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

Jennifer Link Jones
Georgia State University, jlink@gsu.edu

Follow this and additional works at: https://scholarworks.gsu.edu/univ_lib_facpub

Part of the Library and Information Science Commons

Recommended Citation

This Presentation is brought to you for free and open access by the Georgia State University Library at ScholarWorks @ Georgia State University. It has been accepted for inclusion in University Library Faculty Publications by an authorized administrator of ScholarWorks @ Georgia State University. For more information, please contact scholarworks@gsu.edu.
Yes, We’re Open: Library Hours and What Patrons Really Want

Jennifer Link Jones
Training & Assessment Librarian
jlink@gsu.edu
Georgia COMO | October 8, 2009

The impetus
A Student Government Association initiative

Gathering data
Community-wide survey
- Zoomerang, www.zoomerang.com
- 15 questions
- Email invitation
- Website 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.

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

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

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
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

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.
Jennifer Jones • jlink@gsu.edu • www.library.gsu.edu

http://tinyurl.com/yccv5hz

Thank you for attending.

Jennifer Link Jones
Training & Assessment Librarian
jlink@gsu.edu