Yes, We're Open: Library Hours and What Patrons Really Want

Jennifer Link Jones, Georgia State University
Yes, We’re Open: Library Hours and What Patrons Really Want

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The impetus
A Student Government Association initiative

Gathering data

• Community-wide survey
  – 15 questions
  – Email invitation
  – Web site banner
  – Blog post

Gathering data

• Three focus groups
  – One hour each
  – Two with undergraduates
  – One with graduate students
  – Questions mimicked survey questions

Survey findings

• Respondent Profile
  – GSU undergraduate students: 983
  – GSU graduate students: 314
  – GSU faculty: 3
  – GSU staff: 2
  – Non-GSU visitor: 1
  – Other: 15 (GSU alumni, GSU post-baccalaureate students)

Survey findings

The library’s regular hours are sufficient for the majority (56%) of patrons’ needs and schedules.
Survey findings

Students most often visit the library on Tuesday, Wednesday, and Thursday from 12 PM – 6 PM.

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Survey findings

If they could change the hours however they wished, most students would keep the library open later on Saturday.

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Survey findings

The #1 reason students come to the library: To study by themselves. The #2 reason for undergrads: To meet a group to study. The #2 reason for grad students: To access the books and journals.

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Survey findings

Only 15% of survey respondents indicated that the library should be open 24 hours a day during some portion of the week (24x7, 24x5, 24 hours during finals).

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Focus group findings

• Focus group 1: 6 undergraduates
• Focus group 2: 5 graduate students
• Focus group 3: 9 undergraduates

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Focus group findings

• Undergraduates: Most often visit the library Monday, Tuesday, and Wednesday ... but the day/time combinations they most often visit are Saturday, 12 PM – 6 PM, and Sunday, 6 PM – 10 PM.

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Focus group findings

• Graduate students: Most often visit the library Monday and Sunday... but the day/time combination they most often visit is weekdays, 8 PM – 12 AM

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Recommendations

• Extend library hours during exam periods.
• Further investigate staying open later on Saturday evenings.
• Further investigate opening earlier on weekdays.
• Do not consider closing on a weekend day in order to add evening hours Monday-Thursday.
• Twenty-four-hour library access should not be considered at this time. It perhaps warrants further investigation in the future as more on-campus housing is opened and more students live on campus.

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Library hours study

http://tinyurl.com/yccv5hz

Thank you for attending.

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