Canvas. For my courses it has worked to make most materials available there. However I LOVE the Kanopy Video streaming service and in that sense I am often directing students to a library provided resource
- It has actually been a number of years since I have put materials on Reserve in the Library, but I did do this in the past.

*Copyright, Publishing, & Open Access*

**How would you rate the following aspects of copyright, publishing, and open access services provided by the library? (Percentage choosing top two choices, Excellent or Good)**



**Is there anything else you want to tell us about copyright, publishing, and open access services?**

Faculty comments:

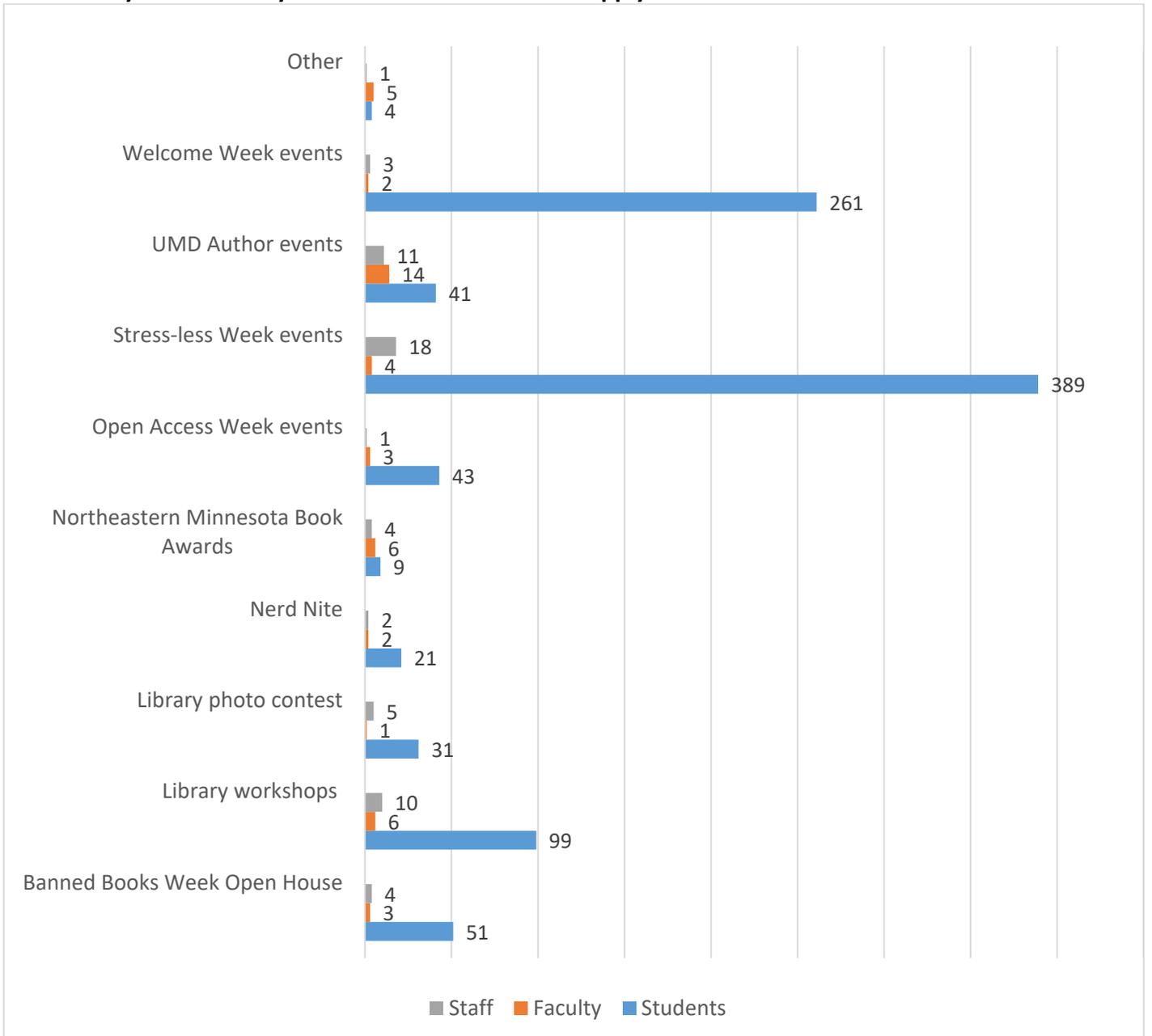
- "Copyright, publishing, and open access" is something that I'd like to learn more about. Perhaps an information session could be held? Maybe I missed one offered in the past.

Staff comments:

- I work with Library around assistance in acquiring accessible captioned media and the level of service and helpfulness is outstanding.

*Library Events*

**Which library events have you attended? Check all that apply.**



*Other:*

Students:

- Book presentation and signing in the rotunda
- Finals Week Stuff
- pop up library
- Silent Reading Night

Faculty:

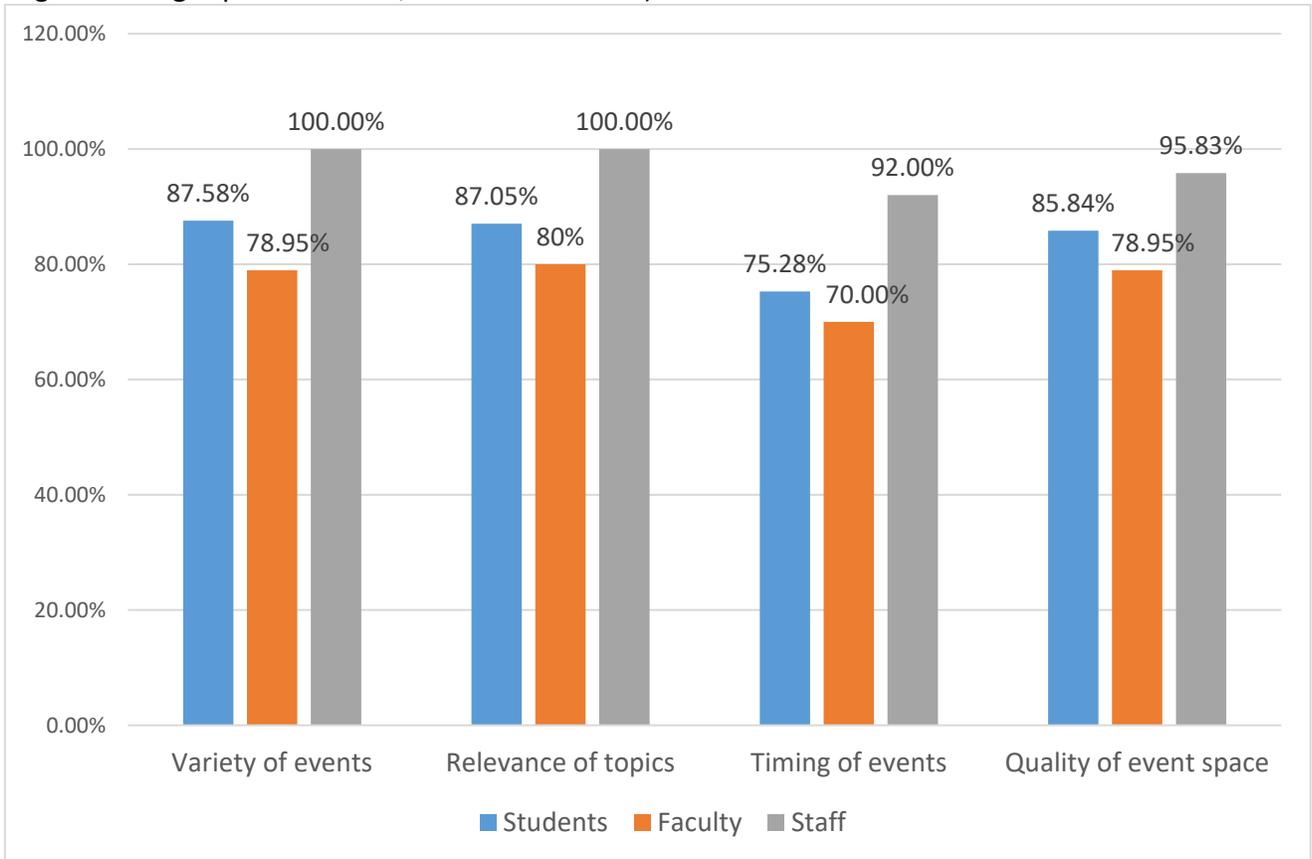
- Outside author events and presentations/speakers
- Reading Without Walls Silent Reading Party
- series of events on islam several years ago
- send my students to these

Staff:

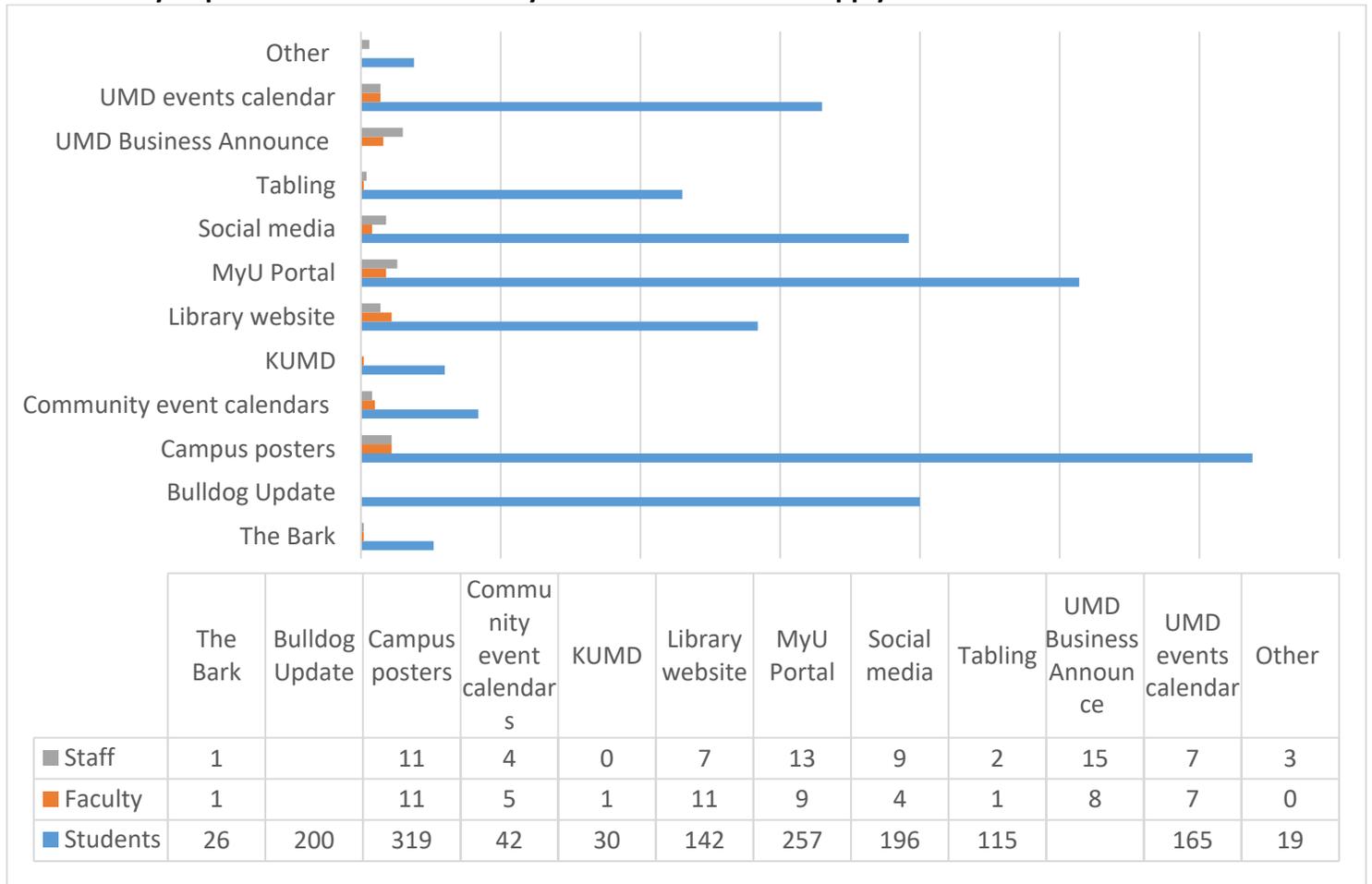
- Securian reception

**How would you rate the following aspects of library events?**

(Percentage choosing top two choices, Excellent or Good)



**How would you prefer to hear about library events? Check all that apply.**



**Other:**

**Students:**

- Classroom
- Email (x17)
- Posted signs in Library

**Staff:**

- Email (x2)
- electronic bulletin

**Is there anything else you want to tell us about library events?**

**Student comments:**

- all have been fun
- Excellent services
- Have more!
- I have really enjoyed having author presentations in the Rotunda in the past- I attended one last year and found it super informational and very moving! Thank you for the opportunity!
- i love them just cant get enough
- I really enjoy the variety of events. Thank you for offering them!
- If you could send out a library specific newsletter through UMD email, that would work best! As an English major, I'd much rather attend library and author events, but I didn't even know you had any going on

recently. Instead of having to sift through the variety of events UMD has to offer, it would be best to get it straight from you!

- It would be lovely if events could have a variety of times and days
- Love events in the library, just something about it.
- LOVE LOVE LOVE giveaways in the library!
- Love the zoo mobile!!!
- More free stuff
- No, thank you for everything!
- Some of the events (like the stress-free stuff) that I would love to attend more seem to be in the mid-morning/early afternoon, which is when a lot of people have classes and so I usually miss out on it. Maybe switch up the times every semester?
- Stay open later Fridays as NEED to open earlier on Sunday. Opening at 12 is wasting half my day
- Very nice during finals week.
- You should try and spread the word more so I know of them

Faculty comments:

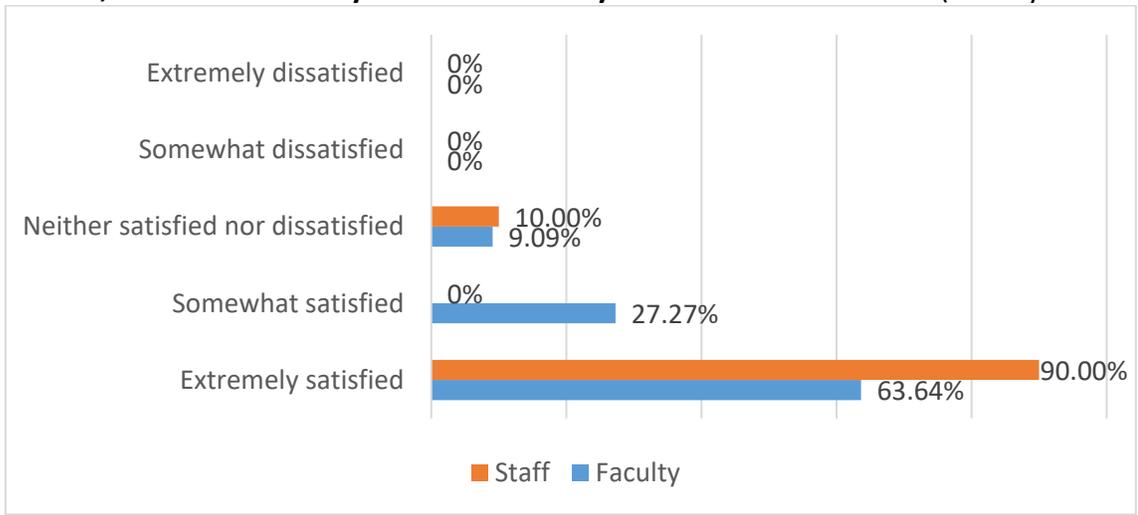
- I'm typically always interested in the library's events and services, but my busy schedule doesn't allow me to attend as many as I would like.
- Keep them up!
- Scheduling is my biggest obstacle - between my own commitments and actual time conflicts with Library events, I don't make nearly as many as I'd like.

Staff comments:

- If library events are only advertised by way of the list above, I would likely never hear of them because I don't work on the "main" campus at UMD and I'm not on biz announce or social media.
- It's good to keep UMD's name in the public eye - for a good reason ;-)
- The quality and quantity of the events is wonderful. It makes the Library so much more approachable.

***Library & Information Literacy Instruction***

**Overall, how satisfied are you with the library's instructional services? (Faculty and Staff)**



**Is there anything else you want to tell us about library instructional services?**

Faculty comments:

- Thanks for setting up course specific sessions for me!
- The Librarians who have come to my classes over the years have done a wonderful job sharing with the students ideas and suggestions for locating resources.
- This is probably what I use least as a faculty member, but I appreciate knowing they are there, and I appreciate the way I have observed staff working to keep up with the ever changing technology

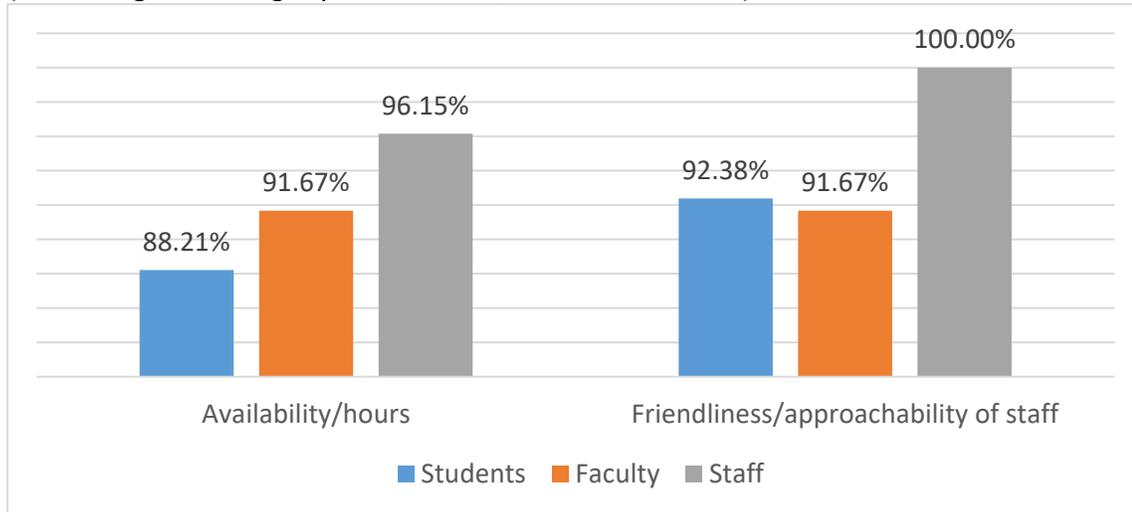
Staff comments:

- I went to a workshop about messages in the media, and it was great.
- Jim Vileta provides instruction to use on new databases and overall instruction to our student workers. He is wonderful!!

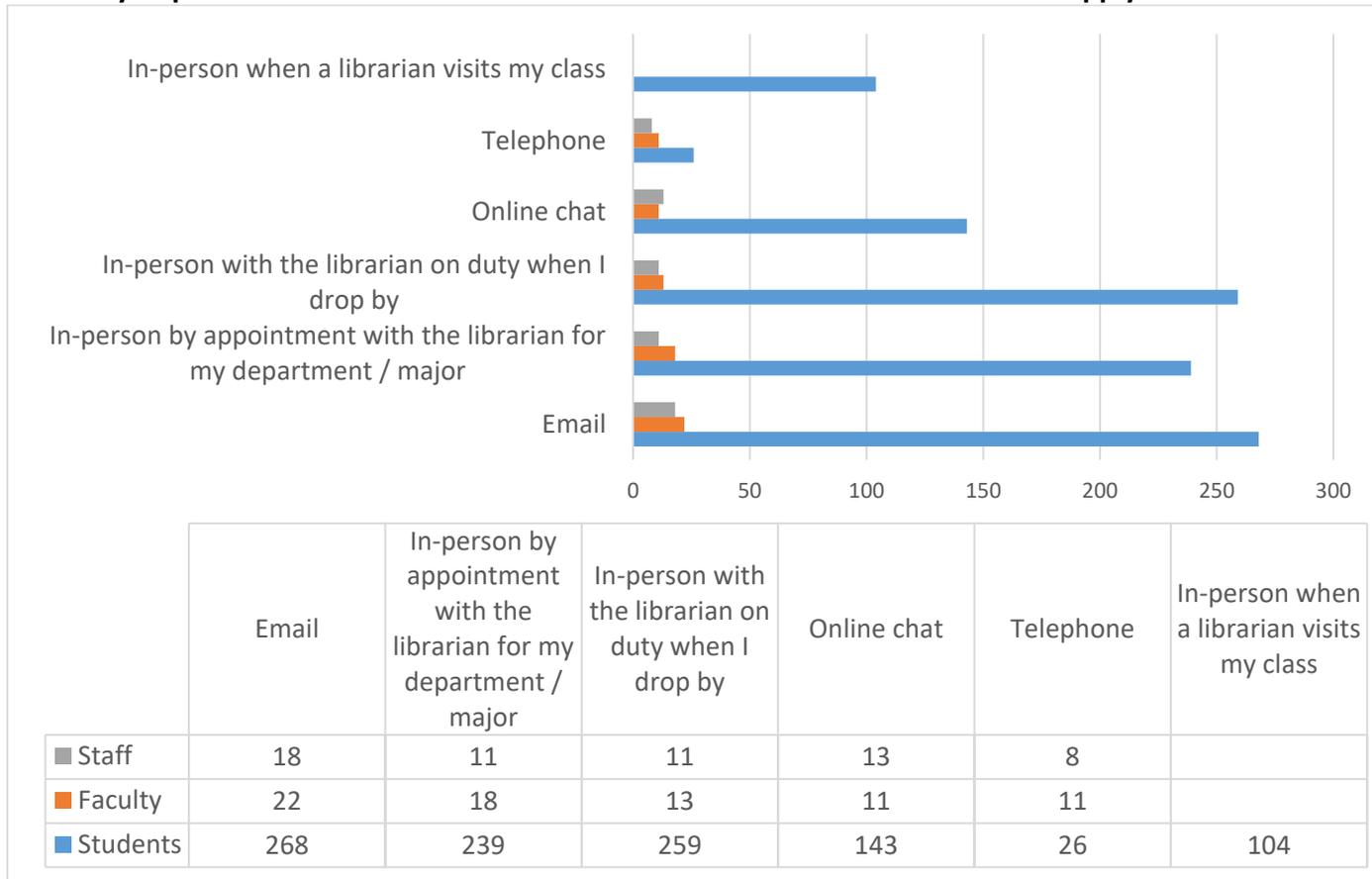
*Research Help*

**How would you rate the following aspects of Research Help provided by the library?**

(Percentage choosing top two choices, Excellent or Good)



**How do you prefer to receive research assistance from a librarian? Check all that apply.**



**Is there anything else you want to tell us about Research Help?**

Student comments:

- Every time I ask for help anybody who I consulted was kind, helpful, and respectful.
- I appreciate that you have research helpers who are familiar with my major field of study.
- i need help with stuff sometimes
- I think it would be awesome if maybe in classes at the beginning of the semester a librarian would be able to come into classes and just do a brief overview of all the services/help that could be offered to students in the class throughout the library. I only received this information in my freshman writing class, and I think students could always use a refresher to the services that area available to them in the library in regards to research help and consultations with a librarian.
- Jim Vilita is great
- Kayleen Jones is very knowledgeable
- Love the online chat help, really useful when I'm too busy to make an appointment!
- Mags is a savior when it comes to research help.
- Need to familiarize kids with how to do it online.
- staff has always been very helpful and friendly.
- The research website is sometimes confusing to navigate
- This is such a great resource that I love to use and wish I would have discovered it/ understood how much it would help earlier in my college career! The librarians are seriously people that are superheros that don't wear capes and are always willing to help! :)

- Very helpful

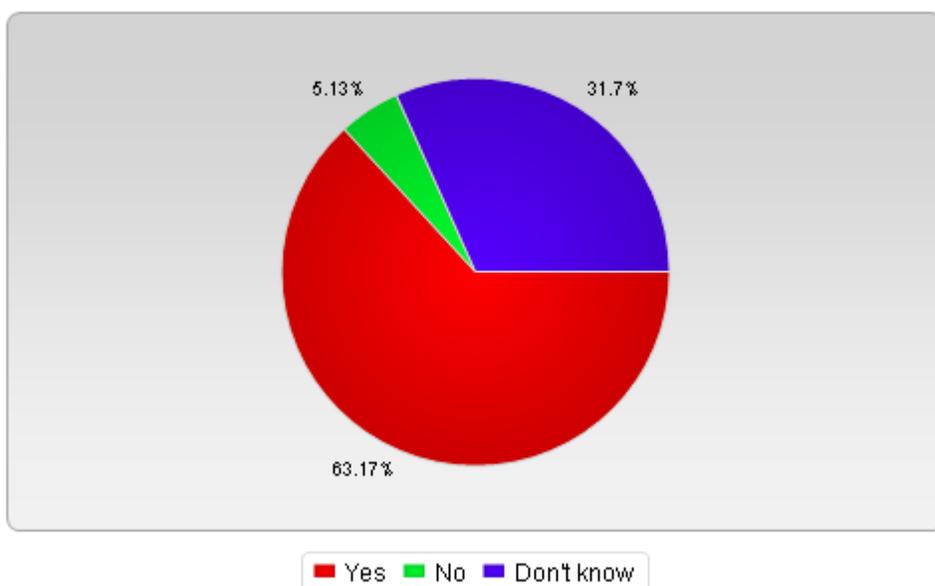
Faculty comments:

- Great resource for new M.S. students. I send all of mine to our engineering librarian.
- I tend to prefer doing my own research and so have not used this service.
- The out-of-institution network of librarians for online chat has trouble when the problem I call about it is tricky...which it usually is.

Staff comments:

- A great service when we need information that is hard to find.
- Fantastic! Great work on all fronts, the research librarians have been incredibly friendly and helpful in many library excursions, even given other frame of reference and sources. Keep up the awesome work .
- The research librarians are great - they have been helpful and do a nice job of balancing helping (here's some information) with teaching (here's how you can do it yourself).

**Thinking back to times when a librarian has helped you with a research project, do you think that working with a librarian helped you get a better grade? (Students)**



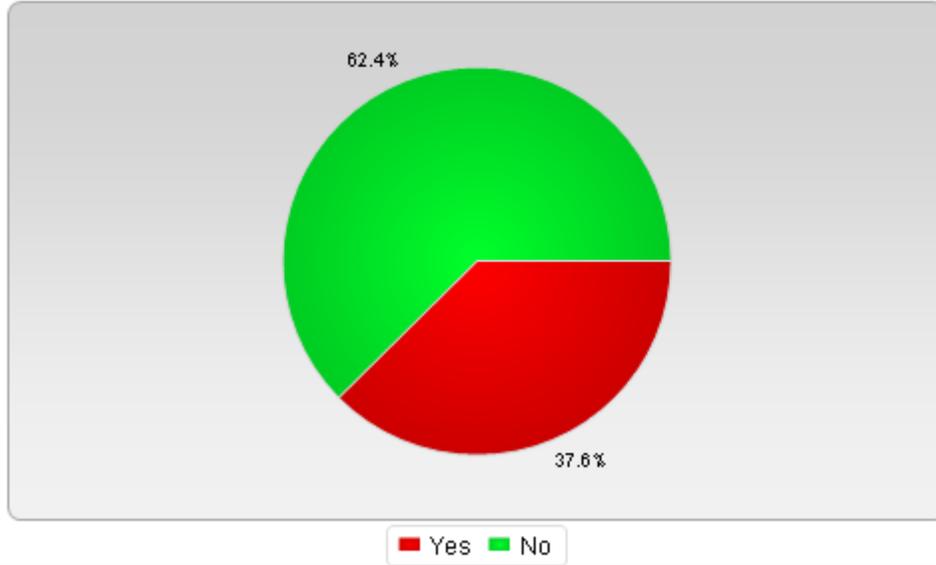
**If you selected yes, how did working with a librarian improve your project or assignment?**

- Better research and more sources
- By helping choose credible sources used for research
- by helping find and expand subject
- deeper understanding of assignment/task & better resources for research
- Expanded my research and information on the subject.
- Find things faster
- Found more legitimate resources to backup my hypothesis.
- Gaining different insights, points of view, and ideas are all things I've gained when being helped.
- Gave great site recommendations

- Gave great tips that were helpful in the research process
- Gave it focus
- Gave me access to resource I wouldn't be able to otherwise know were available
- Gave me information that was hard to find.
- Gave me options and resources that I wouldn't have thought of or had access to if done on my own.
- Grammar, organization, research data
- He helped me identify resources that specifically related to my project, as well as research that complimented my project that I might not otherwise have thought of/found. The huge variety of information out there is often difficult to target, the librarian really helped me with key words and topics to look for.
- Help finding quality resources that were connected to my research
- Helped me figure out how to find good sources. Gave me tips
- Helped me figure out what I needed and how to find that
- Helped me find good sources to use for a paper
- Helped me find key words to search in order to find relevant articles on my research topic.
- Helped me with finding helpful research that I could not find with the searches I completed.
- Helped me with which database was best to look at.
- helped us find the information a lot faster than we would have been able to on our own.
- I am not very savvy when it comes to technology so by having help finding the proper resources I was able to reference them and get a better grade versus if I would have tried to find the resources on my own.
- I learned about a new resource that will definitely benefit me in the future.
- I was able to find more accurate information from a different perspective
- I was able to find resources I might not have considered otherwise.
- I was able to find what I was looking for faster thus, having more time to revise and make it exactly how I wanted.
- I was given helpful insight of websites to use and how to request materials from other libraries.
- I was scared I was misunderstanding how to do something, and they reassured me and told me t
- I would have incorrectly cited a source if I hadn't met with a librarian.
- I would have never found the books I needed with out them.
- If the librarian wouldn't of helped me, I wouldn't have had as much research as I did. My project was more indepth than it would of been without a librarian.
- It is really nice that they are able to show you exactly where to go to find what you are looking for, because otherwise I could waste hours trying to figure out how to do it on my own.
- It opened up the research possibilities giving me more options to find information
- Jim helped with navigation of sites that I would generally not go on or know about. This helped me find credible information that I could not have found on my own. Also helping me learn keywords to use when searching so that I can find my own information and not rely on Jim's help.
- Jim Vileta pulls me IBISWorld reports for a lot of business projects which is helpful because I cannot pull those reports myself.
- Just being able to find the correct resources is super beneficial!
- Knew how to find materials
- Librarian help me to improve my grammar and tenses for the paper.
- Librarian was able to explain the assignment and clarify the research needed .

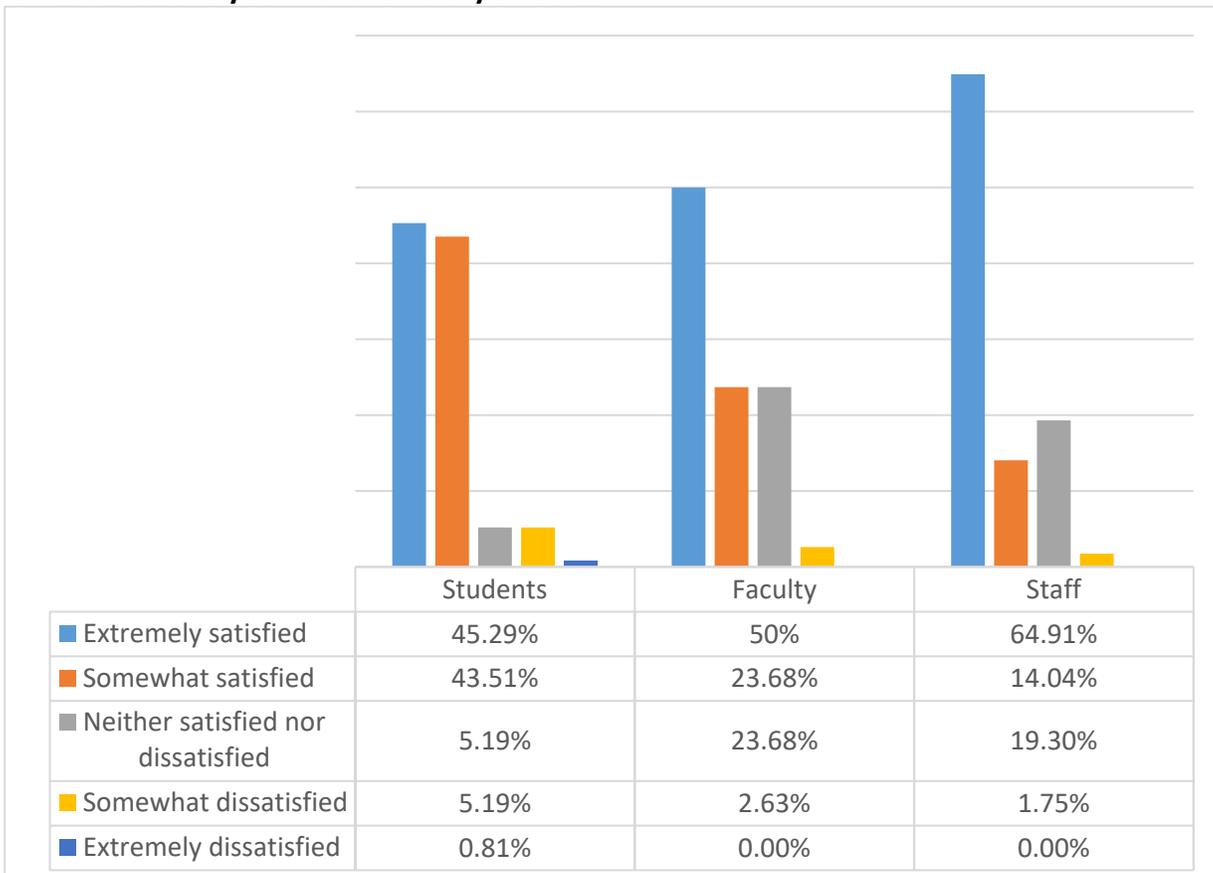
- Made sure my research was accurate and applicable to my topic.
- Offered a variety of resources that supplemented the information I already had
- Pam was one of the only reasons I visited the library. She did everything she could to help students.
- Ran through research paper portals available to UMD
- Searching for research - like keywords and even links. EXTREMELY helpful.
- She helped me access an article on nuclear power that was not available online, but UMD's library had access to it. She helped me dig through the right links in order to access the article from the library's data base.
- She helped me find the materials that supported my project and only served to make it stronger.
- she helped my find appropriate databases, and a book that fit the requirements
- She was a great aide in helping me get the information I needed faster than if I researched by myself.
- She was able to give great feedback and helped find some additional resources for my project.
- Showed me exactly where and what to look for in using good research.
- Showed me the resources available as well as how to properly utilize these resources.
- The librarian directed me to websites where I could find articles I needed.
- The librarian helped me find peer-reviewed sources for my lab report.
- The librarian helped me pin point key words and find relevant articles related to my topic.
- The teacher gave bonus points for meeting with a librarian.
- They always help me find the most beneficial recourses for my projects that fit my professors criteria. They also feel like they help me find multiple kinds of resources, so I feel like I can pick and choose.
- they could help me lots
- They could tell me things that I had no idea about and give me better information on it. Me trying to figure things out isn't always the best. I like hearing things from them.
- They helped find relevant resources to use with my topic.
- They helped me figure out how to surf the web appropriately in order to find the best sources.
- They helped me find better sources to make a stronger argument for my research essay.
- They helped me find credible sources and narrow down my search to get the information I wanted.
- They helped me find resources that I otherwise would not have found on my own.
- They helped me to find relevant resources
- They made sure I understood all the information that they were helping me with.
- They pointed me in the correct direction to further my research.
- They pointed me towards better resources and allowed me to get better and more plentiful data than what i originally had planned
- They steered me in the right direction and helped me with my paper when I thought I was lost.
- They were able to streamline researching for my project and helped me understand more of what the professor was looking for because they had worked with them before and knew the project better than me. Truly a great resource
- Unfortunately, I have not worked with a librarian here in the past on a project because I wasn't really aware that they were available to help with that!
- Working with the librarian helped me research my topic more efficiently.
- Working with the librarian, we were able to bounce ideas back and forth for the project. Doing so, we were able to come up with a great list of web resources to look into and even came away with a few quality papers that I could use.

Are you aware of the library's Personal Librarian Program, in which librarians provide customized research help to students in individual campus programs/majors?



*Hours*

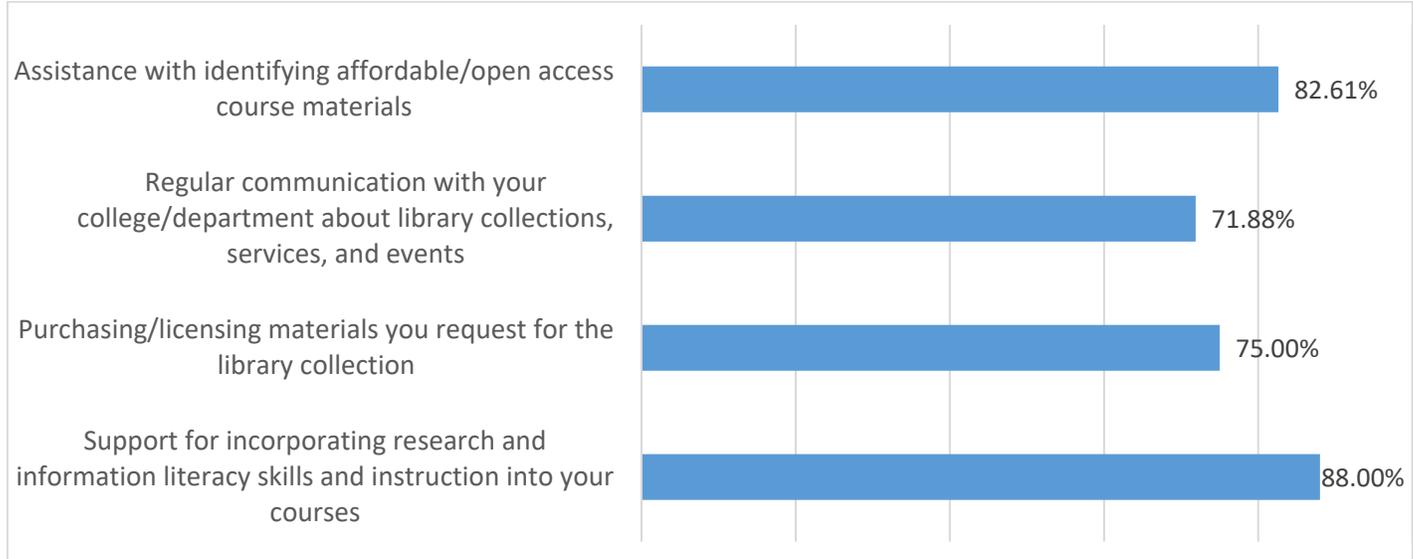
How satisfied are you with the library's hours?



### Faculty Support

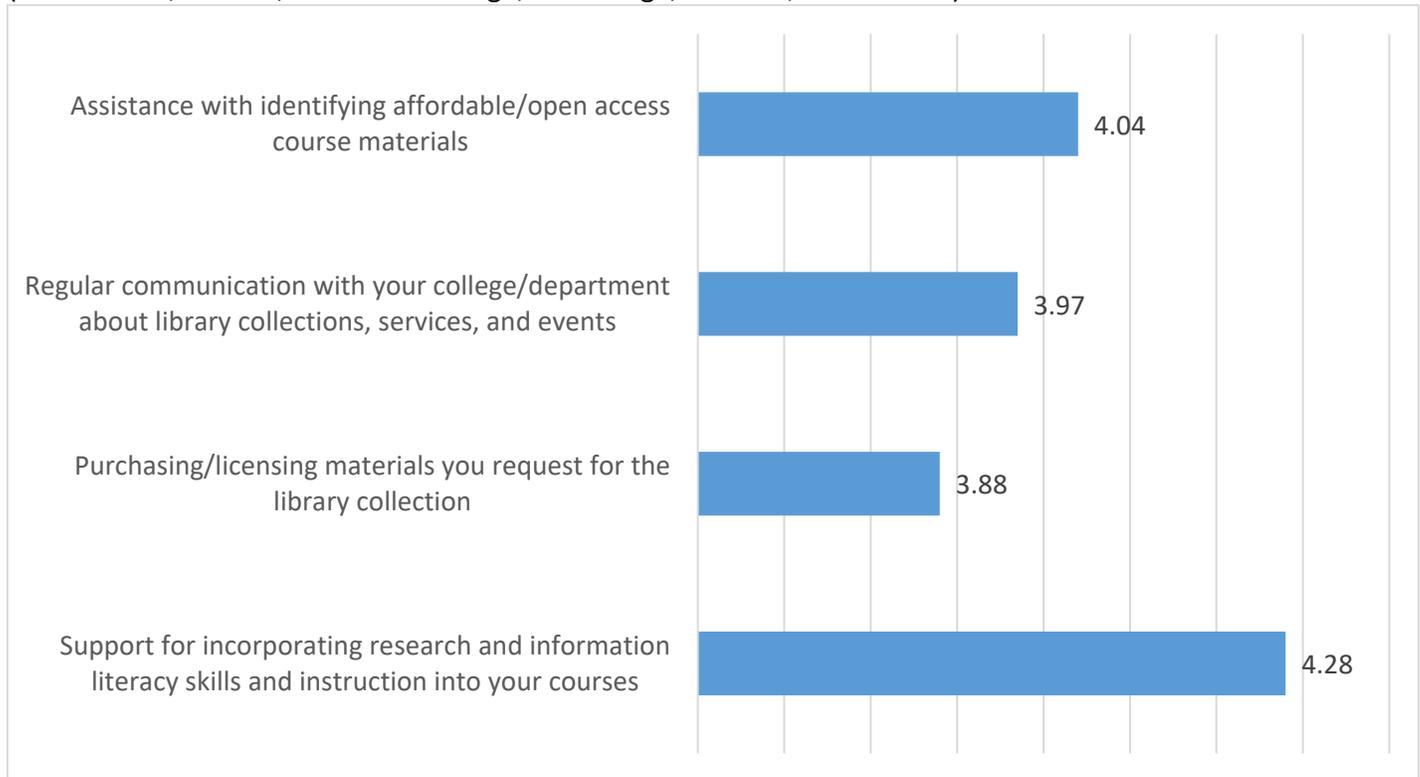
How would you rate UMD librarians' support for you in the following areas? (Faculty)

(Percentage choosing top two choices, Excellent or Good)



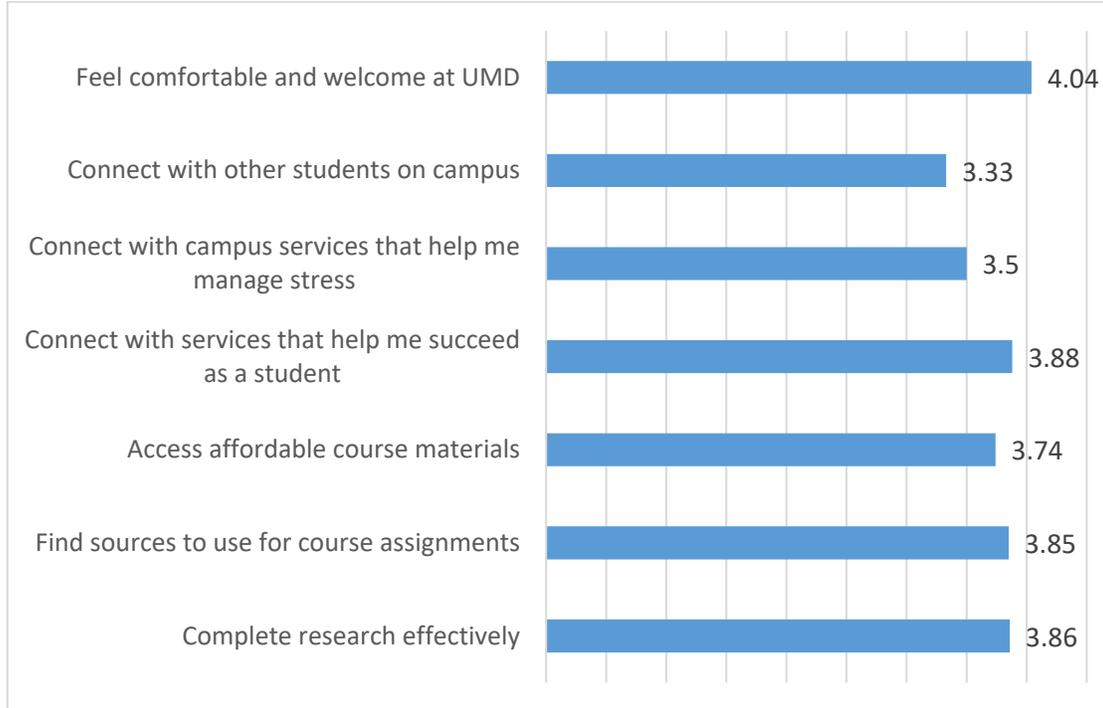
How would you rate UMD librarians' support for you in the following areas? (Faculty)

(Mean score; 1=Poor, 2=Below Average, 3=Average, 4=Good, 5=Excellent)

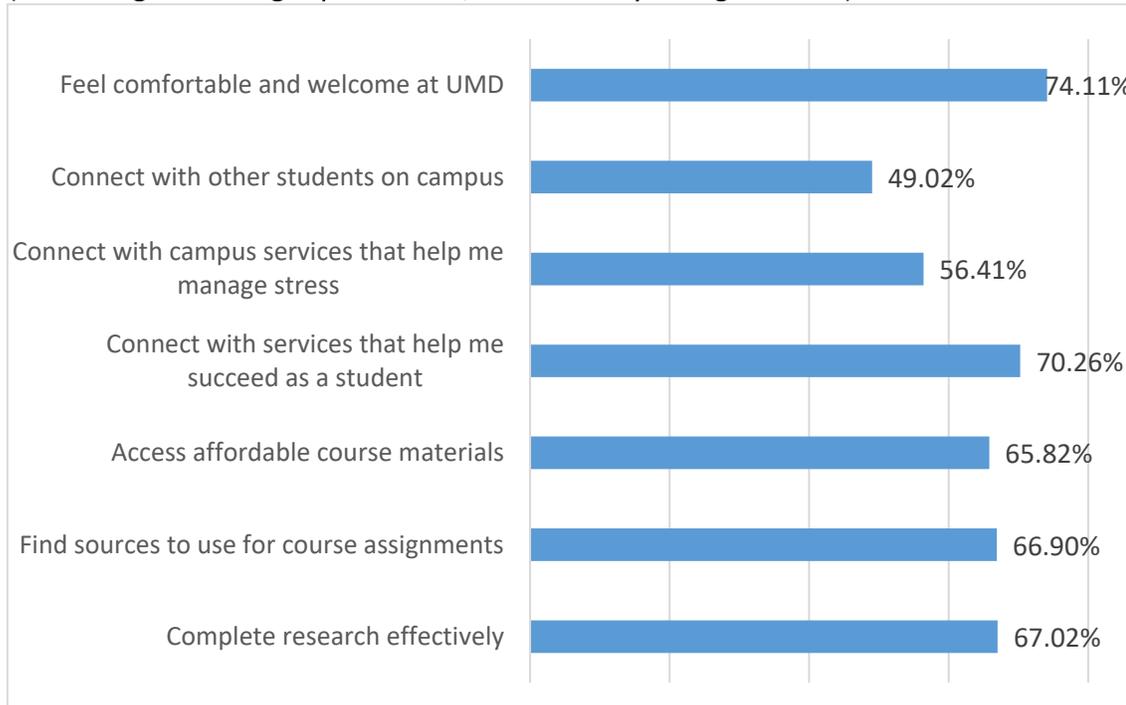


*Impact on Success at UMD*

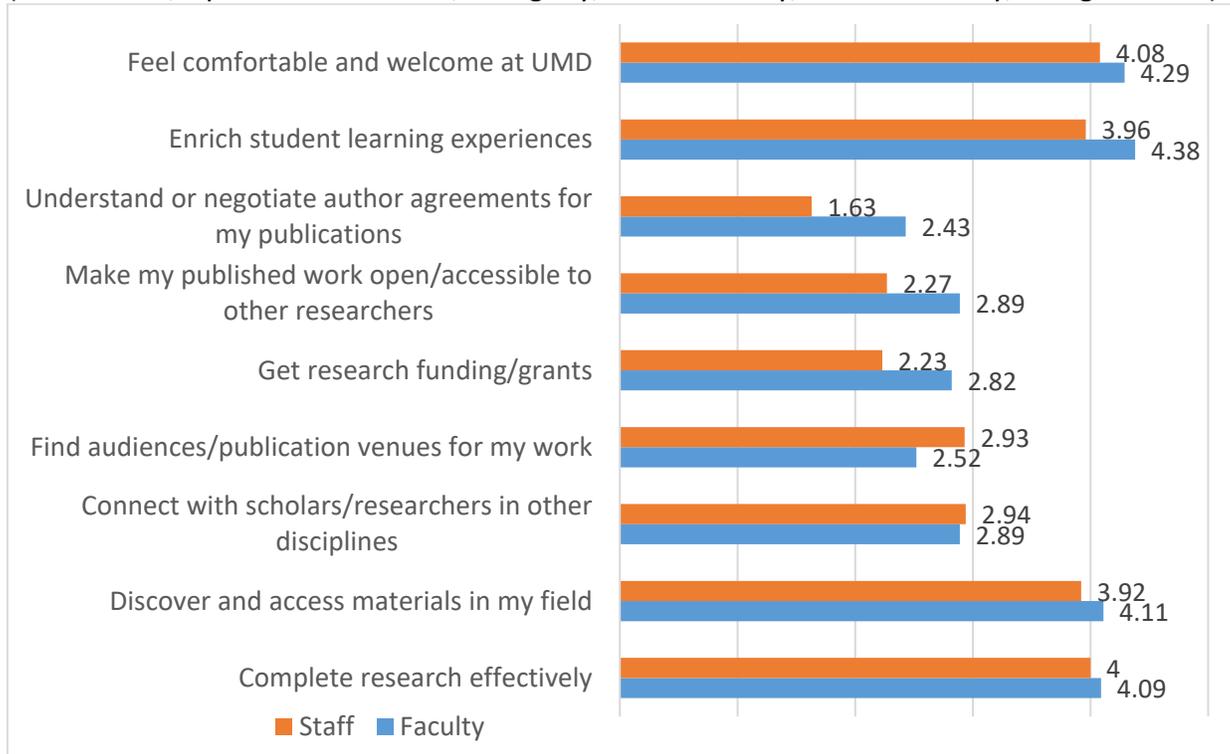
**How much do library services impact your success at UMD in the following areas? (Students)**  
 (Mean score; Options: 1=Not at all, 2=Slightly, 3=Moderately, 4=Considerably, 5=A great deal)



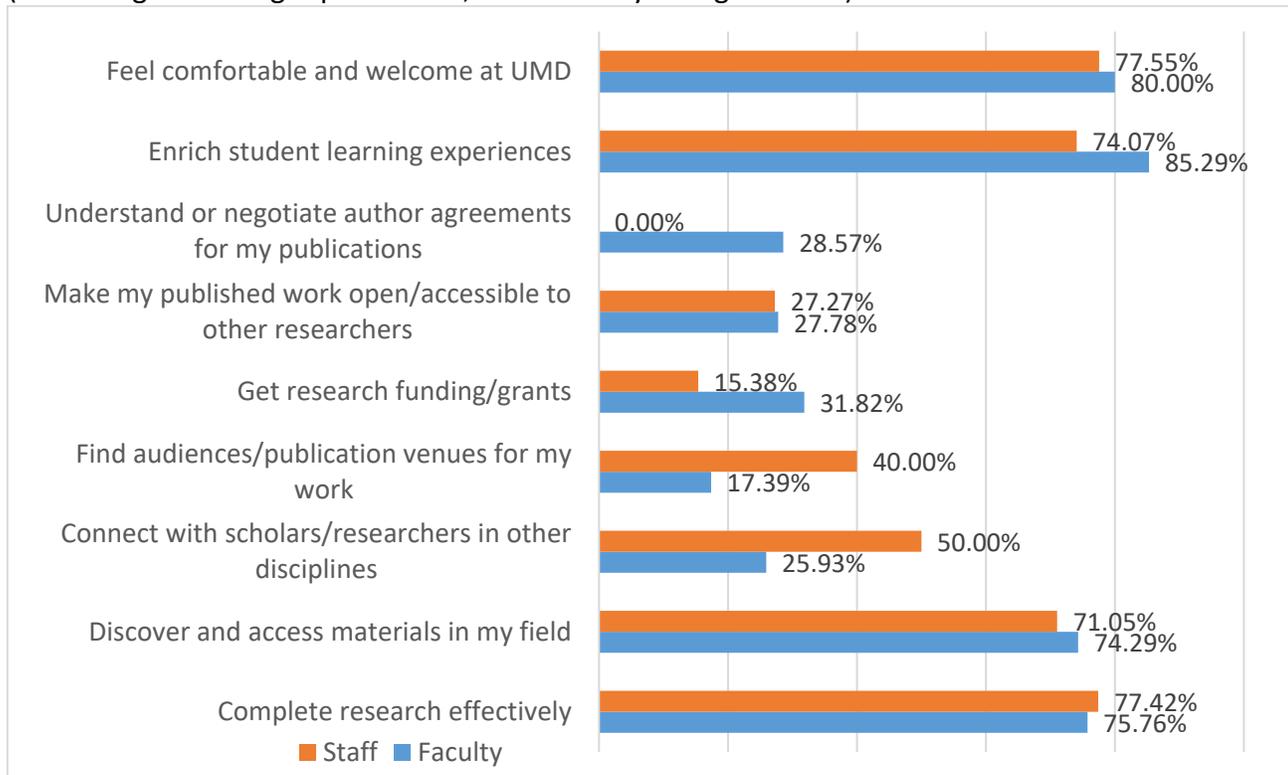
**How much do library services impact your success at UMD in the following areas? (Students)**  
 (Percentage choosing top 2 choices, Considerably or A great deal)



**How much do library services impact your success at UMD in the following areas? (Faculty & Staff)**  
 (Mean score; Options: 1=Not at all, 2=Slightly, 3=Moderately, 4=Considerably, 5=A great deal)



**How much do library services impact your success at UMD in the following areas? (Faculty & Staff)**  
 (Percentage choosing top 2 choices, Considerably or A great deal)



## *Open-ended Questions*

### **What do you appreciate about library services?**

#### Student comments:

##### *Collections/Resources*

- Accessibility
- accessibility, especially the on-line resources.
- As a student, the on-campus library is one of my most valuable resources. I can find texts necessary for papers without having to purchase them. The online databases are a life saver.
- Availability of materials through interlibrary loans
- books and stuff
- Database website is very helpful.
- How readily available everything is. And if the UMD Library does not have it, then some campus will!
- I appreciate that I can check out a book for a few months, rather than just 3 weeks.
- I appreciate the amazing hours, study rooms and availability of material.
- The amount of materials accessible electronically/online is the best part of the library.
- the amount of resources we have access to
- The sheer amount of access we have to material, databases, etc is pretty awesome.
- The interlibrary loan
- There is a source for every need you may have

##### *Environment/Space*

- A great study environment
- Access to rooms for group work has helped me a lot
- Bathrooms (besides the toilet paper), study rooms, multimedia rooms, programs, writing center, tutor center, research services.
- Comfortable area. My favorite place to study and do homework.
- Having the different floors for different acceptable levels of sound/talking is good because I can go to the library to work in groups or study quietly, and the separate areas make the library accessible for any preference.
- Helpful atmosphere that is comfortable and not scary to use
- I appreciate having silent floors as it prevents distractions and allows me to focus on bigger more important assignments.
- I appreciate the amazing hours, study rooms and availability of material.
- I appreciate the amount of hours the Library is open, it is a great place to go study and focus on school without distractions. I also appreciate the different levels of quietness offered at the library, and the tutoring services on the second floor. I'm also a huge fan of the PAWS and Zoomobile events.
- I appreciate the effort that is put forth to ensure each student is cared for. I love the welcome and open environment that our library holds, it is one of my favorite places on campus.
- I appreciate the quietness of the top floors of the library- just having those designated quiet zones to really focus on my studies improves my motivation and concentration when studying considerably as compared to studying in Kirby or at another location.
- I appreciate the study and meeting spaces the library provides. I appreciate how open and accessible it is. I appreciate all the programs and events, even if I am not big on attending them (just busy, wish I could!).

- I enjoy all the levels and the overall space. It's the part of campus that makes me feel the most like I'm at a quality University.
- I go to the library almost every day and spend hours at a time there. I like having a place to go that is quiet and filled with like minded students.
- I like how basic the layout is. At my undergrad, you had to basically have a map to be able to find what you needed to find.
- I like how it is a good place to go and study.
- I like that I can come here between classes and just have some time to myself to do homework and relax.
- I like the areas in which we can study. Especially the rotundra.
- I like the friendly environment and that people respect the noise levels. I also appreciate the help from the staff.
- I like the study rooms & that they are available.
- I like using study rooms
- I love that it is a quiet place to work, but if I need help I can go to the second floor and get tutoring help as well.
- I love the availability of study rooms and the writer's workshop. Both have given me the most assistance so far here at UMD.
- I love the availability of the Library, it makes it easy to fit time into my schedule to study on campus where I can be more productive.
- I love the ease of checking out library study rooms, how there are quiet floors, the tutoring services, etc. It makes meeting for group projects SO easy!
- It gives me a place to study
- It is a comfortable and efficient work environment for both individual and group tasks. I really enjoy having the library as an author
- It is a nice place to study and do homework!
- It is always a great place to take time to study and focus.
- It is always a perfect and quiet place to do homework
- It is literally the best place on campus to study. It is the place where social and academic hubs meet.
- Its a friendly environment
- its always nice to be there for the events and the floors being broken up for studying is very nice
- Lots of space
- Lots of study rooms and quiet space
- Lots of tables to do homework and study
- Private study rooms are great for individual and group work
- Quiet floors
- Quiet study floors
- Study rooms are great.
- The ability to check out study rooms and the wide variety of rooms to reserve.
- The ability to provide a safe and welcoming environment for all students to study in.
- the nice spaces to study in
- The quiet environment and the large spaces for group projects
- The quiet floors and available staff.
- The quiet study floor. I love doing homework there.
- The quiet study spaces help a lot for concentration and getting things done.

- The study rooms are always nice and easy to reserve!
- The Study Rooms!
- The welcoming atmosphere
- There are different levels for different needs, such as the noise level. There are places for groups to sit and individual.

### *Events*

- Free things like hot chocolate and fruit. The workers are also friendly.
- Freshman year, I went to the board game and craft night, and it was super helpful in making me feel comfortable at UMD, and specifically about going upstairs in the library.
- I appreciate that they are always there and take into consideration the students mental health and is a good area to put on such events.
- I appreciate the amount of hours the Library is open, it is a great place to go study and focus on school without distractions. I also appreciate the different levels of quietness offered at the library, and the tutoring services on the second floor. I'm also a huge fan of the PAWS and Zoomobile events.
- I appreciate the length of time the library is open. I also appreciate the amount of time and creativity it takes to put on a variety of events.
- I appreciate the stress relief events in the library.
- I appreciate the study and meeting spaces the library provides. I appreciate how open and accessible it is. I appreciate all the programs and events, even if I am not big on attending them (just busy, wish I could!).
- I really like the events you host. It make Duluth feel like home.
- it has time for everyone schedules and a wide array of activities.
- The free food they bring around during finals week - so so nice and really appreciate it

### *Hours*

- hours
- hours and how helpful they are
- I appreciate the amazing hours, study rooms and availability of material.
- I appreciate the amount of hours the Library is open, it is a great place to go study and focus on school without distractions. I also appreciate the different levels of quietness offered at the library, and the tutoring services on the second floor. I'm also a huge fan of the PAWS and Zoomobile events.
- I appreciate the length of time the library is open. I also appreciate the amount of time and creativity it takes to put on a variety of events.
- I love the hours! So good that they are open that late for students who want to study on campus. Also rooms to study in groups
- it has time for everyone schedules and a wide array of activities.
- Love that they stay open late during finals week!
- The hours
- weekly hours

### *Learning Commons*

- Bathrooms (besides the toilet paper), study rooms, multimedia rooms, programs, writing center, tutor center, research services.

- I appreciate the amount of hours the Library is open, it is a great place to go study and focus on school without distractions. I also appreciate the different levels of quietness offered at the library, and the tutoring services on the second floor. I'm also a huge fan of the PAWS and Zoomobile events.
- I appreciate the writers workshop the most, It has helped me personally a lot in my classes.
- I like the tutoring and writers workshop.
- Services which can help you writing.
- the amount of services available even though I haven't used them all. Like the writer's workshop or tutoring center as well as librarians.
- The tutor center
- The tutorial center and writers workshop have been very beneficial to my education.
- The tutoring center is very helpful- use it almost every during the week sometimes, and at least on a weekly basis during other times in the semester.
- tutoring The study rooms
- Tutoring and quiet
- Tutoring center
- Tutoring center and Writing center
- Tutors are pretty helpful. Would be nice if tutors were better connected with coursework of classes they tutor for, however I understand that their first job is succeeding in their own classes.
- Tutors!
- The writing workshop, all the different resources, and the welcoming atmosphere.
- Writers workshop, study rooms, level of quietness, and tutor center

### *Staff*

- Always Available to help
- always there
- Always willing to help
- Are always nice and helpful.
- Availability, friendliness, good organizational skills
- Bathrooms (besides the toilet paper), study rooms, multimedia rooms, programs, writing center, tutor center, research services.
- Ease of access and customer service
- easy access to materials, helpful staff
- Everyone is always friendly.
- Everyone is friendly and ready to help when needed.
- Everyone is willing to help you achieve your best
- Everything. I have been at UMD for 7 years and the library has helped me so much in this process. I really appreciate the books available and the research assistance. It has been unbelievably helpful for my graduate thesis. I also appreciate that the library now allows snacks. Getting kicked out by library security for eating goldfish was ridiculous.
- Friendliness of staff and the library itself. The annex is by far my favorite place to study
- Friendly and awesome people! Just awesome
- Great staff, resources, and environment.
- How friendly the staff is.

- How open and capable they are to help. They are a very useful resource on campus and I am grateful to have the availability of their services.
- How there is always someone to help
- I appreciate how willing they are to help make college an easier experience than it has to be.
- I appreciate that the librarians take time and go to classes to talk to students. Often times I forget about using all of the resources that are available to me.
- I appreciate that they are always available when I am in need and always are open to help on a variety of topics.
- I appreciate that they are always willing to help when I am lost on what to do.
- I appreciate the friendliness with the services, everyone that I talked to was inviting and seemed eager to help.
- I appreciate the openness and the approachability of the staff in the library
- I appreciate the staff's willingness to help.
- It's always clean and the staff are friendly
- Library services is able to provide me with all of the resources that I need to complete my research and more. I always walk away feeling better than when I came in. Some examples of the help I utilize the most are the interlibrary loan, get it, and personal meetings with one of the librarians.
- Online research databases and friendly librarians!
- Printers, help with printer setup, research help
- Staff
- The friendliness of the staff and how easy it is to utilize its resources.
- The friendly and helpful staff.
- The library staff has always been helpful in answering questions about study rooms, renting books or other class materials available to check out. I had to check out a skeleton for an anatomy class and had no idea what to do - but just by asking questions at the front desk everything was made so easy! Thanks for not making me feel like an idiot!!!
- The library staff is always helpful and approachable, makes my time a lot easier
- The niceness of the librarians and their willingness to help
- The research librarians help me so much!
- The staff are amazing and approachable people.
- The staff is always friendly and I can usually find what I'm looking for !
- The staff is always smiling and are very helpful.
- The staff members are willing to go out of their way to find resources for my research papers.
- the workers are very nice
- They are very willing to help
- They are welcoming and informational!
- They have always been friendly and helpful for me.
- they help find books
- they're friendly and welcoming and know how to help
- They're very helpful
- They are always available and helpful
- They are always eager to help and are always so friendly! I've never been hesitant to go and ask for help at the library.
- They are always friendly and willing to help.

- They are always there and helpful for any questions i have
- Very helpful and friendly workers.
- You can get help whether you're at home on the couch or face to face. They are always willing and have always helped me with what I needed.
- Their availability and helpfulness

### *General*

- availability and ease of use
- Availability if needed.
- Ease of access
- It is there if I need it
- It's free!
- That the services are free, and usually very helpful
- The library has everything you need
- There is something for every mood I am feeling. From stressed, to sad, to Fun.
- There's a wide variety available at no cost.
- These services are made to help me be successful
- They are completely free to the students, and are in fact very helpful.
- They are free.
- usefulness
- Variety of services
- Variety of services provided.

### Faculty comments:

- Friendliness, flexibility.
- I appreciate ILL and the Writer's Workshop. I'm sure I would appreciate even more if I took the time to get to know the library resources better.
- I appreciate the variety of resources and the helpful librarians.
- I find that nearly all of the students and staff who work at the library and welcoming and friendly.
- ILL
- In my experience I have had good work done for myself through the library services. I certainly appreciate the effort put in to finding information that I need or resources that are required by the staff. Without their help I would not succeed to the level that I currently am.
- Openness and friendliness.
- The breadth of the services offered, and how the librarians reach out to faculty.
- They are willing and knowledgeable to help my students research
- very well intentioned, a lot of good ideas

### Staff comments:

- Availability to help with last minute needs.
- Didn't know you could help with author agreements on publications. I and my group will make use of that in the future. Also, really like the on-line journal article searching and ability to download many of those articles.
- fast response

- friendly and helpful
- Friendly staff willing to help!
- Great staff and availability of materials in the U system.
- Helpful and convenient
- I am not over there much, but when I need them, they are there and no matter who I talk to everyone is so friendly and happy.
- I appreciate all you offer even though I don't utilize all of your services. It seems a viable variety for all the people you attempt to satisfy.
- It is easy to request and check out books.
- passionate about their jobs
- Staff friendliness
- That they are available to everyone.
- The energy and upbeat, forward-looking attitude of the staff is a welcome change from how things were a number of years ago. I support the vision of the current staff.
- The library is doing such a good job of reaching out to the University community with events that are diverse in nature. I really appreciate their ability to look to the future of what campus libraries will be, while maintaining the integrity of the research hub that they still are and need to be.
- The staff is friendly, helpful, and welcoming. I always feel like I can approach Library staff for assistance when needed.
- The wide variety of services available. If I think I need it, you have it.
- While I don't use the library often (occasional class in the tech rooms, history question, audio book checkout), the staff is always very helpful and knowledgeable.

### **What would you change or suggest about library services?**

#### Student comments:

##### *Awareness*

- Get students more educated on whats out there and how to access things. I am aware of the programs but could not tell you how to do it or seek help for it.
- I am not aware of some of the services that the library offers. This is something that should change.
- I suggest they broadcast or speak up about the programs they offer because I didn't know that the library did most of the items on this survey.
- I would say that advertising or pitching all the services the library has to offer to classes at the beginning of each semester would be an awesome idea to get students to recognize that there is help out there for them in the library that they may not be aware of!
- maybe more advertising
- More advertising for events before-hand
- More advertising for the research help, especially that personal library thing that is program/major specific.
- There really isn't a way to increase this (because freshmen don't like being talked to and think they know everything) knowledge of how much the library's resources can help you throughout college. There is one librarian (Jodi) that I consider a friend. She helped me do some research for a project a couple semesters ago and every once in a while I pop back in to say hi!

##### *Collections/Resources*

- Better instructions for the micro-film reader/scanner.

- Bigger/more accessible Native American book section.
- books and stuff
- online website access to find children's books and resources for children (for education majors)

### *Events*

- free snacks!
- Free tea
- Have more stress less weeks at different times.
- I enjoy when there is food offered during certain parts of the semester. It gives me a boost to keep going.
- Just 24/7 Humans Vs Zombies. Always battling.
- More backrubs at the stree-free events! Love them -super relaxing!
- more stress less events all semester

### *Fines and Loan Periods*

- I checked out 3 books one time all worth about \$20 and honestly never again I got charged \$100 a book plus late fees worth more then the books i felt really taken advantage of as a student i get the paying for the books plus late fees but \$340 more then the total cost? way over the top I ended up replacing them and all but it felt like UMD was just trying to get more money out of me charging so much more then they are worth and not explaining how or why until I asked and everyone was super nice and great with answering questions but it seems it shouldn't have been such a problem
- interlibrary loan! Although I will continue to use it and I love it, I wish the book could be checked out longer

### *Hours*

- 24 hour library hours during finals
- A wider range of hours on Saturday and Sunday
- Additional hours at night possibly
- Be open on Saturdays
- Better weekend hours and Friday night extended hours.
- Earlier hours on Sunday
- For the weekend, longer hours would be appreciated, especially in the afternoon
- Have later hours during finals week
- Having it be open later than midnight would be beneficial.
- Having the library open more hours on the weekend would be helpful. Sometimes I want to study late on the weekends (where it is quiet), but the library is not open.
- I acknowledge that this would require available employees, but the Library would be much more convenient for myself and others if it's regular weekly hours lasted an hour or two later into the night.
- I know other universities have their libraries open until 2am-3am. Maybe having that opportunity for later library hours would be helpful.
- I think that the library should be open longer, especially on Saturdays. It doesn't have to be all Saturdays, maybe just once a month or every other Saturday.
- I think you should open the library early on Sundays
- I wish the hours were longer.
- I wish the library was open later at night, not just during finals week.

- I wish there was more flexibility and availability of the library's resources on weekends.
- I would really appreciate the library hours changing. It's frustrating on Sundays that they do not open until 1.
- I would suggest opening sooner on Sundays, approximately 10am.
- I would suggest that it open earlier on Sundays because I know sometimes I want to go to the library earlier in the morning but it does not open until the afternoon.
- I would suggest that there is more tables or places to sit on the 2nd level because that is the most popular floor in the library. Also, having better hours on the weekends.
- Keep the library open longer!!!
- later hours
- Later hours, and better hours on sundays
- Longer hours
- Longer hours more often than just finals week.
- Longer hours on Friday night and earlier Sunday
- Longer hours on weekends.
- Longer weekend hours
- Longer weekend hours would be helpful
- Make library hours open more once it gets closer to finals, such as two or three weekends in advance rather than just the weekend before to help cut down on cramming and make library hours more available to students who want to study more on the weekends leading up to finals.
- Make weekend and Friday hours longer. Stay open later these days
- Maybe be open a little longer during the weekend.
- maybe be open a little on the weekends
- Maybe different hours
- Maybe extended hours? After hours
- Maybe the Sunday/Monday before finals week instead of just doing "late night" hours, do 24 hour library or something? Idk. I wouldn't use that, because sleep is important, but I feel like other students might. Otherwise I think it's pretty good, only thing i would suggest is better signage for where the "annex" is. It took me forever to figure out where it was/what it was.
- open earlier on Sundays (x4)
- Open later on fridays and saturdays (8pm for example)
- open more
- Stay open later near the end of the semester.
- Stay open later on Friday evenings and open earlier on Sunday mornings
- The library hours
- the library should be open more often, especially during finals week
- The only thing that I would change are the hours. I believe that during the week and on Sundays that the library should be open for a longer duration of time. It can often be inconvenient that the library closes as early as it does.
- Towards the end of the semester the Sunday and Friday hours are annoying. Please open earlier on Sundays and be open slightly later on Fridays
- Weekend hours

### *Learning Commons*

- have more tutors for EE major
- Make more availability for tutoring center & a lot of the staff working should be made known of schedules so students can either go to specific person
- Making an appointment for writer workshop is not very user-friendly.
- Most of the tutors are fantastic, however there are a few that don't ever seem to be that helpful to anyone.

### *Research Help*

- more help for research
- more librarians available

### *Space*

- Add comfy armchairs in nooks and crannies of the library for reading, or just curling up and studying.
- Add more study rooms
- Based on my experiences, sometimes there are people who book the study room just to have fun in there mostly on the evening at the left side of the fourth floor. I hope the librarian sometimes walk through the library to let them as well as people came to library to throw a party get out of the library
- Better toilet paper and bathroom services. More private/study rooms with dank views and windows. Smoke patio on the top floor so I don't have to take the elevator.
- Enforce the quiet floors! Get new chairs in the library! Seriously I damn near get bedsores on my butt during finals week. And get more small tables! There is hardly ever a place to sit on the first and second floor, and most of the time there is only one or two people sitting at the large tables.
- Have more library study rooms or at least more with whiteboards
- I wish that the quiet places stayed quiet some people really enjoy to talk in quiet places. I think that's wrong!
- I wish you could book study rooms a little bit longer / easier
- I would suggest that there is more tables or places to sit on the 2nd level because that is the most popular floor in the library. Also, having better hours on the weekends.
- Make it bigger. More study rooms
- Maybe the Sunday/Monday before finals week instead of just doing "late night" hours, do 24 hour library or something? Idk. I wouldn't use that, because sleep is important, but I feel like other students might. Otherwise I think it's pretty good, only thing I would suggest is better signage for where the "annex" is. It took me forever to figure out where it was/what it was.
- more individual rooms.
- More seating that isolates you so you can focus
- More study tables. It gets packed in there
- Not really a service, but make it better known about the Quiet floors. Too many people talk on 3rd and 4th floor. They don't understand what it means to be quiet and makes it hard for those who need it quiet to study.
- People are still loud I'm the third floor even tho it's a quiet floor. Especially the staff whose office is near the computers. They talk with normal loud voices and it distracts me from my studying.
- provide more tables to work at
- The old study room booking system was a lot more user friendly and convenient for students

- There could be more options for tables on the first and second floor for those who wish to study with others and not need to be super quiet.

#### *Technology*

- PRINTERS! for some reason no one at the help desk knows how to set up or print 11 x 17 correctly!
- Working computers that my login will work on.

#### *General*

- Services that are more applicable to everyone rather than a small group of people.
- utilize services in our classrooms more

#### Faculty comments:

- I don't have any suggestions. After taking this survey, I feel like I need to make better use of the library!
- I requested a list of videos that I needed to be in Closed Caption for a student who is deaf. NONE of the videos I requested were delivered, nor was I contacted about why they were not made or purchased. A whole semester of students suffered from that fact that I couldn't show them the videos I regularly show due to lack of CC options. The librarians had the whole semester, I gave them no due dates, but, let them know I needed them ASAP and whichever ones they were able to get only was good and for them to notify me when each video was available. NONE BECAME AVAILABLE. I am more than disappointed. It was a waste of my time to make the list for nothing to have been done. I would suggest the library does more to create a CLOSED CAPTION SECTION of videos related to the arts.
- I would like to suggest some additional training sessions on how to find resources on your many search engines. Trying to find specific topics of research can be a daunting task which seems to come a little bit easier for your staff than it does for me personally. I would certainly appreciate a few help sessions to assist my understanding of how to use more of what you have available.
- I'd love to see earlier hours.
- More access to ASCE documents.
- more access to more journals...I'm sure financially you are doing the best you can.
- More tabling events with coffee and cookies to students in addition to the final week.
- the library is just too small for the number of students and people in it, to the point where it discourages me from spending a lot of time there during the regular academic year.
- This is a comment for those who manage the UMD web site: I find it disheartening that the link for the library is a tiny word at the very bottom of the web site. It is one of the links I refer to most often and it should be an important part of all faculty and staff experiences at UMD. I think it deserves more importance in the space of the UMD web site.
- While I hate to suggest more email, I wonder if the library might consider a weekly newsletter delivered via email? The email could highlight certain services, events, etc. I know I'd sign up for it. There are services I need to use that I don't know about yet, and this would be a way to learn.

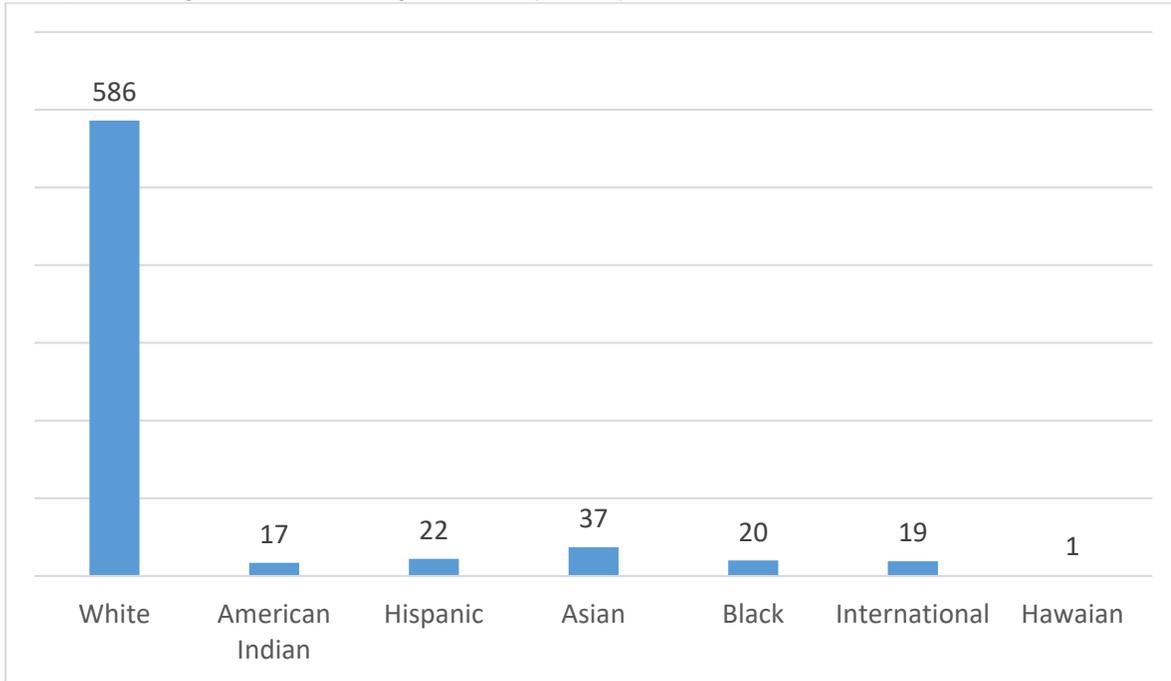
#### Staff comments:

- A fireplace (or fireplaces) to make the reading, studying, finding books experience even better and more cozy
- add more online access to scientific journals in chemistry
- Being reachable by online chat has been extremely helpful to myself and students.
- Extended archive hours for historic research

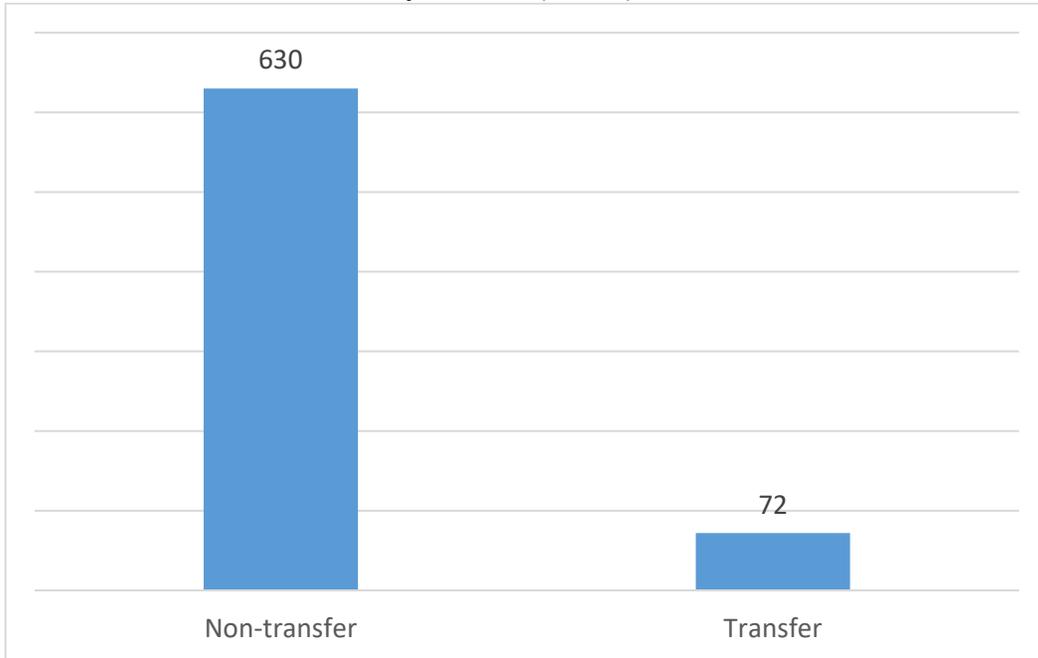
- I would consider sending resource emails a couple times a year. I am not aware of any of the services the Library offers.
- I would love more best sellers and books on tape of current popular books.
- More staff
- Nothing You provide a great service to UMD.
- Nothing. I enjoyed it as a student and while I do not use them much in my staff role, I know they are there and available to me.
- Several times a year I like to check out audio books, but it looks to me like the selection is getting smaller and it seems like new material is hard to come by. Additionally, now that the audio books are behind the counter, it isn't possible to browse through the limited selection that is available.
- The only change I suggest relates to the fine for damaged material. This happened to me, and the first communication I received was almost like a post script in a library account summery that I owed \$115. I had no idea what it was for. It turned out some water got on a book that I'd checked out and the replacement fee was \$115. That's tough for a staff member like me, but would be devastating amount for a student to pay. Either improve the communication up front with a phone call when you receive damaged material, or ease up on the fine. I ended up paying it, which stung since the book was \$24 on Amazon. To be honest, I stopped checking books out from the Kathryn A. Martin Library after this experience and switched to the Duluth Public Library in order to avoid receiving another costly fine.
- We need access to as broad an array of journals as can be afforded and we need to keep pushing UMTC to allow UMD folks greater access through UMTC's greater purchasing power.

### Demographics

Race/Ethnicity of Student Respondents (Count)

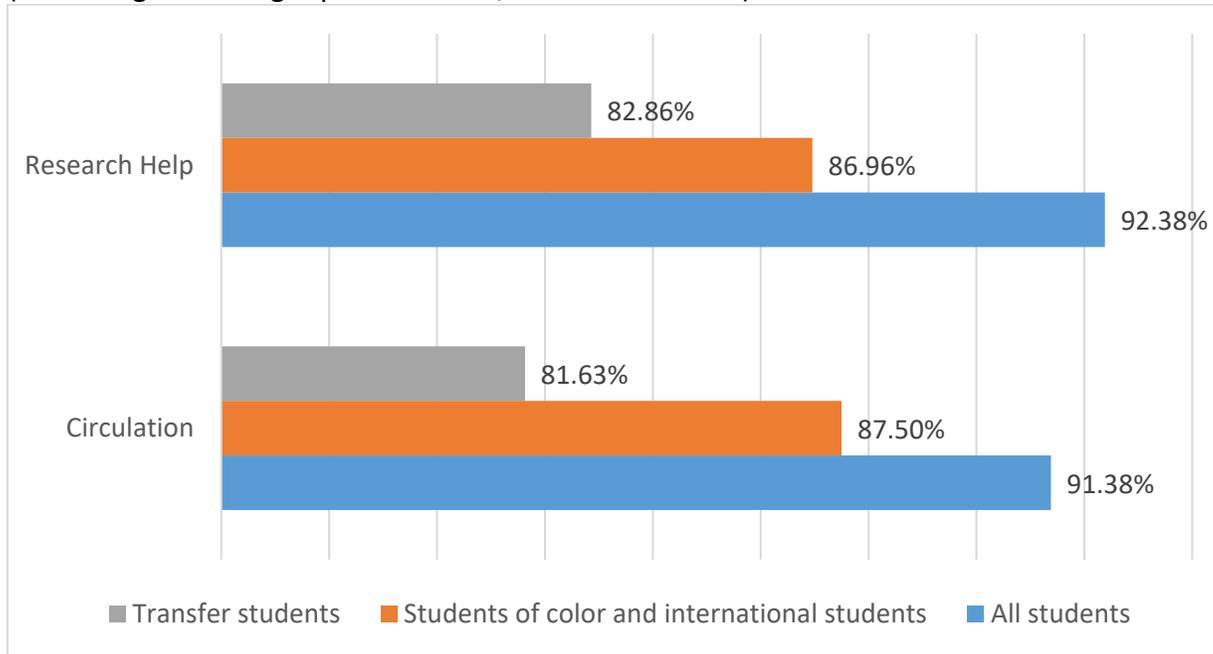


Transfer Status of Student Respondents (Count)



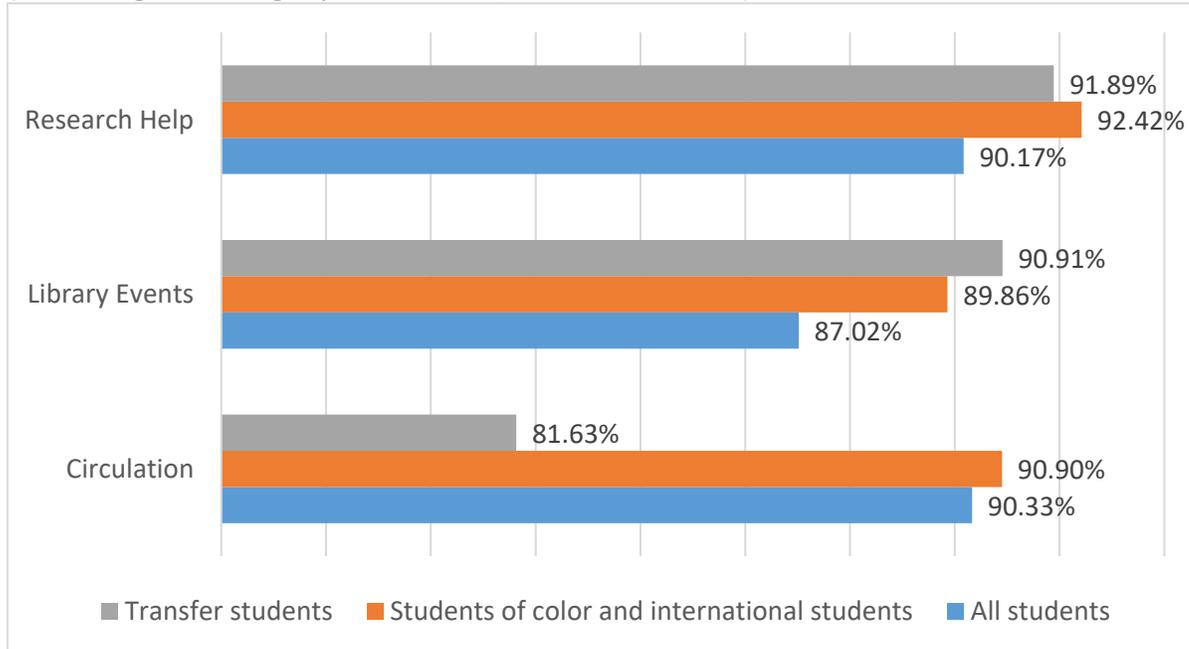
**How would you rate the following aspects of each service provided by the library? – Friendliness/approachability of library staff**

(Percentage choosing top two choices, Excellent or Good)



**How would you rate the following aspects of each service provided by the library? – Quality of services**

(Percentage choosing top two choices, Excellent or Good)



**How much do library services impact your success at UMD in the following areas?**

(Percentage choosing top 2 choices, Considerably or A great deal)

