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## A Quantitative Study of User Experiences in Bethlehem University Library

Claudia J. Dold  
*University of South Florida, cdold@usf.edu*

Mike Hazboun  
*Bethlehem University*

Juana Juha  
*Bethlehem University*

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# **A Quantitative Study of User Experiences in the**

## **Bethlehem University Library, 2017**

Claudia J. Dold, USF Libraries  
Mike Hasboun, Bethlehem University  
Juana Juha, Bethlehem University

[Submitted March 14, 2018]

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### **1.0 Abstract**

This study evaluates user experiences in the Bethlehem University Library across four categories: Services, Resources, Library Usage, and the Building itself, based on an anonymous survey issued in October 2017. The Library was refurbished in 2016 with the express purpose of creating a facility with the most current practices and equipment, at a level comparable to other modern academic universities, to enhance the learning

experience at Bethlehem University. The objective of the survey was to determine the level of user satisfaction with the refurbished Library. The response rate was 9.44% (of a total population  $N = 3750$ ). The survey also provided space for comments, which 69 clients used to express opinions and suggestions.

Survey results indicate that clients are highly satisfied with both the Library services and the building. Respondents use the Library as a place to work and study. They rely on Library computers as opposed to their personal digital devices to access resources. They slightly prefer electronic resources to print. We recommend that the survey be repeated periodically, and that methods are implemented to increase the response rate.

## **2.0 Methodology**

### **2.1 Procedure**

The survey was conducted online using Google Forms for the survey software. The Technology Infrastructure & Support Unit facilitated the process of sharing the online survey with the BU academic community via the BU G-mail. The online survey was sent the first time on October 3, 2017. Two follow-up reminders were sent on October 18 and 28, 2017 respectively.

The survey tool and simple analysis are clarified below.

### **2.2 Survey Tool**

The online survey questions were composed in English and translated into Arabic. The Arabic version was distributed online to the BU students, while the English version was sent to the BU Faculty members and Staff (with minor modifications to delete demographic questions about student level.) Respondents were asked to respond to 29 statements across four categories focusing on the Library services, the Resources, the Library Usage, and the Building itself. The respondents were asked to respond using a 5-point Likert scale, ranging from completely disagree (1) to completely agree (5). This study includes three sections asking for open-ended comments. The Demographic characteristics section at the beginning of the online survey asked the respondents to report their User Sub-Group: First Year/ Second Year/ Third Year/ Fourth Year/ Others/ Faculty members/ or Staff, Age, and University Discipline.

### **2.3 Analysis**

The number of respondents ( $n$ ) is 354 out of the population ( $N$ ) 3750. The percentage population ( $\% N$ ) and the percentage respondents ( $\% n$ ) are calculated for each user sub-group.

The variance ( $V$ ) is computed and indicates the rate of response. A minus variance ( $-V$ ) represents a lower proportional response rate for the sub-population ( $n$ ) in relation to the

total population (N); a positive variance (+V) represents a higher proportional response rate for the sub-population (n) in relation to the total population (N).

100% stacked-bar charts are included to represent the results of the four categories: Library services, the Resources, the Library usage, and the Building.

The open-ended/ qualitative comments are evaluated separately.

### 3.0 Key Findings

#### 3.1 Demographic Summary for Bethlehem University: Acronyms

Bethlehem University (BU)  
 Institutional Research Unit (IRU)  
 Respondents (n)  
 Total Population (N)  
 Variance (V)  
 Variance= % n - % N  
 Discussion Room (DR)  
 Quiet Study Area (QSA)

#### 3.2 Respondents by User Group

User Group	Respondent n	Respondent %
<b>Students</b>	<b>297</b>	<b>83.89%</b>
First year	102	28.81%
Second year	77	21.75%
Third year	44	12.43%
Fourth year	68	19.21%
Other	6	1.69%
<b>Sub Total (1):</b>	<b>297</b>	<b>83.89%</b>
<b>Staff</b>	21	5.93%
<b>Sub Total (2):</b>	<b>21</b>	<b>5.93%</b>
<b>Faculty members</b>	36	10.17%
<b>Sub Total (3):</b>	<b>36</b>	<b>10.17%</b>
<b>Total:</b>	<b>354</b>	<b>100.00%</b>

Of the entire population of respondents, first and second year students make up half (50.56%) the respondents.

#### 3.3 Population and Respondents by User Sub-Group

The table below shows the breakdown of survey respondents by sub-group (e.g., first year, staff, and faculty members), based on user responses to the demographic questions and the demographic data provided by the Institutional Research Unit (IRU) of Bethlehem University (BU).

The table presents the number and percentage for each user sub-group for the general population (N) and the survey respondents (n). The variance (V) shows the proportion of responses received compared to the expected rate for the sub- population. A minus variance represents a lower response rate than expected when comparing the number of respondents to the total population; a positive variance represents a higher response rate than expected for the size of the two populations n and N.

User Sub-Group	Population N*	Population % N	Respondents n	Respondents % n	Variance (V) $V = \% n - \% N$
First year	1,164	31.04	102	28.81	-2.23
Second year	645	17.20	77	21.75	4.55
Third year	603	16.08	44	12.43	-3.65
Fourth year	639	17.04	68	19.21	2.17
Other	267	7.12	6	1.69	-5.43
Staff	213	5.68	21	5.93	0.25
Faculty members	219	5.84	36	10.17	4.33
<b>TOTAL:</b>	<b>3750</b>	<b>100.00</b>	<b>354</b>	<b>100.00</b>	<b>0.00</b>

\* <https://www.bethlehem.edu/facts>

The variance shows that first and third year students responded to the survey in a proportion that was less than their representative share of the total population of potential BU respondents (3750). Of the total population of BU survey potential responders, 1164 were first year students, or 31.04%. 102 first year students responded out of the 354 total respondents, or 28.81%. The variance of -2.23 indicates that the actual response rate was below the proportionate expected rate. The same observation can be made for third year students. Second and fourth year students responded in greater numbers than their proportionate share of the total population. Faculty responded at the highest rate compared to their proportionate share of the total population: while faculty represent only 5.84% of the BU population, 36 of the 354 responses were submitted by faculty, for a response rate of 10.17%.

### 3.4 Population and Respondents in three categories: Students by University Discipline, Faculty members, and Staff

The table below shows a breakdown of survey respondents: Students by University Discipline, Faculty members, and Staff, based on user responses to the demographic questions and the demographic data provided by the IRU of BU.

<b>Students by University Discipline</b>	<b>Population N*</b>	<b>Population % N</b>	<b>Respondents n</b>	<b>Respondents % n</b>	<b>Variance (V) V = % n - % N</b>
Arts	782	20.85	83	23.45	2.60
Education	767	20.45	73	20.62	0.17
Business Administration	618	16.48	47	13.27	-3.21
Nursing and Health Science	522	13.92	51	14.40	0.48
Science	428	11.41	33	9.32	-2.09
Hotel Management	201	5.36	10	2.82	-2.54
Sub Total (1)	3318	88.48	297	83.89	-4.58
<b>Faculty members and Staff</b>	432	11.52	57	16.10	4.58
Sub Total (2)	432	11.52	57	16.10	4.58
<b>TOTAL:</b>	<b>3750</b>	<b>100.00</b>	<b>354</b>	<b>100.00</b>	<b>0.00</b>

\* <https://www.bethlehem.edu/facts>

This variance analysis identifies the business students as the group least responsive to the survey, followed by hotel management students.

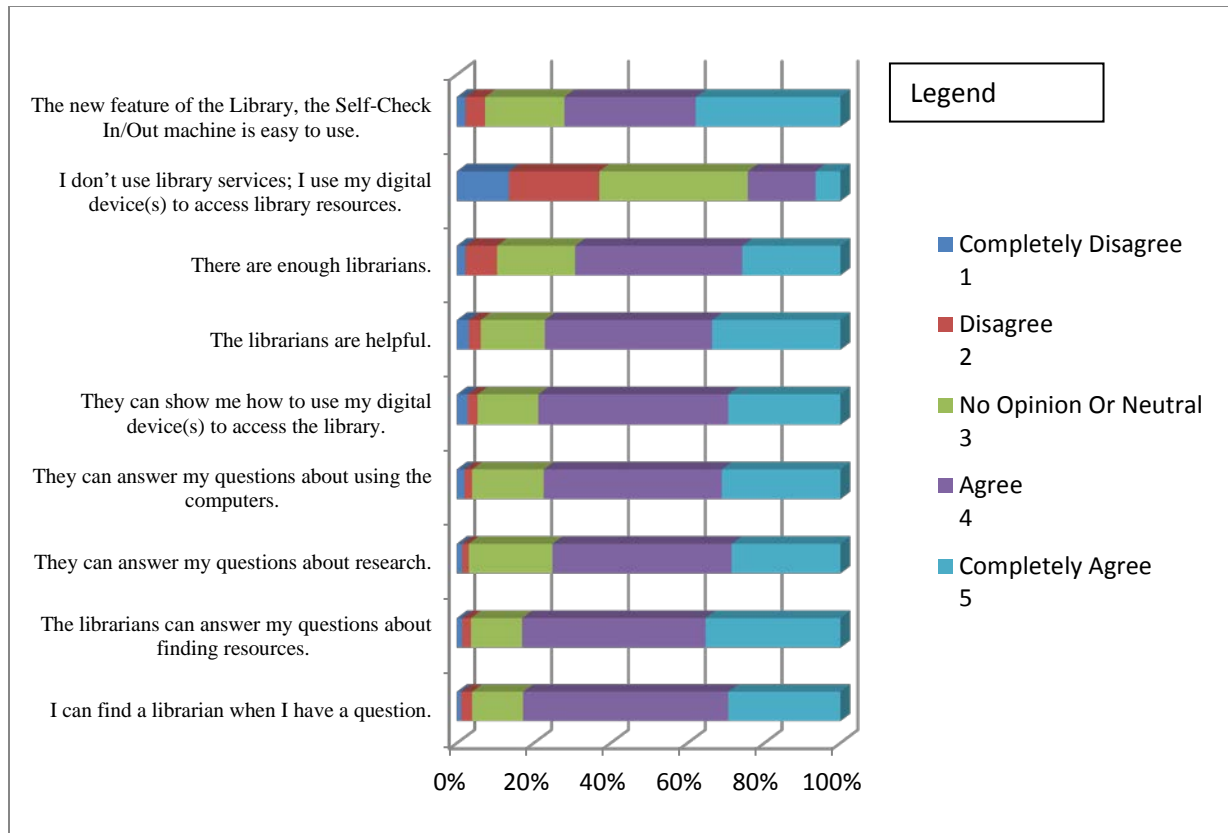
### 3.5 Assessment of the Four Survey Categories: Services, Resources, Library Usage, and the Building

This study assesses Library user experiences in the Bethlehem University Library across four categories: Services, Resources, Library Usage, and the Building itself.

#### 3.5.1 Services Provided by the Library Staff

Students, Faculty members, and Staff were asked to rate their level of agreement with statements focusing on Services. Of the students, Faculty members, and Staff responding to the statements ( $n = 354$ ), 83% agree that the Library staff can answer questions about finding resources.

Chart 1: Survey Responses Concerning Services Provided by the Library Staff



Interpretation:

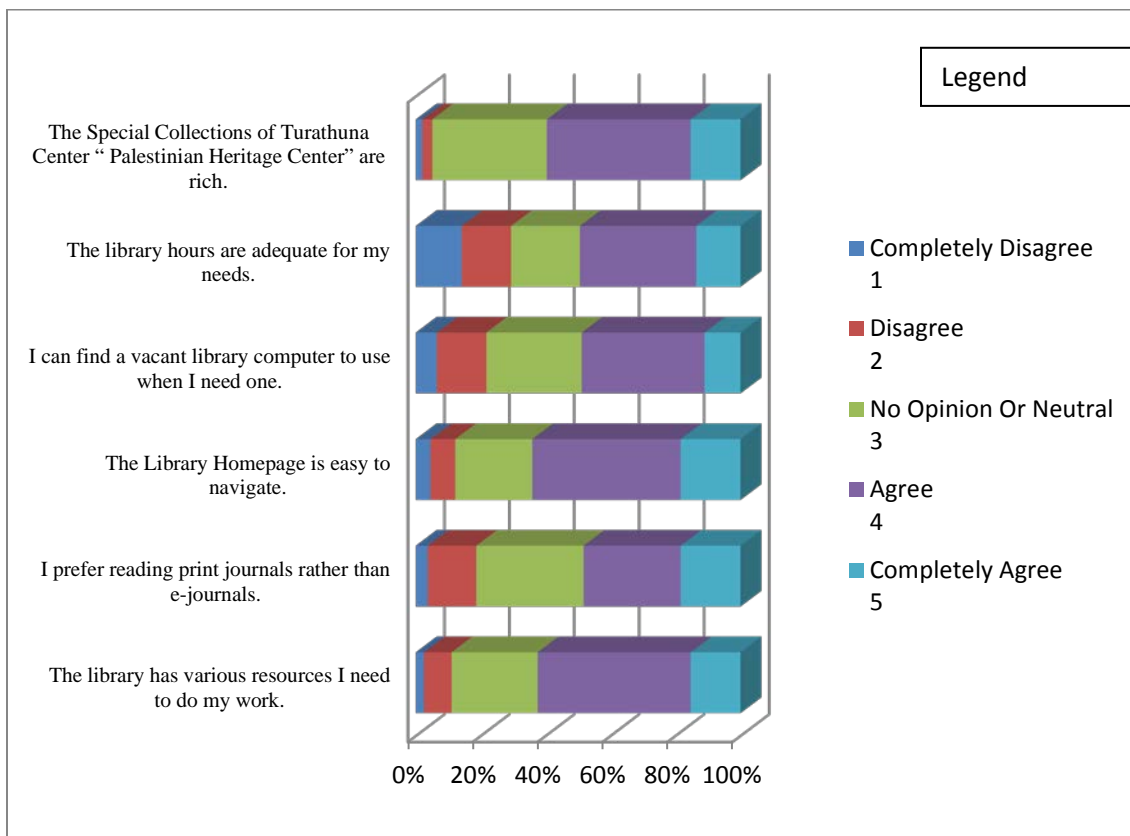
- 1) The survey respondents are very satisfied with services provided by the Library staff.
- 2) Responders are positive about the Self-Check In/Out Machines. Possible explanations include: the machines save time; they reduce congestion at the Circulation Desk; the machines let students participate in managing their Library resources. In the future, we expect to see less Library staff involvement in demonstrating the operation of these machines to users as they become more familiar with the process.
- 3) The statement, "They can show me how to use my digital devices to access the Library", elicited a response that is difficult to interpret. The response chosen most often was the neutral response (137 out of 354). This choice may indicate that Library users either have no opinion on this statement or they rely on the Library services, and not their digital devices, to access Library resources. Another explanation for this response rate may be that respondents did not understand the statement. These are conjectures; there is not enough information

to draw a conclusion. The unexpected responses indicate that the question deserves further attention.

### 3.5.2 The Library Resources

Students, Faculty members, and Staff were asked to rate their level of agreement with statements focusing on the Library Resources. Of the Students, Faculty members, and Staff responding to the statements ( $n = 354$ ), 64% agree that the Library Homepage is easy to navigate.

Chart 2: Survey Responses Concerning the Library Resources



Interpretation:

- 1) Over half of the survey respondents were satisfied or very satisfied with the resources of the Library.
- 2) The most frequent choice by respondents was the neutral response (117 out of 354) to the statement, "I prefer reading print journals rather than e-journals". This

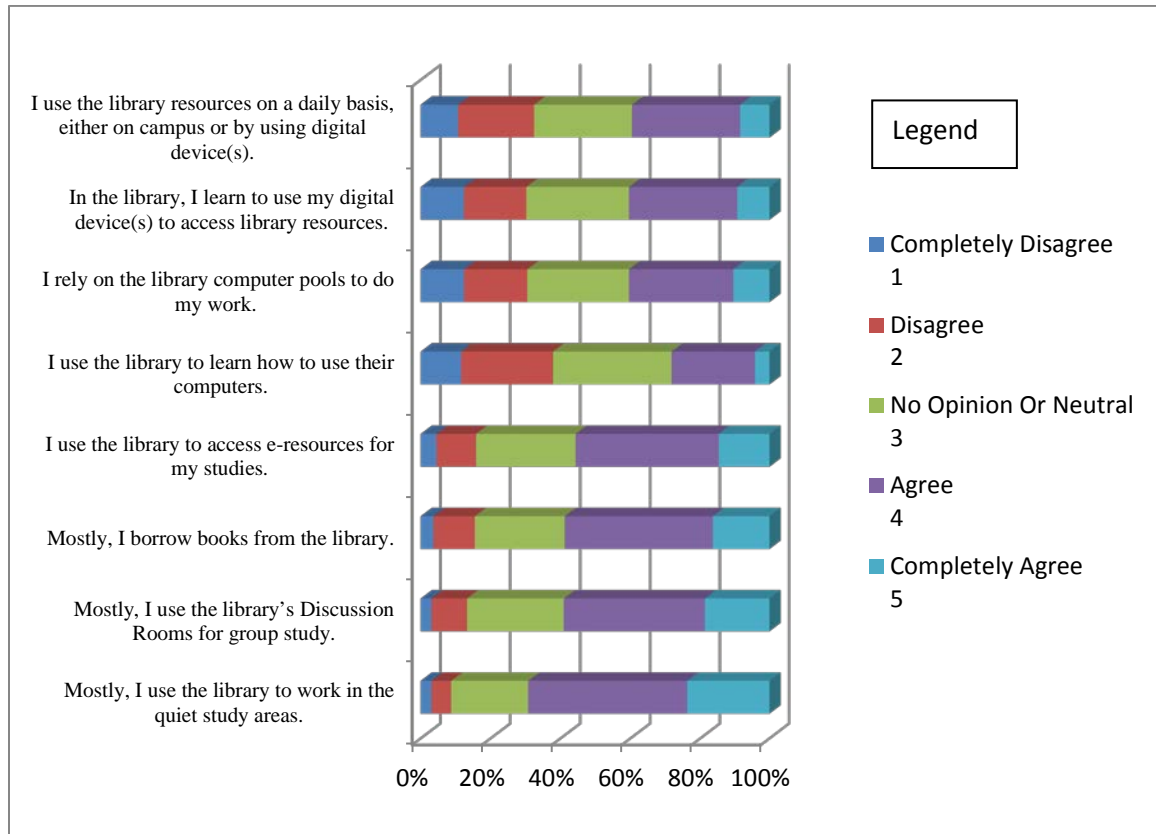


- response indicates that many Library users have no opinion on this statement, or they are ambivalent. Looking at the combination of "completely agree" and "agree" responses, almost 50% prefer print journals, while 19% prefer e-journals.
- 3) 60% of respondents express a positive opinion about the Special Collections of Turathuna Center “Palestinian Heritage Center”, and only 5% express a negative opinion. There is no explanation for the neutral response.
  - 4) Almost 50% of respondents were satisfied or very satisfied with availability of computers in the Library.

### 3.5.3 Library Usage

Students, Faculty members, and Staff were asked to rate their level of agreement with statements focusing on their Library Usage. Of the students, Faculty Members, and Staff responding to the statements ( $n = 354$ ), 69% agree that they use the Library to work in the Quiet Study Area (QSA).

Chart 3: Survey Responses Concerning the Library Usage



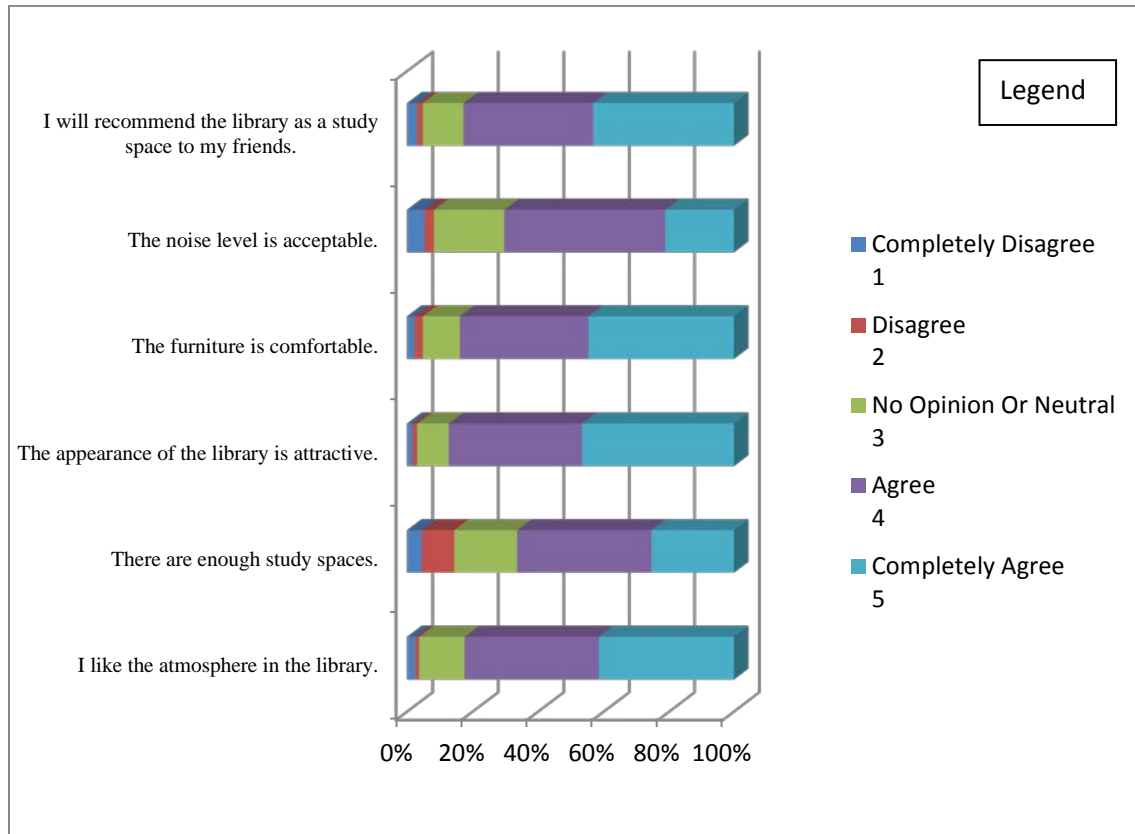
#### Interpretation:

- 1) In terms of resources, almost 60% of respondents rely on the Library to borrow books, whereas almost 50% access e-resources.
- 2) The Discussion Rooms (DR) and QSA are used heavily.
- 3) Library users indicate that they do not rely on the Library to learn to use their digital devices or computers.
- 4) 30% of the respondents do not depend on Library computers to do their work.

### 3.5.4 Survey Responses Concerning the Library Building

Students, Faculty members, and Staff were asked to rate their level of agreement with statements focusing on the Building itself. Of the students, Faculty Members, and Staff responding to the statements ( $n = 354$ ), almost 90% agree that the appearance of the Library is attractive.

Chart 4: The Library Building – User Satisfaction



#### Interpretation:

- 1) Overall the Library users were very positive about the Building: furniture, appearance, study spaces, and atmosphere.
- 2) 83% will recommend the Library to their friends as a study space.
- 3) The noise level was identified as a problem for over 12% of the respondents.

### 3.6 Summary of Respondent Comments

The survey offered respondents the opportunity to leave comments and opinions about their experience in the Library. Seventy-five comments were collected in Appendix 3, and then categorized by themes. There was no pre-set rubric for the themes; themes emerged from the comments and are ranked by frequency. When a comment addressed more than one theme, it was counted once in each corresponding thematic category. Comments about the cafeteria were discarded as irrelevant to the Library.

All comments are anonymous and will be considered for their impact on university life, student achievement, and feasibility. The most helpful comments are those that are specific; the comment, “extend library hours” does not provide useful information on which to design a solution.

<b>Comments by theme</b>	<b>Frequency</b>
Library hours	18
Attitude of Library Staff	13
Resources	11
Library Building	9
Computers	8
Noise Level	5
Borrowing Limits	3
Teaching	2
Other	10

Requests for longer library hours ranged from “beyond 4 pm” to around-the-clock access. Access may be both physical and virtual. Physical access is a personnel issue; virtual access is a technological one. Longer library hours were considered in the past and deferred for lack of student interest.

Comments about the library staff were mixed. There were compliments, and there were remarks about their not smiling, among other detractors. Library staff perform a host of essential services; in addition, they are responsible for maintaining an atmosphere conducive to study and reflection. There seems to be a general misunderstanding among students about 1) the role of library staff, and 2) appropriate behavior and demeanor in the library. This mismatch in expectations is a source of friction for both librarians and students.

The request for more resources is encouraging: it is a sign of an active user population. While BU can never offer seamless coverage of all topics in all disciplines, there were a few requests for an inter-library loan service. The cooperative service among academic libraries is one way of extending resources to a larger population.

The building came under scrutiny in several comments: one user wanted different furniture, another wanted a mirror in the bathrooms. The temperature of the building was a problem for several users. Another stated that “the discussion rooms are not sufficient” without explaining the deficiency. Likewise, the comment, “Create a committee to maintain the library in good order” is a welcome but not a helpful suggestion. The suggestion that the tables in the DRs should be cleaned more often is a problem which is amenable to a number of solutions.

There was a request to have more computers in the library, although the quantitative responses indicated that, overall, users were satisfied with the number of computers in the Library. The idea of equipping the DRs with computers was proposed, although students may now solve that problem by borrowing a computer and/or electronic devices on the Garden Level of the Library from the Instructional Technology Unit Borrowing Office. One user requested that the computers be maintained more often to prevent students from losing their work. The Library needs to work with the Technology Infrastructure and Support Unit on computer issues.

The disruptive noise in the library was already noted in the quantitative section of the report. Curiously, one respondent requested a “noisy” section of the library in order to study more productively.

Comments about borrowing books over the summer when a student is not enrolled in the University reflect a misunderstanding of the liability involved. One solution might entail a deposit for the borrowed materials, refundable upon return of the borrowed items.

Two comments concerned an understanding of how to use the library. This topic touches on other comments about library hours, equipment maintenance and failure, library staff attitude, and availability of resources. **The fact is, the library is constantly changing and good users are always learning how to use it better.**

#### **4.0 Discussion**

The low rate of response to the survey dilutes the statistical significance of the findings. Nonetheless, the results are reported and may serve as a baseline for future surveys.

Overall, the survey shows a strong positive impression among the responding population toward the Library services, resources, usage, and building.

The respondents are a self-selected group, which introduces a bias. Presumably one has a reason for taking one’s time to respond to a survey (although one respondent took the opportunity to give the library low marks across the board). A larger response rate may moderate the results and will certainly create more data points.

While respondents indicated that they do not use the library to learn to use computers, there may be several explanations for this response. Perhaps they already learned how to use the library computers in the classes taught by the library staff. Perhaps they understood computers in the survey question to mean “hardware” and not “software”. Perhaps they already knew how to use computers before they arrived on campus and do not see anything unusual in the BU Library. Perhaps the respondents consider learning from each other in the Library space as different from learning to use computers in the Library. This question, like others already identified, may need to be rewritten to elicit useful information in future surveys.

The noise problem in the Library is symptomatic of a larger misunderstanding about the role of the library staff in the education of university students, and in the maintenance of the learning space. The Library is designed to be welcoming, comfortable, and user-friendly, but it is not a social space. Leadership from the Administration and Faculty can play a strong role in redefining and fine-tuning student expectations about the Library personnel and resources.

The Library is already a source for learning new software and hardware, in addition to a portal for information and a space for intellectual work. The facilities, the personnel, and the resources are already in place. The challenge is to engage more BU users in the expanding learning opportunities available through the Library.

## **5.0 Conclusions**

The survey represents a baseline for measuring user engagement with the BU Library, following its complete refurbishment in 2016.

Ideally, future iterations of the survey will chart an evolution in student awareness of Library resources as those resources continue to evolve.

This survey identified many positive aspects of the current Library operation.

Higher participation rates in the survey will increase the reliability of future data.

## Appendix 1. User Survey in Arabic

استبيان خاص برواد مكتبة جامعة بيت لحم

تشرين اول 2017

أهلاً بكم في مكتبة جامعة بيت لحم  
إن فريق المكتبة يهتم بأرائكم واقتراحاتكم، لكي نجعل الخدمات في المكتبة ذات فائدة وتتوافق مع احتياجاتكم.  
صمم هذا المسح باستخدام مقياس ليكرت، لإدراج رأيك أمام كل عبارة من 1-5، حيث تفيد العبارة 1 : غير موافق بشدة،

و 5 موافق بشدة، حدد الخيار الذي يعكس رأيك.

يقسم المسح الى عدة أقسام لكي يسهل على كل شخص تعبئة الاستبيان بالخيار الذي يراه مناسباً.  
يرجى منك تخصيص خمس دقائق لتعبئة الاستبيان. نهتم بالاستجابة لأفكاركم والأخذ بتعليقاتكم.

2. العمر :

18-28

29-39

40-50

50 وما فوق

1. أنا:

طالب جامعي

موظف

عضو هيئة تدريسية

4. أنا في:

سنة أولى

سنة ثانية

سنة ثالثة

سنة رابعة

غير ذلك

3. أنا:

طالب

خريج

5. أنا في كلية:

الآداب

ادارة الاعمال

التربية

التمريض والعلوم الصحية

- العلوم  
 معهد ادارة الفنادق والسياحة  
 غير ذلك

الخدمات المقدمة						
الرقم	الخدمة المقدمة	غير موافق بشدة	غير موافق	محايد	موافق	موافق بشدة
1	أستطيع ايجاد مكتبيين متخصصين عندما أبحث عن سؤال أو خدمة.	1	2	3	4	5
2	يستطيع المكتبي الإجابة على أسئلتي في كيفية ايجاد مصادر البحث	1	2	3	4	5
3	يستطيع الاجابة عن سؤالي عند عملية البحث.	1	2	3	4	5
4	يستطيع الاجابة على سؤالي بخصوص استخدام جهاز الحاسوب.	1	2	3	4	5
5	يستطيع ارشادي حول كيفية استخدام جهازي للوصول للمكتبة المتاحة.	1	2	3	4	5
6	المكتبي المتخصص متعاون.	1	2	3	4	5
7	يوجد عدد مناسب من المكتبيين في المكتبة.	1	2	3	4	5
8	انا لا استخدم خدمات المكتبة، استخدم جهازي الالكتروني للوصول الى مصادر المكتبة المتاحة.	1	2	3	4	5
9	جهاز استعارة وإرجاع الكتب	1	2	3	4	5



					ذاتياً سهل الاستخدام.
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----- أي تعليقات أخرى من فضلك -----  
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المصادر						
الرقم	المصادر	غير موافق بشدة	غير موافق	محايد	موافق	موافق بشدة
1	تحتوي المكتبة على المصادر التي أحتاجها في عملي.	1	2	3	4	5
2	أفضل قراءة المجلات أو الدوريات المطبوعة أكثر من المجلات أو الدوريات الإلكترونية.	1	2	3	4	5
3	صفحة المكتبة الإلكترونية سهلة الاستخدام	1	2	3	4	5
4	أستطيع إيجاد حاسوب شاغر في المكتبة للاستخدام عند الحاجة.	1	2	3	4	5
5	ساعات المكتبة كافية لتلبية احتياجاتي	1	2	3	4	5
6	تتوفر المصادر القيمة والمتنوعة في تراثنا "مركز التراث الفلسطيني" - المجموعات الخاصة.	1	2	3	4	5

----- أي تعليقات أخرى من فضلك -----  
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استخدام المكتبة						
الرقم	استخدام المكتبة	غير موافق بشدة	غير موافق	محايد	موافق	موافق بشدة

5	4	3	2	1	غالباً، استخدم المكتبة للعمل في منطقة دراسية هادئة.	1
5	4	3	2	1	غالباً، استخدم غرف المناقشة في المكتبة لدراسات جماعية.	2
5	4	3	2	1	غالباً، أستعير الكتب من المكتبة.	3
5	4	3	2	1	أستخدم المكتبة للدخول الى المصادر الالكترونية في دراساتي.	4
5	4	3	2	1	أستخدم المكتبة لكي اتعلم كيفية استخدام الأجهزة فيها.	5
5	4	3	2	1	اعتمد عل أجهزة الحاسوب المتوفرة في المكتبة لعمل أبحاثي.	6
5	4	3	2	1	في المكتبة تعلمت كيفية استخدام اجهزتي الإلكترونية للدخول الى المصادر الإلكترونية.	7
5	4	3	2	1	استخدم مصادر المكتبة كل يوم، سواء في الحرم الجامعي او من خلال استخدام أجهزتي الالكترونية خارج الحرم الجامعي.	8

----- أي تعليقات أخرى من فضلك -----  
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مبنى المكتبة						
الرقم	مبنى المكتبة	غير موافق بشدة	غير موافق	محايد	موافق	موافق بشدة
1	يعجبني المناخ العام بالمكتبة.	1	2	3	4	5
2	يوجد فراغات وفضاءات كافية بالمكتبة.	1	2	3	4	5
3	المظهر العام للمكتبة	1	2	3	4	5

					جذاب.	
5	4	3	2	1	أثاث المكتبة مريح.	4
5	4	3	2	1	مستوى الضجيج مقبول.	5
5	4	3	2	1	أوصي أصدقائي بالمكتبة كمكان للدراسة.	6

----- اي تعليقات أخرى من فضلك -----  
-----

هل لديك أية أفكار ترغب بإخبارنا عنها، تعليقاتكم ستبقى غير معروفة للآخرين.

شكراً لكم

## **Appendix 2. User Survey in English**

### **BU Library Users' Survey, 2017**

The Library Team is inviting you to fill out this USERS' STUDY SURVEY.

Welcome to the Bethlehem University Library! As librarians, we are interested in your opinions and suggestions as to how to make the Library useful and responsive to your needs.

The survey is designed using the Likert Scale, where you may rate your opinion of each statement on a range of choices from 1 to 5, where 1 = completely disagree and 5 = completely agree. Mark the choice that best reflects your opinion. The survey is divided into several sections to make it easier for you to address each of the areas under consideration.

Please take five minutes to fill out this survey for us.

We promise to review your thoughtful responses and comments carefully.

Thank you for taking this survey.

Your comments will remain anonymous.

I am

- BU Student
- BU Staff
- BU Faculty member

What is your age?

- 18- 28
- 29 -39
- 40 – 50
- 50 and above

What is your faculty?

- Faculty of Arts
- Faculty of Business Administration
  - Faculty of Education
- Faculty of Nursing & Health Sciences
- Faculty of Science
- Institute of Hotel Management and Tourism
- Other

**Section 1: SERVICES**

Statement	Completely Disagree	Disagree	No Opinion Or Neutral	Agree	Completely Agree
1. I can find a librarian when I have a question.	1	2	3	4	5
2. The librarians can answer my questions about finding resources.	1	2	3	4	5
3. They can answer my questions about research.	1	2	3	4	5
4. They can answer my questions about using the computers.	1	2	3	4	5
5. They can show me how to use my <i>digital</i> device(s) to access the library	1	2	3	4	5
6. The librarians are helpful.	1	2	3	4	5
7. There are enough librarians.	1	2	3	4	5
8. I don't use library services; I use my <i>digital</i> device(s) to access library resources.	1	2	3	4	5
9. The new feature of the Library, the Self-Check In/Out machine is easy to use.	1	2	3	4	5

Other comments -----  
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**Section 2: RESOURCES**

Statement	Completely Disagree	Disagree	No Opinion Or Neutral	Agree	Completely Agree
1. The library has various resources I need to do my work.	1	2	3	4	5
2. I prefer reading print journals rather than e-journals.	1	2	3	4	5
3. The Library Homepage is easy to navigate.	1	2	3	4	5
4. I can find a vacant library computer to use when I need one.	1	2	3	4	5
5. The library hours are adequate for my needs.	1	2	3	4	5
6. The Special Collections of Turathuna Center “Palestinian Heritage Center” are rich.	1	2	3	4	5

Other comments -----  
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### Section 3: LIBRARY USAGE

Statement	Completely Disagree	Disagree	No Opinion Or Neutral	Agree	Completely Agree
1. Mostly, I use the library to work in the quiet study areas.	1	2	3	4	5
2. Mostly, I use the library’s Discussion Rooms for group study.	1	2	3	4	5
3. Mostly, I borrow books from the library.	1	2	3	4	5
4. I use the library to access e-resources for my studies.	1	2	3	4	5
5. I use the library to learn how to use their computers.	1	2	3	4	5
6. I rely on the library computer pools to do my work.	1	2	3	4	5
7. In the library, I learn to use my digital device(s) to access library resources.	1	2	3	4	5
8. I use the library resources <i>on a daily basis</i> , either on campus or by using digital device(s).	1	2	3	4	5

### Section 4: THE BUILDING

Statement	Completely Disagree	Disagree	No Opinion Or Neutral	Agree	Completely Agree
1. I like the atmosphere in the library.	1	2	3	4	5
2. There are enough study spaces.	1	2	3	4	5
3. The appearance of the library is attractive.	1	2	3	4	5
4. The furniture is comfortable.	1	2	3	4	5
5. The noise level is acceptable.	1	2	3	4	5
6. I will recommend the library as a study space to my friends.	1	2	3	4	5

Are there other thoughts you would like to tell us?

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Thank You – THE LIBRARY TEAM

### **Appendix 3. Compilation of Comments written by Students, Faculty and Staff**

#### **Part of the BU Library User Survey, 2017**

Below are the comments that were written by our Students, Faculty and Staff.

##### **Students comments that were translated from Arabic.**

1. Extend Library Hours.
2. The computers are slow and the internet service is bad.
3. I wish the Library opening hours were longer. The Library café closes at 3:00 PM and we finish our lectures at 5:15 PM.
4. To create a committee to maintain order in the Library, especially in the quiet study area. To close the quiet study area doors. To do maintenance for computers periodically, so students will not lose data. To reduce the noise level in the second floor, which contains a café “Zuwade café”.
5. To reconsider allowing students to borrow books during semester break.
6. I wish that the opening hours of the Library would be extended. Sometimes, the students have a busy schedule and they don't have the chance to go to the Library during the opening hours.
7. To extend the time that students can spend in discussion rooms. In addition, purchase articles that cannot read be in full text.
8. The temperature in the Library is very low in Summer and Autumn days.
9. Extend opening hours.
10. I wish that the furniture of the Library will be changed. The tables are not suitable. Also get some quiet atmosphere in the Library. For example, students who come in the Library from Café do a lot of noise. I recommend either increasing the supervision in that area or doing a private door for the cafeteria so as not to disturb the rest of the students in the Library. Also, It would be good to have many copies available for each book. To have more computers in the Library. Also, to add more chairs in order to allow students to work in pairs.
11. To allow students to print out papers without charging them to serve the purposes of education.
12. There are some Library staff who treat the students impolitely. This may lead students to avoid going to the Library. The temperature in the Library especially the discussion room is very cold.
13. Please extend Library hours, so student can study in the Library after 4:00 PM.
14. (Item No. 14 is the same as Item No. 13)
15. Extend Library opening hours, purchase new books and novels, and books for teaching other languages such as French are translated in Arabic
16. The Library staff treatment is not nice. They don't smile.
17. The Library is ideal and we thank you for your support and for helping us to be a better in the future and for your efforts in providing a quiet atmosphere for study.
18. Provide a special place for those who like to study in a loud voice. I do not find a place to study at the University and I cannot study in the Library too. Because I

- like to study in a loud voice. I think many students have the same problem like me.
19. There is a staff when she sees us using the self-check in/out kiosk, she prevent us from typing the receipt.
  20. There is a lack of respect in dealing with students by some staff in the Library, and sometimes they communicate in an inappropriate and uncivilized manner.
  21. I am a student from the Bethlehem area and I am used to study at the Library. I feel very comfortable in the Library. The free time between my classes is not enough. I wish that the Library opens in the evening and on Saturdays.
  22. To deal with students in a more respectful way. Library staff should smile, it will make students happy. Do not look at the students as if they were destroyers who would destroy the Library's properties. In addition, it is good to provide more books and articles for social sciences. To provide an APP that can facilitate searching process for students.
  23. Add a mirror in the restrooms.
  24. The Survey is too long but Thank you.
  25. Sometimes there are e-resources in Arabic that are not available, we can't find what we need.
  26. The discussion rooms are not sufficient.
  27. The Library staff don't respect students and their treatment is not nice.
  28. In general the services that the Library provides are very good.
  29. It is important to extend Library opening hours.
  30. Library staff are good, but I don't like their serious personality in addition some of them don't smile. I would love to be in the place where Juana, Sana and Valerie are. The Library atmosphere has to be comfortable and friendly in order to encourage students to visit it. Library staff should be nicer in dealing with students especially in the method of implementing Library rules and regulations. I also suggest to extend Library opening hours.
  31. The Library staff shouldn't keep bothering students by telling them "Silence".
  32. Create a committee to maintain the Library in a good order.
  33. The Library staff are not always helpful.
  34. The e-resources are not effective and don't work outside BU campus.
  35. The Library opening hours are not enough
  36. Please extend Library hours until evening.
  37. The Library staff treatment is very bad.
  38. Not all Library staff are helpful.
  39. The computers in the Library are not good to use, because it suddenly turns off and waste all student work.
  40. The treatment of Library staff and director with students is inhuman. Please treat us humanly and with respect.
  41. Provide the Library with sufficient number of books in different disciplinary.
  42. The Library doesn't contain books that I need for my reports and researches. Sometimes I refer to other libraries or to the Internet.
  43. I think that the Library opening hours should be extended so student can work on their researches continuously.



44. The Library opening hours should be extended after 5:00 PM. Sometimes we finish our classes at 5:00 PM and we need to use the Library.
45. Turathuna center has a lack of resources.
46. The Library opening hours are not sufficient. Students need to use the Library after 4:00 PM. We always look for an alternative place to complete our projects.
47. The e-resources are not sufficient.
48. The discussion rooms are not sufficient.
49. There is a lot of noise in the Library on Thursdays.

**Comments that were written in English by Students:**

1. Give more space and chairs for the cafeteria in the Library ... thank you
2. why can't I borrow books during summer semester even if I'm not registered on the summer semester? I am still a student of this University.
3. To me, I can't use the Library at all. Would you please consider this issue highly? My academic process was suspended for many years & I returned at a new type of Library. As a result, I quit going to it.
4. I think it would be appropriate, if there is a computer, inside the group study room, which could be used. In addition, it would be great if you put into consideration, that sometimes 2 people are working on a project and need a study room, because it is more comfortable to use. Thank you so much
5. The Library staff works hard to offer us an excellent and quiet atmosphere to work and study. They are also very kind and helpful. I really appreciate their cooperation, thank you very much.
6. I wish provide more computers for student.
7. The Library is a well-equipped facility and it is able to satisfy the needs of students in terms of study, however, most students aren't given the chance or convenience to benefit from it.
8. The working hours of the Library are very limited, and this could be improved either by adding another shift for librarians, offering volunteering/work positions for students, or stopping the Library services after 16:00 but keeping it open for students to use it. This can be done via a card reader that can identify students and allow them access or it can simply be open for longer hours and the guard can be given the keys and asked to close it at a later hour. Also, I would like to point out that the Library fosters a very poor working environment for students, as the librarians keep checking on what the students are doing periodically, every 10 minutes, which causes great frustration and discomfort. In addition to that, there is an obvious excess of Library signs being used. I find this slightly insulting as I am aware of the rules of the Library, and I am confident my peers are aware of it as well. Therefore I do not need to be reminded of it, for those signs are not coherent with an adult working environment. I am aware that not particularly everyone fully abides to those rules, but if we want to achieve a serious environment the Library should foster such an environment, while also giving students their much needed personal space. I would also like to ask if it's possible to clean the tables in the study rooms periodically, as the tables are get covered with stains from

- people's hands over time. A great amount of resources was invested in the Library, therefore it would be a great loss if students can't make use of its full potential. Thank you for taking our suggestions and opinions into consideration.
9. Sometimes I don't find a place at Library especially at the time of activity hours.
  10. Why can't I borrow books during summer semester even if I'm not registered on the summer semester?
  11. Keep on the good work.
  12. I think that additional courses should take place for explanation to students about Library in general
  13. This new Library system is very helpful and useful. thank you

### **Faculty and Staff Comments**

1. The Library is the awesome of the University knowledge and technology. It is an inspiring place for the patron. All the best for the Library staff in their daily work.
2. The availability of the cafeteria in the Library is helpful as it saves time while doing research and studying.
3. Slow Internet Connection
4. I always recommend my students to study as groups in the Library.
5. Again, to consider the inter-Library loan as an option to enrich the collections of books in various Palestinian University libraries in specific areas and establish a system of book-sharing through loan among University Library users. I benefited from this system when I studied for my PhD in Europe and I think it was great to be able to borrow a book that your local University Library doesn't have on the shelf from other libraries without having to travel long miles to get a copy of the book.
6. I think that the Library is a very smothered compressed and closed area
7. Very nice service.
8. The air-condition system needs examination re: personal/general setting of temperature.
9. The new Library is great, but since I have a quiet office, I do my work in the office where students can find me if they need me. Some of my answers are neutral due to this fact
10. It would be great if the Library hours are extended until 5:00 pm and to be open on Saturdays between 10:00-2:00.
11. When it comes to Social Sciences and literature, there are many books that I needed and were not available at the University Library, therefore, I had to travel to other cities to photocopy materials from Birzeit or Najah libraries sometimes or ask friends to do so. I'm aware of the financial constraints, one way to make it easier could be the development of inter-Library loan systems, at least at the local level, you could establish a network among libraries and allow the sharing of resources among your users.
12. My choice of "Neutral" means mostly that I have rarely used those particular services.
13. Extension of Library hours until at least 5:00 pm and some hours on Saturday with limited services/personnel may be helpful

