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

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Georgia State University LIBRARY

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

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Georgia COMO | October 8, 2009



Georgia State University LIBRARY

## The impetus

A Student Government Association initiative



Jennifer Jones • [jljink@gsu.edu](mailto:jljink@gsu.edu) • [www.library.gsu.edu](http://www.library.gsu.edu)



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## Gathering data

- Community-wide survey
  - Zoomerang, [www.zoomerang.com](http://www.zoomerang.com)
  - 15 questions
  - Email invitation
  - Web site banner
  - Blog post

**University Library Blogs**

< Save Time: Get Research Assistance from home! [Link Library Toolbar >](#)

**Library Hours Survey**

Frustrated when you go to the bank or the post office, only to find that they are closed for the day? Just so you won't be frustrated with us, we at the Georgia State University Library want to understand your needs for hours of operation that will coincide with your busy schedules.

The Library and the Student Government association have partnered and are asking for your assistance in evaluating our hours. There are now two ways you can cooperate with us!


First, if you go to <http://library.com/hrs09> you can fill out a quick survey about the library's hours.

Second, the library will be hosting several focus groups this semester to hear your voices directly. To participate in one of these groups, please contact Jennifer Jones at [jljink@gsu.edu](mailto:jljink@gsu.edu).

It is the library's mission to ensure that we meet the needs of the university community. We hope that with your cooperation we can identify ways that we may be able to better serve you.

This entry was posted on Tuesday, January 27th, 2009 at 4:05 pm and is filed under: Customer Service, General News, Students. You can follow any responses to this entry through the RSS 2.0 feed. Responses are currently closed, but you can trackback from your own site.

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## Gathering data

- Three focus groups
  - One hour each
  - Two with undergraduates
  - One with graduate students
  - Questions mimicked survey questions

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## 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)


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## Survey findings

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



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## Survey findings

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

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## Survey findings

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

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## Survey findings

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



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## Survey findings

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).

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## Focus group findings

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


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## Focus group findings

- 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


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**Focus group findings**

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- 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**

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- 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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**University Library Hours**

1 The library's regular hours are:

- Monday-Thursday, 7:30 AM - 12 AM
- Friday, 7:30 AM - 8 PM
- Saturday, 9 AM - 6 PM
- Sunday, 10 AM - 10 PM

Overall, are these hours sufficient for your needs and schedule?

YES  NO

Comments:

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2 When do you visit the library? Check all the days/times that you are most likely to use the library.

- Weekdays, 7:30 AM - noon
- Weekdays, noon - 6 PM
- Weekdays, 6 PM - 8 PM
- Weekdays, 8 PM - midnight
- Saturdays, 9 AM - noon
- Saturdays, noon - 6 PM
- Sundays, 10 AM - 2 PM
- Sundays, 2 PM - 6 PM
- Sundays, 6 PM - 10 PM

Comments:

3 Please choose the day of the week you most often visit the library.

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

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4 Please choose the day of the week you visit the library 2nd most often.

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

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5 Please choose the day of the week you visit the library 3rd most often.

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

6 The library's regular hours are:

- Monday-Thursday, 7:30 AM - 12 AM
- Friday, 7:30 AM - 8 PM
- Saturday, 9 AM - 6 PM
- Sunday, 10 AM - 10 PM

How would you change the library's regular hours?

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7 During the 2008 fall semester, were you ever unable to use the library because it was closed or were you asked to leave the library because it was closing?

YES  NO

Comments:

8 Please choose your number one reason for visiting the library.

- Get help with research for a class assignment
- Check out materials
- Access the books and journals
- Use a computer for research (library databases, GE, etc.)
- Use a computer for Word, Excel, PowerPoint, or another specific software program
- Meet a group to study
- Study by myself
- Printing
- Photocopying
- Hang out/check email/check Facebook/go to Savvys
- Other (please specify):

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9 Please choose your number two reason for visiting the library.

- Get help with research for a class assignment
- Check out materials
- Access the books and journals
- Use a computer for research (library databases, GE, etc.)
- Use a computer for Word, Excel, PowerPoint, or another specific software program
- Meet a group to study
- Study by myself
- Printing
- Photocopying
- Hang out/check email/check Facebook/go to Savvys
- Other (please specify):

10 Please choose your number three reason for visiting the library

- Get help with research for a class assignment
- Check out materials
- Access the books and journals
- Use a computer for research (library databases, GIL, etc.)
- Use a computer for Word, Excel, PowerPoint, or another specific software program
- Meet a group to study
- Study by myself
- Printing
- Photocopying
- Hang out/check email/check Facebook/go to Saxbys
- Other (please specify):

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11 Would you be in favor of closing the library on Saturday or Sunday in order to add evening hours Monday - Thursday?

YES  NO

Comments:

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12 I am a:

- GSU undergraduate student
- GSU graduate student
- GSU faculty member
- GSU staff member
- Non-GSU visitor
- Other (please specify):

13 How do you normally travel to the library from where you live?

- Drive myself
- Ride with someone else
- Walk
- MARTA
- PantherExpress (GSU shuttle)
- Bike
- Other (please specify):

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14 Please share any other comments you have about the library's hours.

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15 If you are willing to participate in a focus group to further discuss the library's hours, please enter your email address so that we can contact you.

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Due to the current economic climate, please know that the library may not be able to act on survey findings at this time, however, we will use the findings for future planning.



## Library hours study

<http://tinyurl.com/yccv5hz>

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**Thank you for attending.**

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