Note 1: This survey report was written in summer of 2023, more than one year after the survey's administration, because of the library staff's full-time engagement with renovation-related planning and preparation during 2022-23. We still feel it is important to record findings from the spring 2022 survey.

Note 2: This survey was conducted at a time (spring 2022) when most pandemic Culture of Care policies had been lifted, though responses and library usage may have been influenced by practices in recent semesters. For example, during 2020-21, policies requiring masks and 6 feet of distance in the library contributed to a reduction in the number of students in the building.

2022 Library Survey: Headlines

Our community continues to make regular use of the library building.

Staff, spaces and collections continue to be largely satisfactory to our community.

For first time, we gathered demographic data. We did not see any concerning data regarding use of services across demographic categories.

Our students feel welcome at the library and feel like they belong. There is mixed data regarding their satisfaction with the collection and whether our materials represent their identities.

Library Building Usage

The Hollins community continues to make regular use of the library building, with usage numbers similar to 2016, even in the aftermath of a pandemic that reshaped connections and communities. Close to 70% of our survey respondents, encompassing students, faculty, and staff, visit the library at least once/week, which rises to nearly 80% when looking only at student responses. These numbers are slightly lower than in 2016, but still sizably higher than in 2011.

Frequency visiting the library building
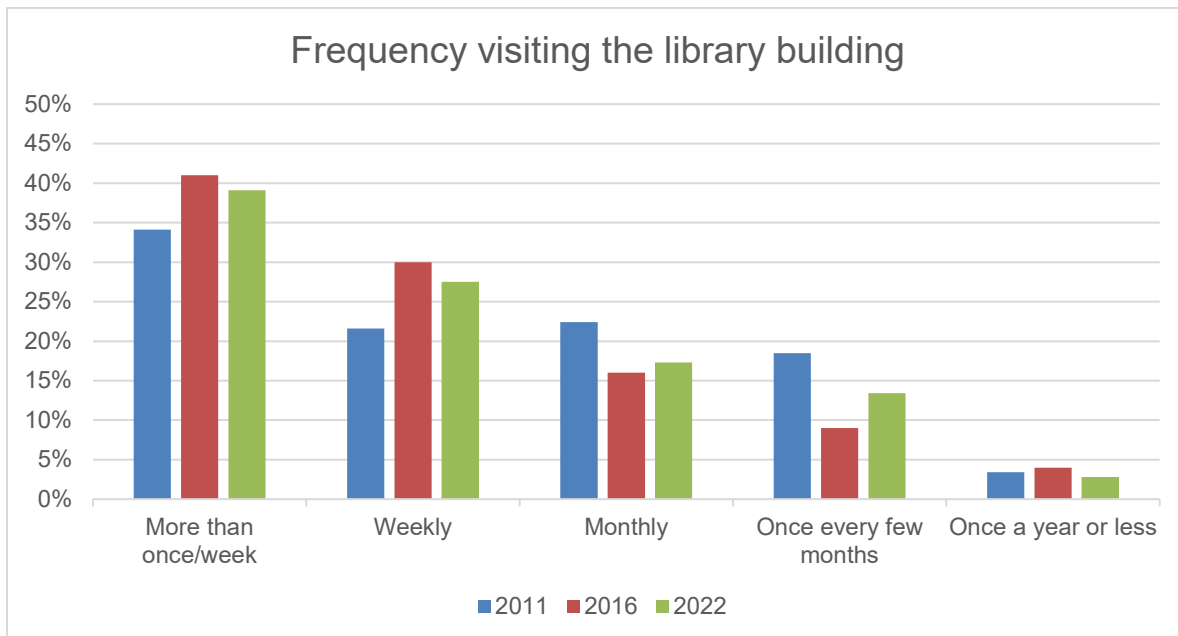
Student Perceptions of Library Services and Resources

Visits to the library create opportunities for our staff to assist the community, and we continue to see that the community is pleased with the level of service from our library staff. Ratings for both friendliness and knowledge/expertise remain near 100%. We did observe slight decreases in satisfaction with instruction and our collections, but do not believe they've reached a level of concern. We will monitor this closely in future surveys.

Change in student perception of library services and collections 2001 – 2006 – 2011 – 2016 -- 2022	Very positive or positive response 2001/2006/2011/2016/2022	Change in opinion from 2016-22 (2001-22)
How friendly and courteous is the library staff?	79 / 84 / 96 / 97 / 97%	Same (+18%)
How would you rate the knowledge and expertise of the library staff?	77 / 85 / 95 / 98 / 97%	-1% (+20%)
How satisfied are you with the library instruction you've received?	81 / 87 / 94 / 92 / 87%	-5% (+6%)
How satisfied are you with the library's book collection? (2022 number reflects satisfaction with print collection)	66 / 66 / 92 / 90 / 89%	-1% (+23%)
How satisfied are you with the library's online databases? (2022 number reflects satisfaction with online journal databases)	82 / 76 / 94 / 94 / 90%	-4% (+8%)

Exploring Demographic Differences and Feelings of Belonging

For the first time, we gathered demographic data of our survey respondents, so we could identify if there are any differences across students in how they use the library or in their perceptions of the library. Our analyses did not reveal any significant concerns (you can see a sampling of some of the data below), though we will continue to monitor the areas where we saw at least slight discrepancies.

Accessibility: "The library is physically accessible to me." For our 40 respondents who identified as disabled, 62% completely agreed, 22% mostly agreed, and 15% somewhat agreed. For our 209 respondents who did not identify as disabled, 86% completely agreed, 11% mostly agreed, and 2% somewhat agreed.

- One change we made since the survey is to begin a book paging service for any student who requests a book. (Previously, students had to identify as disabled in order to utilize this book paging service).

Digital accessibility responses were more positive. For "The library is digitally accessible to me," 74% of disabled students agreed, and 20% mostly agreed; for those who did not identify with a disability, 79% agreed and 19% mostly agreed.

We also asked about students' feelings about library space:

For the statement, "I feel welcome at the library," all ethnicities/races with 20+ student respondents (Asian/Pacific Islander, Black, Hispanic, White) had at least 70% in complete agreement, and at least 90% completely or mostly agreeing. This also held true for first-generation students and for international students, though the numbers were slightly less positive for non-binary students, with 64% in complete agreement, and 92% completely or mostly agreeing.

For the statement, "I feel comfortable being myself in the library, " again, all ethnicities/races with 20+ student respondents had at least 70% in complete agreement, and at least 90% in completely or mostly agreeing. Again, only non-binary respondents expressed a bit more concern, at 56% completely agreeing, 24% mostly agreeing, and 20% somewhat agreeing.

However, we did see less affirmative responses for the statement, "I feel the library's collection represents my identity." This held true for all races/ethnicities, including White students.

- Asian/pacific: 52% completely agreeing/24% mostly agreeing/12% somewhat agreeing/12% not agreeing
- Black: 50/30/20/0
- Hispanic: 33/33/22/11
- White: 55/27/13/3

First-generation students also expressed lower agreement with this question, at 48/24/22/5.

Curiously, when we asked about satisfaction with the collection, students generally responded much more positively. All races/ethnicities responded they were very or mostly satisfied with the print book and e-book collection rates of 85% or higher. The slight exception comes with our YANA collection, for which the satisfaction ratings are all 76% or below for each race/ethnicity. This leads to the potential conclusion that students particularly want to see themselves in the YANA collection, and we should make a concerted effort to buy more diverse materials and exhibit those.

In terms of service usage, we saw that White students are slightly more likely to use the library website (66% weekly or more often; all other races/ethnicities used the library website weekly or more just 55% of the time or less). Black students were slightly less likely to use the collection (24% don't use print books, as compared to 10% or less of other groups; 17% don't use online databases, as compared to 9% or less of other groups; 46% get assistance from a librarian once/year or less, as compared to 40% or less of other groups), but satisfaction levels for Black
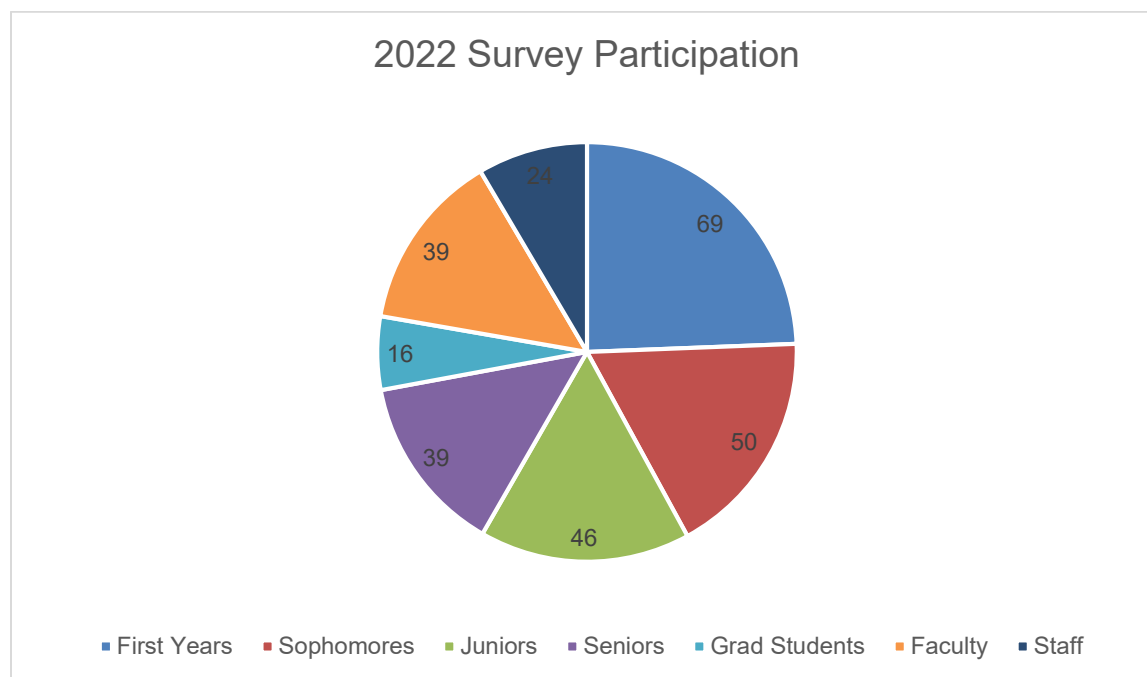
students were similar to others. Again, we did not find the differences actionable, but bear watching in future survey iterations.

About the Survey

Every five years the Wyndham Robertson Library surveys the Hollins community to receive feedback on our services and resources. We use this data to better understand our user community, what we're doing right, and what areas we can improve upon.

Participation in the 2022 survey was again excellent, with 283 total responses, slightly exceeding the 278 we received in 2016. The 278 responses in 2016 were a 26% increase over 2011, so we were pleased to even slightly exceed that number. For the second consecutive administration of the survey, we also were thrilled to see a significant jump in responses by undergraduate students -- we received 204 undergrad responses in 2022, a 13% increase over 2016 (which, in turn, had seen a 68% increase in student responses over 2011).

We again provided an incentive for participation this year: we held 4 drawings, one each week the survey was conducted in April 2022, with each lucky winner having their choice between a $50 gift card to the book store or free coffee for the fall 2022 semester.

2022 Survey Participation

- First Years - Sophomores - Juniors - Seniors - Grad Students - Faculty - Staff

In addition to the 283 completed responses, we also have partial responses from another 77 surveys.

The survey included six main sections

- how frequently you use the library for certain activities
- satisfaction with services
- satisfaction with the facility
- satisfaction with information technologies in the library
- satisfaction with the collections.
- sense of belonging (new to the survey in 2022)

Respondents also had multiple opportunities to give qualitative feedback in the form of written comments. In addition to the 283 completed responses, we also received partial responses from another 77 surveys.

Appendix 1: Satisfaction with Services/Staff
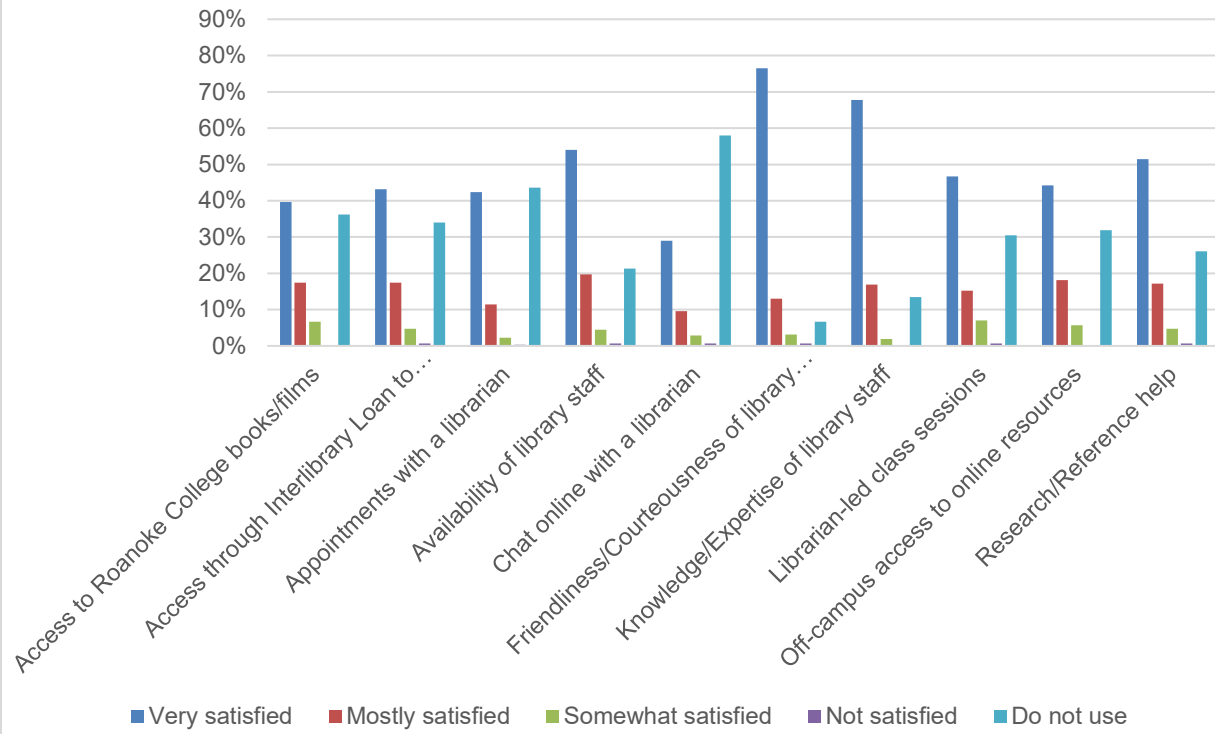
Appendix 2: Satisfaction with Resources
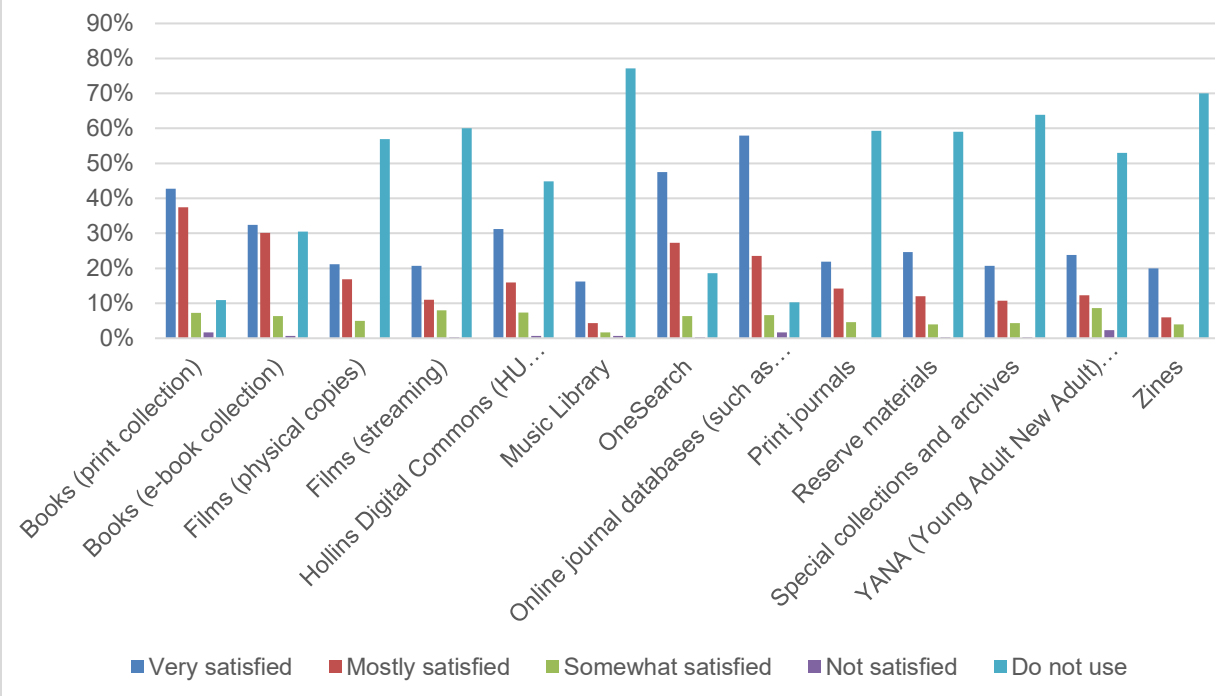
Appendix 3: Satisfaction with Facilities
(data only from those who use these spaces)