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!
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%
Satisfaction with Journal Collections

- Extremely satisfied: 35.00%
- Somewhat satisfied: 30.00%
- Neither satisfied nor dissatisfied: 6.00%
- Somewhat dissatisfied: 5.00%
- Extremely dissatisfied: 1.00%
- Have not used/Not applicable: 1.00%

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)

- Extremely satisfied: 30.84%
- Somewhat satisfied: 34.24%
- Neither satisfied nor dissatisfied: 8.16%
- Somewhat dissatisfied: 4.76%
- Extremely dissatisfied: 1.59%
- Have not used/Not applicable: 20.41%

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
“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
LIBRARY INSTRUCTION IS GREATLY APPRECIATED BUT MORE OUTREACH IS NEEDED

“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

“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 quite 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

- Extremely satisfied: 90.00%
- Somewhat satisfied: 10.00%
- Neither satisfied nor dissatisfied: 0.00%
- Somewhat dissatisfied: 0.00%
- Extremely dissatisfied: 0.00%
- Have not used/Not applicable: 0.00%
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?

Contact Jeannette Pierce at piercejea@missouri.edu.
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