

**Summary Report
ASL Library Student Survey
Spring 2002**

The ASL Library passed out a two-page survey to all student mailboxes on March 18, 2002. The survey period ran until March 29, 2002. There were thirty-one (31) surveys returned, but two were unusable, leaving us with twenty-nine (29) usable surveys.

Several students skipped various questions, so not all answers total 29.

1. What is your current status at ASL?

1L: 14 (48%)
2L: 7 (24%)
3L: 8 (28%)

ASL has a student population of 219, which means that 13% of students responded. There were, at the time of the survey, 118 1Ls (54% of the school), 68 2Ls (31%), and 33 3Ls (15%). Approximately 11% of the 1Ls, 10% of the 2Ls, and 24% of the 3Ls participated in the survey.

2. Are the hours that the Library is currently staffed sufficient for your study and research needs?

Yes: 21 (72%)
No: 8 (28%)

In the fall of 2001, the ASL Library ended its policy of twenty-four hour access: although we decreased the number of "open" hours, we increased the number of hours that we were staffed. A letter from Director Chinaris was placed in all student mailboxes informing all students of this change. Almost all of the "no" votes – including some from first year students – had a comment about the twenty-four hour access policy.

comments:

- "I am here a good bit and generally there are not too many students. 24 hour staffing is not necessary."
- "24"
- "24/7"
- "need previous 24 hr. policy"
- "I study until 2 or 3 am on average every night. It would be nice to do this in the library, considering I leave when it closes, most of the time."

- "Weekend policy for weeknights: no getting booted; just can't get back in after 12:00"
- "24 hours would be nice though"
- "after 12 am"
- "late night hours needed"
- "24/7 to students"
- "Needs to be open 24 hours and with a person at the main desk all the time"
- "But I wish that sometimes someone would be around on the weekends to help with computer/printer problems"

3. Are the resources (book, microfiche, audiovisual) available in the Library sufficient for your study and research needs?

Yes: 29 (100%)
 No: 0 (0%)

comments:

- "A better microfiche reader would be nice"

4. What electronic resources available to ASL have you used? (Check all that apply.)

CALI:	22
CCH:	2
Congressional Universe:	1
History Universe:	0
LegalTrac:	7
LEXIS:	28
Loislaw:	3
State Capital Universe:	2
Statistical Universe:	0
Westlaw:	29

5. Please rate the following Library services.

	Excellent	Good	Fair	Poor	No Opinion
Circulation/Reserve	15	12	2	0	0
Interlibrary Loan (ILL)	3	8	0	0	15
Reference Services	12	13	2	0	1
Library publications	11	13	2	0	2
Library orientation tour	7	13	3	0	5

comments:

- "staff is wonderful"
- "Keep the copy machines working in proper order. You (the school) has [*sic*] a maintenance contract. It does not matter who calls the repair (service) person when a machine needs servicing. Pick up the phone and call! Don't make students send in sloppy copies for resumes and bar apps. because someone thinks it is their privilege to call the service person."
- "I was not here last semester for tour, but received a good mini-tour this semester."
- "Becky [*Belcher, one of our Circulation Assistants*] is absolutely wonderful!"
- "I like the study rooms. The boards are a great asset in each room for study sessions."
- "I don't like having to ask permission from anyone to see Professor Chinaris at any time. I have Professor Chinaris for more than 1 class and I frequently need to see him for various matters." [*Professor Chinaris has two doors to his office, and most of the students choose to use the door by the Circulation Desk. However, his other door is available for use as well.*]
- "The circulation/reserve people are great but that new guy you've hired could be a little more friendly & learn how to smile – people who work & interact with the public should be personable"

6. Do you feel that further guidance in using the Library and its resources would help you?

Yes (check all that apply):

More handouts/research guides: 3

Appointments with librarians: 3

Library workshops/"brown bags": 4

Other: 4

- "legal process class info – but that is professor duty NOT library"
- "workshops are really helpful"
- "I want a warm body that knows the answers to my basic questions"
- "just being available to answer questions is good"

No: 17

Interestingly, of the four who wrote that the Library should offer more workshops, none of them answered "Yes" to the next question (about attending our "Get REAL!" workshops).

comment:

- "I think the guidance currently offered is more than adequate"

7. Have you attended any of the Library's "Get REAL!" training classes?

Yes: 7 (three twice, two once, and two unsure how many classes attended)

How were the classes?

Very Good: 4

Fair: 3

Poor: 0

Other: 0

No: 21

The Library has offered nine "Get REAL!" classes over the last semester and a half, and will be offering several more during National Library Week in April. Two of those classes have been about using Westlaw.

8. Are there any topics that you would like covered in a "Get REAL!" class?

comments:

- "Westlaw"
- "Proper citations for various documents in your papers"

9. Please rate the Library's physical condition in these areas.

	Excellent	Good	Fair	Poor	No Opinion
Carrels	13	12	1	0	0
Tables	13	14	0	0	0
Chairs/Couches	16	8	2	0	0
Study rooms	15	10	2	0	0
Temperature	9	13	3	2	0
Lighting	11	13	3	0	0
TV/VCRs	9	9	4	0	4
Noise levels	3	9	11	3	0

Overall, the Library's physical condition appears to be in good condition, with most of the answers falling with the "excellent" or "good" categories. In our last student survey, many of the complaints were about the temperature. This year's survey suggests noise is our biggest problem. We specifically did not ask about computer-related issues, since those are handled not by the Library, but by the Director of Information Services.

comments:

- near "chairs/couches": "good napping locale"; near "study rooms": "penthouse is particularly good"
- "student interaction is too casual and noisy. All study carrels need to be wired for internet. TABLES TOO!"
- "Please try to do something about the noise."
- near "lighting": "replace the bulbs"
- "Sometimes people think libraries are more conversations areas than studying"
- "more VCRs"
- "Network doesn't always work"
- "need internet access in everyone (carrel, table) [sic]. Is it a possibility to assign carrels?"
- "not enough study rooms"
- "Many people, especially 1Ls and some of the staff are way too loud especially upstairs"
- "It is very annoying when you have to waste time & keep turning your computer on & off to find a table/carrel that has internet hookup – FIX this"

10. Please make any comments or suggestions that you have that will help us improve the services, resources, and facilities at the ASL Library. You may attach extra pages, if necessary.

Most of the general comments that we received were positive. Many of the complaints deal with our computers or with our network connections. We have passed those comments along to the Director of Information Services, the person responsible for those areas.

comments:

- "Just keep the noise down and encourage studying instead of socializing"
- "more hours"
- "don't know why library hours were cut since no explanation was given to the study body, but 24/7 access should be reinstated. I should not be restricted it [sic] what hours I 'have' to use the facilities" [*The Library distributed a letter from Director Chinaris to all students about the Library hours change on August 2, 2001. Extra copies are available in the Library.*]
- "I miss previous 24 hour policy. I do not have a computer and need use of library computers."
- "Keep up the good work" [*received twice*]
- "The library staff is very friendly and courteous – please don't change"
- "the entire staff is absolutely fantastic"
- "Becky [*Belcher, one of our Circulation Assistants*] is always so helpful and sweet. My friends & I all love her."
- "Please enforce noise level. I don't use the library as much as I'd like b/c it is a social hangout. It should be quiet from the moment you walk in the doors. Please Please enforce."
- "You guys do an excellent job!"
- "Computers need to be updated and possibly adding more computers"
- "I don't like slamming, squeaky doors any time or any place. The one on the school side needs some attention"
- "The library 'employees' (staff) are helpful and for the most part friendly: management, on the other hand, is sometimes (most times) unfriendly and 'snobish' [sic] I do not mean for this statement to appear mean spirited, however I do feel it is a true statement"
- "A lot of times there is no soap or paper towels in the bathrooms. The noise level could be improved. My paper comes out of the printer with a creased line in the middle. People do not keep the study rooms clean. My biggest complaint that you need to fix is the lack of working internet outlets. This cuts off tabs [sic] & carrels that could be used and aren't"