

George Mason University Law Library Student Survey

February 2000

Enrollment = 687/Number of Respondents 150/Percentage = 21.8 %

I. Hours of Operation:

The following current hours generally meet my needs:

Regular school schedule

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
30	67	31	21	1
20%	45%	20%	14%	1%

Extended hours/exams

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
33	68	23	19	7
22%	45%	15%	13%	5%

Computer Labs

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
26	69	28	18	9
17%	46%	19%	12%	6%

Reference Desk

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
33	83	13	3	18
22%	55%	8%	2%	12%

II. Materials

1. The library usually has the books and other materials that I need:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
24	103	20	3	0
16%	69%	13%	2%	0

2. The library maps & guides are helpful in locating materials:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
18	76	18	5	33
12%	51%	12%	3%	22%

3. I usually find library materials shelved in the proper place:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
18	106	16	3	7
12%	70 %	10 %	2%	5%

4. If the materials I need are not owned by the library, I have obtained them through interlibrary loan:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
9	19	4	2	116
6%	13%	3%	1%	77%

III. Environment

1. I can usually find a quiet place to study/work in the library:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
25	94	20	10	1
17%	63%	13%	6%	1%

2. Library furniture is comfortable and suitable for study:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
34	99	12	4	1
22%	66%	8%	3%	1%

3. I can usually reserve a group study room when I need one:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
20	80	6	3	41
13%	53%	4%	2%	28%

4. The library provides a safe and secure environment:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
45	95	5	1	4
30%	63%	3%	1%	3%

IV. Circulation, Reference & Computing

Services :

1. Service at the Circulation desk is usually responsive to my needs:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
43	92	5	2	8
29%	62%	3%	1%	5%

2. The Reference Staff provide knowledgeable and responsive assistance:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
38	93	6	2	11
25%	62%	4%	2%	7%

3. I need more instruction on how to use the library:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
9	40	71	15	15
6%	26%	47%	10%	10%

4. The Computer lab staff is responsive to my needs:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
15	52	34	8	41
10%	35%	23%	5%	27%

5. The printers in the Computer labs adequately meet my needs:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
10	55	38	28	19
7%	37%	25%	18%	13%

6. The photocopiers are well-placed throughout the library and adequately meet my needs:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
11	51	50	31	7
7%	34%	33%	21%	5%

7. Service from University Computing & Information Services (UCIS) is knowledgeable and responsive to my needs:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
17	64	13	7	49
11%	43%	8%	5%	33%

8. A computer is usually available when I need one:

Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
28	95	5	4	18
19%	64%	3%	2%	12%

9. Are there any areas of the collection that you would like to see expanded:

Computer and Internet law
 Bioethics, medical ethics, law & psychiatry
 Medical, patent, IP journals
 IP, business law journals, economic journals
 State materials
 BNA books such as Daily Labor Report
 GMU Institute for Employment Practice & Policy books
 Practice guides; "How To" guides
 Government contracts
 International materials, UN, NATO
 Medicare/Medicaid resources
 BNA Eastern European Reporter
 Nutshells-- more copies
 Patent, trademark, copyright
 Legal history, constitutional history, administrative law
 Bring all VA Sup. Ct. briefs back to new building
 Make VA Code more prominent
 Subscribe to *Nature* and *Science*

10. Please describe any improvements or changes that you would like to see in the library or its services.

Number of Comments	Subject & Examples of Comments
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45	Library Hours --open earlier, stay open later, open earlier on Sun. and Sat; open 24 hours; provide 24 hour study room outside the library; stay open during holidays and winter break; expand hours during exams; longer lab hours; longer reference hours; open on time
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42	Copiers --more copiers; replace copiers; provide better service & maintenance; better quality copiers; copiers with extra
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features like 8 x 14 paper and paper feeders; copy card vendors on every floor; put copiers in closed room; better instructions for copier on 2nd floor; copiers too noisy; Print Services area too noisy; copiers broken too often; Print Services should be open Sun. hours; Print Services jobs not always ready on time; services overpriced

- 34 **Computer Labs**--WordPerfect needs to be loaded on all computers; can't print from every computer; enforce non-GMU policy; need better trained staff; printers need better maintenance; printers run out of paper too often; fix computers; Internet too slow; computers too slow; provide printing from laptops; Lexis & WL printers need better maintenance; lab staff not clearly identified, staff need to be more helpful; computers out of order too often; labs too hot; need more printers; labs too noisy; stop students from talking on lab phones
- 18 **Compliments**--library excellent; staff excellent especially reference; great facility; vast improvement over old library; staff does great job, etc.
- 18 **Noise**--4th floor staff disturb students below; need barrier between 3rd & 4th floor; library staff on 1st and 2nd floors too loud; copy staff too loud; looseleaf filers too noisy; 2nd floor study area overlooking lobby needs better insulation from noise; study rooms need better noise insulation; stairwell doors too noisy; copiers too noisy; enforce no talking policy
- 12 **Reshelving**--need to reshelve more frequently; reshelve on weekends; need clearly designated reshelving areas; don't put shelves next to copiers; put shelf next to 1st floor copier; need clearer

- reshelving policy; missing volumes in Reporters & Codes (e.g. vol. 6A DC Code)
- 7 **Carrel and table outlets**--make sure all are working; label those that are not connected; add working outlets to all tables and carrels
- 6 **Study Rooms**--fix overdue system for study rooms; allow individuals to reserve; allow longer reservations
- 5 **Staff**--need better training; increase reference staff
- 3 **Study Carrels**--need more
- 3 **Furniture**--chairs too heavy, need chairs without arms at carrels; chairs uncomfortable
- 2 **Lighting**--needs to be improved in many areas; replace burned out bulbs; some lighting is timed to come on too late; fix lighting at desks
- 2 **Interlibrary Loan**--publicize more; make easier to use
- 2 **Maps & Directories**--display; update maps
- 2 **Cleaning**--provide better and more regular cleaning for study areas and restrooms
- 1 each **Miscellaneous**--provide plants in foyers; provide more places to study; moveable shelving broken too much; provide reachers for high shelves; allow disposable containers; provide better enforcement of no food/ drink & cell phones policy; put all class casebooks on reserve; replace electric stapler