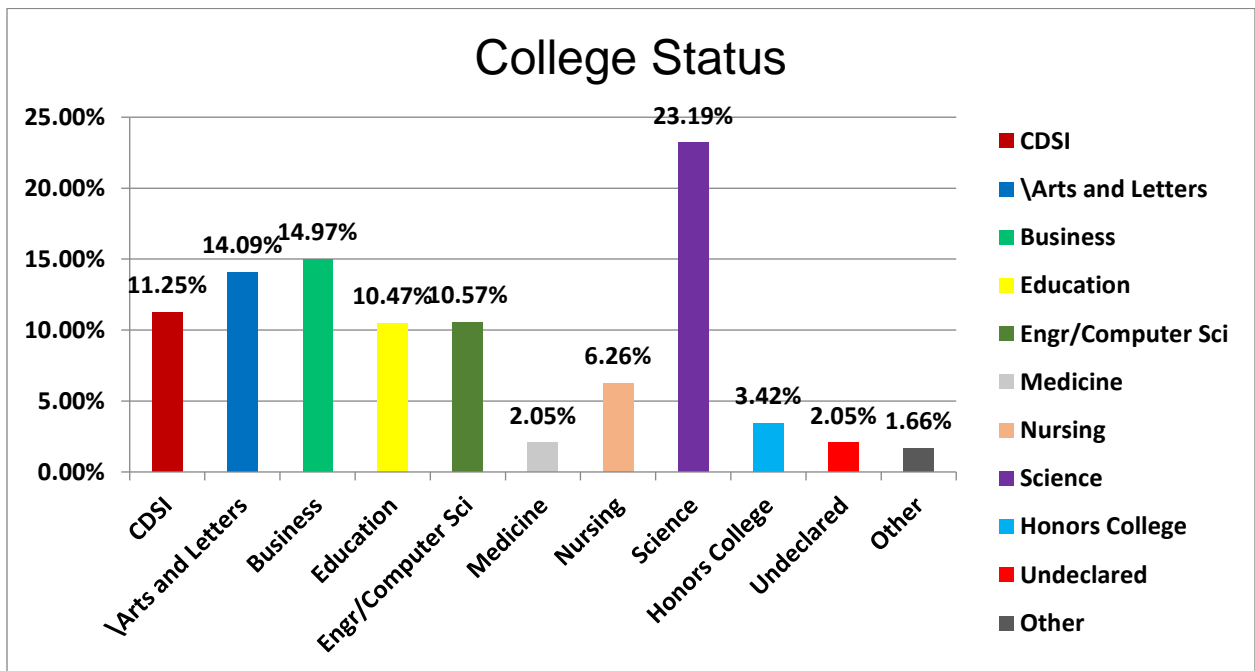
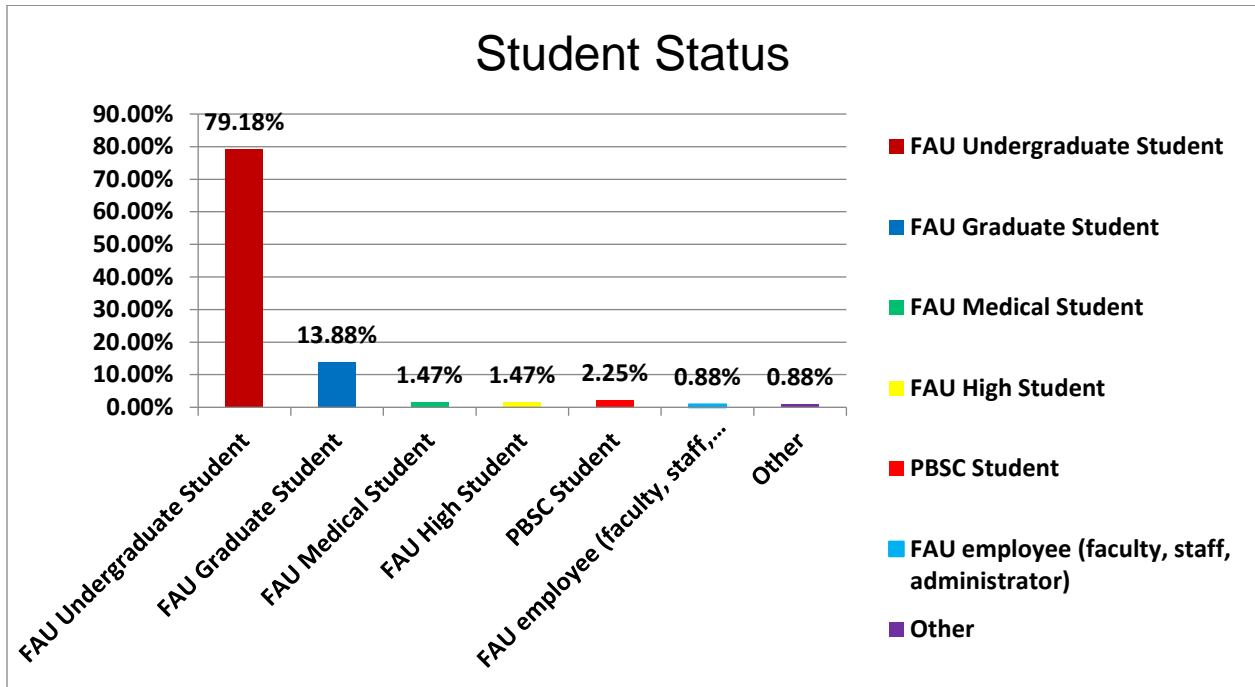
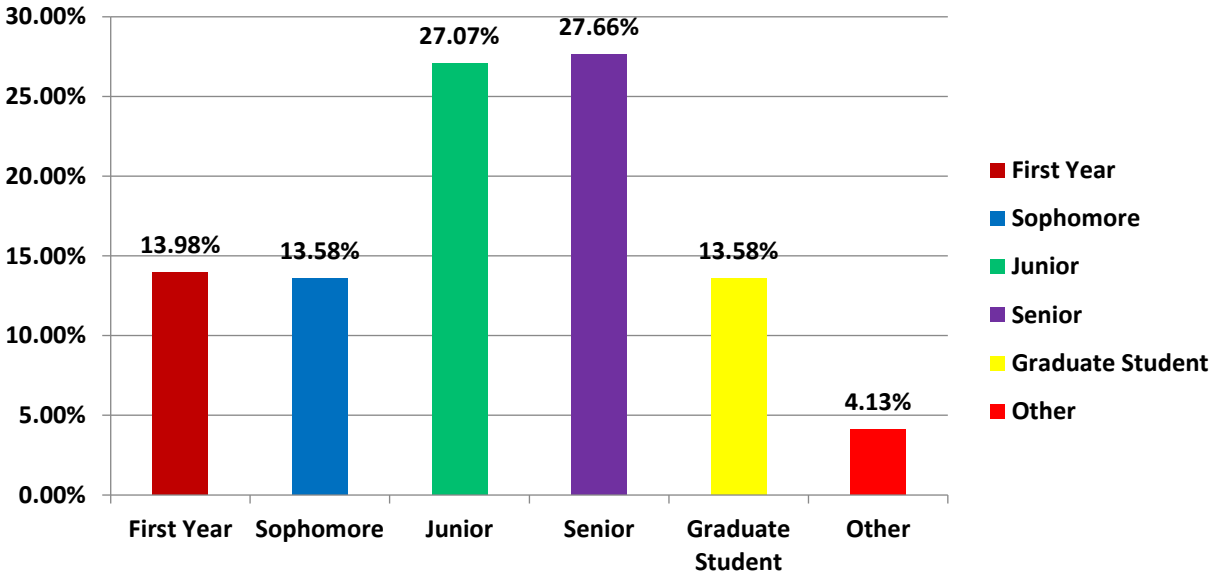


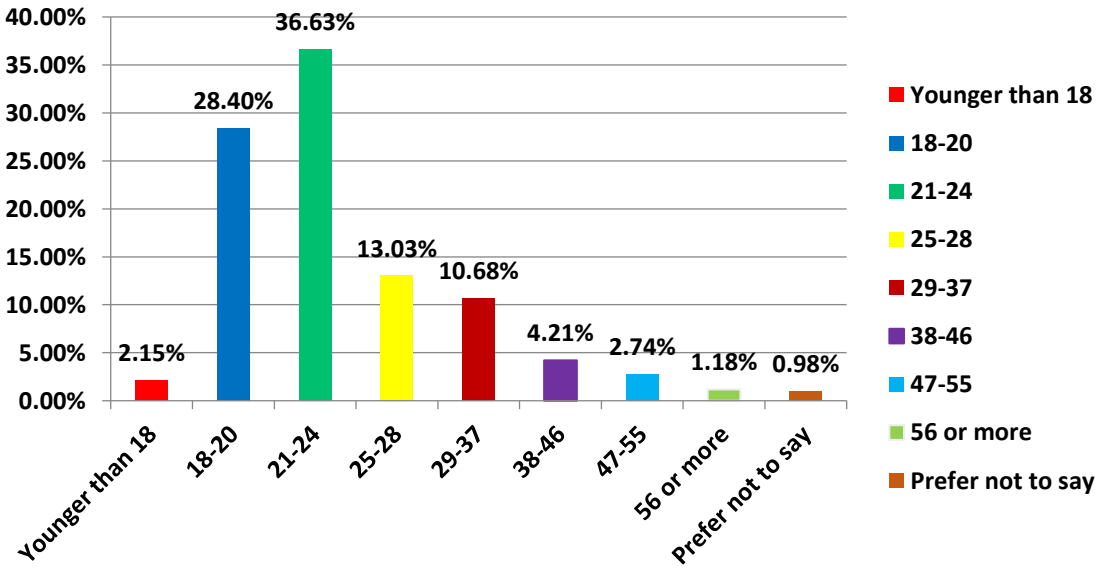
FAU Libraries Student Survey through April 22, 2018
Selected Data



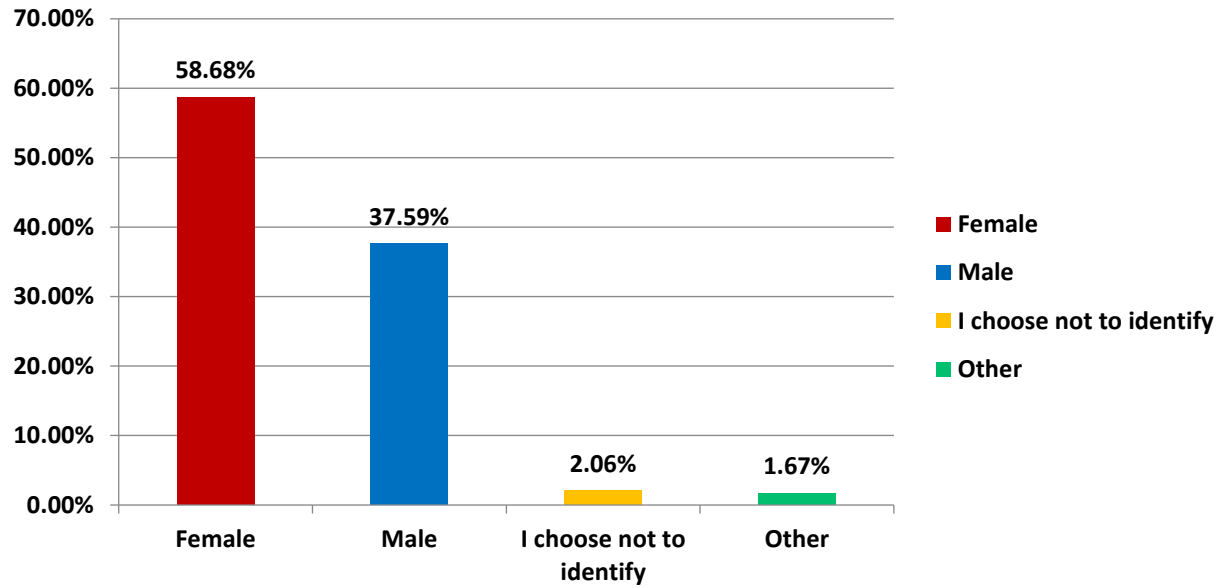
Student Classification



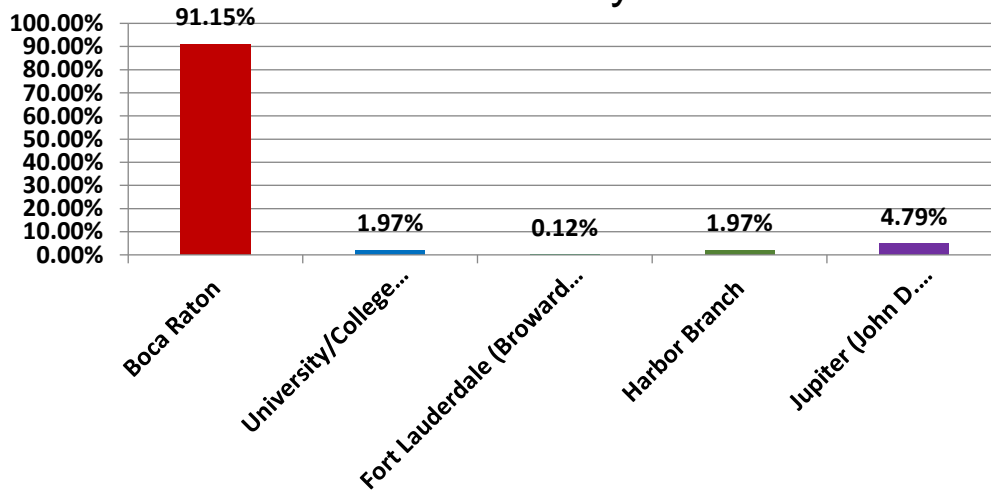
Age



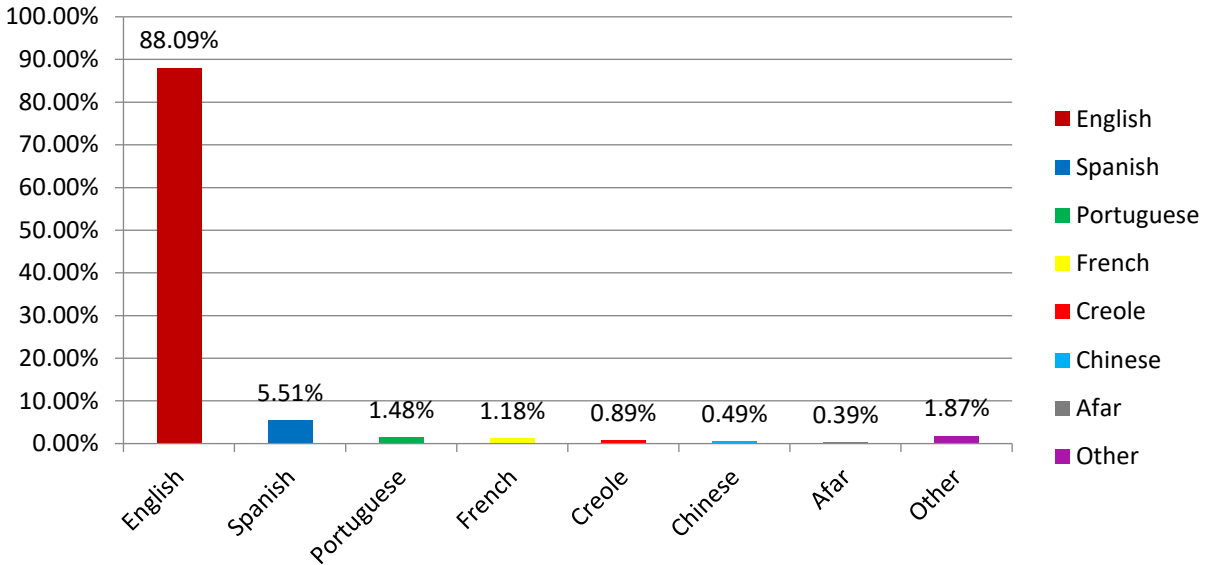
Gender



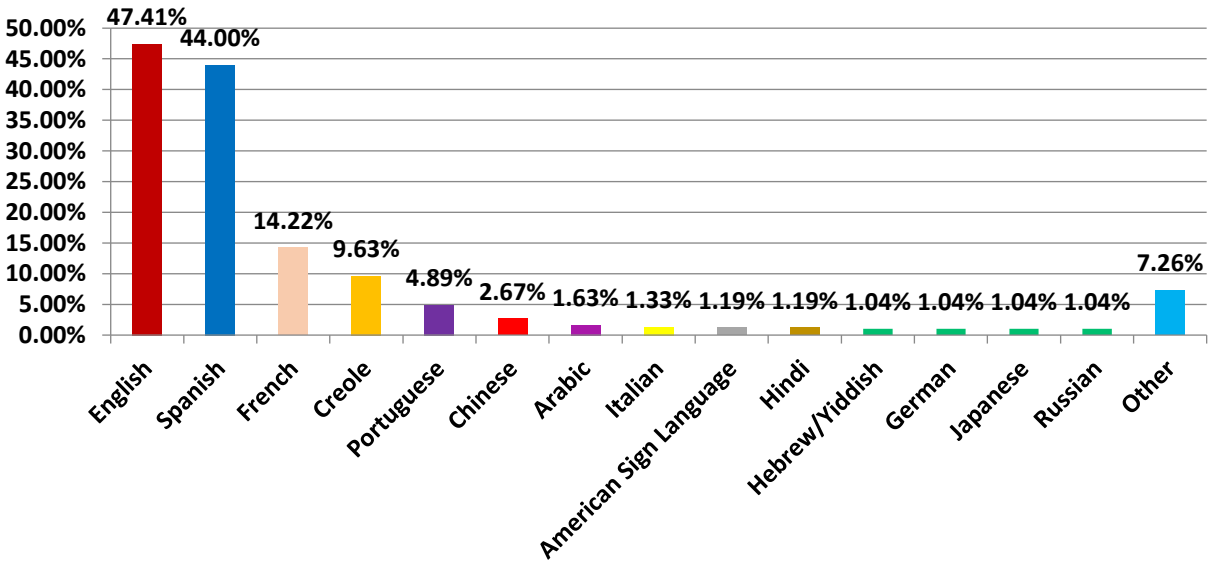
Please indicate the campus library that you normally use.



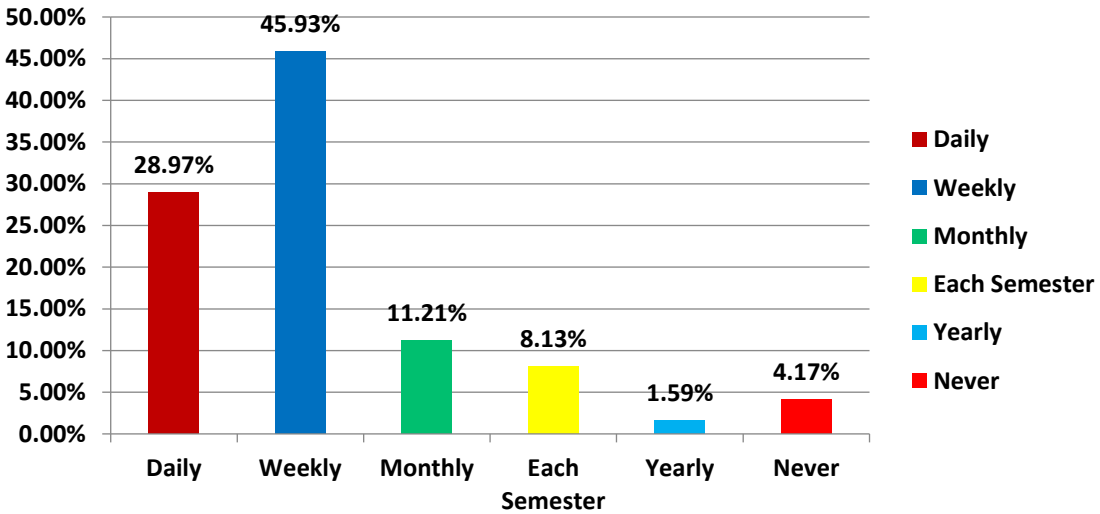
What is your primary language?



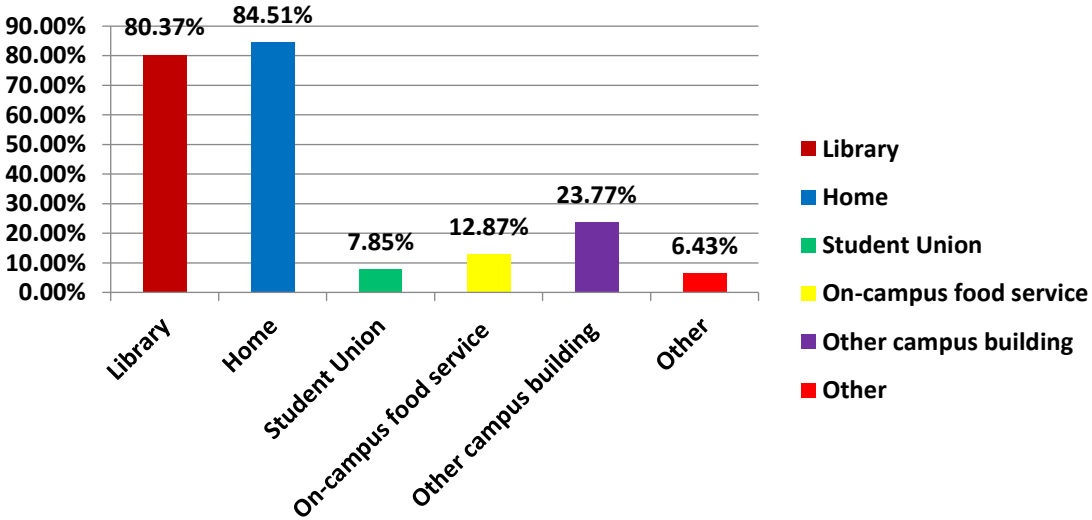
What other languages do you speak? (Check all that apply)

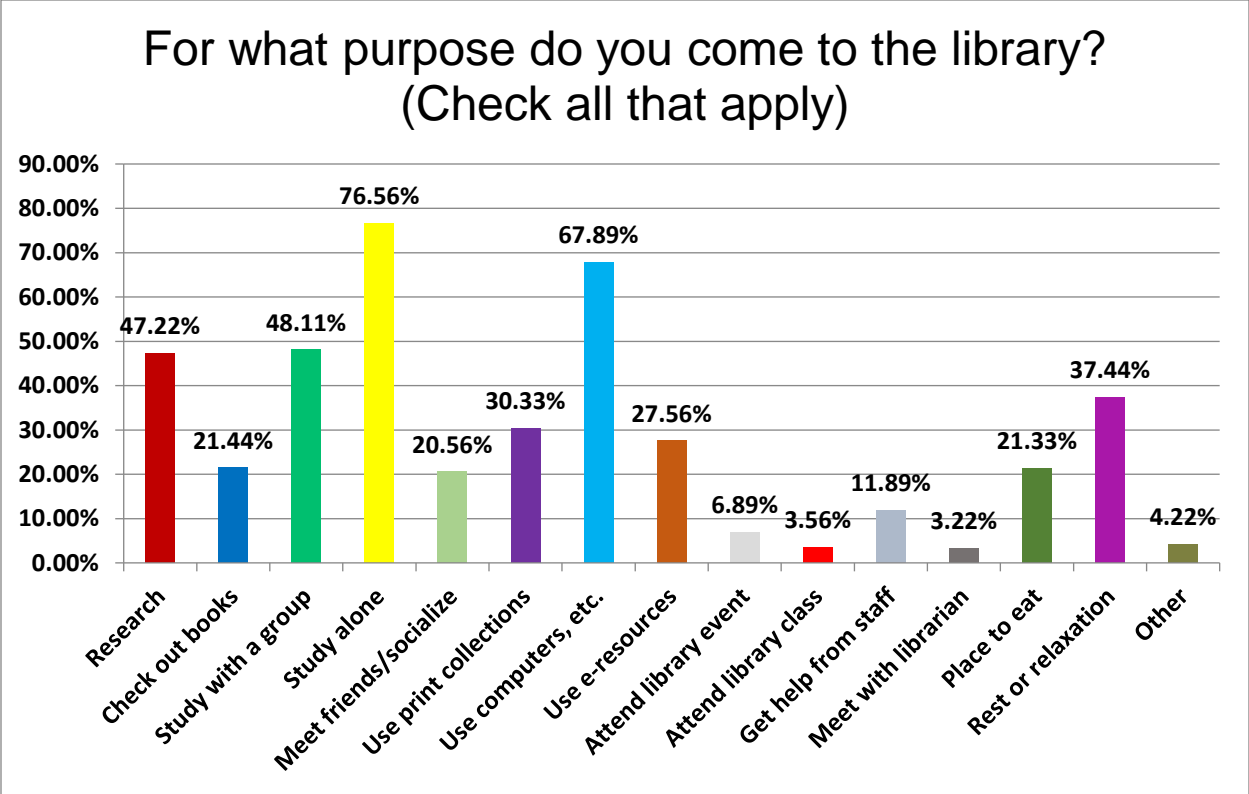


How often do you physically visit the FAU Libraries?



Where do you do your coursework or study? (Check all that apply)





During the current school year, about how often have you done each of the following?

	Very Often	Often	Sometimes	Never	Unaware of
Attended a library class	2.38%	2.50%	13.05%	67.08%	14.98%
Gone to the library to study alone	45.42%	22.37%	18.98%	12.88%	0.34%
Gone to the library to study with a group	20.34%	18.42%	32.66%	27.91%	0.68%
Gone to the library for events or activities	2.97%	4.11%	17.92%	66.44%	8.56%
Gone to the library to meet friends	11.72%	14.25%	34.48%	37.93%	1.61%
Visited the library's social media	2.63%	3.55%	12.37%	66.90%	14.55%
Gone to Dunkin Donuts	26.19%	16.57%	29.43%	25.49%	2.32%

During the current school year, about how often have you done each of the following?

	Very Often	Often	Sometimes	Never	Unaware of
Asked for technical help	4.07%	4.30%	32.35%	55.43%	3.85%
Asked for help finding books/ebooks, articles, etc.	4.29%	7.57%	30.17%	54.24%	3.73%
Used Special Collections and Archives	4.34%	5.26%	18.06%	62.40%	9.94%
Used print books and journals	9.26%	11.09%	26.06%	50.63%	2.97%
Used full text articles, ejournals, ebooks, etc.	22.15%	16.32%	27.05%	31.85%	2.63%
Used DVDs, CDs, etc.	2.42%	1.50%	10.27%	77.39%	8.42%
Used the library computers, printers, etc.	45.38%	18.36%	19.04%	15.74%	1.48%
Used course reserves	4.74%	5.43%	11.91%	57.34%	20.58%
Used group study rooms	15.13%	15.93%	33.11%	32.65%	3.19%
Checked out a library laptop	5.07%	5.88%	15.46%	63.09%	10.50%
Borrowed materials from other libraries	6.81%	5.65%	15.34%	61.71%	10.50%
Used the Digital Library	15.66%	13.14%	27.20%	36.34%	7.66%

How satisfied are you with the following library services and resources?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Never Used
Print books or journals	19.70%	36.21%	2.16%	0.38%	36.34%
E-resources	27.65%	43.94%	2.90%	1.14%	19.19%
Libraries' website	23.69%	49.68%	4.84%	0.51%	17.58%
AV resources	11.24%	18.52%	1.28%	0.38%	56.83%
Computers, scanners, printers, etc.	39.22%	42.50%	4.41%	0.88%	11.22%
Wi-Fi	38.99%	46.16%	5.79%	0.75%	6.16%
Course reserve	11.89%	16.62%	1.28%	0.90%	47.57%
Library classes	10.65%	16.73%	1.27%	0.38%	50.57%
Circulation/Information Desk	24.49%	40.15%	3.91%	2.02%	25.00%
Interlibrary Loan	14.83%	20.66%	1.90%	0.51%	51.46%
Overall quality of services and resources	32.44%	48.60%	4.58%	0.76%	10.31%
Special Collections	14.47%	24.62%	1.40%	0.63%	43.78%

Please rate the quality of your interactions with the librarians and the library staff in the following areas:

	Very Good	Good	Poor
Knowledge/Expertise	57.14%	40.15%	2.70%
Approachability	53.93%	37.84%	8.24%
Welcoming Attitude	52.19%	37.63%	10.18%
Helpfulness	57.57%	37.52%	4.92%

To what extent do the FAU Libraries contribute to your academic success

Greatly	Moderately	Somewhat	Slightly	Unsure
47.93%	32.12%	13.86%	3.11%	2.98%

How would you rate the quantity of the following library resources in the Wimberly Library?

	Not Enough	Just Right	Too Many	N/A
Study tables	35.31%	54.90%	0.59%	9.20%
Study cubes/carrels	32.69%	55.37%	1.34%	10.60%
Comfortable chairs	44.51%	48.07%	0.45%	6.97%
White boards	34.76%	44.38%	0.44%	20.41%
Power outlets	49.78%	40.62%	0.30%	9.31%
Library computers	19.88%	68.19%	0.74%	11.19%
Library laptops	7.86%	50.00%	0.30%	41.84%
Collaborative workstations	21.25%	46.21%	0.89%	31.65%
Group study rooms	34.47%	44.67%	0.74%	20.12%
Quiet study areas	26.37%	61.93%	1.33%	10.37%

Please rate your satisfaction with these spaces in the Wimberly Library.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Never Used	Unaware of
1st Floor	43.24%	46.18%	4.71%	0.88%	4.26%	0.74%
2nd Floor	31.32%	45.74%	6.76%	2.50%	11.62%	2.06%
3rd Floor	29.93%	38.81%	7.26%	2.52%	17.93%	3.56%
4th Floor	25.75%	33.53%	4.79%	2.10%	26.65%	7.19%
5th Floor	28.12%	28.87%	3.46%	1.20%	29.17%	9.17%

How important is it to you to be able to customize the spaces?

	Very Important	Important	Neither Important nor Unimportant	Unimportant	Very Unimportant
	28.78%	32.60%	30.84%	6.31%	1.47%

How would you rate the quantity of the following library resources in the Jupiter Library?

	Not Enough	Just Right	Too Many	N/A
Study tables	14.29%	80.00%	2.86%	2.86%
Study cubes/carrels	25.71%	65.71%	2.86%	5.71%
Comfortable chairs	25.71%	71.43%	0.00%	2.86%
White boards	28.57%	65.71%	0.00%	5.71%
Power outlets	22.86%	74.29%	0.00%	2.86%
Library computers	11.11%	77.78%	5.56%	5.56%
Library laptops	2.94%	50.00%	0.00%	47.06%
Collaborative workstations	17.14%	54.29%	0.00%	28.57%
Group study rooms	34.29%	54.29%	0.00%	11.43%

Quiet study areas	41.67%	55.56%	0.00%	2.78%
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Please rate your satisfaction with the Jupiter (John D. MacArthur) Campus Library space and furnishings.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Never Used	Unsure
Layout and design of the 1st floor	52.78%	36.11%	5.56%	2.78%	2.78%	
Comfort of furniture on the 1st floor	57.14%	34.29%	5.71%	0.00%	2.86%	
Ability to customize study space on the 1st floor	37.14%	25.71%	17.14%	2.86%	8.57%	
Layout and design of the 2nd floor	54.29%	20.00%	11.43%	2.86%	11.43%	
Comfort of furniture on the 2nd floor	48.57%	28.57%	8.57%	2.86%	11.43%	
Ability to customize study space on the 2nd floor	40.00%	25.71%	5.71%	5.71%	20.00%	

Please rate your satisfaction with the Harbor Branch Campus Library space and furnishings.

	Very Satisfied	Satisfied	Never Used
Layout and design of the 1st floor	73.33%	20.00%	6.67%
Comfort of furniture on the 1st floor	73.33%	20.00%	6.67%
Ability to customize study space on the 1st floor	60.00%	20.00%	6.67%

How would you rate the quantity of the following library resources at the Harbor Branch Campus Library?

	Not Enough	Just Right	N/A
Study tables	40.00%	53.33%	6.67%
Study cubes/carrels	26.67%	60.00%	13.33%
Comfortable chairs	20.00%	73.33%	6.67%
White boards	40.00%	40.00%	20.00%
Power outlets	33.33%	60.00%	6.67%
Library computers	20.00%	73.33%	6.67%
Library laptops	13.33%	33.33%	53.33%
Collaborative workstations	40.00%	46.67%	13.33%
Group study rooms	33.33%	46.67%	20.00%
Quiet study areas	26.67%	66.67%	6.67%

Selection of Comments on Library Survey from 1000+ Students
April 23, 2018

Collections

- FAU libraries used to be an excellent resource for research journals and now it is useless.
- We should have access more academic databases. I often find myself not being able to access certain journal articles
- The library needs more new print resources
- I am dissatisfied because newly released research takes a long time to be available at the library. As a graduate student I am expected to be informed on the latest research in my field
- There were no copies of my required text books available at the library for check out or on course reserve or digital. If it's not possible to have a physical copy of nursing textbooks, it would be beneficial to students to have a digital copy at the very least as many of required texts are not truly necessary and are more of references
- MORE COURSE RESERVES!! TEXTBOOKS ARE EXPENSIVE
- Graduate students need a library that expends funds on electronic journals, including back issues, and online scholarly resources.

Comments Specific to the Wimberly Library

Overall Facility

- The Library is Very Outdated
- Please replace the carpet on all floors
- Put actual money into the damn building
- The library really needs a renovation
- The library needs to be renovated. It feels very old and dingy
- Much of the library is very dark and smells quite musty
- The areas are dark and outdated it's super dreary and honestly makes me dread studying there. It's also hard to find tables
- You guys seriously need help. I am so offended and frustrated with the library services offered by this university and for you guys to soon be part of my University that I have my Bachelors of Science in Biology, I cannot help but think of all the negative memories I have in this library that I am unfortunately in need to use due to in need of passing my classes, using the resources, and being part of my tuition as a student that this is what I receive as part of being a student here who is here often, working hard, and struggling studying hard to be successful
- Great modifications recently, especially to the first floor

Temperature

- IT IS ALWAYS FREEZING COLD and it looks gloomy & congested in there. Some better lighting and more leg room would be nice
- Although some of these floors can become too cold to be able to even study.
- 5th floors is really nice, but it is SO cold
- Honestly, sometimes it is way too cold in here

Study rooms or study space

- The study rooms are disgusting and feel like prison cells. They need to be remodeled
- study rooms may be plentiful, but none of them are nice
- The study rooms with the round tables are absolutely horrible. It is required there is a minimum of 2 people in order to rent a study room, and the tables are so small, even for one person I think it is not very useful. With 2 people if that, It is very hard, and find myself majority of the time having to use the floor to place my opened books and chapters that I need to study in order to save space and share with the people I share my study room with.
- urgency for additional study rooms and tables in quiet areas. I am graduating this semester, but hopefully my comments can benefit the remaining students. Thank you!
- Sometimes there isn't space for me and peers to study
- It just gets too crowded sometimes
- upper floors need more sitting areas
- 5th floor needs more space for seating
- not enough room

Cleanliness

- Library is filthy, especially the study rooms.
- Also the restrooms are very poor maintained, the building looks old.
- I didn't look around much. It smells like a moldy ashtray
- The library is dusty and it seems like the study area desks are never wiped down and there are cockroaches,
- I've found roaches crawling around on 1st floor. I took a 2 year break and came back, same roaches crawling on the floor near computers. This has hindered me from making a quick stop use of comps.
- Overall cleanliness is atrocious
- The carpeting is sickening
- The library needs more cleaning maintenance
- Place needs to be clean very dirty floors, windows.writing all over the quiet self study places.
- It is very dirty... shouldn't be dead cockroach's or papers on the floor from the day before or even food from a few days on the floors ... windows are filthy
- Keyboards and mice are pretty gross. Grime and dust everywhere on them. Dirtier than most toilets, i'd imagine

Bathrooms

- Please for the love of God fix the mens bathrooms on the 3rd, 4th and 5th floors. They constantly reek, and you cant even wash your hands because the sink only puts out a dribble of water. Seriously 3rd world bathrooms
- Only reason I am filling this survey out is because of the bathrooms in the Boca campus library. The sinks are terrible and have been for the whole time I have been at FAU. As a former nurse, I know how important it is to wash one's hands after using the bathroom. But the sinks give out a little sprinkle at best. That is unacceptable. There is not enough pressure from the sink to effectively wash your hands properly. Other buildings on FAU have proper sink flows, so I don't know why the library sinks have not been rectified
- fix the sinks in the bathroom, they do not give enough water for proper hand washing. get better chairs that don't hurt my back

Power

- The outlets on the 2nd floor has loose prongs and do not hold any plugged in devices, which makes it difficult to charge any items such as laptops or phones
- Furthermore, the absence of outlets in the library is astonishing. In this era for a prominent public school library to not have outlets at the tables is unacceptable if the University values its students academic competitiveness and modern education on any level.
- Power Outlets do not all work or cause chargers to fall out,
- For the power outlets, people usually have to put books under them because they're always falling off the wall. I think somebody should properly screw them correctly on the wall and have more of them accessible in between rows
- Not even close to enough outlets and the the one that are available are crap. They are so old and loose, one slight move of your charger cord and its no longer plugged in or its still in the socket but not receiving power.
- More outlets are needed in the study areas. Students camp out on the floor wherever the outlets are, and it is annoying to have to step over or around them

Furniture

- Most of the furniture is outdated or falling apart,
- Furniture and other elements of the lower floors needs to be updated. Chairs are almost always uncomfortable and/or dirty and beat up. The library, except 5th floor, has an outdated look overall
- The desks and chairs are also a little old in the upper floors
- More tables for group studying areas.
- There needs to be more booths on the floors
- The chairs are old and make me feel gross to sit on.
- I think the study rooms on the fifth floor are really nice, but the other study rooms furniture could be cleaner and less raggedy.

Technology

- For Boca Campus being considered the main campus there isn't enough computers downstairs. I don't even understand where the money is being spent for this campus
- There aren't enough empty stations at the end of the line of computers. There is one and it is perfect for someone who wants privacy but doesn't need ALL the space of the collaborative workstations. It would also be a good spot for students who use their own laptops IN FRONT OF THE LIBRARY COMPUTERS to sit and do so without taking up a computer from someone who needs it
- WE NEED MORE MULTI-MEDIA COMPUTERS. THERE IS ONLY TWO...THAT IS NOT ENOUGH!

Hours

- I wish the library was open later on Friday and Saturday. This is the only place I can study successfully
- Hours should be altered to accommodate graduate researchers.
- OPEN LATER HOURS PLEASE
- Need more hours for graduate students who have Saturday and evening classes
- The library should be opened 24/7 in some parts! A lot of students study way later than 2am for exams or for writing last minute papers!!

Quiet

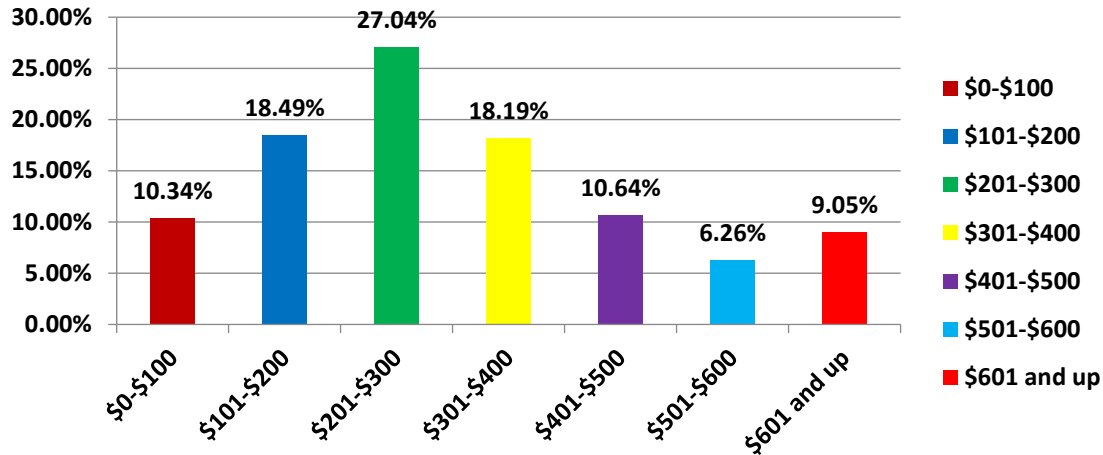
- I would like to add that on the second floor of the Boca library, there shouldn't be a sign in the computer commons that says quiet area when it's a place that is extremely loud.
- 3rd - WAY TOO LOUD TO DO ANYTHING!! Honestly ridiculous to study on this floor, you can hear people even while being in a study room... people are too obnoxious
- 4th - super quiet (I love to study alone here) but really really cold
- make the lab computer on the first more quieter sometimes
- Boca library: The 4th floor should be the quietest floor but it never is because of the study rooms on that floor. People literally sit in there and watch TV so loudly that it disturbs people studying there. This happens every time
- Would love more silent areas to study because people have conversations on their phones on speakerphone or talk loudly in groups and It's super annoying
- Most often times, people do not abide by the "quiet" study areas and are often loud
- People who study in groups do not respect quite zones for those who study alone, and no room will be lent to a person who studies alone. So, what is a person who studies alone supposed to do? And then no staffer helps. Such a shame. Thank you for this opportunity to discuss and share my experience. I hope you can realize not all of my comments are negative, but the ones that are negative are factual and true; with no intention of offending
- A certain area of the computer lab on the second floor is always loud and disruptive,
- People talk too loudly in the library.
- The third floor is filled with people who come to socialize, are very loud and rude. I know it is not the "quiet" 4th floor, but when I am in a study room in the third floor and I can hear them messing around, doing whatever which is almost 4 out of the 5 days I am here at the library, it is hard to concentrate.
- The third floor is complete chaos during the day--it turns into a huge party for the FAU High school students and is not a conducive environment for studying. Even when you are in a study room you can still hear them yelling and carrying on
- Not enough enforcement of quiet areas in the library. Many students and I complain that there is just never a guarantee whether you will be able to get work done. I have had to personally ask students to please keep their voices down or asked students to not watch Instagram videos on loud and to put their headphones in when watching a television series in the middle of a quiet study area. I think the library should enforce quiet spaces on the second floor enclaves because as of now the only other spaces to go for quiet study is in the tiny spaces on the 3rd floor and 24 hours study where the study carrels are too small for using a textbook, laptop, etc.
- But, the desecration allowed on the 3rd floor is appalling. The resources for my major are located on the 3rd floor in Boca, and trying to browse the resources is challenging due to the noise and physical items i.e. backpacks, skateboards, chairs sprawled on the floor directly across the elevators. To better enforce the library zones, the large communal tables should be located on the 5th floor. And when library patrons violate library policy, an official should discuss options with them and enforce the different zones on the different floors

Positive comments

- Across the board, the libraries are great! :)
- I have been very satisfied with the library services and resources that I have used however it is now apparent that there are many services and resources available that I had not heard of prior to taking this survey

- If it wasn't for the ability to quickly find peer-reviewed journals for the APA papers that I have to write, I wouldn't have passed any of my courses!
- Great faculty and great facility
- It's a great place,
- I am a literature graduate student. My work would be virtually impossible without the library
- I love the library and hope to see it evolve to have spaces for both students who like to meet as a group and for those who like quiet study spaces
- I think you guys are doing a great job.
- overall the FAU library is a great place and resource
- Thank you. The paint job looks good and the new furniture and metal detectors are a plus!
- I love how many books it has
- I love the library, it's usually very tidy and welcoming. I can research, meet with friends, grab a snack. It's great stuff. Thank you to all that make it possible
- overall the library is a place to study, make friends, and relax in addition to becoming more educated in class and outside,
- Great Library very helpful staff. The best place to be to study!
- but overall I love studying at the lib
- Thanks for being friendly. :)
- pretty good pretty good,
- The idea of having a place other than my house to sit and study peacefully is nice. I don't have to rush home after my classes and can just stay and do most of what I have to do and finish at home. If I was not commuting, I would have stayed very late on most nights
- Very clean and organized facility. Staff is amazing and helpful
- I <3 FAU Library
- You guys are very useful and very grateful you guys exist,
- Keep up the great work, we appreciate you!

On average, how much do you spend each semester on required textbooks and other course materials at FAU?



During your student career at FAU, has the cost of required textbooks and materials caused you to (check all that apply):

