EULS 2011 Satisfaction with the Emory Libraries

**Definition**
The Emory University Library Survey (EULS) has been conducted annually since 2007. In its first year, users were asked only about overall satisfaction. Beginning in 2008, we asked about overall satisfaction, and also satisfaction with collections, services, searching and finding the things needed. [Satisfaction=% who rated as Somewhat or Very Satisfied, excludes those who answered "Not applicable" to Satisfaction]. Numbering of the question has varied, but it is Question 9 in the 2011 survey. In 2011, we added a question on satisfaction with library staff.

**Analysis**
To highlight the variation, the scale runs from 50-100%.
- Overall satisfaction has been consistently high, above 90% with the exception of grad students in 2011 just slightly below 90%.
- The trend with collections satisfaction appears to be consistently downward for undergrads, ticked lower for grads, but up for faculty in 2011.
- Satisfaction with “finding the things I need” (library search tools and websites) consistently scores the lowest, between 80 and 90%. Grad students now are the least satisfied but undergrad satisfaction with search tools and websites ticked upward in 2011.
- For the first time in 2011, “Competence/knowledge/accessibility of library staff” was an additional satisfaction query. Satisfaction was at 84%, lowest of all ratings except grad students’ evaluation of library search tools and websites.

**Next Steps**
Obtaining additional information to understand the satisfaction ratings for library staff may provide additional detail and help us identify opportunities for improvement.