

Understanding Changing Needs of Students and Faculty: A Comparison between 2018 and 2022 User Surveys

Grace YoungJoo Jeon | Tulane University Libraries | yjeon@tulane.edu

About the Survey

Goal

To gather feedback from our primary user community, students and faculty, on how well Tulane University Libraries (TUL) support their learning, teaching, and research

Instruments

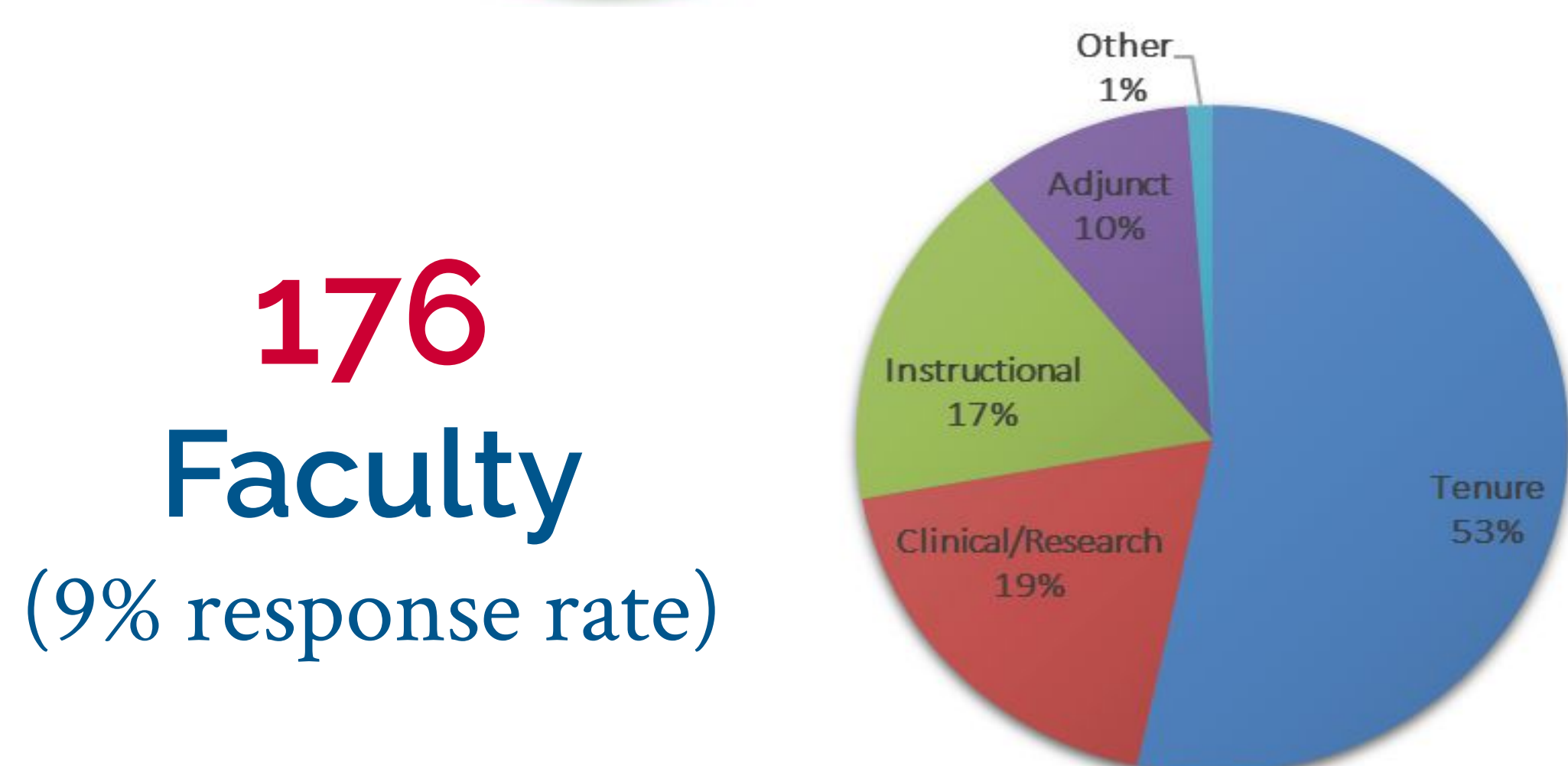
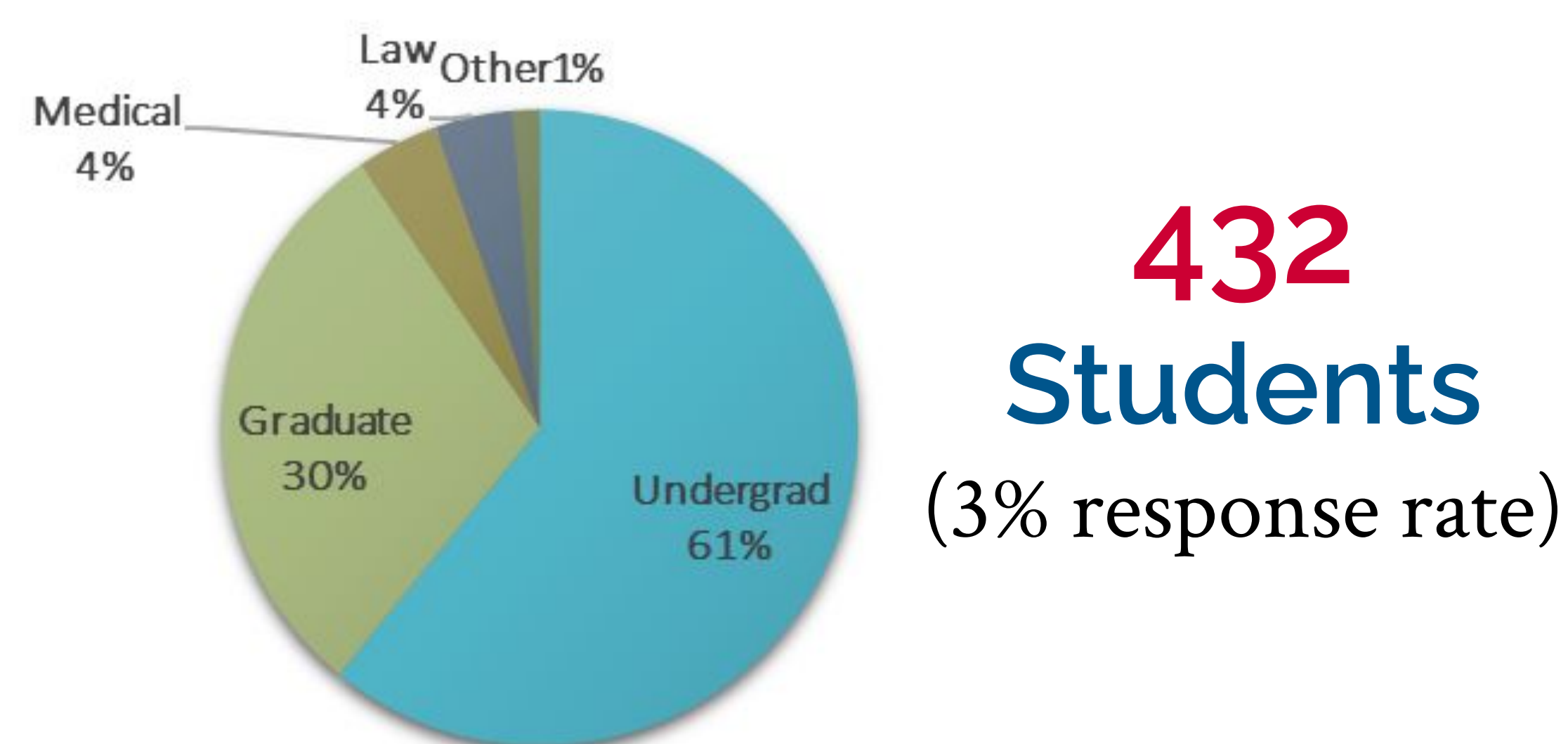
The survey consisted of the following six sections, including 21-33 questions depending on the respondents' answers. Questions covered a range of topics including users' frequency of library use, perceptions of TUL, use of and satisfaction with various library spaces, resources, and services, and their demographic characteristics.

- Introduction
- Demographics
- Library Spaces
- Library Resources
- Library Services
- Conclusion

Data Collection

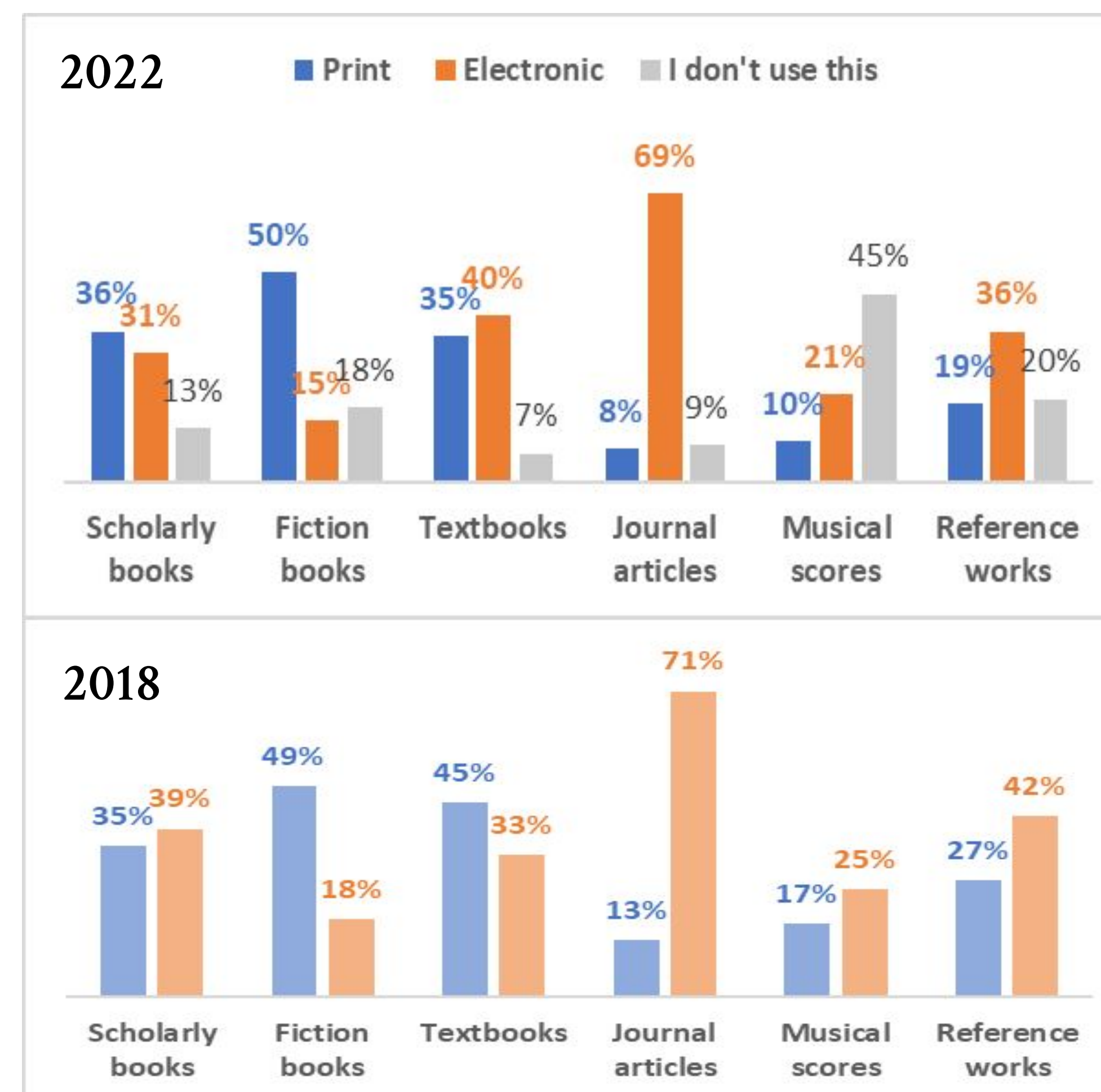
- The survey was launched in the spring 2022, open for five weeks (Mar 7 - Apr 10, 2022)
- 608 usable responses were collected

Participants



Resource Format Preferences

Students



Scholarly Books:

Compared to the 2018 results, both students and faculty showed changes in format preferences in 2022 with a higher percentage of students and faculty reporting they preferred print format for scholarly books (those changes were statistically insignificant though).

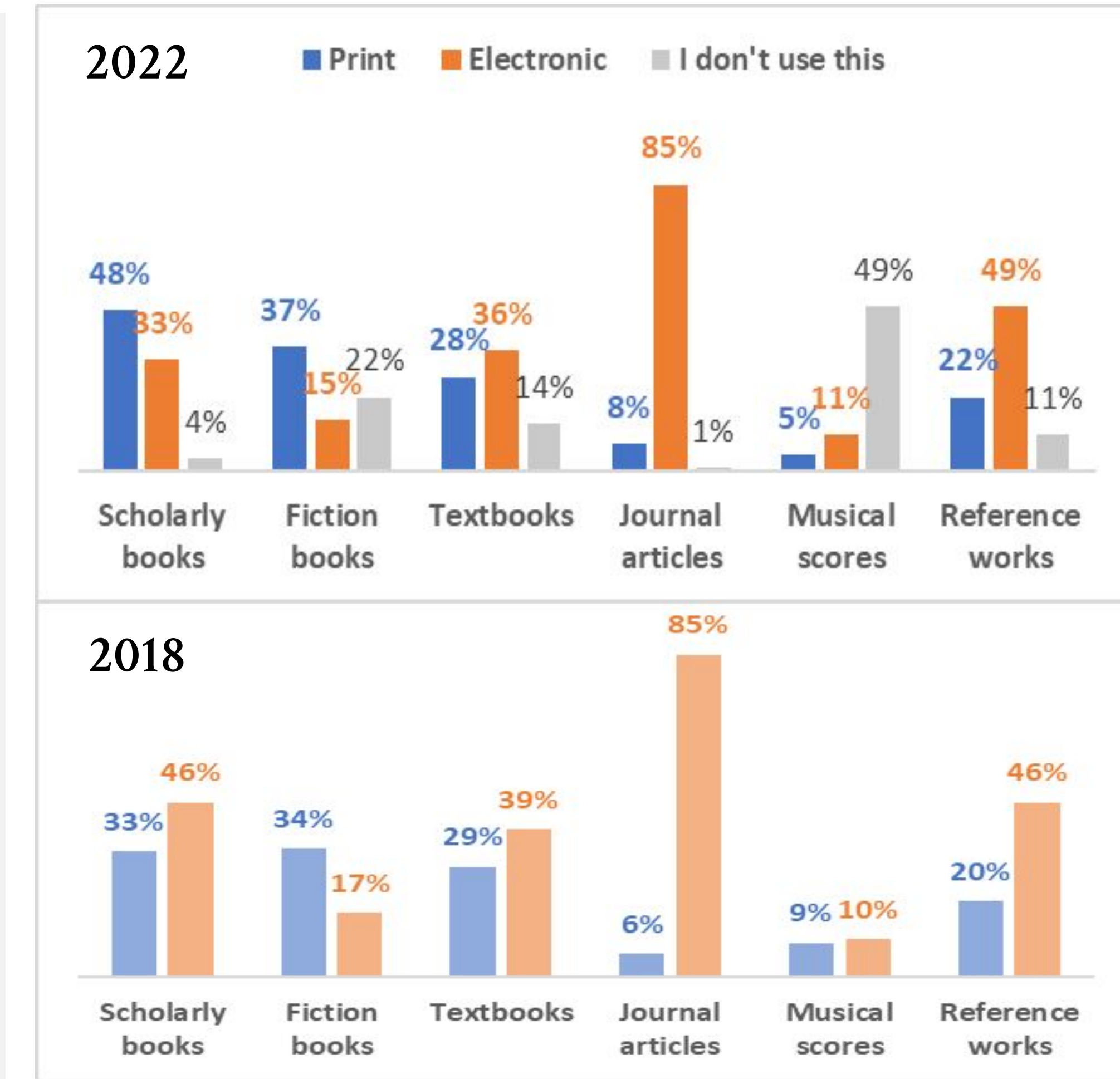
The fact that a choice of "I don't use this" was newly added to the 2022 survey may be partly attributed to this change.

Textbooks:

Compared to the 2018 results, students only showed change in format preferences in 2022 with a higher percentage of students reporting they preferred electronic format for textbooks (this change was statistically insignificant though).

An increase in online instruction due to the pandemic may lead to more use of electronic textbooks, consequently contributing to this change.

Faculty



Hypothetical Allocation of \$100

The survey asked users to hypothetically allocate \$100 to make the most positive impact on how the Libraries support their work.

Students tended to allocate more money to improving physical spaces (e.g., new furniture and group spaces), while faculty tended to allocate more money to growing collections (e.g., journal subscriptions and print books). Also, there seemed to be little difference in allocations for both students and faculty between 2018 and 2022.

	2022		2018	
	Students	Faculty	Students	Faculty
	Mean	Mean	Mean	Mean
Furniture	\$19.70	\$3.70	\$15.86	\$2.85
Group spaces	\$22.09	\$5.75	\$23.73	\$6.92
Digitize archives	\$11.03	\$11.48	\$9.29	\$12.61
More journals	\$13.01	\$32.54	\$12.46	\$31.47
More print books	\$9.83	\$23.69	\$8.87	\$19.07
More computers	\$4.55	\$3.01	\$8.31	\$6.58
Special computing spaces	\$9.23	\$5.43	\$8.00	\$6.64
Deliver materials	\$4.46	\$3.19	\$6.07	\$3.30
Other	\$5.34	\$11.32		\$10.58

No In-Person Visit to Libraries

16% (n=28) of student respondents and 6% (n=29) of faculty respondents reported they did not visit any TUL locations in person during the academic year 2021-2022.

Compared to the 2018 results, there seemed to be little difference in terms of top three reasons for no in-person visit to the Libraries except that "being online students" was on the list in 2022.

Students

2022

- Being online students (39%)
- Everything I need is available online (39%)
- It's too difficult for me to get to the library (18%) (this item was included in the 2022 survey only)

2018

- Everything I need is available online (62%)
- I prefer to work in my office, residence, or other private spaces (59%)
- Other (28%)

Faculty

2022

- Everything I need is available online (66%)
- I prefer to work in my office, residence, or other private spaces (38%)
- Other (24%) (e.g., working outside New Orleans, Covid-19, parking, etc.)

2018

- Everything I need is available online (65%)
- I prefer to work in my office, residence, or other private spaces (37%)
- Other (32%)

Acknowledgements: The author would like to thank Boston University Libraries and Duke University Libraries for graciously allowing TUL to adapt their surveys.