

Holgate Library Survey Results

1. Sample: N=118 participants

- 53% students (n=63)
- 26% faculty (n=31)
- 12% staff
- 5% administration

2. 16% (n=15) said they do not use the Library.

Top reasons for not using the Library:

- I get my information from the Internet
- I do not have time
- It does not have what I need
- I use other libraries

3. Top resources or services that would be of interest and motivate them to use the Library:

- 1) Coffee and snack area for reading and relaxing
- 2) Comfortable studying areas and spaces (both individual and group)
- 3) Multi-purpose meeting rooms
- 4) Benches and tables outside of the Library for reading, studying, and relaxing
- 5) State-of-the-art technology
- 6) Hi-tech teaching and learning classrooms
- 7) History and Archives museum that shares the history of Bennett College
- 8) Renovated, modern building and interior spaces
- 9) Technology for check-out (e.g. laptops, tablets, printers, etc.)

4. Participants agreed:

- A modern, well-staffed library is important for the long-term success of Bennett College
- The Library is an important part of my academic experience.
- The appearance and physical structure and space of the Library need improvement.
- Despite high satisfaction with the Library staff, Bennet College Holgate Library did not compare favorably with other academic libraries they were familiar with

Quotes from participants:

“Collection is old; access to electronic resources is OK but could be much better. Space is not conducive for learning or collaboration. Students do not seek out the library for information or learning space/opportunities. Many faculty rely heavily on connections with other libraries to complete their work. Vacancy in the research librarian position has negatively affected the effectiveness of our library on campus. ”

“The library staff do their best with the resources they have available, but the physical structure and technological resources badly need an update, without significantly impacting the historical aspects of the building's exterior.”

“The library needs to be remodeled to improve functionality and accommodate everyone's needs”

5. Participants also agreed:

- The quality of our Library affects the perception of Bennett College.
- The quality of our Library reflects our College's commitment to scholarship and research excellence.
- The quality of our Library impacts our ability to recruit prospective students.

Quotes from participants:

“Funding is needed to bring the library into the 21st century and beyond.”

“More people will attend the library and get work done if the library was updated. a new library will attract students to Bennett”

“Limited research and academic resources does not show that the college is committed to scholarship and research excellence if we must use other schools libraries to complete our work.”

6. The top 3 priorities for the Library:

- Resources that support teaching and learning
- Research services and resources
- Access to books and other academic resources and information (all mediums)

Quotes from participants

“I think it is important for students to understand and use on-campus library resources. Students do not understand why they should have to use other Consortium libraries or Greensboro's public library for current resources. It gives a bad perception of our campus library.”

“(1) The open access to computers is crucial to teaching students how to do research in quiet, friendly, and mutually supportive ways, without disrupting the gracious scholarship-enhancing atmosphere that the Holgate Library provides.

(2) Only Bennett is likely to be willing and able to preserve its historic documents in ways that will document historical significances and pass it on to future generations of the African American Culture.

(3) The availability of research materials, housed in an open and interdisciplinary venue, produces an atmosphere for accessing such materials in well so that scholars are inspired to concentrate and reflect in ways that are crucially important to successfully carry out ongoing, productive, scholarly research.”

7. Top Library priorities over the next five years?

- 1) Improving technology within the Library (e.g. workstations, mobile technologies, teaching and learning technologies)
- 2) Comfortable studying areas and spaces (both individual and group)
- 3) Online web services and databases that have what I need for teaching and learning
- 4) Increase book and journal collections in all mediums (electronic and print)
- 5) History and Archives museum that shares the history of Bennett College
- 6) Convenient hours and days of operation
- 7) Increased staffing
- 8) State-of-the-art technology
- 9) Improving online services (e.g. website, access to online data bases, e-books)

Participant quotes:

“The library is the center piece for every educational institution and neglecting it means neglecting the educational needs of the students.”

“We just need to make more opportunities for people to want to come to the library not only study but to want to read and have fun within the library.”

8. Final Thoughts

“Bennett College's library should be a place of social interaction with top notch technology at the forefront. It should be a place where others students want to come to and share in what Bennett College has to offer.”

“Please just build a brand new, state of the art, library that Bennett can be proud of.”

“I think the staff does a wonderful job of helping students with the resources that they have available, but in order to truly serve our students more staff is needed. We have many students who need a lot of individualized attention when they are attempting to navigate the library system.”

“Unfortunately I believe we have bigger priorities right now at the college.”

“Holgate Library is a valuable resource for the college in supporting the academic pursuits of students, faculty and the community. It is deemed an essential part in preserving the history of the college through archives, programs and collections. Providing the resources (financial, personnel, facilities) should be a major priority of the college.”