

ASL Library Student Survey

The biennial ASL Library student survey ran from February 19 through March 7, 2008. We received twenty-one (21) responses, which is approximately 6% of the student population of 344. Not all respondents answered every question, and some questions were intended to get multiple answers. Most of the comments received have been typed exactly as we were able to read them, and can be found after Question 10.

1. What is your current status at ASL?

1L: 9 out of 129 (7%)
 2L: 7 out of 120 (6%)
 3L: 5 out of 95 (5%)

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

Yes: 16 (76%)
 No: 5 (24%)

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

Yes: 20 (95%)
 No: 0 (0%)

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

BNA All	0	LexisNexis	20
CALI	17	LN Congressional	1
CCH Networks	0	LN Prim. Sources/History	1
Environmental Law Reporter	2	LN State Capital	0
FirstSearch	0	LLMC-Digital	0
HeinOnline	3	Loislaw	0
Internships USA	0	Versuslaw	1
LegalTrac	2	Westlaw	21

We see similar numbers every year, as we tend to promote LexisNexis and Westlaw, as well as CALI.

5. Please rate the following Library services.

	Excellent	Good	Fair	Poor	No Opinion
Circulation/Reserve	8	10	0	0	2
Interlibrary Loan (ILL)	2	4	0	0	14
Reference Services	6	9	1	1	3
Library publications	5	6	1	0	8

One person marked both "Good" and "Fair" for Circulation/Reserve and did not rank any other services; that tally is not included in these totals.

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

No: 7 (33%)

Yes: 13 (42%)

- More handouts/research guides: 6
- Appointments with librarians: 6
- Library workshops/"brown bag lunches": 10
- Other: 1

"Available reference librarians."

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

No: 15 (71%)

Yes: 5 (24%)

attended one: 4

did not answer: 1

How were the class(es)?

Very Good: 3

Fair: 1

Poor: 1

Comments are included in Question 10.

8. Are there any topics that you would like to see as a "Get REAL!" class?

"Legislative History"

"Using Office"

"Books/jobs"

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

	Excellent	Good	Fair	Poor	No Opinion
Carrels	4	9	2	0	5
Tables	3	14	3	0	0
Chairs/Couches	5	10	3	2	0
Study rooms	3	12	3	1	0
TV/VCRs or TV/DVDs	5	4	1	1	9

One person did not rate the study rooms.

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.

There were two major topics the comments tended to address on this year's survey. One is a recurring request for 24-hour access to the Library, with some students wanting it for exams and others wanting it as a permanent schedule. Unfortunately, when we have offered 24-hour exam access over the past few years, we see an incredible drop in students in the Library after about 2 am. On average, we have approximately ten to twenty students between midnight and 2 am. Yet between 2 am and 6 am, we have one or two students in the Library. We have seen this pattern repeat in both fall and spring exam periods over the last three years.

We also received a few comments about our "Get REAL!" training classes this time around. A few people noted that they had no idea what they were, and one person told us that s/he "never knew when they were held." We announce the "Get REAL!" training classes on our web site (both on our Library's home page and on the "Library Classes" page), we put announcements in the ASL Library News (articles were in the September, October, January, and February issues for this school year) which is distributed to all student mailboxes and is posted on our web site, we hang signs on the bulletin boards by the photocopiers, we hang a sign on the bulletin board that faces the Classroom entryway, and we post a sign at the Reference Desk. Interestingly, of the ten people that requested more Library workshops, six of them reported that they had not gone to any "Get REAL!" training classes.

Also, one of our compact shelving units had some wiring issues in November 2007. After repeated calls, we finally got it fixed in early February 2008. Unfortunately, the non-working shelving occurred as our Legal Process classes were learning about legal periodicals, and so many law reviews and journals were unable to be accessed in print.

Here are the responses we received for the 2008 survey.

By Question 5 (Library services): "24 hour would be nice"

By Question 8 ("Get REAL!" topics): "What are these?"
"Why don't the stacks move?"

By Question 5 (Library services): "Access to reserve items later in the evening would be great."

By Question 6 (Library guidance): "Available reference librarians"

By Question 8 ("Get REAL!" topics): "Never know when they are held"

"An available reference librarian is a must. Also, more available Westlaw/Lexis representatives would help out a lot. In addition to later hours, later access to reserve materials would be nice."

We have reference assistance available at the Reference Desk Monday through Thursday, 9:30 am – 11 am and 2 pm – 3:30 pm. All librarians have an open-door policy: if our doors to our offices are open, come on in and ask your question. We try to promote our open-door policy during first year orientation, but perhaps students are too overwhelmed by other information to remember.

By Question 9 (Library's physical condition): "Temperature, non-working ethernet outlets; chairs are not comfortable"

"Open as early as 5 am and close at 2 am during finals!"

The building is accessible from 6 am to 2 am during finals.

"Vacuum the floors more often."

"Adjust the temperature in the library. It's freezing in the winter and hot in the spring/summer."

"Have the trash emptied and new bags be placed. Just emptying the bags leaves the bags sticky and dirty."

By Question 5 (Library services): "Start the heat or air conditioning and have all lights on at 6 am instead of starting to condition the building at 6 am"

"TVs need to be programmed"

"I generally come early before 7 am and find it frustrating to have the study rooms locked. I need to set up on a table start to prepare for the day then move to a study room when the staff arrive after 7:30."

By Question 3 (Library resources): "Periodicals were not always available"

By Question 5 (Library services): "Copies of what is on reserve, that are in high demand, should also have copies available to be checked out"

By Question 5 (Library services): "Need 2 computer labs"

By Question 8 ("Get REAL!" topics): "Don't know what that is"

By Question 9 (Library's physical condition): "The mobile shelving was broken when I needed it for LP."

"People get way too loud sometimes, particularly late mornings and afternoon."

"Also, the signup sheets for Lexis training 2 & 3 were wrong, as far as times. It messed up schedules for a lot of people. (ie, sheet said 2 when it was 3, and 3 when it was 2)"

By Question 6 (Library guidance): "More of everything. You can't know too much about the research and our LP class taught us very little about research."

By Question 7 ("Get REAL!" classes): "Never heard of them"

By Question 8 ("Get REAL!" topics): "I do not know what 'get real' is."

"Please keep tape in the tape dispenser."

By Question 8 ("Get REAL!" topics): "Books/jobs"

By Question 9 (Library's physical condition): "I would like library to stay open 24 hours during exam week"

"Start exam week hours early, like the week b/f & stay open 24 hours"

By Question 5 (Library services): "The staff at the library has been very helpful and friendly."

By Question 9 (Library's physical condition): "The carrels and tables need to have the Ethernet connections checked."