

ASL Library Student Survey

The biennial ASL Library student survey ran from February 11 through March 2, 2012. We received twenty (20) responses, which is approximately 6% of the student population of 322. Not all respondents answered every question, and some questions were intended to get multiple answers. The comments we 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: 4 out of 138 (3%)
 2L: 5 out of 92 (5%)
 3L: 11 out of 92 (12%)

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

Yes: 17 (85%)
 No: 2 (10%)

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

Yes: 16 (80%)
 No: 3 (15%)

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

BNA Core	0	LegalTrac	2
CALI	16	LexisNexis	20
CCH Tax Network	0	LN Prim. Sources/History	4
Courtroom View Network	2	LN State Capital	2
Environmental Law Reporter	4	LLMC-Digital	1
FirstSearch	1	netLibrary e-books	1
HeinOnline	3	ProQuest Congressional	1
Internships USA	2	Versuslaw	0
Leadership Directories	0	Westlaw	19

This is the first year Lexis has pulled ahead of Westlaw (in our prior surveys the two services have been tied, or Westlaw had a very slight lead).

5. Please rate the following Library services.

	Excellent	Good	Fair	Poor	No Opinion/Not Used
Circulation/Reserve	11	5		1	3
Interlibrary Loan (ILL)	6	1			13
Reference Services	10	4	1	1	4
Library publications	7	5	1		7

Comments are included in Question 10.

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

No: 10 (50%)

Yes: 8 (40%)

- More handouts/research guides: 2
- Appointments with librarians: 2
- Library workshops/"brown bag lunches": 8
- Other: 0

We just started a new "appointment with a librarian" service on TWEN this year. We expect to promote it more during the upcoming school year. We've been running tutorials for several years, promoting them through the newsletter, signs in the Library, and postings on the Library's web page (but see the results for the next question).

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

No: 17 (85%)

Yes: 1 (5%)

attended four: 1

How were the class(es)?

Very Good: 1

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

There were no topics suggested.

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

	Excellent	Good	Fair	Poor	No Opinion
Carrels	6	7	4		2
Tables	6	9	3		2
Chairs/Couches	5	5	7		2
Study rooms	7	7	4	1	1
TV/VCRs or TV/DVDs	4	4	2	3	7

Comments are included in Question 10.

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.

Two themes tended to repeat in this year's survey. Yes, we know our roof (and the heating/cooling system in the ceiling) leaks; we think we've got that under control now. As for more current study guides – we've purchased all the study guides (in print and in audio format) that are currently available, but some titles haven't been updated by the publisher in years. If you think a particular title needs to be updated, contact the publisher (ask at the Reference Desk for help finding that information).

Here are the added responses we received for the 2012 survey.

"It would be good to have students interact more with staff members who normally work 'behind the scenes.' Free food always draws a crowd... I like the brown bag lunch idea. ... And maybe a smoking section ..."

After question 9 (Library's physical condition): "If possible, cable TV hookups in the study rooms."

If you think study rooms are hard to find unoccupied now...! (If you didn't know, the Lions' Lounge does have a TV with cable.)

After question 9 (Library's physical condition): "Need DVD players" (Group study rooms 202, 210, and 213 have DVD players.)

By question 5 (Library services): "Thanks for all you do!"

After question 9 (Library's physical condition): "It gets a little hot in the winter, esp. in the study rooms w/o windows."

"Thanks!"

After question 2 (Library hours), marked "Yes": "But hours of access should be expanded."

After question 5 (Library services): "Students should have greater access, up to and including 24/7."

"More hours open for students."

After question 2 (Library hours), marked "No": "not during exam time, should be open 24 hrs"

After question 5 (Library services): "See question 2, also smoking room would be great + REAL broadband internet"

"Too loud in the Library!"

After question 5 (Library services): "I do wish the library opened earlier on Sundays – at least card access. Criminal Procedure shelved books need more dust 2009 as there were changes + current shelved books are too old to be useful."

"Ethernet outlets in many carrels do not work. Would be nice if they did."

Added additional category in question 9 (Library's physical condition): "Roof – let's get this locked down, it's gotten ridiculous"

"The sem lab needs to work for all students. IT needs to get on this. People are sick of it. They know what the problems are, people complain constantly."

After question 9 (Library's physical condition): "It was a little dirty before but has improved since the cleaning lady started"

After question 5 (Library services): "Please keep North Carolina Lawyers Weekly." (We have no plans to cancel this title.)

After question 9 (Library's physical condition): "Roof leaking"

"Thanks for all the work that you do"

After question 2 (Library hours): "I would like earlier hours on Sundays"

For question 4 (electronic resources), marked next to HeinOnline: "Invaluable. More students should know about Hein"

Added additional category in question 9 (Library's physical condition) – created "Roof" and marked it as "Poor"

After question 3 (Library resources): "I'd like more DVDs with up to date lectures to watch"

After question 5 (Library services): "More copies of Q&As, etc., needed"

Answering question 7 ("Get REAL!" classes): "Had no idea these existed"

After question 9 (Library's physical condition): "Quiet should be enforced more. I don't go to the library b/c of noise"

After question 5 (Library services): "Please check to see if there are any updated audio lectures. Can the library or SBA purchase them?"

"It would be nice if card access was possible on holidays even if for only limited (daylight) hours."