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UNIVERSITY LIBRARIES

The University Libraries User Satisfaction Survey is open until **Friday, Feb. 18.**

All students, faculty and staff are invited to participate in the survey to gather feedback on how well the Radford University Libraries are serving your needs. The online survey takes about 10 minutes to complete.



Scan the QR code or visit  
[www.radford.edu/library-survey](http://www.radford.edu/library-survey)

## Job Highlights (so far) Include:

- Increasing the response rate for the bi-annual library User Satisfaction Survey by a total of 10.64%, making it the most successful library survey since the recession of 2007-2009.
- Conducting multiple "micro-assessment" projects such as card sorting for potential website re-designs & Quick Question mini-surveys to allow for continuous data collection.
- Providing an interview for an article in American Libraries Magazine.
- Serving on the Quality Enhancement Plan Data & Assessment Committee and helping to write and provide documentation for the SACSCOC Library Assessment Report, which was given a rating of "Outstanding" by university auditors.
- Received two Acknowledgements of Extraordinary Contribution awards as of 2022.

## How User-Friendly Is Your Website?

Usability lessons for libraries in a remote world  
By Doug Longard | March 1, 2021



Illustration: iStockphoto/John Doe

## Data Collected from One-On-One Card Sorting Interviews with RUC Patrons

Interviews Conducted By: Christina Manzo



*Quick Question*



Got a minute? Please scan the QR Code and let us know:  
**What (if anything) keeps you from visiting your library as often as you would like?**



Thank you to the over 1500 people who took the time to submit their response to our 2022 User Satisfaction Surveys. We're busy reading your responses and looking forward to using what you told us to help improve the libraries. We'll be contacting the winners of the Beats Studio Buds by email very soon.