ASL Library Student Survey Results

The biennial Library survey began on March 30 and ran until April 15, 2004. Forty-one (41) students responded, out of a total student population of 336 (12%). Not all respondents answered every question, so not all results add up to 100%. Several respondents commented on particular questions; most of those comments have been placed as "answers" to question 10.

1.   What is your current status at ASL?

        1L: 22   out of 134 (16%)
        2L: 6   out of 107 (6%)
        3L: 13   out of 95 (14%)

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

        Yes: 34   (83%)
        No: 7   (17%)

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

        Yes: 38   (93%)
        No   3   (7%)

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

CALI	30	LexisNexis	40
CCH Networks	0	LN Congressional	7
Environmental Law Rptr.	0	LN Prim. Sources/History	4
FirstSearch	2	LN State Capital	3
Hein-On-Line	1	LLMC-Digital	0
Index Master	1	Loislaw	4
Internships USA	4	Versuslaw	0
LegalTrac	11	Westlaw	41

We heavily promote CALI, Lexis, and Westlaw. We hope with the addition of our Research Librarian we will be able to run more classes detailing our other electronic resources.

5. Please rate the following Library services.

	Excellent	Good	Fair	Poor	No Opinion
Circulation/Reserve	26 (63%)	11 (27%)	0 (0%)	0	3 (7%)
Interlibrary Loan (ILL)	9 (22%)	4 (10%)	3 (7%)	0	22 (54%)
Reference Services	22 (54%)	9 (22%)	2 (5%)	0	6 (15%)
Library publications	19 (46%)	10 (24%)	3 (7%)	0	8 (20%)
Library orientation tour	11 (27%)	9 (22%)	3 (7%)	4 (10%)	12 (29%)

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

No: 20 (49%)
Yes: 19 (46%)
- More handouts/research guides: 7
- Appointments with librarians: 7
- Library workshops/"brown bag lunches": 13
- Other: 3 ("better tours and signs"; "more information on how to use the library computer programs and what program are actually available for research needs, such as FirstSearch and LegalTrac"; "my LP professor should have scheduled a class period for a library tour. [I w]as lost when research began. All she offered was a hurried version during lunch hour.")

Interestingly, of the 13 people who ask for more Library workshops, seven of them (54%) responded to question 7 that they had not attended any of the "Get REAL!" classes. One person did write: "I would like to, but with BarBri reviews 2 days a week, I haven't enough time."

The ASL Librarians have an "open door" policy, but we will consider creating specific consultation hours next semester.

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

No: 24   (59%)
Yes: 17   (41%)
             attended one: 4
             two: 6
             three or more: 3
             did not answer: 4

How were the class(es)?
             Very Good: 7
             Fair: 7
             Poor: 1
             Other: 1

8.   Are there any topics that you would like to see as a "Get REAL!" class?
       * "Finding the Law"
       * "Effectively Using ALR"

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

	Excellent	Good	Fair	Poor	No Opinion
Carrels	13 (32%)	14 (34%)	7 (17%)	3 (7%)	2 (5%)
Tables	18 (44%)	18 (44%)	3 (7%)	1 (2%)	0
Chairs/Couches	21 (48%)	13 (32%)	6 (15%)	0	0
Study rooms	17 (41%)	13 (32%)	5 (12%)	3 (7%)	0
Temperature	8 (20%)	12 (29%)	13 (32%)	8 (20%)	0
Lighting	16 (39%)	18 (44%)	5 (12%)	0	0
TV/VCRs	14 (34%)	13 (32%)	4 (10%)	0	8 (20%)
Noise levels	6 (15%)	9 (22%)	14 (34%)	10 (24%)	0

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.

The biggest complaint this year was the lack of Internet connections at our tables and carrels. Twelve students made some comment about the non-working connections, and several more asked for better computers (or a related peripheral, like keyboards whose letters have not worn off). We report these problems to the Information Technology department as we hear about them. We believe a new router has been budgeted for the Library, which will hopefully add more working ports.

The two Library issues that were repeated by students were noise problems and the ongoing debate over how strongly to enforce the "don't leave your stuff on tables and carrels" policy.

We may be able to alleviate some of the noise issues during the upcoming year. We have plans to enclose the photocopy area, which is where many students congregate, and the small area tends to augment their already loud voices.

We're caught in the middle on the study room/carrels/tables issue. Some students complain that they can't find a place to study. Others believe that there isn't an issue with space. Over the summer, we may come up with an idea that will hopefully be a compromise between the two factions.

- "Internet needs to work at all places that it's available! Tell Brian to fix that junk."
- "I realize that it is the IT people's responsibility, but the internet connections desperately need to be fixed. Also, EXTENDED HOURS!! If the law school is left open 24 hours, why not the library?"
- "Many of the Internet ports do not work, tables sometimes need to be wiped down, and the temperature in the study rooms is terrible."; "Please fix the temperature IAC in the study rooms. The leaking roof should also be seen to."
- "The carrels get dusty pretty quickly."
- "The noise level gets a little high at times."; "We have an excellent law library at ASL. Thank you for making it so."
- "Some students use the Westlaw computers to type papers. Students needing to do research cannot use the computers. The Westlaw reps do not have a system for filing documents printed. It is always a mess. It is difficult, sometimes impossible, to find what you printed."; "Some of the Internet connections at the study carrels do not work."; "New copiers are needed. It would be nice to be able to make double sided copies. A lot of the network connections do not work. They have not worked since I started school here.

Most of the computers will not let you access the Internet. Students tie up the LexisNexis computers checking e-mail not typing papers."

- "Internet connection do no work at certain tables/carrels. Is it possible to fix these?"; "Study rooms: probably make a reservation or sign in sheet / day by day to give everyone a fair chance to use it. Sometimes groups have projects that we need to work on but there are no rooms available – while 1 person is taking up a whole room. Or have a 2 person minimum in each room."
- "Get the CDs of the reviews .... please? My car doesn't have a tape player!"; next to "chairs/couches" in question 9: "need wheels!"
- "As is common in libraries, the periodicals are often missing."; "The staff is always available upon request and therefore resources can be sought by each student"; "The internet connections commonly do not work"; "Thanks for all your help and support through these years at ASL."
- From a person who claims s/he spends "not much time here" as an answer for question 9: "Very clean and nice staff"; "sign out study rooms – this first come, hold for a month kinda stinks"; circled "study rooms" in question 9 and wrote: "people tend to hog these"
- "It would be extremely helpful if 1Ls were given a complete tour of the library closer to the time that they would actually be using the sources so that they would know where to find the material and books they actually needed"; "noise level needs to be monitored more because often the library is very loud."
- "Staffed fine but 24 hour access would [be] nice"; "I liked when the email went out before spring break about taking stuff from carrels out of there"; "no more adverse possessing study carrels but YOU ALL ARE GREAT! GOOD JOB THIS YEAR!"
- "Library hours EXTENDED throughout the year not just during finals. 24 hours would be great!"
- "Should have 24 hour all time card access"
- "The noise level is almost always too high – it's nearly impossible to study anywhere except study rooms, and individuals aren't supposed to use them. I would like to see 'noise violations' enforced."; "I love studying in the library and would like to do it more – but the noise level (students are the cause of this) is horrendous. I realize that the students here should be treated like adults, but if they refuse to act that way then something must be done. The staff is wonderful and everything else is just fine."
- Student marked made-up category of "unbearable" next to question 9's "noise levels" and wrote: "I cannot use the library this year. This is due to the library being so loud. Students use their regular speaking voice and hang out in the library instead of socializing in the lions lounge. The staff never asks students to be quiet."; "Students reserve both rooms and study carrels by leaving items in place. Many times, I move from study carrel to study carrel attempting to find one w/o books but with a useable internet hook up. Then, when I finally find one, I must either be a b*tch, and tell other students to stop talking or go home to study. The library is now a lose-lose proposition as a place to study."

- "The library needs to get computers and copiers that are up to date and actually work. The ones in the library now are not dependable. I have on numerous occassions not been able to use the library catalog. There has to be some way to update the systems – fundraisers, grants, donations, etc."
- "Noise level in copy area downstairs gets bad. Wish staff could shush people being loud. Seems this school has outgrown space in library. Temperature in winter was ridiculously cold!"; "My only problem is that the midnight closing rule is unfair. If I want to stay and work, I should be able to. I certainly pay enough money to do so. I realize the trial courtroom is across the parking lot, but gathering everything (which can be a lot for a law student) and moving is a major pain in the tail. Having said that, I really appreciate the library staff. They are wonderful and extremely helpful."
- "Too much noise and too much of folks saving rooms and furniture. I actually don't study in the library b/c it's become too stressful for the above reasons."; "Too much noise and saving of places"; "I will return to the library once someone backs up policies w/ enforcement."
- "A long narrow table under the bulletin [board] in the copying room would be helpful when selecting pages and sorting them out to copy"; "A scanner could be very useful! Better computers and keyboards (letters are worn off). Are there tape players available to use in the library to listen to tapes on Reserve?"
- "More study rooms" (also wrote next to "study rooms" in question 9: "need more of these"); next to "TV/VCRs" in question 9: "need cable"
- "All library staffs are very kind and good at helping students. This is my personal opinion."; "particularly impressed at the hard-stand taken to discourage leaving personal items in study rooms and carrels"; "be real about penalizing those who chew tobacco, eat foods, and leave personal items in the Library"; next to question 7: "never heard of it" (the Library's "Get REAL!" classes)
- "Carrels need internet access, which is not available in every carrel."; "The keeping of books in carrels between classes should be allowed. There has never, in the extensive amount of time I spend in the library, been a carrel shortage. The only factor that lends credence to the carrel policy is the lack of Internet connection available in all carrels."
- "I think the ASL Library is doing a great job overall"; answering what "Get REAL!"s should be offered (question 8): "I think all the topics now cover about everything I can think of as a 1L."
- "Need new computers. The current ones BLOW!"; "Need new computers" (repeated twice); answering what "Get REAL!"s should be offered (question 8): "How to get the library to get new computers"
- "Make sure the internet connections are working in study room 201A and the microfiche room the connection need serious help."
- "I wish all Internet ports worked at all tables and all carrels. Chairs are too low for tables."
- "The library staff is absolutely wonderful."; next to a "poor" temperature rating in question 9: "too warm"

- "Too many people reserving study carrels, tables, and study rooms by leaving their books there."; "I would like to see more 'Get REAL!'s type-things. Show us how the Library can benefit us, we don't know. Longer un-staffed hours, on Saturdays and Friday nights."; answering what "Get REAL!"s should be offered (question 8): "Assist w/ subjects being taught in Legal Process I, II, etc."
- "We should be able to leave our stuff at a study carrel and we should be able to have an assigned one; not everyone uses the library carrels"; next to "tables" and "carrels" in question 9: "need all internet ports working"; next to "temperature": "too hot or cold"; next to noise levels: "children should NOT be left unattended in the library"
- "Noise level too high; study rooms taken by single individuals; people dominate certain study rooms and carrels by leaving personal items for hours (yet they're gone)"; "open later"; next to "carrels" in question 9: "need internet at all carrels and lights."
- "Tell that red-headed girl to smile!"
- "Chris is a sexy -----" [*note: there was no noun, only a line*]