



**MU LIBRARIES
2023 USER SATISFACTION
SURVEY RESULTS**

**PREPARED BY THE MU LIBRARIES
ASSESSMENT TEAM**



SURVEY OPEN APRIL 5 – MAY 5, 2023

441 completed surveys

138 faculty

170 graduate
students

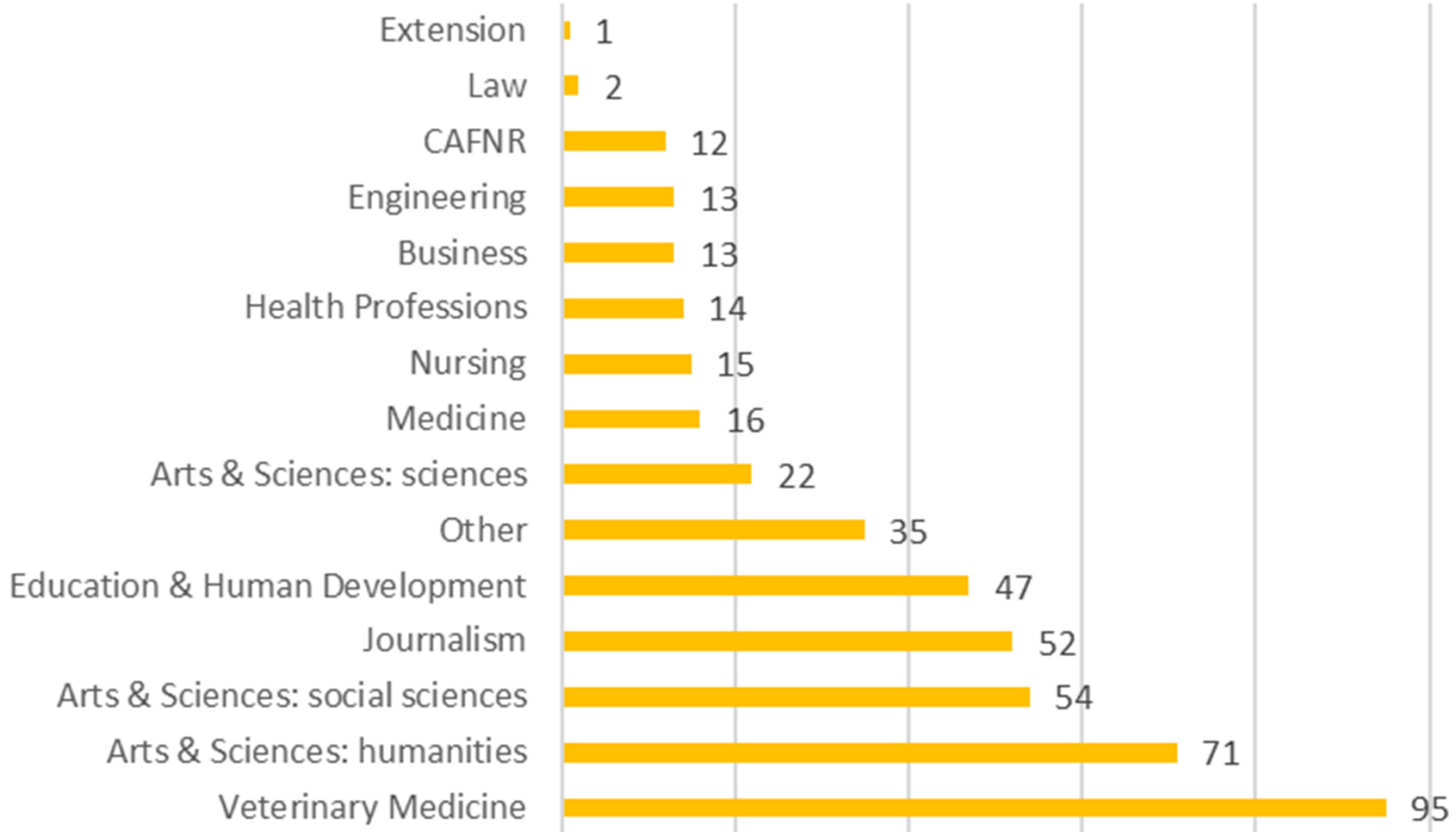
65 undergraduate
students

61 staff

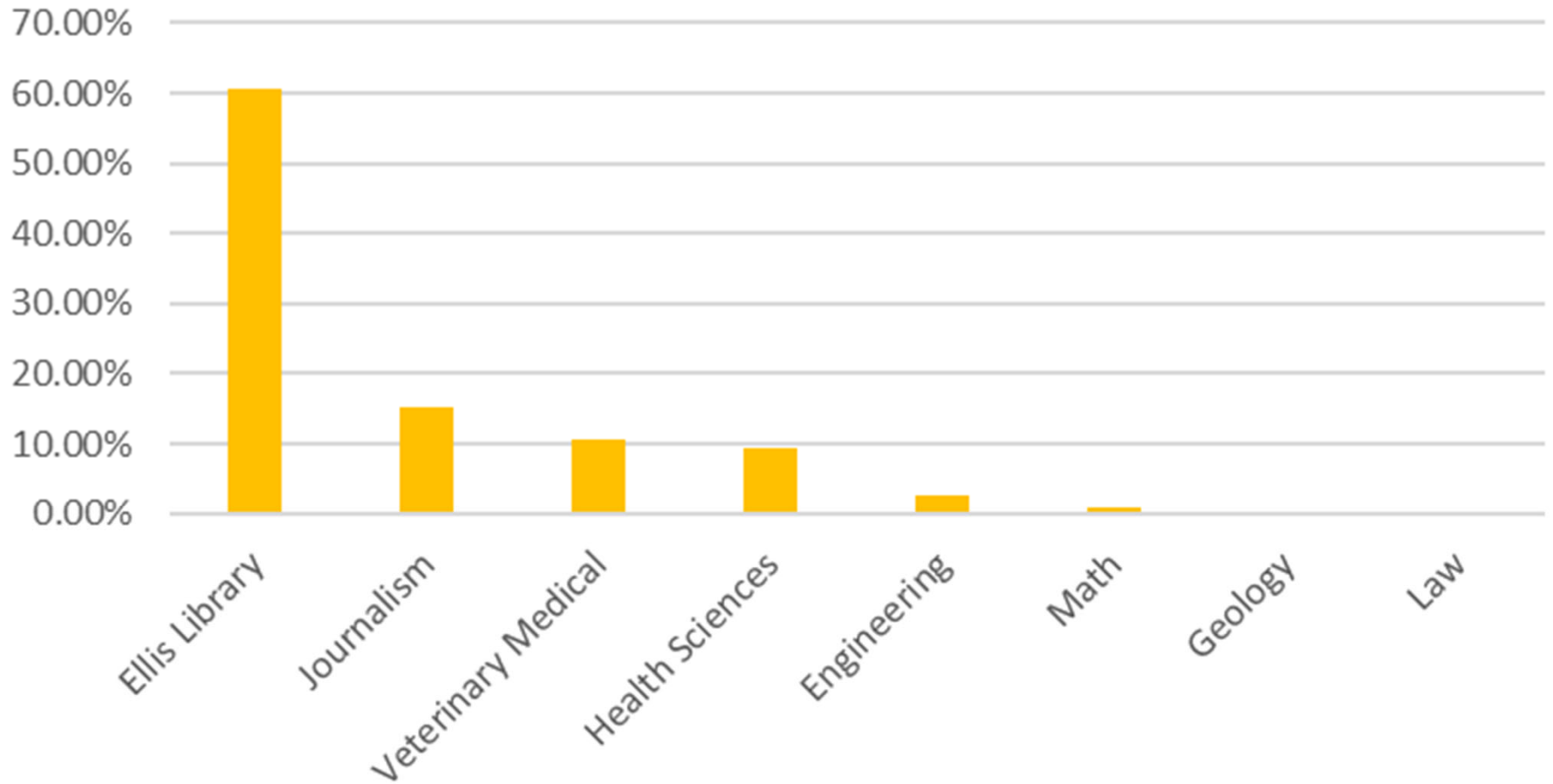
7 other

1083 comments!

Responses by Discipline



Primary Library Used



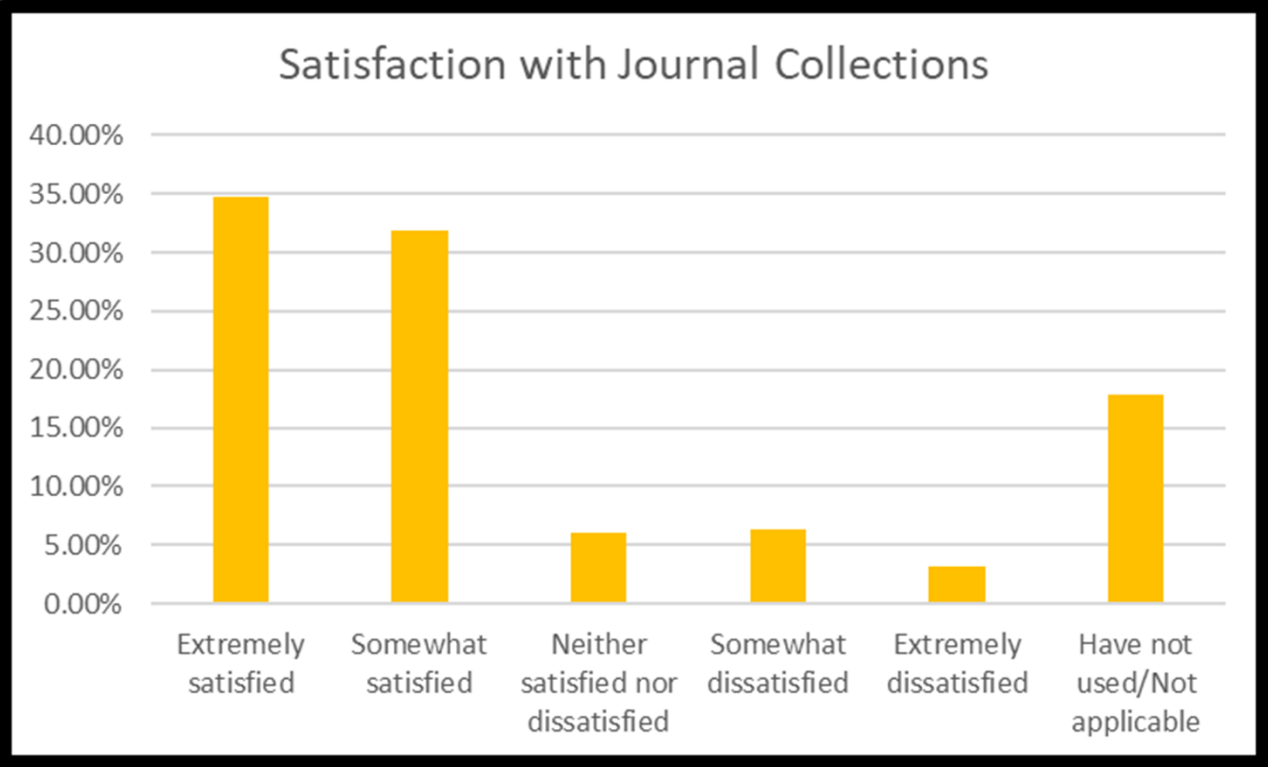
HOW LIBRARY IS USED

Use the library online:

- Faculty – 97%
- Grad/Prof – 68%
- Undergraduate – 51%

Use physical library spaces:

- Faculty – 74%
- Grad/Prof – 79%
- Undergraduate – 97%



COMMENTS

181 Comments

144 negative

3 neutral

34 positive

THE LIBRARY DOES NOT SUBSCRIBE TO MANY NEEDED JOURNALS



“Scope of journals we have access to is poor. I get many articles by logging in to the library of my former university. I realize that this is a cost issue, but it is very frustrating as a research scientist...” – from a faculty member

“The library does not subscribe to most of the journals for my research area. It is extremely rare that articles I need are available immediately.” – from a graduate student

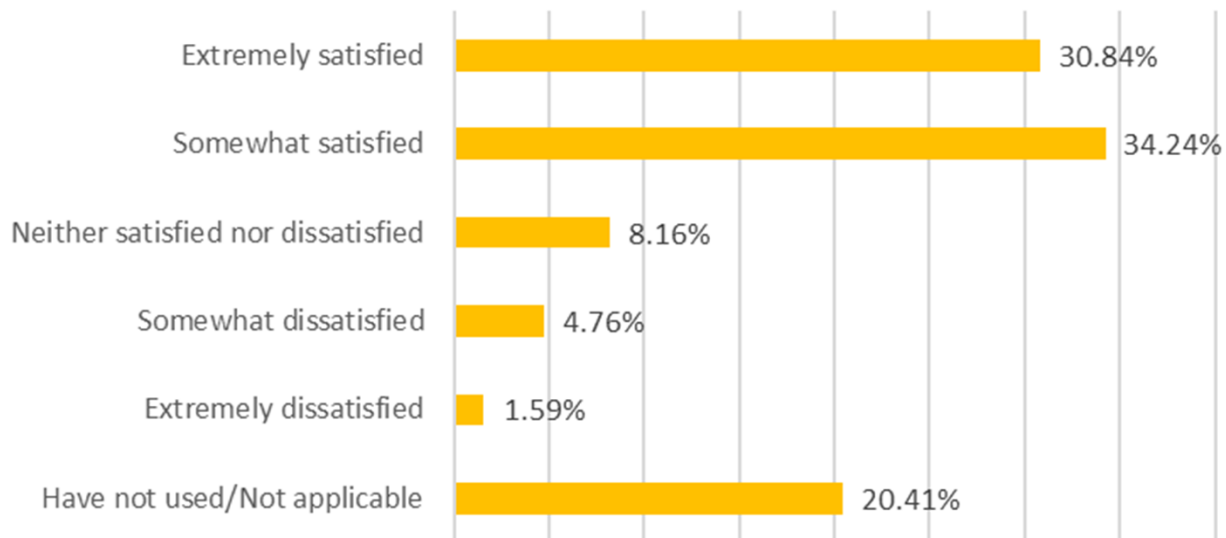
JOURNALS ARE LESS ACCESSIBLE THAN IN THE PAST

“Fewer articles are available that were a few years ago when I began my doctoral program. The staff has been good about obtaining them for me when requested through ILL, but it’s still inconvenient.” – from a graduate student

“The ILL program is wonderful, but I have to use it more frequently due the decrease in journal library subscriptions. The delay in accessing articles, while understandable, impairs productivity.”

– from a faculty member

Satisfaction with Library Book Collections (both print and e-books)



COMMENTS

121 comments

85 negative

4 neutral

32 positive



“Again, we are missing many books that were published more recently which are, again, vital for research to be relevant and up to date.”
– from a graduate student

“We need more digital copies of books as well. Students do not use physical books, they might actually use ones that are digital.”
– from a faculty member

INTERLIBRARY LOAN IS A SERVICE THAT IS MUCH APPRECIATED AND ESSENTIAL

“This is such an amazing resource! So helpful for accessing articles that the MU library doesn't have. This has saved me from having to pay a lot of money to access articles.” – from an undergraduate

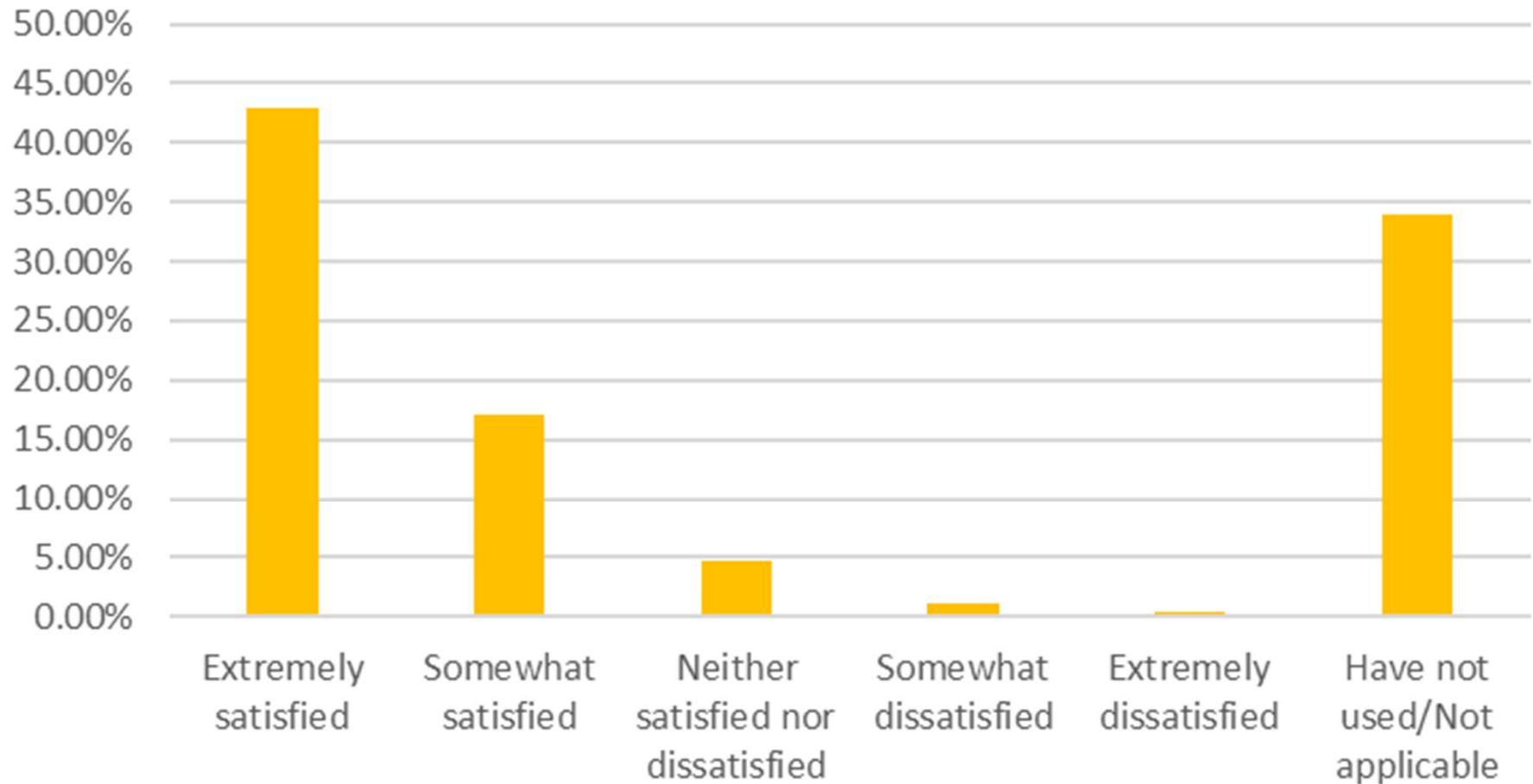
“This is by far the service I use the most. I don't believe the library staff has ever failed to find an article I need.” – from a graduate student

“THIS IS THE BEST and seriously a primary value for a university affiliation. Amazing service and worth whatever it costs us.” – from a faculty member

USERS WISH THEY DID NOT HAVE TO USE INTERLIBRARY LOAN SO MUCH

**“I like that these services exist, and that they work promptly.
I just wish they were not the routine way of
accessing certain journals and books.”
– from a faculty member**

Satisfaction with Instructional Services



“The professional development opportunities offered are top notch and could not be better.”
– from a faculty member

“Excellent instruction services - love to bring classes in!”
– from a faculty member

**LIBRARY
INSTRUCTION IS
GREATLY
APPRECIATED
BUT MORE
OUTREACH IS
NEEDED**

“Perhaps these services should be better advertised?” – from a faculty member

“I can't always tell when or where, or even what, the workshops offered are.” – from a staff member

UNDERGRADUATE STUDENTS LOVE THE LIBRARY AS A QUIET PLACE TO STUDY

“Ellis Library provides a variety of different spaces for students to study. There is always somewhere to go if you're looking to switch up your scenery while getting work done.”

“I love the atmosphere of the libraries, having a nice quiet place to study surrounded by knowledge is something that really helps me with my academics.”



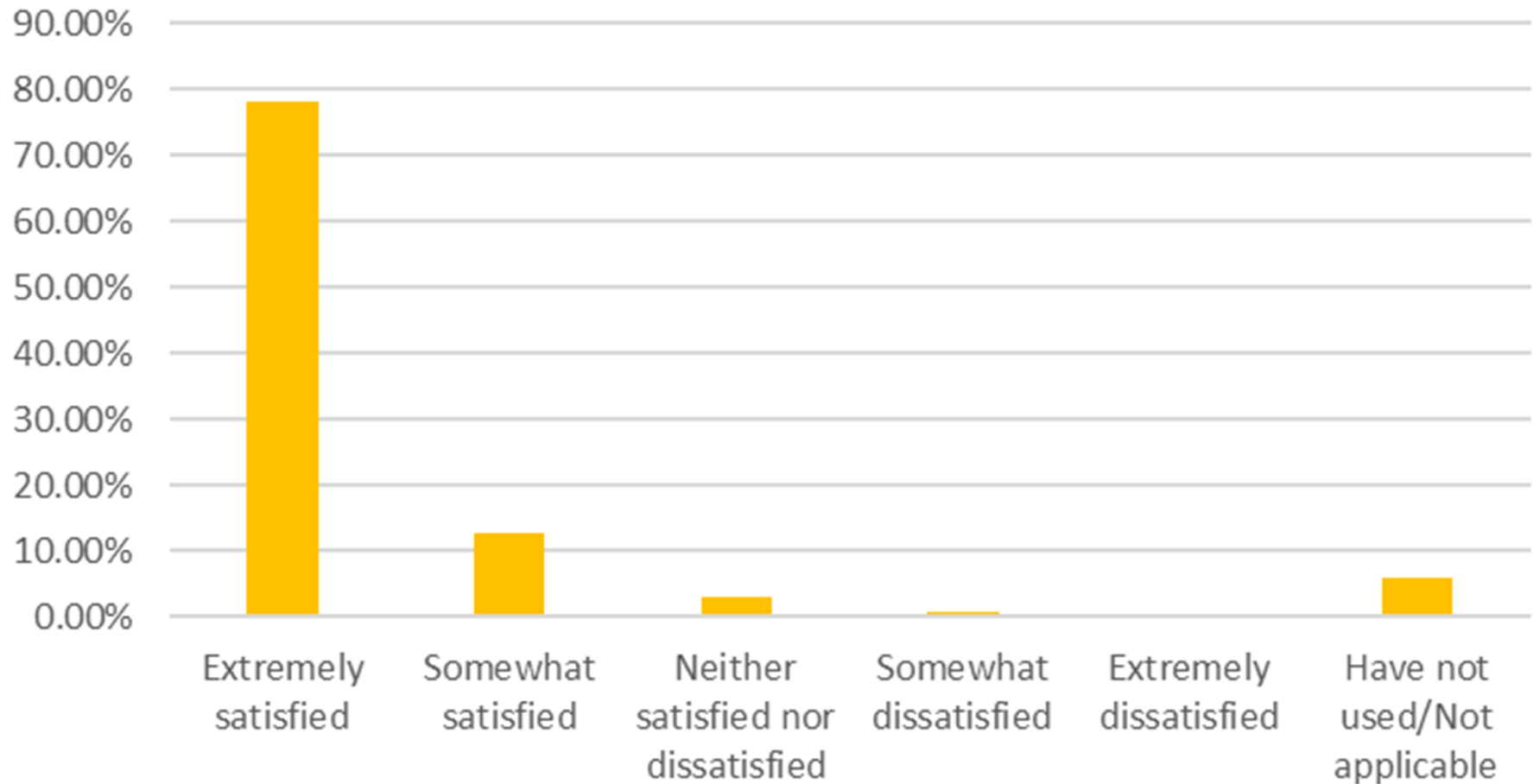
“The environment is a perfect blend of studious and social.”



WE NEED TO IMPROVE OUR DISCOVERY TOOL

**THE MOST FREQUENT RESPONSE ON
WHAT WE NEED TO IMPROVE FOCUSED
ON DIFFICULTIES WITH OUR NEW
DISCOVERY TOOL FOR FINDING BOOKS
AND MATERIALS IN THE LIBRARY.**

Satisfaction with Librarians and Staff



FACULTY PRAISE LIBRARIANS AND STAFF

“Kind and professional! Without them, teaching and research would not meet the AAU standards.” – from a faculty member

“Librarians are extremely knowledgeable and helpful. They rock!”

“I often use the chat feature to interact with the Librarians when I'm having trouble finding a resource. They are phenomenal.”

“My interactions with the staff have been excellent! First class!”

STUDENTS PRAISE LIBRARIANS AND STAFF

“The librarians and staff are excellent. I have only praise for all of them.” – from a graduate student

“THEY.ARE.THE.BEST! Thank you so much for the hard work you do, I am super appreciative of your efforts and awesomeness.” --from a graduate student

“Everyone is always so helpful and kind and they are very knowledgeable about materials and research. They are always willing to help students and it's very appreciated!” – from an undergraduate student

**“I REALLY CAN SEE THE DEDICATION
AND SERVICE TO THE UNIVERSITY
IS FRONT AND CENTER WHENEVER I
VISIT THE WEBSITE OR PHYSICAL
BRANCH.”**

- FROM A STAFF MEMBER

**MORE INFORMATION?
QUESTIONS?
IDEAS?**



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