Yes, We're Open: Library Hours and What Patrons Really Want

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Yes, We’re Open: Library Hours and What Patrons Really Want

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The impetus
A Student Government Association initiative

Gathering data

- Community-wide survey
  - Zoomerang, www.zoomerang.com
  - 15 questions
  - Email invitation
  - Web site banner
  - Blog post

Survey findings

- Respondent Profile
  - GSU undergraduate students: 983
  - GSU graduate students: 314
  - GSU faculty: 3
  - GSU staff: 2
  - Non-GSU visitor: 1
  - Other: 15 (GSU alumni, GSU post-baccalaureate students)

The library’s regular hours are sufficient for the majority (56%) of patrons’ needs and schedules.
Survey findings

Students most often visit the library on Tuesday, Wednesday, and Thursday from 12 PM – 6 PM.

If they could change the hours however they wished, most students would keep the library open later on Saturday.

The #1 reason students come to the library: To study by themselves. The #2 reason for undergrads: To meet a group to study. The #2 reason for grad students: To access the books and journals.

Only 15% of survey respondents indicated that the library should be open 24 hours a day during some portion of the week (24x7, 24x5, 24 hours during finals).

Focus group findings

- Focus group 1: 6 undergraduates
- Focus group 2: 5 graduate students
- Focus group 3: 9 undergraduates

- Undergraduates: Most often visit the library Monday, Tuesday, and Wednesday ... but the day/time combinations they most often visit are Saturday, 12 PM – 6 PM, and Sunday, 6 PM – 10 PM.
### Focus group findings

- **Graduate students:** Most often visit the library Monday and Sunday... but the day/time combination they most often visit is weekdays, 8 PM – 12 AM

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### Recommendations

- Extend library hours during exam periods.
- Further investigate staying open later on Saturday evenings.
- Further investigate opening earlier on weekdays.
- Do not consider closing on a weekend day in order to add evening hours Monday-Thursday.
- Twenty-four-hour library access should not be considered at this time. It perhaps warrants further investigation in the future as more on-campus housing is opened and more students live on campus.

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#### Library's regular hours

1. The library's regular hours are:
   - Monday-Thursday: 1-12 AM
   - Friday: 1-12 AM
   - Saturday: 10-12 AM
   - Sunday: 10-12 AM

   How are these hours sufficient for your needs and schedule? (Comments)

2. When do you visit the library? Check all the days/times that you are most likely to use the library:
   - Monday-Thursday: 1-12 AM
   - Monday-Thursday: 5 PM – 8 PM
   - Fridays: 10 AM – 8 PM
   - Saturdays: 10 AM – 4 PM
   - Sundays: 10 AM – 6 PM
   - 24-hour access

   How would you change the library’s regular hours? (Comments)

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#### Library’s 24-hour hours

3. Please choose the day of the week you most often visit the library:
   - Sunday
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday
   - Saturday

4. Please choose the day of the week you visit the library second most often:
   - Sunday
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday
   - Saturday

5. Please choose the day of the week you visit the library third most often:
   - Sunday
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday
   - Saturday

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#### Library's 24-hour access

6. The library's 24-hour access are:
   - Monday-Thursday: 1-12 AM
   - Friday: 1-12 AM
   - Saturday: 10-12 AM
   - Sunday: 10-12 AM

   How would you change the library’s 24-hour access? (Comments)

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7. During the 24 hour access, would you be unable to use the library for any reason (a lost card, or when you decided to leave the library because it was too noisy)?

   Comments:

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8. Please choose a reason why you would choose the library:
   - Get help with a research for a class assignment
   - Check out materials
   - Access the books and journals
   - Use a computer for research: Library databases, Word, Excel, PowerPoint, or another specific software program
   - Meet a group in study
   - Study in a quiet
   - Printing
   - Photocopying
   - Help with checking Facebook in the library
   - Other (please specify)

9. Please choose a reason why you would choose a different library:
   - Get help with a research for a class assignment
   - Check out materials
   - Access the books and journals
   - Use a computer for research: Library databases, Word, Excel, PowerPoint, or another specific software program
   - Meet a group in study
   - Study in a quiet
   - Printing
   - Photocopying
   - Help with checking Facebook in the library
   - Other (please specify)
10. Please choose your number-three reason for visiting the library.
   - Chat help with research for a class assignment
   - Check out materials
   - Access books and journals
   - Use a computer for research (library, databases, etc.)
   - Work on a computer (Word, Excel, PowerPoint, or another specific software project)
   - Meet a group to study
   - Study by myself
   - Praying
   - Photocopying
   - Hang out/off and read (no association to DeVries)
   - Other (please specify):

11. Would you like to discuss the library on Saturdays or Sundays in order to add weekday hours Monday - Thursday?
   Comments:

12. I am:
   - GSU undergraduate student
   - GSU graduate student
   - GSU faculty member
   - GSU staff member
   - New City resident
   - Other (please specify):

Library hours study

http://tinyurl.com/yccv5hz

Thanks for attending.

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