SCSU LIBRARY - SERVICES SURVEY
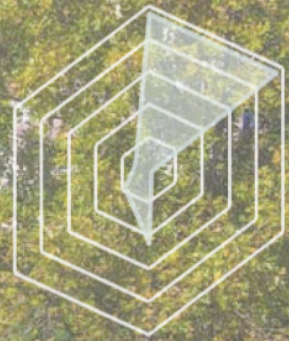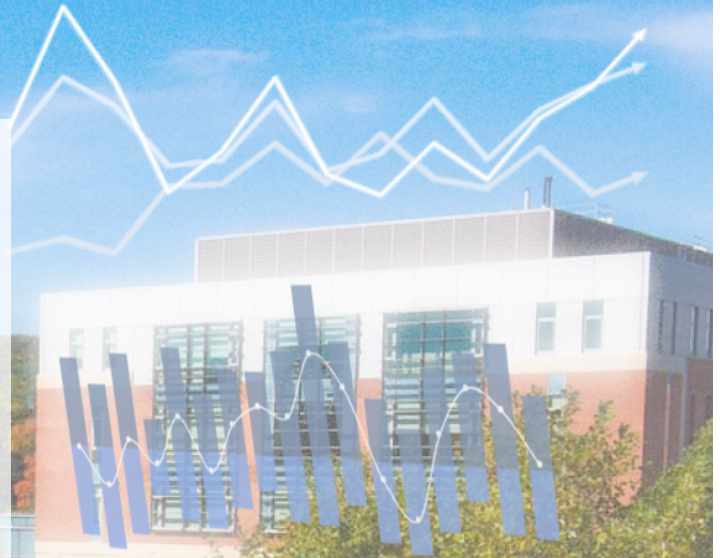
Data Collection Dates: Dec., 2020 – Feb., 2021

FEBRUARY, 2021
N=126

SCOTT L. JACKSON, PH.D.
DIRECTOR, OFFICE OF ASSESSMENT AND ANALYTICS
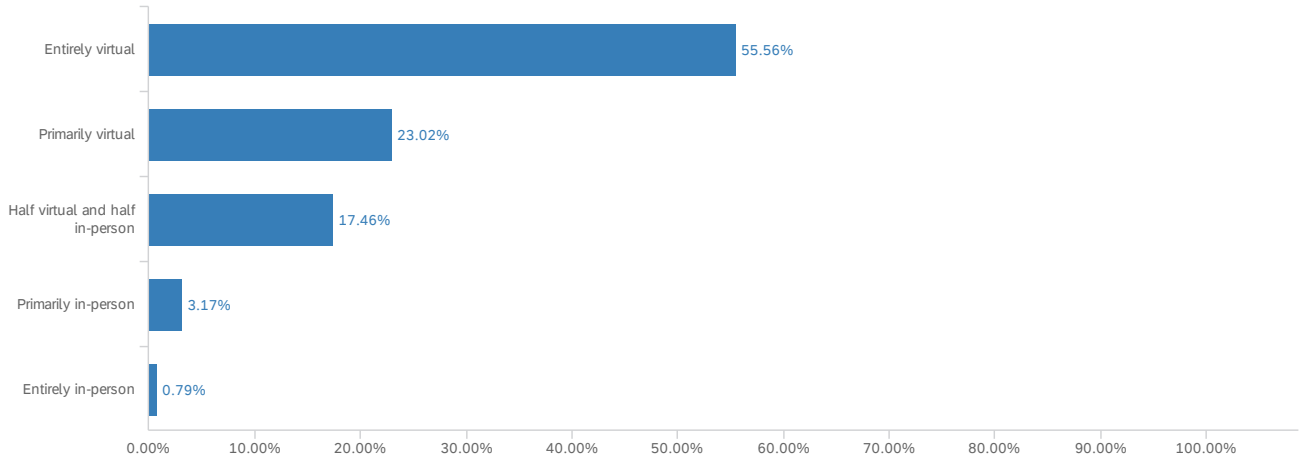ENGLEMAN HALL D218
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Southern Connecticut State University
OFFICE OF ASSESSMENT AND ANALYTICS

Main Report

Library Service Survey

What is your mode of engagement with SCSU?

#	Field	Choice Count	
1	Entirely virtual	55.56%	70
2	Primarily virtual	23.02%	29
3	Half virtual and half in-person	17.46%	22
4	Primarily in-person	3.17%	4
5	Entirely in-person	0.79%	1
			126

Showing rows 1 - 6 of 6

How would you rate your academic/research productivity compared to this time last year?
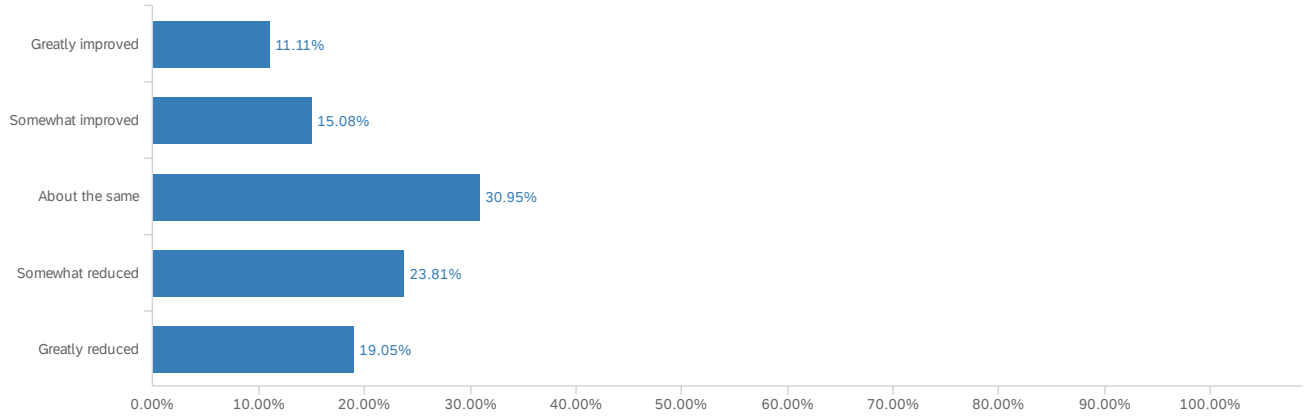
#	Field		Choice Count
1	Greatly improved	11.11%	14
2	Somewhat improved	15.08%	19
3	About the same	30.95%	39
4	Somewhat reduced	23.81%	30
5	Greatly reduced	19.05%	24
			126

Showing rows 1 - 6 of 6

Reflecting on your teaching, learning, and/or research during Fall 2020, what are the main obstacles to your success?

"live" interaction

APA style of writing

Access to a research library!

Access to materials. I wish my students and I had access to digital content from sources like the New York Times and Washington Post.

An administration that doesn't seem to understand who our students actually are and what they need from faculty and staff in the best of times, let alone during a public health crisis and economic devastation. Faculty and staff have been stretched to the breaking point this semester. We need smaller classes and more attention to mental health and well-being for the entire community.

Assignments are not as clear, Professors can be confusing when uploading things on bb9.

Bad communication from teachers.

Being entirely online for classes. I lived on campus but had a fully online workload for classes and it was not enjoyable nor conducive to my learning abilities.

Being frustrated with communication, as often using email doesn't allow for a conversant back and forth.

Blackboard helps needed

Childcare and eldercare during the pandemic.

Connecting to students

Dealing with glitches in technology

Difficult not having access to physical books. I often find a book that would be helpful to my research, but there is no digital copy. Since I am full remote, I cannot pick it up at the library.

Difficulty engaging students during the pandemic.

Difficulty finding time to conduct research and difficulty accessing the materials.

Direct acces to special collections.

Everything is more laborious online.

Exhaustion, stress due to pandemic, politics.

Fatigue from online meetings; lack of motivation.

For research, lack of access to necessary materials (particularly academic articles and books held at other institutions) is the primary obstacle. The ILL staff has been incredibly helpful -- it's more a matter of the library not having access to the relevant databases, publications, library collections, etc.

Honestly, the biggest obstacle has been exhaustion and despair due to my job now being nothing but grading hour after hour, day after day, week after week. I've added a little sync teaching to the asynchronous courses to see if that will help students and cheer me up a bit.

I did not have a space at home conducive to studying. I found professors to be rather inaccessible overall--I understand they were swamped with emails, I do not have a solution to suggest. I found the availability of librarians helpful. I found the interlibrary loan system helpful. I am grateful the librarians were able to help me find specific journal articles. I needed help with GIS research and felt guilty harassing a professor specializing in this topic with questions when not enrolled in their class.

I feel like I don't have enough time. I am always rushing with everything. Maybe I need help with organizing my time.

I found it hard to find certain online articles at times but thru the resource of the online librarians and ███████████, I was able to get most of what I needed. They were incredibly helpful. sometimes they sent me a table of context from a book so I could figure out if I needed that book. sometimes ██████ sent me extensive directions to help me search. I was very fortunate to work with great resources virtually this semester. This was my first semester in a doctoral program.

I have been somewhat depressed. I should have taken advance of counseling services. It made it hard to concentrate.

I have to learn proper time management.

I learn better in person and the semi-virtual and synchronistic classes have an element of disorganization and chaos that make it very difficult to effectively consume the material.

I simply wish that all study rooms would be available, including the two on the third floor which are now closed off.

I was not teaching Fall 2020

If math class was taught in person, everything will be much more easier.

Inability to stroll among the stacks looking for interesting titles.

Internal programmatic related issues

Internet connection

It has been challenging to engage students and communicate effectively making it more time consuming

It has been difficult to do literature research because the books and journals are not easily available. My Special Project/Thesis students have had a difficult time doing their literature research to.

It's harder to feel connected and engaged; it almost feels like it's "not real". Intellectually I know the stakes are high (I'm a graduate student and my loans are piling up, and my future career and livelihood depends upon my success in the program), but emotionally I often feel disengaged and stuck in procrastination.

It's harder to get help specially if they are advisors they care about advising then having a meeting with their students.

Just not being in person

Lack of access to a scanner; No ILL of books

Lack of class discussions and peer reflections, as well as in person experience, due to being entirely online.

Lack of classroom interaction.

Lack of communal study space.

Lack of in person help. But given covid19 virtual is safer for me.

Lack of resources in our library/obtaining materials - I do not feel that it is an easy process compared to the database/journals at my undergraduate school and compared to my brother's university

Lack of time to get everything done!

Lack of time. And honestly the library website is not that easy to use and the library does not always have what I need and loan requests do not always result in my getting what I need.

Lacking an academic space to study or utilize resources

Library closures

Managing my time, balancing school and issues at home.

More prep time to handle the various teaching modality changes during the semester and helping students with problems caused by the pandemic.

Motivation

Motivation

My class schedule conflicted with the library hours this semester.

My lack of motivation

My own procrastination

My reduction primarily comes in the research area. This is mainly due to trying to find time to focus on research amidst have brand new course preps, remote teaching for my son, and focusing on programmatic adminstrative tasks.

Myself

N/A

N/A

N/A

N/A--employed for Spring 2021

No comment

No obstacles. The Buley Library team rocks! ███████

No support of the child care

None

None

None.

Not being in community with others. Not being able to have live discussions.

Not being in person to ask questions as they come up or dealing with technological issues such as lost wifi connection and crashed webpages during exams

Not enough Tutorials on using library resources as well as Apps

Not having a quiet place to teach that has a good internet connection.

Not having enough time to do all of the things that are expected of me at this university. The union tells us not to work more than the hours we are contracted for but our assigned responsibilities cannot be completed in a reasonable work week. Added to this, we are constantly under threat of having our "resources reduced due to budgetary constraints"--meanwhile, I am teaching in a graduate program that has NEVER shown a drop in enrollment, INCLUDING DURING THE PANDEMIC. I should not be worrying about whether or not resources will be available for teaching.

Not meeting in person!

Oddities in Microsoft Teams and in other technological areas (including loss of wifi on a computer while having no wifi problems with other devices at the same time) were the main issues I encountered. The databases hosted by Buley Library were very helpful for both my students and me. The interlibrary requests were also very helpful.

Online

Online classes

Online learning in general is my biggest obstacle to my success.

Online teaching is more labor intensive therefore it is more difficult to schedule time for everything else.

Online teaching is much more time consuming, reducing my ability to make time for my own research. At the same time, very thankful to the Reference Librarian staff for all the help they have provided through chatting and one-on-one consultations with my students who are working on research projects. THANK YOU.

Online teaching is tremendously time-consuming and stress-inducing--little time or energy left for scholarly work. Lack of easy access to analogue materials--books and stacks--impedes research.

Professors had higher expectations for us despite the increase in stress that virtually learning caused us.

Restricted access to peer reviewed journals

Restrictions of access to the library because of Covid (library was often closed during hours when I normally used its services

Screen fatigue has been one of the greatest obstacles.

Students are prepared for asynchronous learning at a 50-100% rate.

Students struggling, mental health toll of the pandemic/2020, teaching 4 different courses online, just general overload.

Students' work ethics/attitude toward getting their assignments completed on time.

Taking courses with labs are incredibly difficult to succeed in with them being virtual.

Teaching online

Teaching online in the context of this pandemic takes much more time and energy than I would have ever anticipated.

The amount of extra time needed to teach in the era of COVID. I am teaching 4 hyflex classes and I find myself having to prepare for 2, sometimes, 3 different methods of delivery for the same class.

The library has so few electronic resources that I have to access articles and books through friends or amazon.

The main issue is the time it takes to transition to online teaching. Preparing and recording lectures for asynchronous delivery is much more time-consuming than preparing for an in-person class. Online courses also require more time spent grading and communicating with students about missing or incomplete assignments.

The main obstacles to success in my learning during Fall 2020 was have to complete readings and assignments in my home. Doing this in the library helped me to be productive and focused.

The remote environment. Never having met my students. Connection with other faculty and staff is still there but diluted in the virtual environment. The technology has weak points.

The remote learning has been the most difficult. Between the online learning style, finding a quiet place to work and study and not being able to ask questions in the moment have all played their part this semester

There have been some articles and books on Jstor that are not available to SCSU, but the inter-library loans have been key in solving this.

There was less collaborative work and the reduced "chanced meetings" made it feel more isolating.

This is my first year so I have not experienced any obstacles so far.

Time limitations dur to Covid19

Time management

Time management

Time spent on learning multiple new platforms, student crises I want to support but take up a good deal of mental energy finding appropriate resources for, and reduced child care.

Time. I'm already in front of the screen so much I don't want to add more time in front of the computer and I have less time than before to conduct my research.

Too much to do and no support.

Unnecessary administrative busy work

Virtual teaching ; work life balance

Where do I start? The impending sense of fear and worry challenges the students and in turn it has an effect on me. Trying to get work done in that kind of atmosphere is often a challenge

WiFi connection and not having the teacher and lecture there in a class at a set time.

With everything online, connection issues have been problematic.

answering questions like this that force an answer

basic computer skill development. slow, but steady

being online

cannot find some ebooks

making sure our students have unfettered access to fast and reliable internet.

mental health, inability to access sources for my thesis (outside of SCSU)

motivation

na

online teaching took a LOT more time than anticipated.

pandemic brain- hard to concentrate; much more time spent prepping and grading for online classes

restrictions on access to other CSU library database

struggling a bit with direct contact to a librarian

synchronous-fatigue from meetings; time (seems everything takes more time now)

time management with outside stressors and responsibilities

Have you received direct or indirect support from Buley Library since the beginning of the COVID-19 pandemic? If yes, please describe.

9.52%

35.71%

54.76%

■ Yes (please describe below) ■ No ■ Maybe
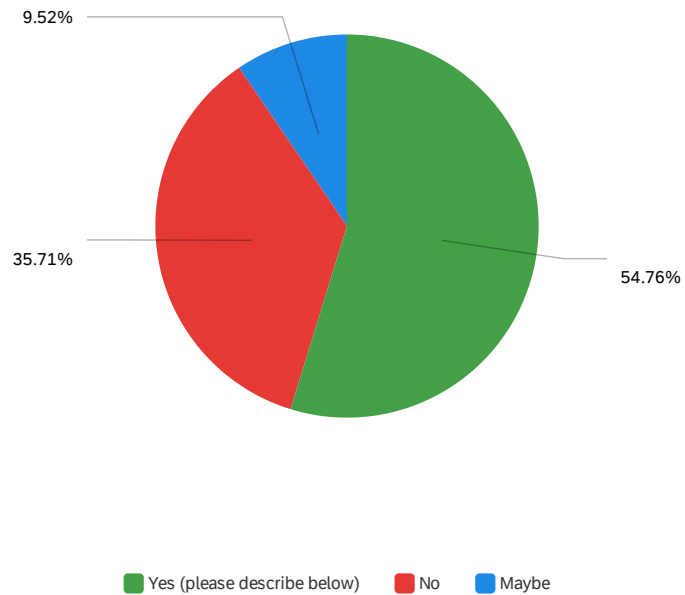
#	Field		Choice Count
1	Yes (please describe below)	54.76%	69
2	No	35.71%	45
3	Maybe	9.52%	12
			126

Showing rows 1 - 4 of 4

If yes, describe your direct or indirect support from Buley Library

Access to CRAP test information on website at https://libguides.southernct.edu/c.php?g=7344&p=35321

Access to online books, articles, and videos for online classes, and ability to still check out print books. Ability to ask questions through chat.

Accessing articles and books in digital form, even scanned.

As mentioned above, both the databases and the interlibrary resources were invaluable.

Books were pulled from the selves for me to check out.

Buley librarians have helped me to secure digital copies of several sources for teaching. They have always been helpful too with helping me acquire sources for my research, but I have not had time this term to engage in that, but have no doubt that the Reference Librarians would be as helpful as they always are if I was engaged in research.

Chat with a Librarian

█████████ is always available for my students and me.

Email and texts

Emailed questions or used Chat on website.

Everyone at the library has bent over backward to make sure that I was able to access the resources I needed. I also know that several of my students have been able to work remotely with librarians this semester on projects without problems.

Help finding ILL resources, or extending the deadlines on checked-out items.

Help obtaining articles from the library

Help understanding when the catalogue says we have access to something and we really don't. Unfortunately that happens very often.

I access materials for my course over the course of the semester. I also refer students to the librarians for assistance with their projects.

I chatted with a librarian who then followed up on my request via email

I do my research online

I emailed ████████. asked for interlibrary loans virtually --which I got in a timely manner. used online chat during searches. I was inexperienced with accessing the library until this semester and really found the staff very helpful. I think planning ahead and not waiting until the last minute for assignments is very helpful for yourself but also for the staff to be able to help you.

I had help a couple times last spring when I needed access to a couple books/articles for research. One librarian helped me access a program by downloading the VPN through Southern, and another helped find a book on another public domain website. Both super helpful, prompt, and courteous interactions!

I have been using Buley to gather materials for a new class this spring, which required articles and essays sent via ILL and picking up a few books in person.

I have gone to the library for class as well as tutoring. In person tutoring is what has allowed me to get through statistics this semester. I have never learned well from prerecorded lectures, so having in person assistance has been key.

I have made it clear that I need robust clinical training resources. Buley has subscribed to Psychotherapy.net, which has been enormously helpful. I hope that Buley will continue to add to resources-- video and print material-- related to clinical applications.

I have picked up books from the library, both from Buley and ILL.

I have received helpful links and guidance from Rebecca, Wendi, and Kari about various issues connected to teaching. The staff at Buley continues to be top notch.

I have used Buley library for research papers that I needed to do. Without speaking to them I wouldn't be able to find the correct databases.

I have used ILL and the chat box to ask a question.

I have used the online chat every time I was researching a paper. More frequently than I ever have. They were very quick with the response and emailed me resources. My only take is that sometimes the chat closes and you lose who you were talking to so if that could be fixed then it would be perfect.

I keep getting locked out of ordering ILL

I received information on how students can access textbooks on reserve

I received support regarding OER and how to incorporate things like movies and short clips into the class. I love the additional resources that we've received and have been grateful for the support.

I utilized the printing services

I was sent articles from the library while working on my FYRE research paper.

I'm not sure what you mean by "support." I checked books out.

I've been using databases for teaching and research. Also, it has been so helpful to still be able to refer students to the Buley Library, knowing that you are there to support them.

I've had a number of books I needed to return and borrow and was able to chat with someone to make the proper arrangements.

I've utilized the database search engines from the library website. I also work in the library and have received tech assistance from the IT office.

ILL

ILLiad System, Librarian chat

In-class research presentation assistance with library assistant

Indirect and I called they were informative and helpful

Interlibrary loan, location of articles and provision of the item.

████ was awesome in helping me with my first paper!

Librarian ████████ has been a tremendous help. She has looked up articles, given advice, proof read my proposal. She responds so fast to every request!

Looked for readings for my class.

My direct support is going in a study room getting my work done.

My topic was to advance for the librarian to help me with but they directed me to the librarian who is versed in my degree

Online journals and databases

Oxford English Dictionary online access.

Presentation by ████████ for graduate health policy staff. Searching for some articles.

Providing me with books for when I hope to find time to write

Reaching out for librarian assistance

Remote access to journals searching for articles

Study rooms and in-person tutoring.

The circulation staff made sure my students received scanned readings prior to the semester officially beginning.

The library has been an amazing resource for me for finding books and readings for my graduate courses. I was able to make requests online and either have the reading emailed to me or was able to pick up the book within 24 hours. Outstanding service!!

The library has greatly increased its access to digital video libraries so that I'm able to offer my Shakespeare I (and Shakespeare II) students the choice of multiple versions of the plays to watch online. They have one formal assignment connected to this viewing, but I always suggest they watch videos if they are struggling with the language:)

Through interlibrary loan requests and help with navigating SCSU's databases!

Tried to set up a Writing appointment but, unfortunate for me, I called the same day I needed to turn in my paper and so was unable to make use of this service.

chat reference

chatte and emailed with librarians. very helpful!

contacted by a library staff or faculty member about available electronic resources suited to my or my department's work

film and virtual book

If yes, describe your direct or indirect support from Buley Library

▼

great resourceful people at the Buley Library! My three grad classes required quite a bit of reading outside of the assigned textbooks. Live Chat was a resource I desperately needed. I would ask for specific readings and they were emailed to me asap. Thank you all!

library materials and services

needed some pages of a book scanned and sent to me from the library

tutoring and a quiet space to study

website chat function email communication about journals email communication about textbook loans in-person communication about textbook loans IT help about software

How would you rate the support you have received from Buley Library since the
beginning of the COVID-19 pandemic?
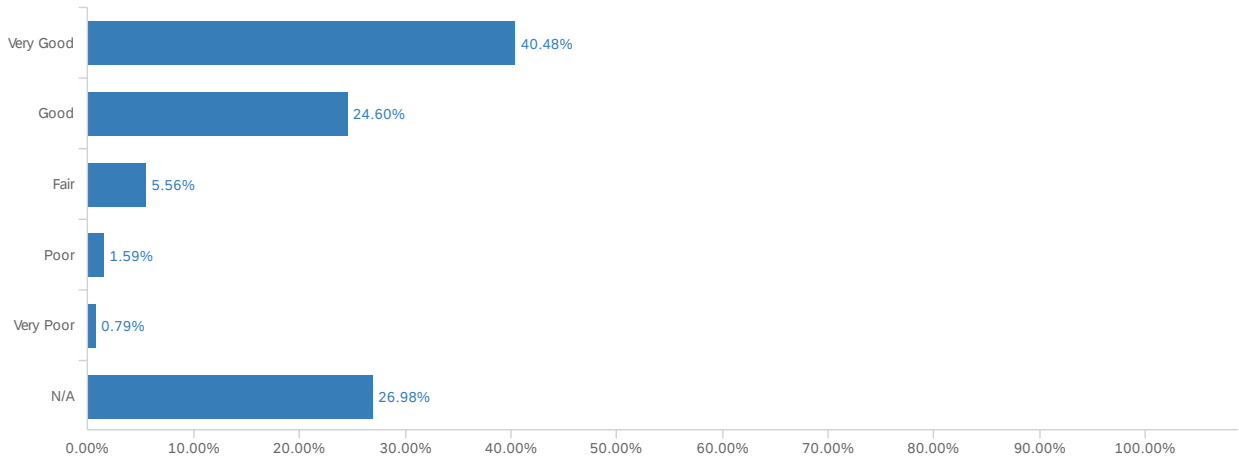
#	Field		Choice Count
1	Very Good	40.48%	51
2	Good	24.60%	31
3	Fair	5.56%	7
4	Poor	1.59%	2
5	Very Poor	0.79%	1
6	N/A	26.98%	34
			126

Showing rows 1 - 7 of 7

Buley Library offers a variety of services and resources to support the community during

this period of reduced campus density. Were you aware of this before now?
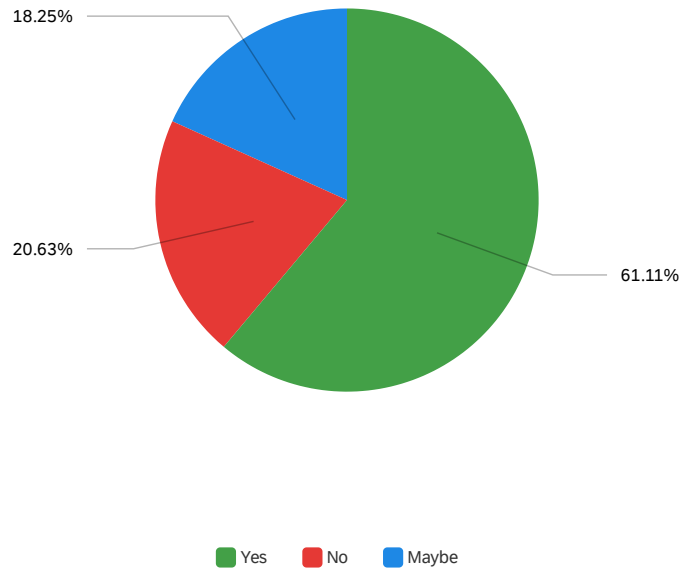
#	Field		Choice Count
1	Yes	61.11%	77
2	No	20.63%	26
3	Maybe	18.25%	23
			126

Showing rows 1 - 4 of 4

What Library services and resources have you used during the fall semester? (Check all that apply.)

Service/Resource	Percentage
E-books	43.12%
Book and article scanning requests	17.43%
Photocopier	6.42%
E-journals	55.96%
Interlibrary loan	26.61%
Scanner	5.50%
Databases	60.55%
Reserve materials	12.84%
Printing	8.26%
Library chat	37.61%
Library class/instruction	14.68%
Poster production/printing	3.67%
Virtual appointment with librarians	16.51%
Other	12.84%
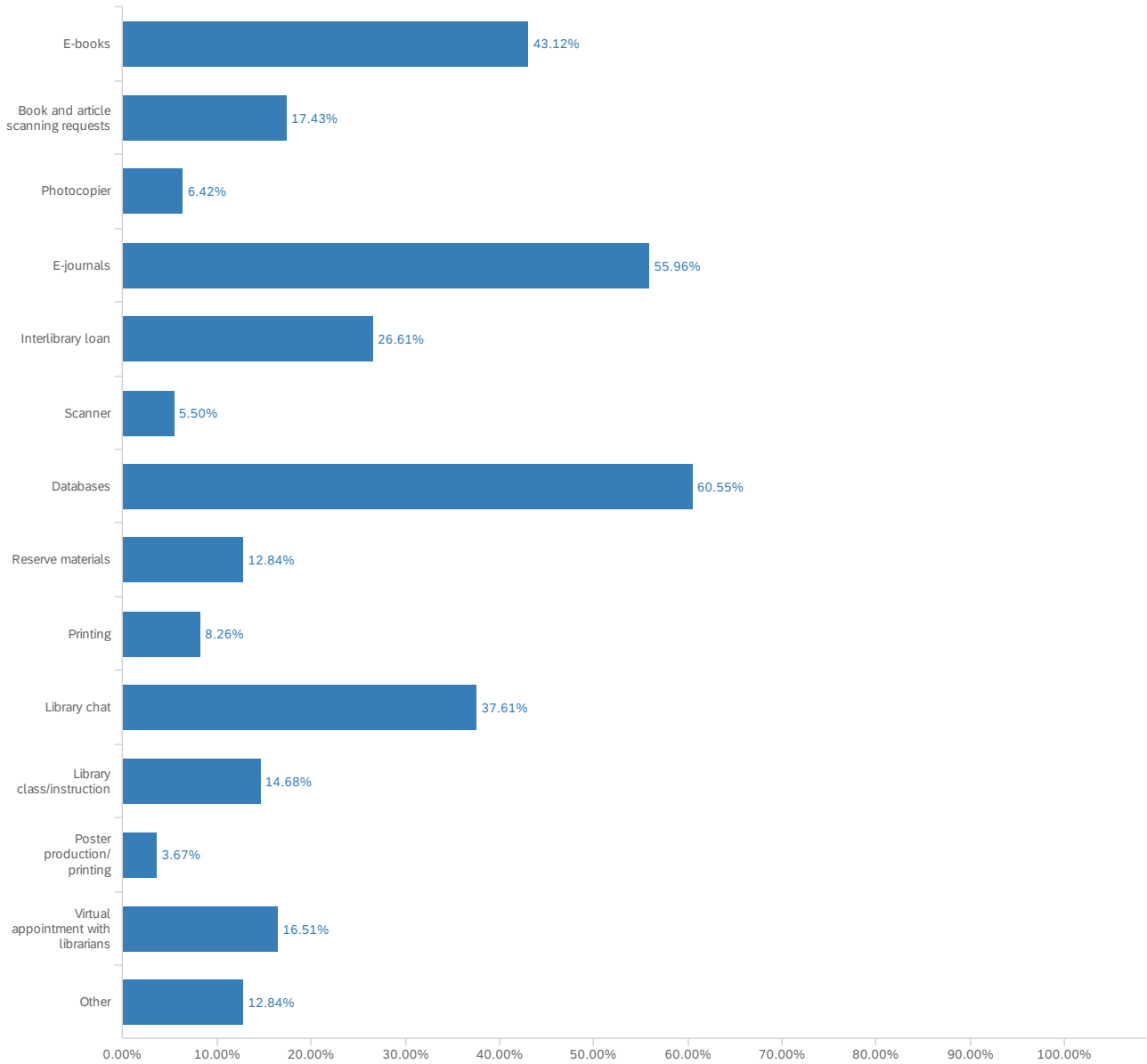
#	Field		Choice Count
1	E-books	43.12%	47
2	Book and article scanning requests	17.43%	19
3	Photocopier	6.42%	7
4	E-journals	55.96%	61
5	Interlibrary loan	26.61%	29
6	Scanner	5.50%	6
7	Databases	60.55%	66
8	Reserve materials	12.84%	14
9	Printing	8.26%	9
10	Library chat	37.61%	41
11	Library class/instruction	14.68%	16
12	Poster production/printing	3.67%	4
13	Virtual appointment with librarians	16.51%	18
14	Other	12.84%	14
			109

Showing rows 1 - 15 of 15

How often have you come to the Library on campus?
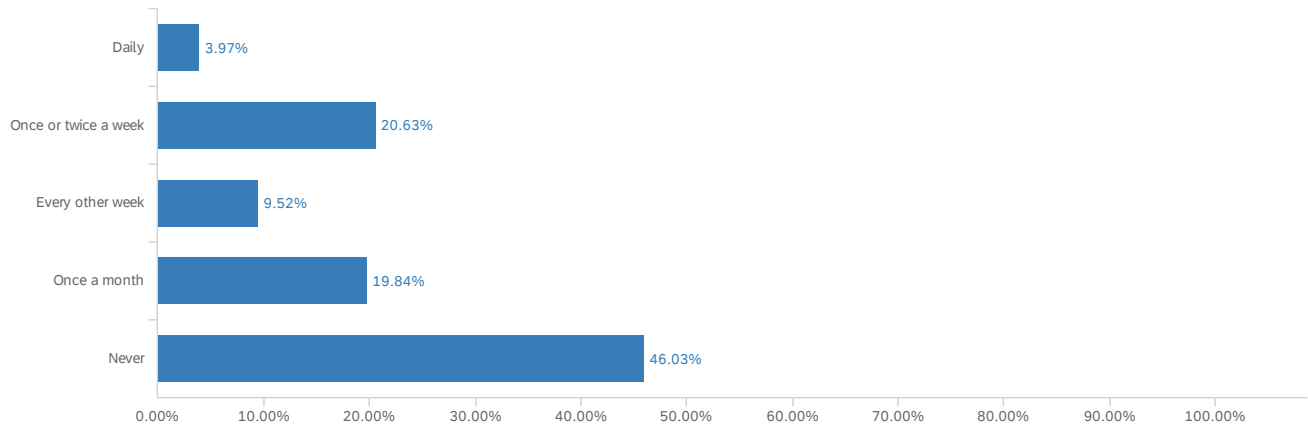
#	Field		Choice Count
1	Daily	3.97%	5
2	Once or twice a week	20.63%	26
3	Every other week	9.52%	12
4	Once a month	19.84%	25
5	Never	46.03%	58
			126

Showing rows 1 - 6 of 6

What services in the Library did you use during your campus visits? (Check all that apply)

Service	Percentage
Check out books	36.84%
Computers	21.05%
Use other library resources	27.63%
Printing	19.74%
Do research	40.79%
Copying	9.21%
Laptop loan	1.32%
Scanning	3.95%
Poster production/ printing	2.63%
Fax	1.32%
Ask for library help	27.63%
Other	28.95%
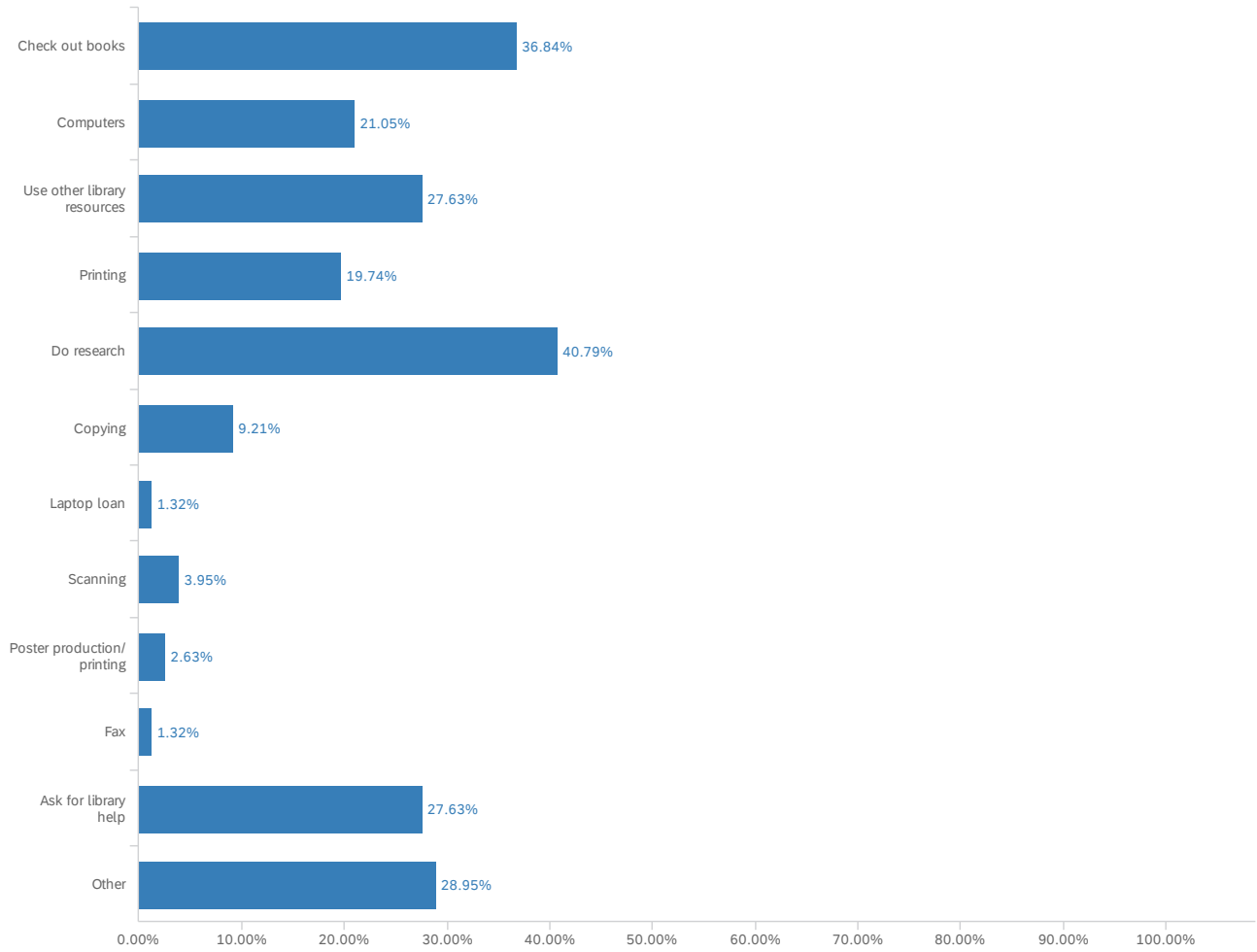
#	Field	Choice Count	
1	Check out books	36.84%	28
2	Computers	21.05%	16
3	Use other library resources	27.63%	21
4	Printing	19.74%	15
5	Do research	40.79%	31
6	Copying	9.21%	7
7	Laptop loan	1.32%	1
8	Scanning	3.95%	3
9	Poster production/printing	2.63%	2
10	Fax	1.32%	1
11	Ask for library help	27.63%	21
12	Other	28.95%	22
			76

Showing rows 1 - 13 of 13

How often did you come to the Library to study?
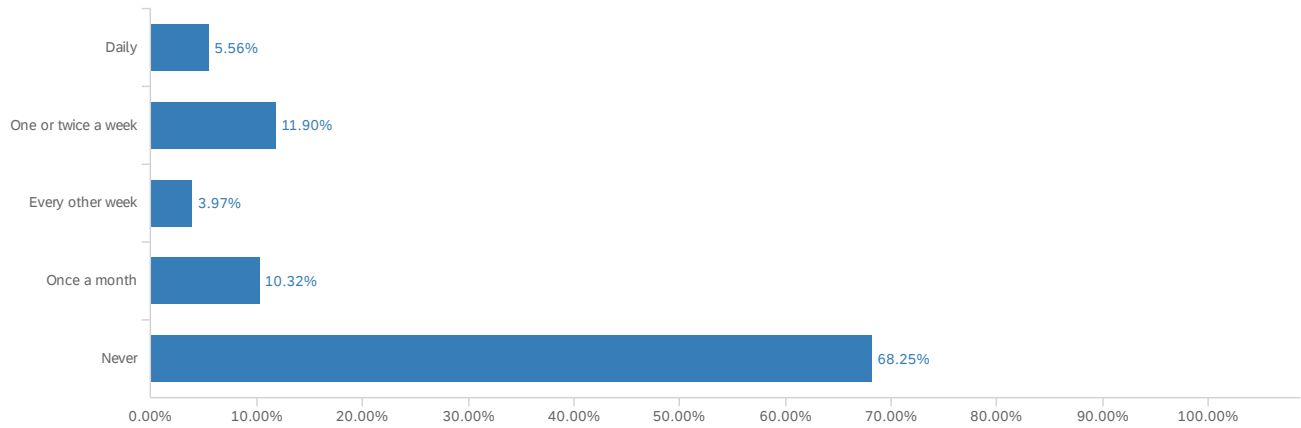
#	Field		Choice Count
1	Daily	5.56%	7
2	One or twice a week	11.90%	15
3	Every other week	3.97%	5
4	Once a month	10.32%	13
5	Never	68.25%	86
			126

Showing rows 1 - 6 of 6

If you come to the Library to study, how long do you usually stay?
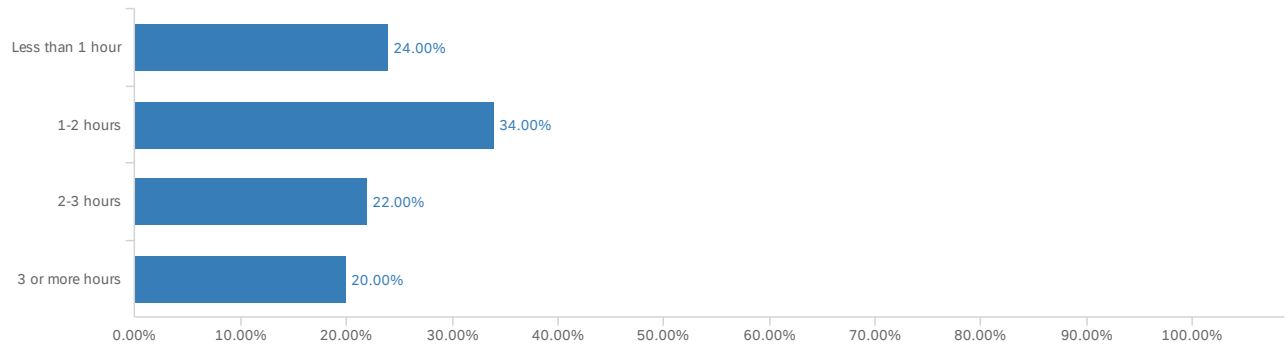
#	Field	Choice Count	
1	Less than 1 hour	24.00%	12
2	1-2 hours	34.00%	17
3	2-3 hours	22.00%	11
4	3 or more hours	20.00%	10
			50

Showing rows 1 - 5 of 5

If you never come to the Library, please explain why?

100% remote teaching.

Able to use online resources

All my classes are online and I live off campus over 40 minutes away.

Avoidable pandemic risk. Teaching online, so no need to be on campus.

Because virtual access is more convenient given the current situation and in general -as a graduate student- in relation to commute times.

COVID

COVID and cancer. I had surgery on 8/24 for stage 4 uterine cancer and have been going for chemo infusions every 3 weeks since 9/17. I am immunocompromised and limit my "outside" exposure.

COVID-19. I did not attend last semester.

Co-vid precaution, plus I had one evening class on campus. Due to life commitments, I didn't make it early enough to visit the Library.

Covid

Covid-19

Covid-19, feel much safer doing everything from home.

During normal times, I come to the library to use the scanner, attend meetings, check out books, etc. I don't work there because it's really a student space, not a faculty one.

Ever since the pandemic, I have been taking every single precaution. I work in a mental health facility and I have a young niece and nephew. I did not feel comfortable getting on a train and commuting.

Health risk due to age and previous medical history.

I always was able to complete assignments and I am busy.

I am a faculty member and have an office space to use. I taught in the Library 2x a week this semester

I am a full remote, graduate student. When I did come to campus once a week for class pre-pandemic, I typically visited the library 1-2 times a month to check out books.

I am a graduate student and I live off-campus. I prefer to study at home during this time.

I am a professor, and my class is not in the library. I never had a reason to go there

If you never come to the Library, please explain why?

I am avoiding other humans in order not to catch the coronavirus, so I have only been on campus twice since last March (both times to get materials in my office). I have not avoided the library per se.

I am not coming because of COVID19

I am only on campus at night because I am a graduate student

I am replying re Fall semester during Covid. Ordinarily I would come in person about once per month

I am teaching remotely and do not live near Southern. If I did live in New Haven, I probably would have visited the library.

I am teaching virtually and rarely leave home.

I come to the library for work, but utilize resources as I need them for my own use in my courses.

I do not visit campus.

I find it too crowded, noisy, and messy.

I have been working, studying and being a mom. It was difficult to commute and find a babysitting with covid-19.

I have come to the library this semester; however, I only went once in October. I have not gone since due to the rise in Covid cases.

I have in previous semesters. I live in eastern CT do it's a long drive.

I have my office

I have not come to campus because of COVID-19 fears due to other health issues. I have, however, made good use of the library's excellent Reference Librarians and digital resources. My one wish is that there was more ability to secure interlibrary loan items digitally.

I live 30-40 minutes away from campus. I normally commute, but all of my classes were online this semester. I was able to receive enough resources for my assignments through Buley's databases, as well as find quiet study spaces in my own home.

I never needed to.

I only used the library for the reservable rooms to facilitate a synchronous class directly after an in-person one.

I said I come once per month - but the reality is - I came once last semester to the library. It was to return books I checked out last spring.

I sat outside the library at the picnic tables and that was great. I did come in to get a book, and a coffee a couple of times.

I use another location on campus to work. Closer to the resources I need in my department

I was unaware of all the services offered. SUGGESTION: Some one from the library should send an email to all SCSU students next semester highlighting the great services that can be used. This would have been very helpful at the beginning of this semester.

I work from home and I used other resources that's easily assessible on the web.

If you never come to the Library, please explain why?

I'm a commuter. I don't have any type of transportation whastsover and don't know how to drive. That is probably the only reason why I never come to the library.

I'm in Maine. When I was a student there I used to come to the library frequently.

I'm not on campus.

In other semesters, I came to the Library regularly to check out books. This semester (Fall 2020) I did not come to campus at all, due to the pandemic.

Just started the semester

My class is entirely virtual

My courses are online, and I live about an hour away.

My trips to the library were limited this semester since I was on campus much less due to COVID-19. Otherwise I use the library much more!

N/A

Never been to the campus.

Never on campus

No need

Not on campus

So there's this pandemic...

The pandemic.

There was a pandemic happening.

Totally remote

did you mean during the pandemic or usually? I answer the questions based on last semester.... otherwise I probably on go to the library once or twice during the semester, either to check on reserve materials or maybe for a meeting

have not needed to date

n/a

n/a

online grad student. able to access what I needed virtually.

prefer to isolate at home or in personal office space

Do you have confidence in the COVID-19 policies and procedures the Library put into practice throughout the pandemic?
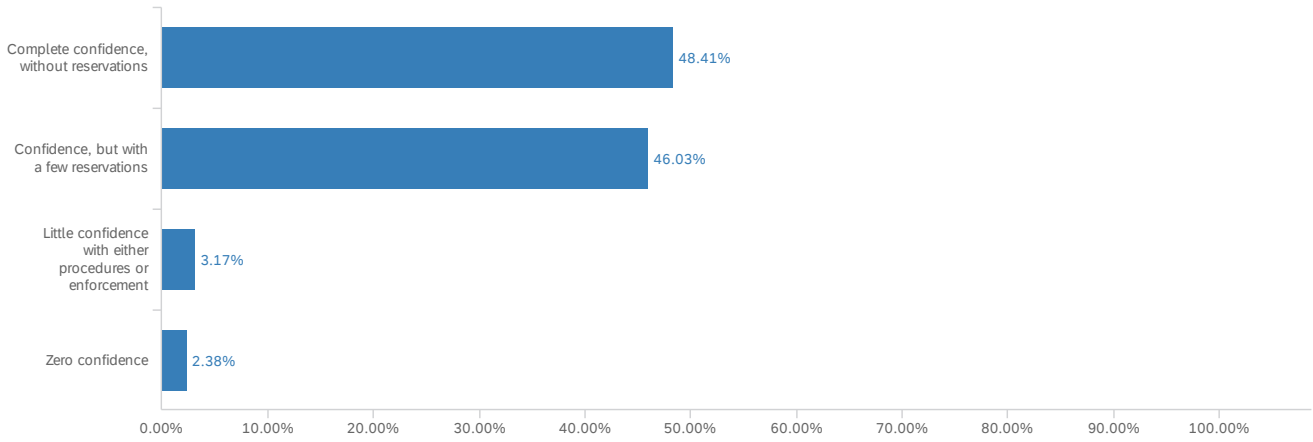
#	Field		Choice Count
1	Complete confidence, without reservations	48.41%	61
2	Confidence, but with a few reservations	46.03%	58
3	Little confidence with either procedures or enforcement	3.17%	4
4	Zero confidence	2.38%	3
			126

Showing rows 1 - 5 of 5

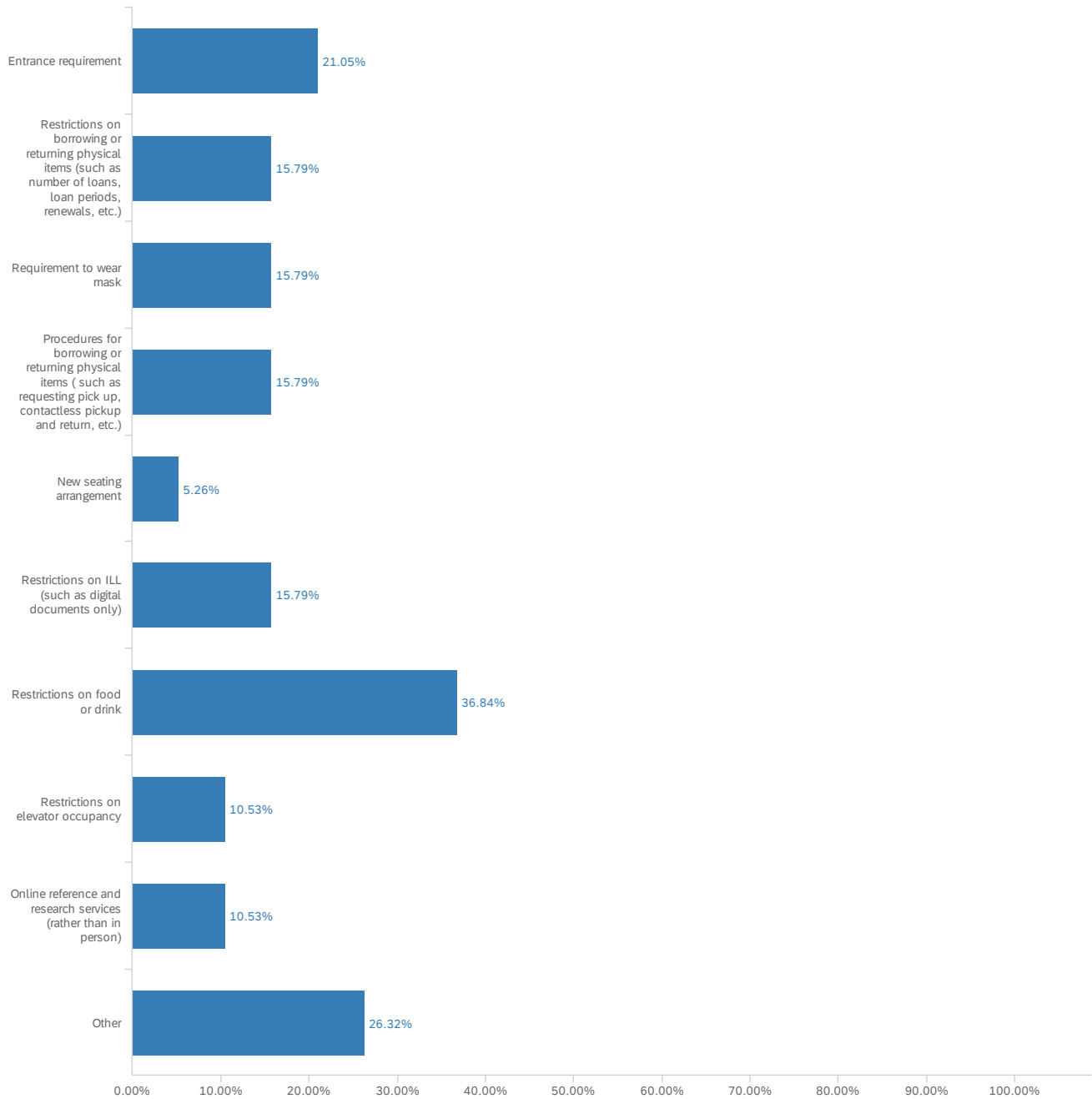# Have you registered complaints about these or other items? (Check all that apply)

| Category	Percentage
Entrance requirement	21.05%
Restrictions on borrowing or returning physical items (such as number of loans, loan periods, renewals, etc.)	15.79%
Requirement to wear mask	15.79%
Procedures for borrowing or returning physical items (such as requesting pick up, contactless pickup and return, etc.)	15.79%
New seating arrangement	5.26%
Restrictions on ILL (such as digital documents only)	15.79%
Restrictions on food or drink	36.84%
Restrictions on elevator occupancy	10.53%
Online reference and research services (rather than in person)	10.53%
Other	26.32%

#	Field	Choice Count	
1	Entrance requirement	21.05%	4
2	Restrictions on borrowing or returning physical items (such as number of loans, loan periods, renewals, etc.)	15.79%	3
3	Requirement to wear mask	15.79%	3
4	Procedures for borrowing or returning physical items (such as requesting pick up, contactless pickup and return, etc.)	15.79%	3
5	New seating arrangement	5.26%	1
6	Restrictions on ILL (such as digital documents only)	15.79%	3
7	Restrictions on food or drink	36.84%	7
8	Restrictions on elevator occupancy	10.53%	2
9	Online reference and research services (rather than in person)	10.53%	2
10	Other	26.32%	5
			19

Showing rows 1 - 11 of 11

What virtual services do you use? (Check all that apply)
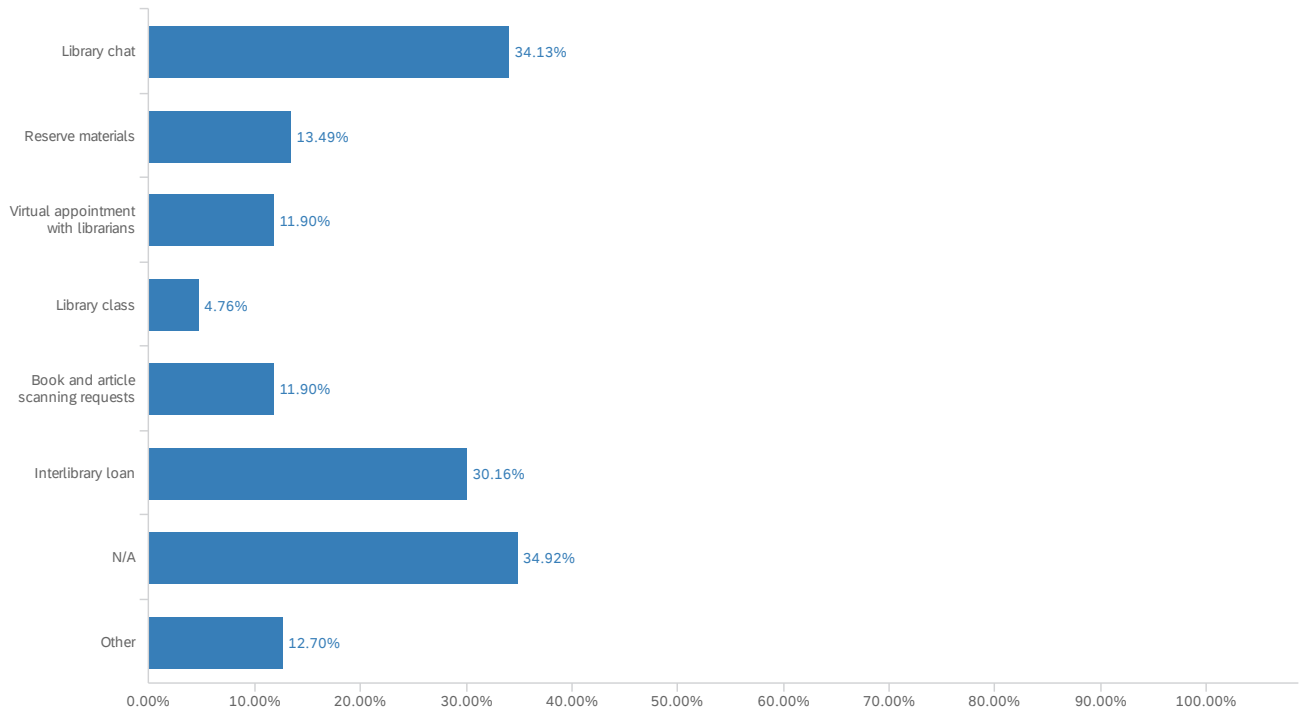
#	Field	Choice Count	
1	Library chat	34.13%	43
2	Reserve materials	13.49%	17
3	Virtual appointment with librarians	11.90%	15
4	Library class	4.76%	6
5	Book and article scanning requests	11.90%	15
6	Interlibrary loan	30.16%	38
7	N/A	34.92%	44
8	Other	12.70%	16
			126

Showing rows 1 - 9 of 9

Do the virtual hours/chat hours meet your needs?

13.49%

86.51%

■ Yes ■ No
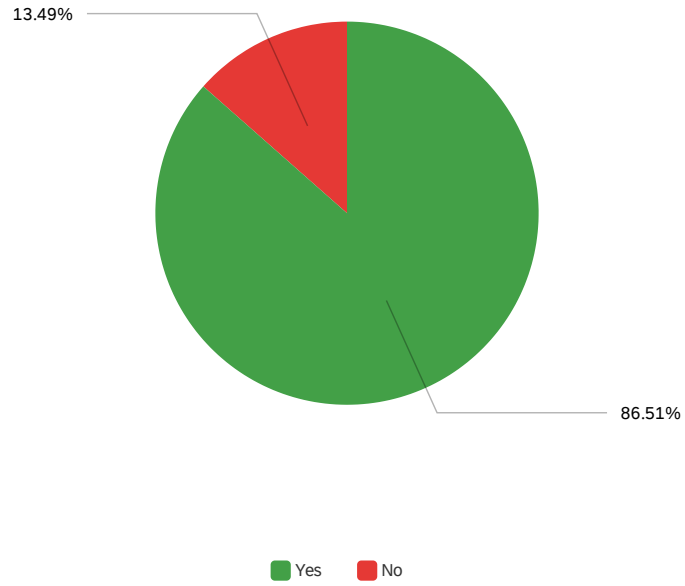
#	Field	Choice Count	
1	Yes	86.51%	109
2	No	13.49%	17
			126

Showing rows 1 - 3 of 3

What day or time would you like the Library to be open? Please explain why this day or time best meets your needs.

What day or time would you like the Library to be open? Please explain why...
▼

5 pm - 12 am, i work full time and live with a big family, it would be easier for me to come to the library to study

Anytime during the work week is best.

Because I'm also going to be online next semester, I don't have any preference.

During the day and early evening hours during the pandemic for students and faculty.

During the week works best specifically in the morning since I tend to take a lot of morning classes

Earlier opening time for teachers of 8:10 a.m. classes. 7:30 would be highly preferable.

Evenings and weekends. I teach graduate students and many of them have other commitments during the day and so need access outside of usual business hours.

Every day for students who need technology and resources to succeed.

I don't care WHEN it's open as long as it's possible to CHECK OUT BOOKS! And if we can check out Buley's books, I don't understand why ILL isn't available for actual, physical books. Anyone following the evolving science of COVID should see that we're not at high risk of getting it from physical books.

I don't have a day because I don't go to the library.

I don't have a preference. I can work around the hours set, but I think the library should be open 7 days per week.

I don't have specifications about hours but would like a window to come pick up books, even if the library is formally closed.

I think regular 9-5 hours is fine for me as faculty who is barely on campus, but I expect that students would like virtual help and those on campus need a quiet study space.

I would like the library to be open at times that will serve the students and faculty.

I would like the library to open back up normal hours and to continue the safety policies that have been put into place.

I would the chat to be available on weekend nights. With working at home and the managing everything during the week, weekend nights become a needed work time.

I'm flexible

Im fine with any time.

What day or time would you like the Library to be open? Please explain why…

It doesn't matter. I won't come in until there's a vaccine.

It would just be nice to be able to pick up books before January

I'm flexible.

Mon, Tues, Wed. This is when I do the bulk load of my assignments.

Monday-Friday 9 am-4 pm works great for my needs, however, I believe students would benefit from evening hours, as well.

More hours on the weekend. It would've been helpful as a resident. It also would have been helpful if the Owl's Perch was open on the weekend.

My students are all working professionals who need access to the library in the evenings and on the weekends.

N/A

N/A as I am not accessing campus

NA

Open a bit earlier 8:00am - 9:00pm

Open earlier on the weekends, not all college students sleep in. And that the owl perch did not close so early

Present days and times are adequate.

Several days a week. Weekdays preferably.

Sunday. When I can come.

The evening hours work best because I am a non-traditional student.

The open hours are fine.

Weekdays afternoon and early evening (4-9PM). These are times that are difficult for me to find quiet space at my home. I typically work in the morning.

Weekdays from 10am-6pm. It is sufficient to handle reduced attendance throughout the pandemic. It also helps narrow down the time frame in case of tracing contact between people.
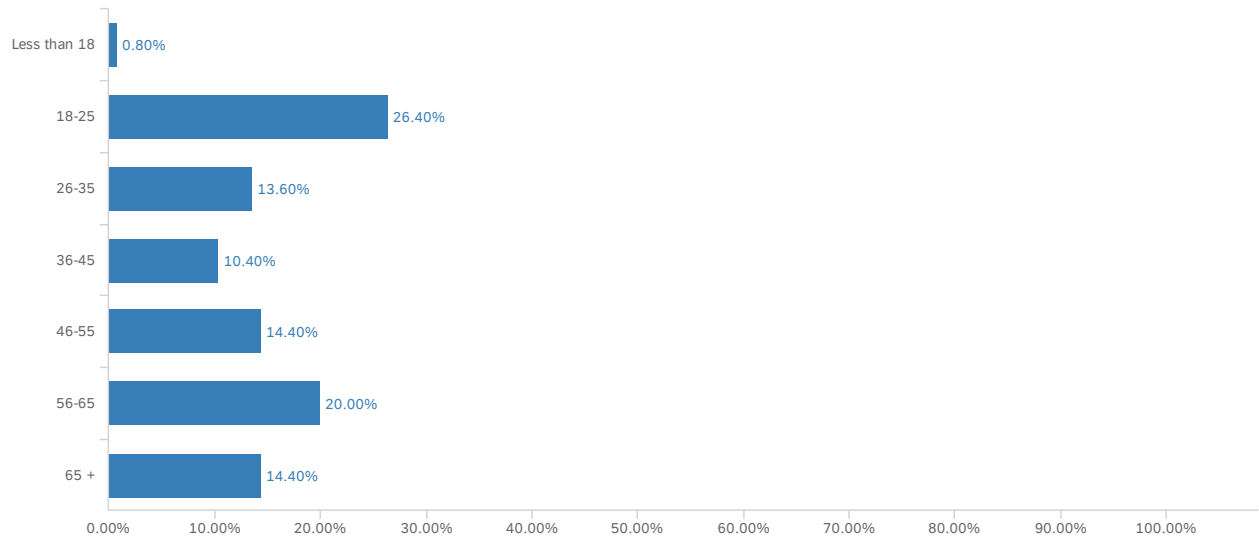
Weekend hours need to be extended, especially on Sunday morns.

Weekends because I work full time during the week

Weekends, as that is when I tend to do my work.

Your hours are fine as the library is scheduled.

Your age

#	Field	Choice Count	
1	Less than 18	0.80%	1
2	18-25	26.40%	33
3	26-35	13.60%	17
4	36-45	10.40%	13
5	46-55	14.40%	18
6	56-65	20.00%	25
7	65 +	14.40%	18
			125

Showing rows 1 - 8 of 8

Your gender
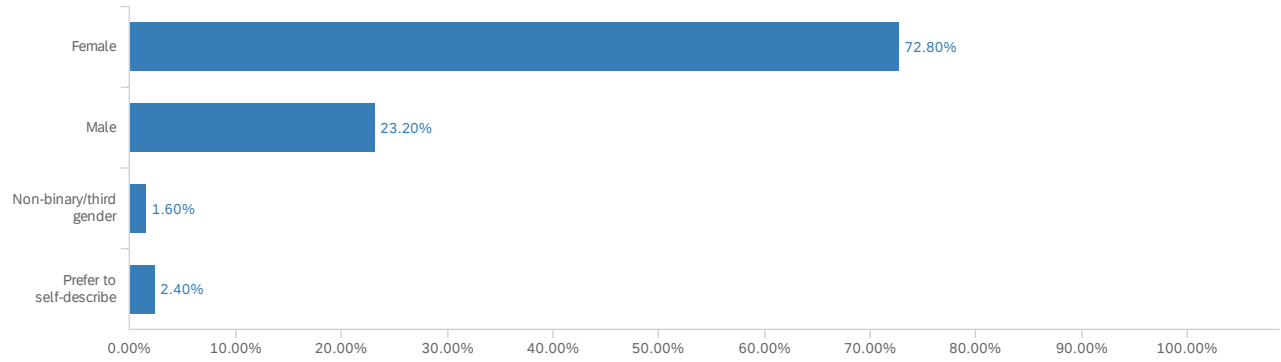
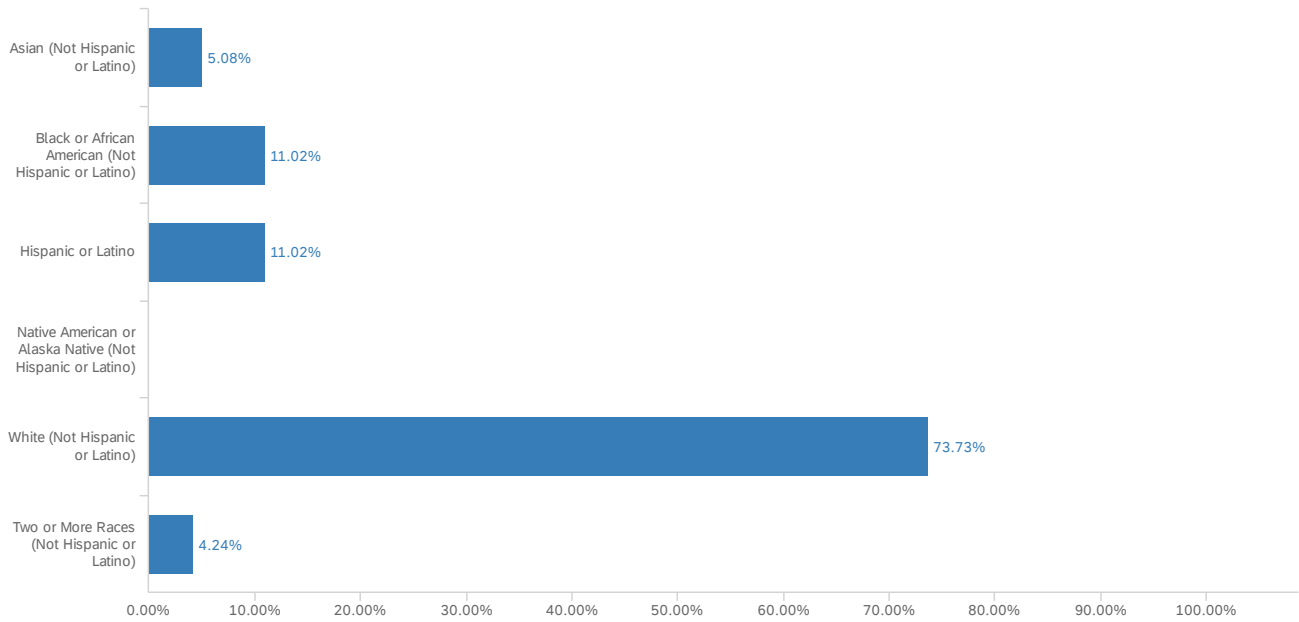| #	Field		Choice Count
1	Female	72.80%	91
2	Male	23.20%	29
3	Non-binary/third gender	1.60%	2
4	Prefer to self-describe	2.40%	3
			125

Showing rows 1 - 5 of 5

Q19_4_TEXT - Prefer to self-describe

Prefer to self-describe
why does this matter?
Genderqueer woman

Based on the following EEOC categories, how do you identify your race/ethnicity?

#	Field	Choice Count	
1	Asian (Not Hispanic or Latino)	4.84%	6
2	Black or African American (Not Hispanic or Latino)	10.48%	13
3	Hispanic or Latino	10.48%	13
4	Native American or Alaska Native (Not Hispanic or Latino)	0.00%	0
5	White (Not Hispanic or Latino)	70.16%	87
6	Two or More Races (Not Hispanic or Latino)	4.03%	5
			124

Showing rows 1 - 7 of 7

How would you identify your race/ethnicity using your own terms?

Anglo-American, New England variety.

Black

Black African Diaspora

Brown Latina

Brown/Mexican

Caucasian

Caucasion

Eastern European

Eastern European Jewish

Hispanic-Asian- American

Human

Human

I am a white Hispanic woman

I am part white and part African American.

Irish/italian

Italian American. All Italian people are mixed because the country has been invaded from the south by African peoples and from the east by Hispanic peoples and from the North by Scandinavian peoples. So I would say I'm mixed because I'm Italian American.

I'm not really sure.

Jamaican American

Jewish

Mexican - American

Multi-racial

Multiple races and ethnicities.

How would you identify your race/ethnicity using your own terms?

N/A

Polish/Russian Jew

Puerto Rican

Puerto Rican

Puerto Rican and White

South east asian

Taiwanese

Too complicated for this space

West Indian (Caribbean)

West-Indian American

Western European

White

White

White

White

White

White

White

White

White

White

White

White

White

How would you identify your race/ethnicity using your own terms?

White (European)

White Hispanic.

White is fine. Hitler would have seen me as half Jewish.

White.

White/Caucasian

again, why does this matter for the survey's purposes?

beautiful
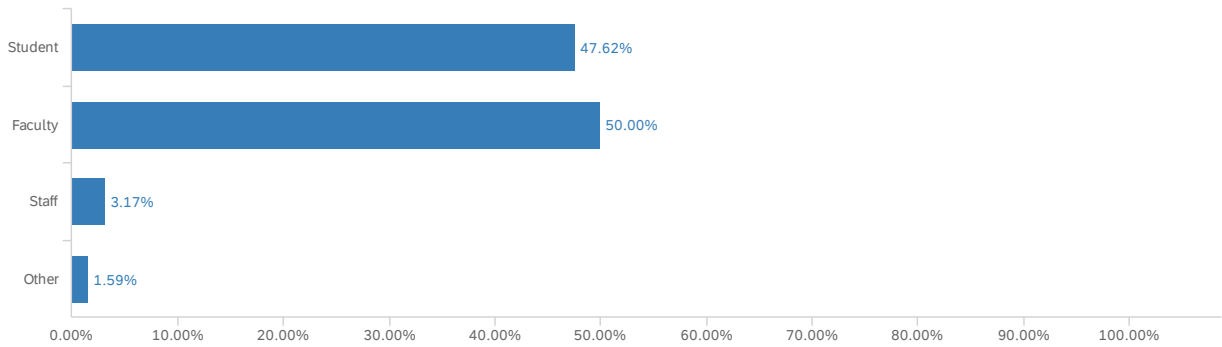
bi-racial

black

privileged white

white

white

white

white

What is your affiliation with Southern Connecticut State University?

#	Field		Choice Count
1	Student	46.51%	60
2	Faculty	48.84%	63
3	Staff	3.10%	4
4	Other	1.55%	2
			129

Showing rows 1 - 5 of 5

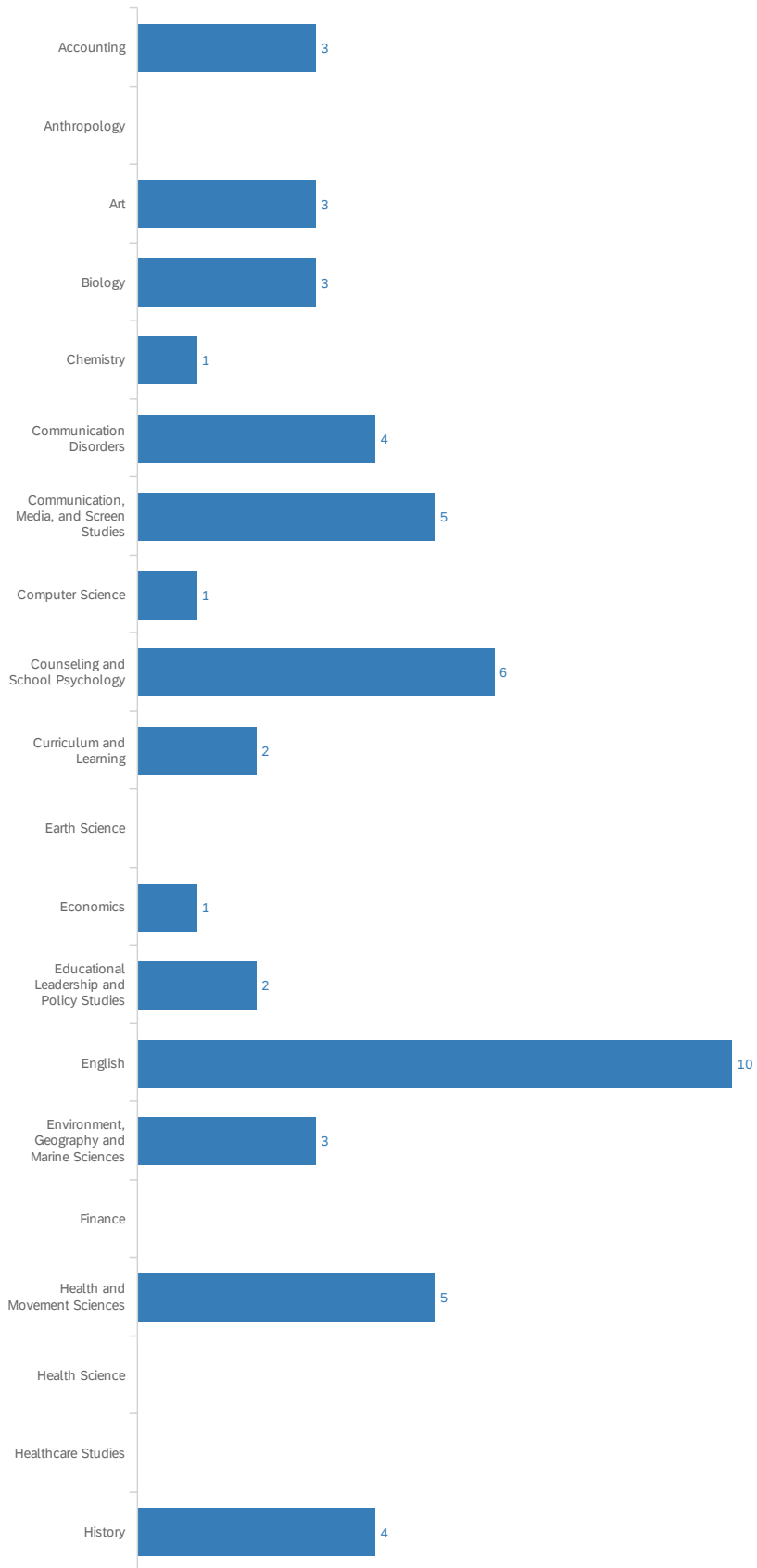## Q22_4_TEXT - Other

Other

Grad Assistant, Textbook Manager at Bookstore

non-matriculated student

Department or program

Department or program	Count
Accounting	3
Anthropology	
Art	3
Biology	3
Chemistry	1
Communication Disorders	4
Communication, Media, and Screen Studies	5
Computer Science	1
Counseling and School Psychology	6
Curriculum and Learning	2
Earth Science	
Economics	1
Educational Leadership and Policy Studies	2
English	10
Environment, Geography and Marine Sciences	3
Finance	
Health and Movement Sciences	5
Health Science	
Healthcare Studies	
History	4

Category	Value
Information and Library Science	6
Interdisciplinary Studies	1
Journalism	
Judaic Studies	
Latin American and Caribbean Studies	
Management/MIS/International Business	3
Marketing	
Marriage and Family Therapy	
Mathematics	5
Music	1
Nursing	6
Philosophy	
Physics	1
Political Science	2
Psychology	5
Public Health	6
Recreation, Tourism and Sport Management	1
Social Work	7
Sociology	3
Special Education	1
Theatre	
World Languages and Literature	6

#	Field		Choice Count
1	Accounting	2.38%	3
2	Anthropology	0.00%	0
3	Art	2.38%	3
4	Biology	2.38%	3
5	Chemistry	0.79%	1
6	Communication Disorders	3.17%	4
7	Communication, Media, and Screen Studies	3.97%	5
8	Computer Science	0.79%	1
9	Counseling and School Psychology	4.76%	6
10	Curriculum and Learning	1.59%	2
11	Earth Science	0.00%	0
12	Economics	0.79%	1
13	Educational Leadership and Policy Studies	1.59%	2
14	English	7.94%	10
15	Environment, Geography and Marine Sciences	2.38%	3
16	Finance	0.00%	0
17	Health and Movement Sciences	3.97%	5
18	Health Science	0.00%	0
19	Healthcare Studies	0.00%	0
20	History	3.17%	4
21	Information and Library Science	4.76%	6
22	Interdisciplinary Studies	0.79%	1
23	Journalism	0.00%	0
24	Judaic Studies	0.00%	0
25	Latin American and Caribbean Studies	0.00%	0

#	Field	Choice Count	
26	Management/MIS/International Business	2.38%	3
27	Marketing	0.00%	0
28	Marriage and Family Therapy	0.00%	0
29	Mathematics	3.97%	5
30	Music	0.79%	1
31	Nursing	4.76%	6
32	Philosophy	0.00%	0
33	Physics	0.79%	1
34	Political Science	1.59%	2
35	Psychology	3.97%	5
36	Public Health	4.76%	6
37	Recreation, Tourism and Sport Management	0.79%	1
38	Social Work	5.56%	7
39	Sociology	2.38%	3
40	Special Education	0.79%	1
41	Theatre	0.00%	0
42	World Languages and Literature	4.76%	6
43	Women's & Gender Studies	2.38%	3
44	Other	12.70%	16
			126

If you selected 'Other' for your Department or Program, please describe below:

If you selected 'Other' for your Department or Program, please describe bel...

Academic Affairs

Bibliographer

Early Childhood Education

Early Childhood Education

Education

Elementary education major

General Studies theme of STEM

I'm a biology major with a concentration in secondary education. I'm also in the Honors College.
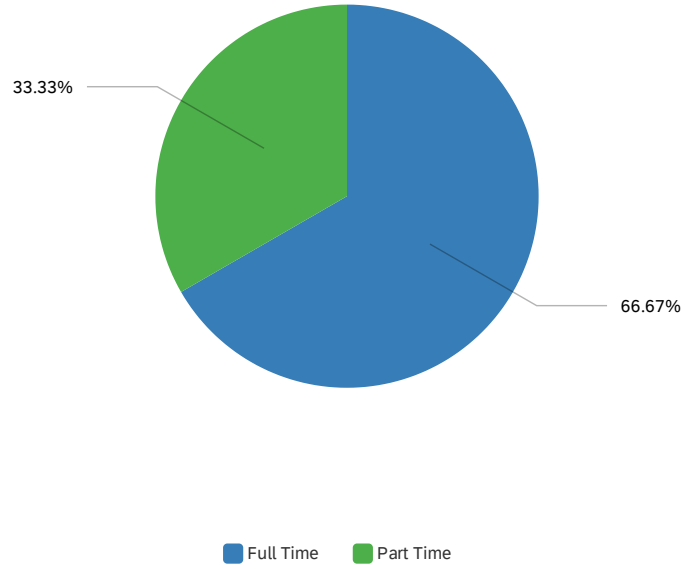
Nursing

Secondary Education with a concentration in English

Word Language

n/a

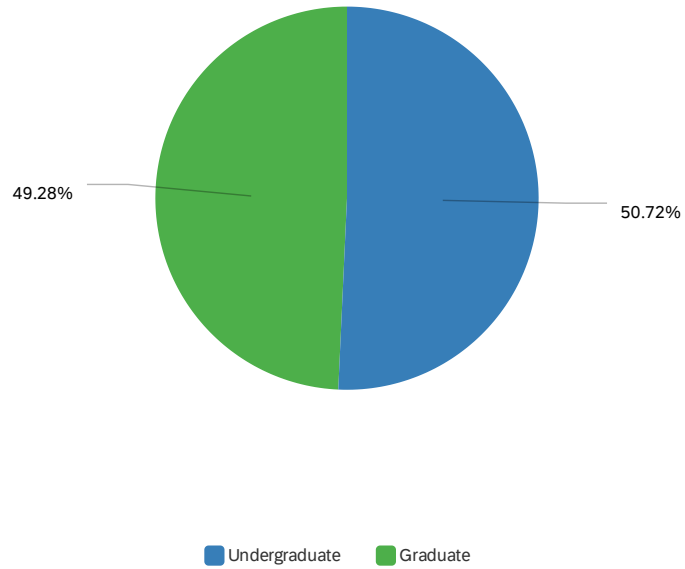non=matriculated student

Are you

33.33%

66.67%

■ Full Time   ■ Part Time

#	Field		Choice Count
1	Full Time	66.67%	84
2	Part Time	33.33%	42
			126

Showing rows 1 - 3 of 3

For students: Are you an undergraduate student or a graduate student?

49.28%   50.72%

■ Undergraduate   ■ Graduate

#	Field	Choice Count	
1	Undergraduate	50.72%	35
2	Graduate	49.28%	34
			69

Showing rows 1 - 3 of 3

For students: What year are you in your degree program?
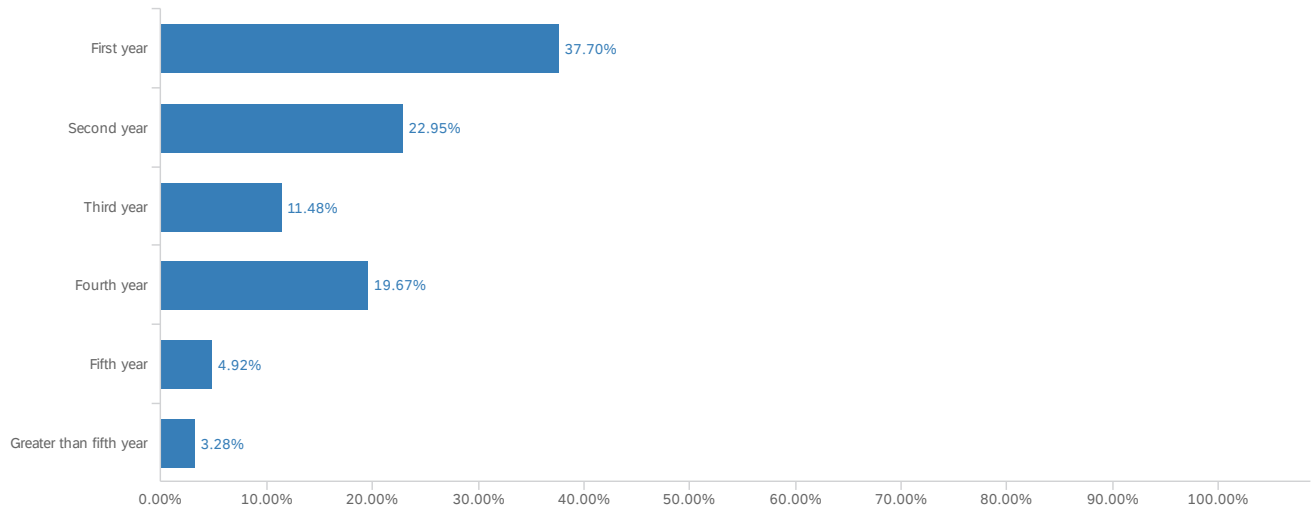
#	Field		Choice Count
1	First year	37.70%	23
2	Second year	22.95%	14
3	Third year	11.48%	7
4	Fourth year	19.67%	12
5	Fifth year	4.92%	3
6	Greater than fifth year	3.28%	2
			61

Showing rows 1 - 7 of 7

What is your current living situation?
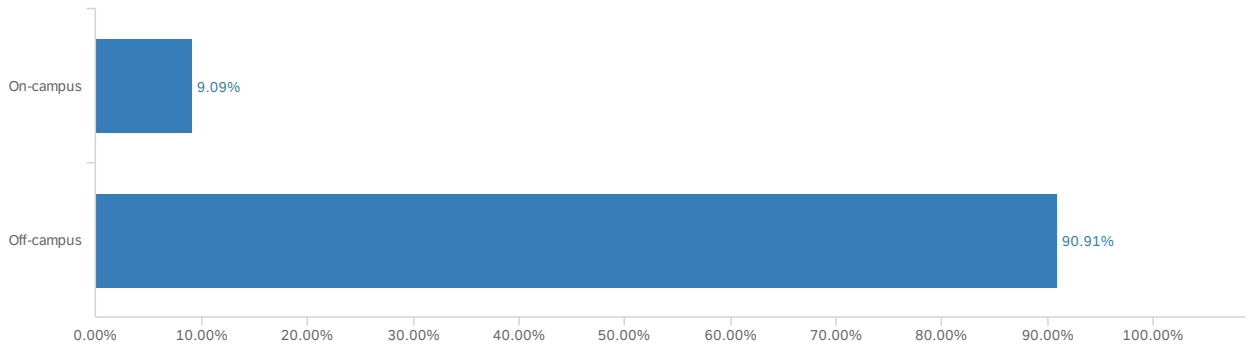
#	Field	Choice Count	
1	On-campus	9.09%	7
2	Off-campus	90.91%	70
			77

Showing rows 1 - 3 of 3

Is there anything else you would like to suggest to Library staff about our services?

Advertise the book/article scan option more! I had no idea about it until completing this survey

Don't get discouraged! Sooner or later the pandemic will end.

Facetime help

For the question "Do you have confidence in the COVID-19 policies and procedures the Library put into practice throughout the pandemic?" I do not know what the policies and procedures are, therefore I cannot answer this question. I would recommend making a "Unsure of policies/procedures" or something to that effect or make this question optional, not required. I would suggest you omit my data for this question.

Having access to the databases online is invaluable. My classes use these extensively.

I am also an alum of SCSU, and it would be really nice to offer alumni access to the SCSU library resources.

I am concerned that the librarians are being asked to spend too much time in a building where the custodial staff cannot possibly keep up with the work. They have proven that they can deliver services remotely and should be encouraged--and applauded--for doing so.

I have nothing to suggest.

I just want to applaud the library staff for all they have done in these circumstances! The Reference Librarians are without question my favorite people on campus. Always upbeat, always eager to help, and always able to locate helpful resources.

I think the school is doing the best it can with everything that's going on.

I would like a message sent out confirming an appointment. I tried to get assistance with my Oceanography class. I thought I set up an appointment but I didn't get a link or response confirming the appointment.

I would like to express my positive experience with all my colleagues in the library. I always got quick responses from email and live chat. Super resourceful! Thank you!

I would suggest that the survey include the option of "N/A" as well as the indication "if not relevant, go to the next question" ;)

It's important for faculty to be able to access books during one of the only times most of us are not simultaneously teaching. To close the library during that window is infuriating, especially when there are so many safe ways to let us access books.

Just a big thank you for the support

Keep up the great work!

Library is great, no suggestions.

More e-books. More clinical training videos, particularly with underserved and underrepresented groups. Create curated collections-- like a "Representation Matters" collection. An "Ask Me About My Intersections" collection. Provide swag like stickers and patches to go with the different collections and when students access the collections, they can click on a link to receive a sticker or patch.

N/A

N/A

No.

Some training from human resources would be great! I feel like the library staff lacks the ability to speak to the students as a helpful resource and not in a cold, condescending manner. Also, when talking to them I feel like they don't go above and beyond to help. You kinda have to ask the exact questions or else they wont break a sweat trying to figure out what you need. A suggestion would be to gather them in a zoom meeting and have them openly express their concerns, then explain the criticism from students and work towards a strategic plan to improve the distant gap. thanks :)

The ████ librarians ██████ and ████████████ are amazing at what they do! They have been very helpful to my students and me this semester.

The librarians need to develop more relevant online tutorials that are specific to the Southern resources rather than link to generic tutorials from vendors.

The library chat sometimes closes and you lose the person you were talking to. If that could be addressed then that would be good.

The library is a fantastic part SCSU, it is a shame COVID-19 has limited my time spent there.

The only issue I had was that more than once I showed up to a reserved room to find people in it. As I was there to sign on to a class, my only real option was to spray down the room as best I could and hope. But the lack of downtime between reservations doesn't help if others choose to simply occupy an empty space.

There are idiotic students that simply remove their masks in the library once settled into a desk or computer area.

What happened with the plan to get Yale University Press books with UCONN? I haven't seen any available. We need much much much more in the way of electronic resources. It's impossible to faculty to prepare classes and for students to do research with what we have now.

n/a

End of Report