

2015 TWU Libraries Survey

1243 survey responses

501 open comments

TWU students, faculty and staff tell us that...



#1

Overall, our quality of service is VERY GOOD



#2

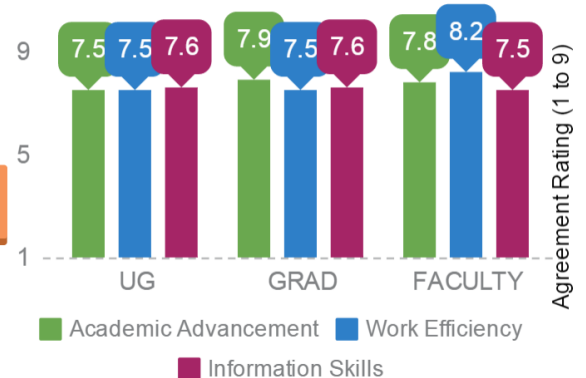
Our users are VERY SATISFIED with library support for teaching, learning and research needs



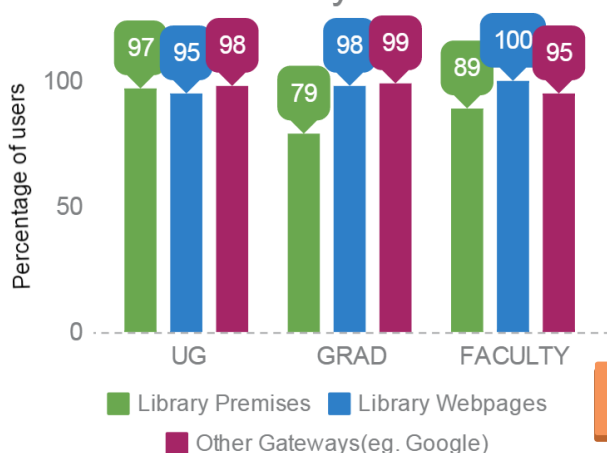
#3

Our users are VERY SATISFIED with how they are treated at the libraries

Information Literacy Outcomes



Use of Library Resources



#4

Our users agree that the library builds their Information Literacy skills for academic success

#5

Library Premises and Webpages are an integral source for our user's information needs.

2015 TWU Libraries Survey

Top 5 areas we do best

Willingness to help users

Knowledgeable employees

A comfortable and inviting location

Print and/or electronic journal collections users require for their work

Consistently courteous Employees

5 areas we can improve

Food services in the library

Adequate hours of service

Easy-to-use access tools that allow me to find things on my own

A library Web site enabling me to locate information on my own

Modern equipment that lets me easily access needed information

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Comments like these move us to tears of joy!



It's been awhile since I've been in school and they educate me on all the latest things and get me up to speed! Great job!

-Masters Student in Math/Comp Science

The library is nice and very helpful in helping me focus on my studies and getting me through long and difficult assignments.

-First Year Student in Nursing

Electronic services are excellent, especially for those of us who are "commuter students". I live in Arlington, so the ease of online research is significant.

-Doctoral Student in Sociology/Social Work

The library on the campus in Denton is one of the best features of TWU! I greatly appreciate the personalized support that faculty members receive.

-Faculty Member in Women's Studies

Comments like these help us help you better !

I think it would be really nice if we had a coffee bar in the library. I don't think that I would EVER want to leave then. Even if it was a small coffee bar, I think it... and increase comfort of the students who study here.

-Third Year Student in History/Govt

more service hours. Sometimes midnight is just not late enough, and then the early closings on weekends are not helpful.

-First Year Student in Health Sciences

I usually attempt to obtain my peer reviewed journal articles/research from the library. It would be helpful if when these articles are requested the search only gives what I ask for and not such a broad selection involving more than I ask for. Thank you.

-Masters Student in Family Sciences