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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
  – 15 questions
  – Email invitation
  – Web site banner
  – Blog post

Gathering data
• Three focus groups
  – One hour each
  – Two with undergraduates
  – One with graduate students
  – Questions mimicked survey questions

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)

Survey findings
The library’s regular hours are sufficient for the majority (56%) of patrons’ needs and schedules.
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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1. Please choose your number choice reason for visiting the library:
   - Chat with a librarian
   - Check out materials
   - Access electronic and print journals
   - Use a computer to search databases, (OR, etc)
   - Visit a general research library (Wheat, Found, etc)
   - Meet a group to study
   - Study by myself
   - Presenting
   - Preparing
   - Hang out with friends/teach faculty/teach students
   - Other (please specify): ____________________________

2. How would you rate the library hours on Saturday or Sunday in order to add or adjust hours Monday - Thursday?
   ____________________________
   Comment: ____________________________

10. Are you?
   - Undergraduate student
   - Graduate student
   - GSU faculty member
   - GSU staff member
   - New Student
   - Other (please specify): ____________________________

11. Would you be in favor of closing the library on Saturday or Sunday in order to add or adjust hours Monday - Thursday?
   ____________________________
   Comment: ____________________________

12. How do you normally travel to the library from where you live?
   - Drive myself
   - Walk
   - Bus
   - MARTA
   - Peerless Express (GSU shuttle)
   - Other (please specify): ____________________________

13. Please share any other comments you have about the library's hours:
   ____________________________

14. If you are willing to participate in a focus group to further discuss the use of hours, please enter your email address in the box to contact you:
   ____________________________

   Due to the current economic climate, please know that the library may not be able to add or adjust hours. If this is the case, however, we will use this feedback for future planning.

Library hours study

http://tinyurl.com/yccv5hz

Thank you for attending.

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