

TNSnap for Academic Libraries

[Exit this survey](#)**1. Academic Libraries...TNSnap statistics & survey**

Please fill in the answers to the best of your ability based on your experience on 10/7/2010.

*** 1. Are you representing an academic library?**

Yes.

**2. Visits to the library or information center:****a. How many people visited the library/information center in person?****b. How many times was the library's/information center's website accessed?****c. How many people contacted the library through phone, email, text, or other types of outside access not including website visits?**

a. in person 1,320

b. website 1,423

c. other contact 43

3. How many total items were checked out or renewed?

items 174

4. How many course reserves were accessed?

of reserves 31

5. How many items were accessed in the special collections department(s)?

of items accessed 13

6. a. How many inter-library loans were requested?**b. How many inter-library loans did your library fulfill by sending items to another library?****c. How many requests were fulfilled using your document delivery service?**

a. # requests 54

b. # sent out 36

c. # document delivery Document delivery service being developed

7. a. How many reference/informational/materials questions were answered in person?**b. How many reference/informational/materials questions were answered via other means, e.g., telephone, email, instant message, text message, mail, or the web?**

a. in person 130

b. other 36

8. a. How many people used a library/information center computer?

b. How many people used their own computer/electronic device at the library/information center?

a. library computer 1,449

b. own computer 729

9. How many pages were printed in your library?

of pages Not available

10. How many people received bibliographic or other instruction at your library?

people 49

11. a. How many times were the library's/information center's licensed databases and digital collections (if applicable) accessed?

b. How many items were retrieved from the licensed databases?

a. times accessed 4,839

b. # of items retrieved 26,121

12. Please use this space to type in student/instructor/patron comments, additional statistics, or anything else you think would be helpful.

(The results come from a 3 page questionnaire that was handed out to those entering the library on October 7th, and was also given to patrons at the Circulation and RIS desks, as well as those using the Branches, ILL and Special Collections. The results were counted and processed over the days between October 7th and October 18th, which is the date they were submitted through the online form provided by the Tennessee Library Association Committee who organized the event.)

Paper Survey Results:

Checklist: (The first page of the survey offered a list of 17 items and indicated that more than one item could be checked as a reason for coming to the library today, resulting in the number of items checked equaling more than the total number of checklists that were completed.)

"Why did you come to the library today?":

170 to use databases

115 to look for books for a paper

43 to get help from reference librarian

59 check out reserve materials

28 pick up item on hold

437 use computers to write/print paper or assignment

143 use group study rooms

119 "other": including using scanner or the restroom, taking a nap, grading papers, tutoring someone, and eating.

Library Use Survey Yes/No: (This was the second page of the questionnaire, and not as many were filled out as the first page. This page contained 5 yes or no questions, with space to add additional comments or go into more detail on a response. Some questions were not answered completely.)

1. "Are you an adult or a child?" 618 Adults, 9 Children
2. "Were you looking for anything special in the library today?" Yes: 239, No: 378
 - a. "Please tell us what you were looking for." 63 listed a research topic, 34 listed a specific title, 69 listed computer access, 20 printing access, and 49 either listed study space or a quiet space.
 - b. Did you find it?" Yes: 209, No:28
3. "If you were just browsing and not looking for anything special, did you find anything interesting?" Yes: 228, No/not looking: 279
4. Did you come to the library for a completely different reason, such as to attend a program or get tutoring? Yes: 82, No:503
5. "Is there anything else you want to tell us about the library?" 82 responded with additional comments, including (but not limited to) complements on the staff and facilities, and the importance of having a quiet place to study. 18 indicated a need for longer library hours, most of which requested a return to 24/7 status. 16 wrote in "Love It!", and frequently added smiley faces.

(The third and final page of the questionnaire asked "Why is the Library Important?", and offered space for comments on the importance of the library as well as space for any other comments. Because the comments were in written form, there were often several reasons listed on the same survey. For this reason, the count of important reasons to visit the library is greater than the total number of surveys completed.)

602 people filled out this page of the questionnaire

308 indicated the library is an important place to study

280 indicated the library is important because it is quiet

192 indicated the library is important because of the selection and availability of research materials, including books and databases

100 listed computer access as an important aspect of the library

10 indicated the library is important because of the assistance patrons receive

11 listed the location on campus as important

186 meet with classmates/friends

319 find a quiet place to study

285 surf the internet

32 download ebook, video, or audio

8 check out movie

87 check out book

16 view item in Special Collections

19 attend program or workshop

48 read magazine or newspaper

25 listed their ability to relax in the library as important

13 referred to the library as an important symbol of learning

8 wrote "Keep up the good work!" in the additional comments section, and 12 wrote "Love it!"

2 said the library is important because they can have "me time" here

1 person said it was the smell of the books that drew him/her here

1 wrote that the library is NOT important

Most of the responses in the further comments section addressed specific problems like availability of computers during peak hours, the number of people who are on Facebook, and requests for equipment or items not currently available in the library like color printer and recent popular fiction.

Favorite Quotes:

"I never liked libraries until I came here."

"I usually come to the library every-day [sic] after my classes are over and do my homework. I am always there in the evenings, And [sic] I am very pleased with all the help that I get from all of the evening crew. They are always so helpful to me. I am a disable [sic] student and whenever I am in the library the staff is so very nice to me and I just want to say good job to the staff. Keep up the good work. We notice these things all the time."

"we are fortunate to have knowledgeable, resourceful librarians in the music library."

"I wish the library would open up for 24hrs. It is more convenient and easier to study in than the UC. I feel like everytime [sic] I go to the UC I can't find a computer, and they have only 4 study rooms with a waiting list. This is very unrealistic. We definitely need the Library more."