

ASL Library Student Survey

The biennial ASL Library student survey ran February 17 – 28, 2014. We received twelve (12) responses, which is approximately 5% of the student population. 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: 3 out of 59 (5%)
 2L: 5 out of 63 (8%)
 3L: 4 out of 95 (4%)

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

Yes: 12 (100%)
 No: 0 (0%)

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

Yes: 10 (83%)
 No: 0 (0%)

Comments are included in Question 10.

4. Have you used any of these ASL-provided electronic resources? (Check all that apply.)

BNA Core	0	LegalTrac	0
CALI	12	LexisNexis	12
CCH Tax Network	0	LN State Capital	0
Courtroom View Network	0	LLMC-Digital	0
Environmental Law Reporter	1	netLibrary e-books	0
FirstSearch	0	ProQuest Congressional	0
HeinOnline	1	Versuslaw	0
Internships USA	0	Westlaw	10

We had wondered if the removal of Westlaw printers before the current academic year would result in fewer Westlaw users; anecdotally it seems to be true, but the survey results are too small to make a statistically valid finding.

5. Please rate the following Library services.

	Excellent	Good	Fair	Poor	No Opinion/Not Used
Circulation/Reserve	6	5	0	0	0
Interlibrary Loan (ILL)	3	1	0	0	8
Reference Services	4	2	1	0	5
Library publications	4	3	1	0	4

Comments are included in Question 10.

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

No: 3 (25%)

Yes: 9 (75%)

- More handouts/research guides: 4
- Appointments with librarians: 0
- Library workshops/"brown bag lunches": 8
- Other: 0

Due to staffing issues, we were unable to run any "Get REAL!" training classes this academic year. Of the eight respondents who asked for more library workshops, none of them had responded they had attended a "Get REAL!" class (Question 7); only one of those was a 1L.

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

No: 12 (100%)

Yes: 0 (0%)

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	3	3	3	1	1
Tables	5	4	2	1	0
Chairs/Couches	4	2	5	1	0
Study rooms	4	3	3	1	1
TV/VCRs or TV/DVDs	1	1	2	2	5

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.

Our poor, poor roof. It took a lot of negotiating and several "patching" trips, but our leaking roof was finally repaired in October 2013. We wanted to wait a little while to make absolutely sure – we've been told the roof was fixed before, and yet it kept leaking – before we started fixing the wall and ceiling damage. Thanks to several student volunteers, we believe that by summer there will be no visible signs of that long nightmare!

We've passed along the comments about the broken urinal to our maintenance staff, and the comments about the computers to our IT staff.

Here are the comments from the 2014 ASL Library Student Survey:

"I find the 'Law in a Flash' card resource to be very helpful. More Law in a Flash topics would be great."

(Near Question 4, about our databases): "Did not know most of these existed"

(After Question 7, about our training classes): "What training classes?"

- "1. The computers in the sem lab MUST be maintained & updated!!! The clocks are incorrect, most of them don't print, & they've needed software updates for THREE YEARS.
2. The hole punches need replacing/sharpening
3. Staplers should be refilled and functional"
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(After Question 9, rating the Library's physical condition): "The urinal in the bathroom has been broken for a year! Ceiling should be fixed. Overall appearance is not pleasing."

"Modernize the library and make it look nicer including the ceiling."

(After Question 9, rating the Library's physical condition): "Men's urinal broken for as long as I've been here."

(Near Question 3, about sufficient resources in the Library): "N/A"

(Near Question 3, about sufficient resources in the Library): "Mostly"

(After Question 9, rating the Library's physical condition): "Some carrels need Internet hook ups fixed & power supplies"

(Near Question 5, rating Library services): "The staff are super!"

(After Question 9, rating the Library's physical condition): "The study rooms usually smell funky."

"The leak in the roof was a bit crazy and lasted too long! The plastic in the book shelves was really crappy looking."

"The men's bathroom smells like piss! Please fix urinal, please!"

(Near Question 5, rating Library services): "Downstairs men's restroom is disgusting. Walls in stalls have not been cleaned since I've arrived at ASL. (The shapes of the pee stains have never changed!) The urinal being broken for over a year is a joke! I would have been turned off of coming here had I known about reluctance to fix such a simple and necessary (for sanitary reasons) problem."

(After Question 9, rating the Library's physical condition): "Please clean and fix bathrooms. Also, there isn't soap in many of the sinks."

"Honestly, use of the restrooms downstairs is disgusting. Quite frankly, it is an embarrassment. The upstairs ceiling was falling in; I know that has a negative impact on enrollment. We fixed that because said impact was obvious. The disgusting cesspool we use to pee has the same impact."

(Near Question 8, asking how many "Get REAL!" classes attended): "What is get real?"

"Fix the men's bathroom on first floor."

"Fix the leaking roof."

(After Question 9, rating the Library's physical condition): "I would love to have carrels in which I could ~~live~~ leave my book; a carrel which locks. Library is cold at times."

"Carrels with locks so I don't have to carry all my books!"