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Library Satisfaction Survey 2022

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University of Kentucky

From the Selected Works of Julene L. Jones

April, 2023

Library Satisfaction Survey 2022



Available at: <https://works.bepress.com/julene/49/>

Library Satisfaction Survey 2022 Report

Julene L. Jones, April 2023

General Information



Report & Comments Slicer saved in SharePoint:

Assessment / Shared Documents / Library Satisfaction Survey

Ran for 6 weeks: mid-Oct. – mid-Nov. 2022

Topics: perceptions of UKL spaces, services, collections (LibQUAL+ with additions)

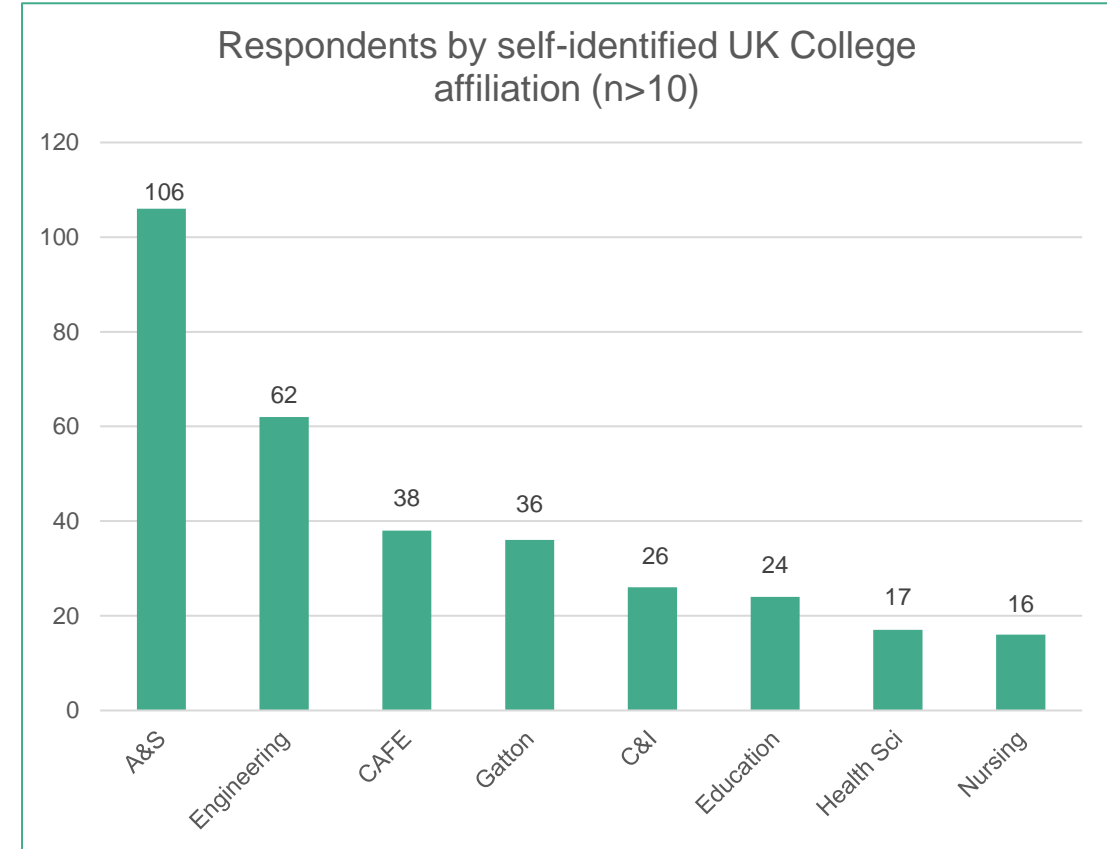
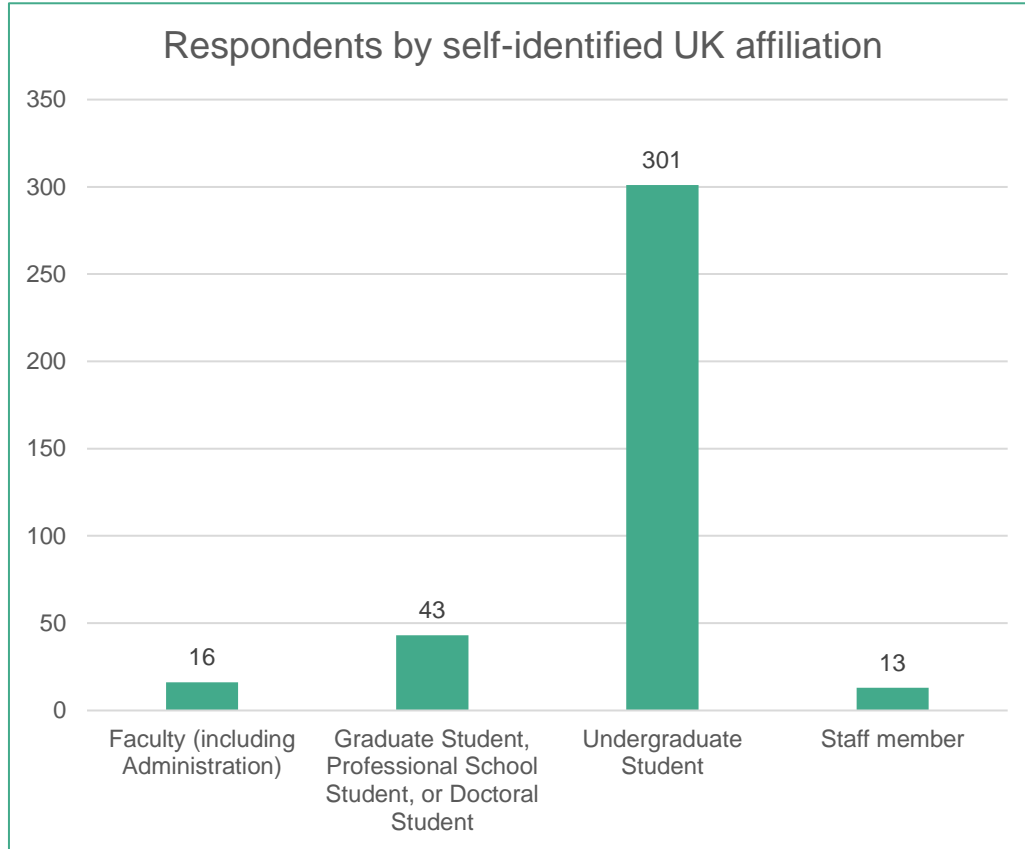
Received 373 responses that were at least 33% complete

Data is not generalizable, but is useful!

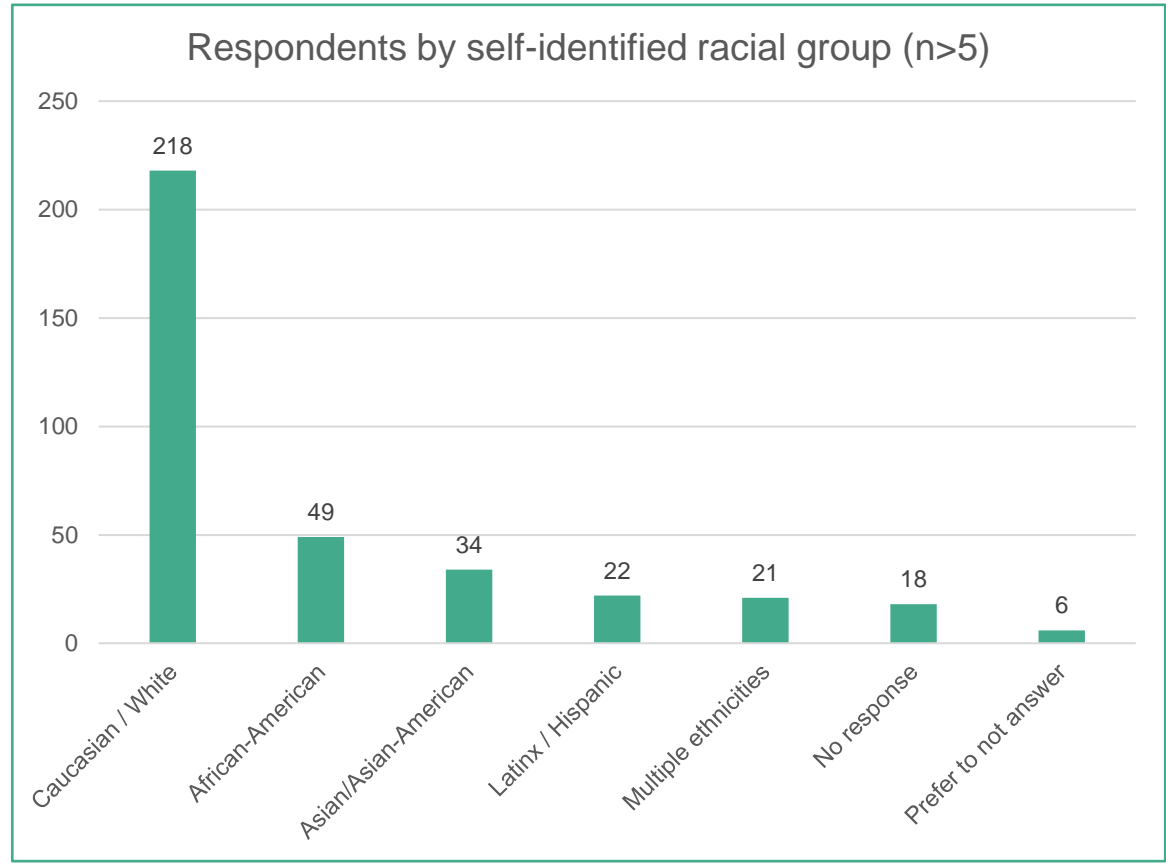
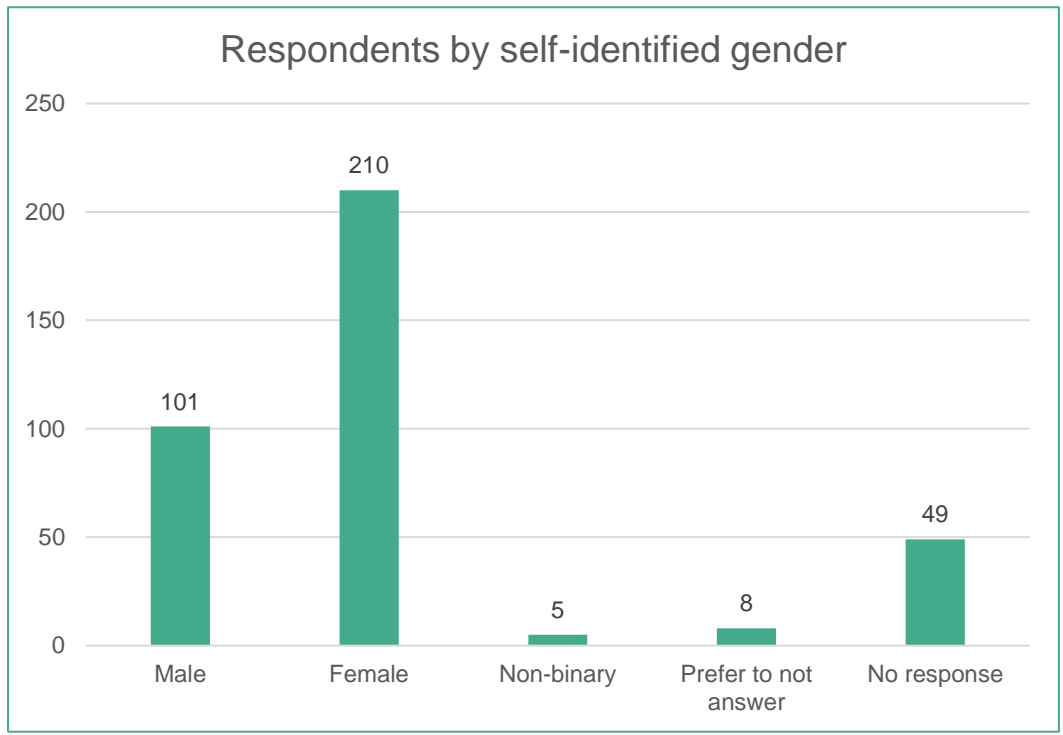
Reviewed aggregated & disaggregated data



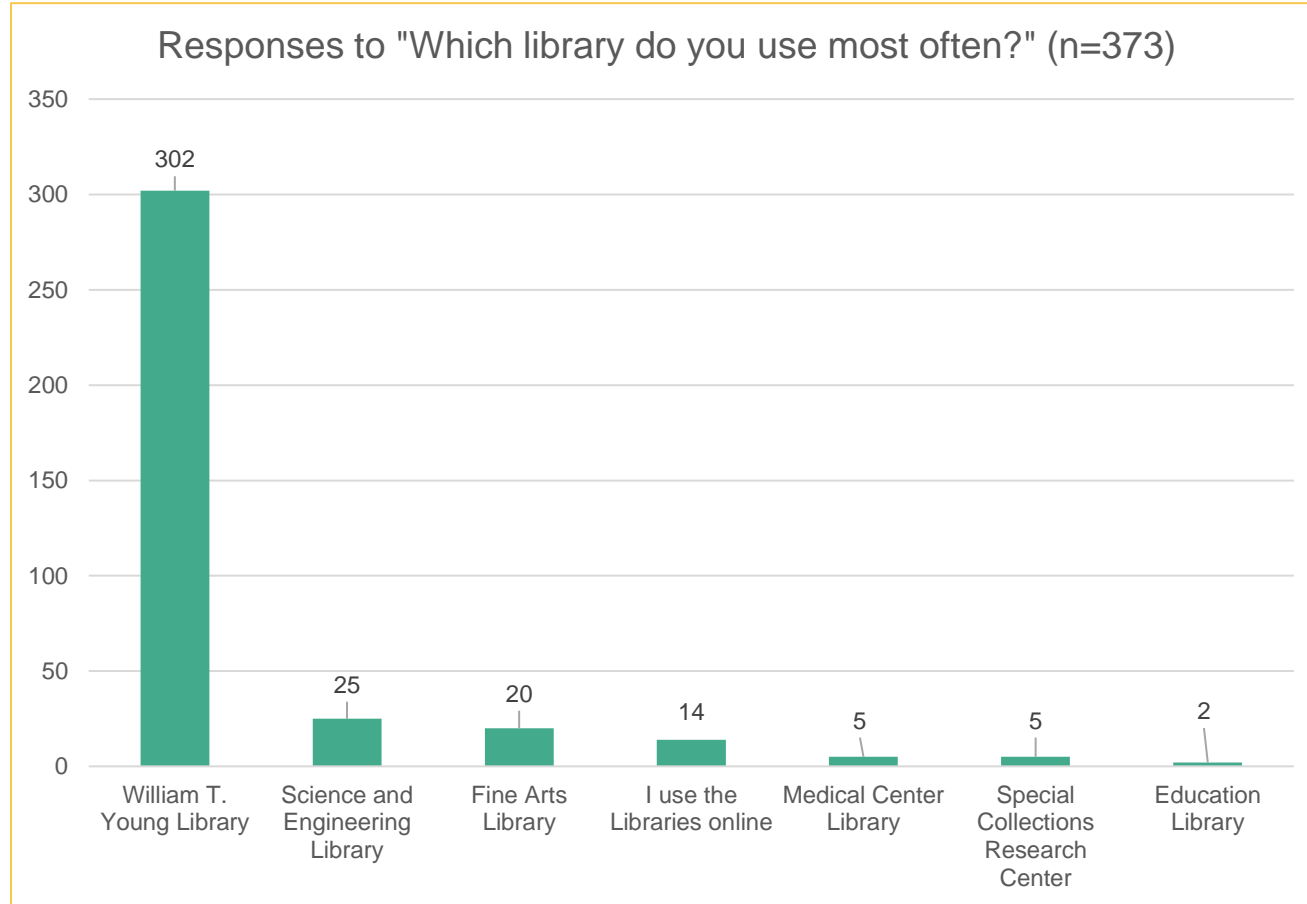
Respondents



Respondents

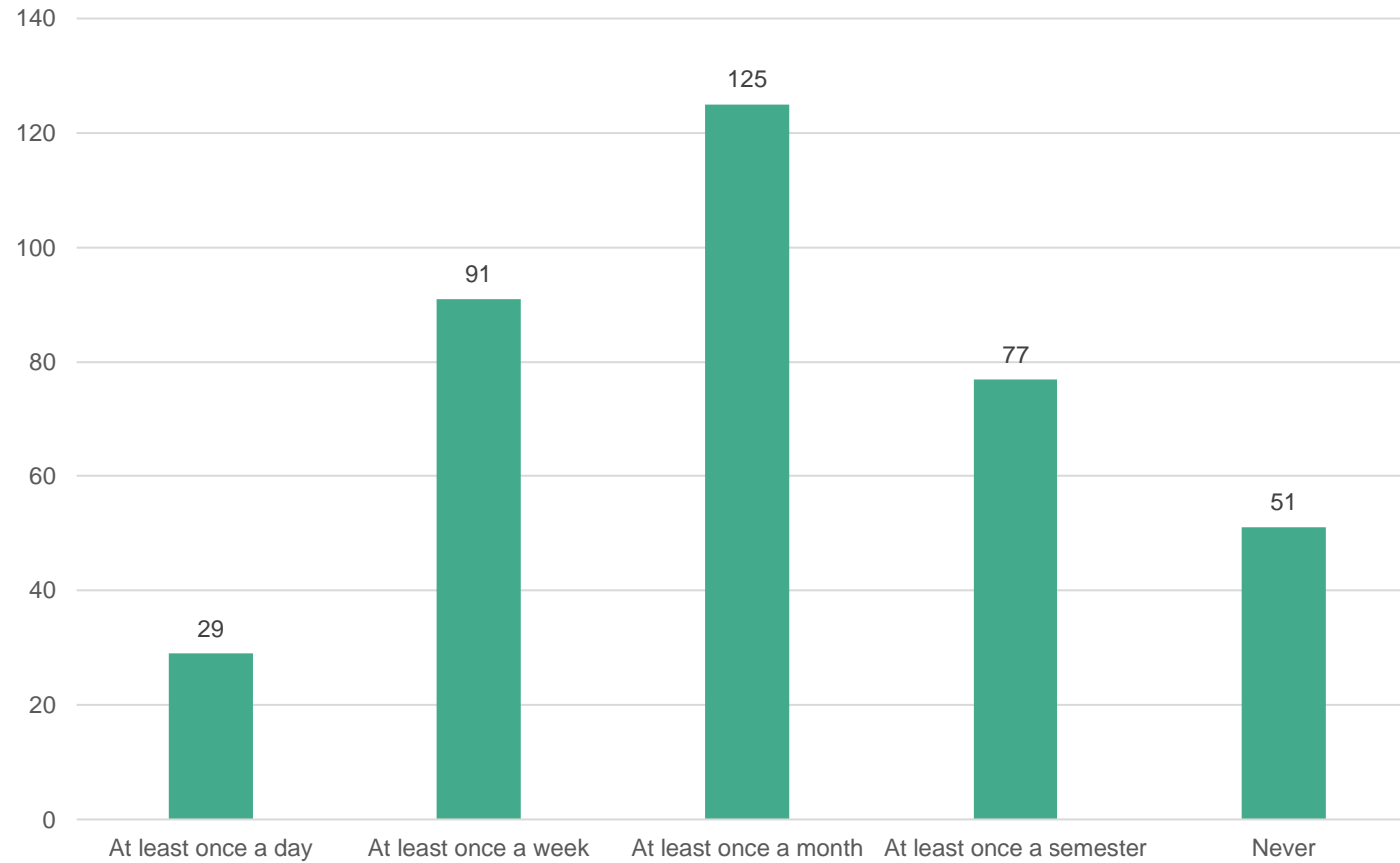


Location Usage



Electronic Resources Usage

Responses to "During the past year, how often have you used the Libraries' online/electronic resources?" (n=373)



Satisfaction with...

UKL, overall

- **90%** of overall respondents “very satisfied” or “satisfied” with UKL



Services

98%-99% “very satisfied” or “satisfied” with assistance from



- Library employees @ service point
- Reference personnel
- Academic liaison(s)

Spaces

- UKL Facilities
- Study spaces
 - Esp. for undergrads

Belonging

- Safety (4.73)
- Welcome (4.70)

Some dissatisfaction expressed with...

Services

- Infokat Discovery
- Library website
- Esp. for faculty (42%; 38% “dissatisfied”, respectively)

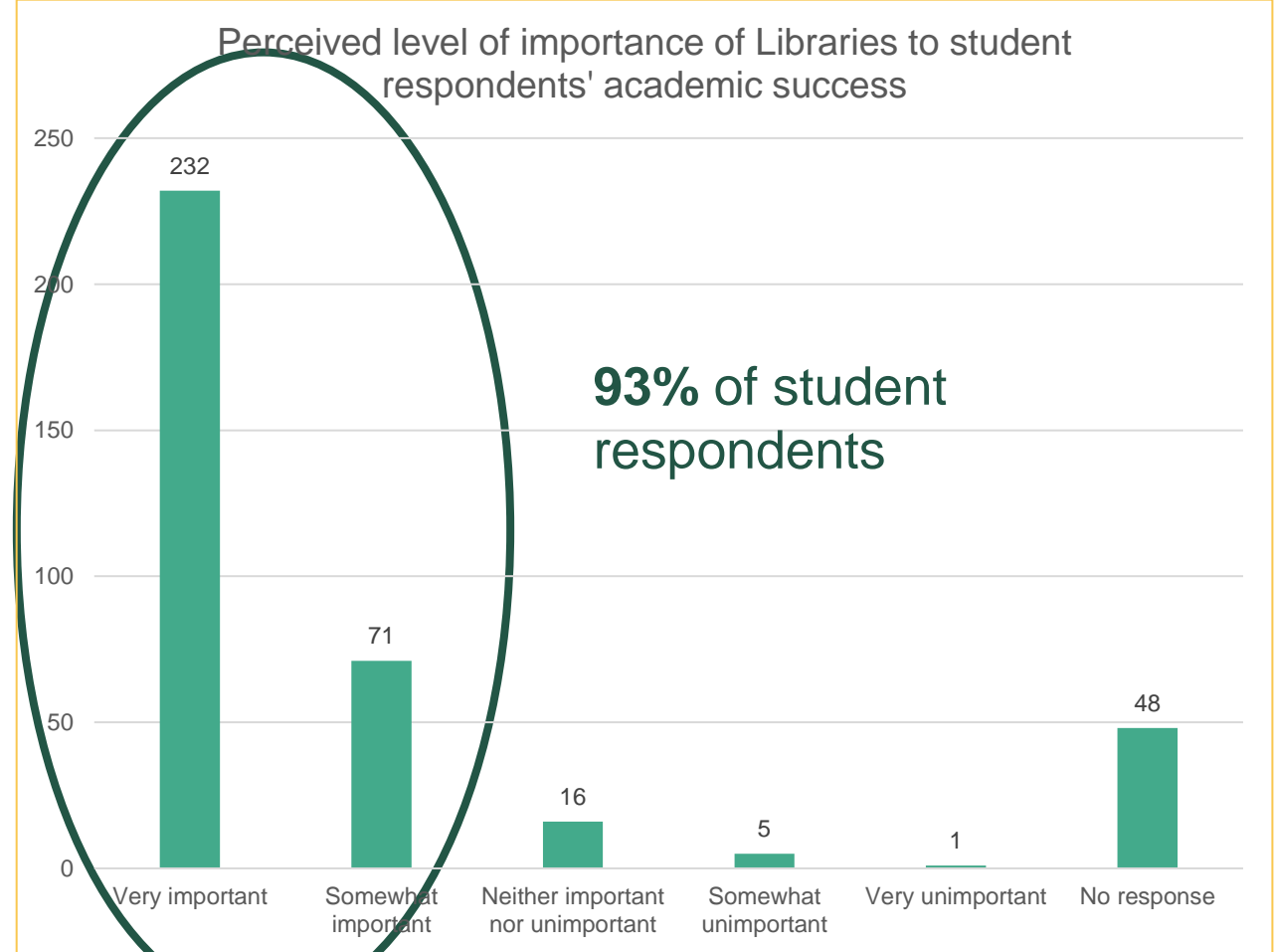
Services: “Other”

- Undergrads:
Printing (difficult;
costly)
- Lights and outlets
in study areas
- Wifi strength

Collections

- Print resources
rated lowest
overall
- Esp. for grad
students (3.67
out of 5)

Importance of UK Libraries to Academic Success



Ease and Timeliness of Library Assistance



Those who sought:
85%: “very easy” or “easy” to
obtain timely assistance

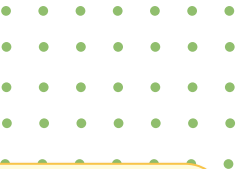


- Never used:
- approx. 1/3 of graduate / professional / doctoral
 - almost 1/4 of undergrads

Notable comments:

Similar Results
from WTYL Space
Survey!

- WTYL is **too loud**
- Concerns with strength of **wifi** (“brutal”), **printing**,
comfort of **chairs**
- There need to be “...more spaces that are friendly for students with disabilities, ... [for] **wheelchair [users] or mobility aid [users]** to be able] to move more comfortably.”





Special thanks to

Lisette De La Cruz

for publicizing the survey and distributing the incentives to student respondents

&

Dean Way

for funding the student incentive purchases

