**Touro Libraries User Satisfaction Survey 2013: Summary of Results**

A survey to assess Touro College faculty and student library satisfaction was conducted for two weeks in December 2013. The survey was conducted using a web-based instrument accessed from the Library’s homepage. In total, the library received **160** complete responses. Following is a brief summary of the major findings of this survey, which will be used to evaluate and improve our services and resources. Some of the results are presented in graph format for better illustrative purposes.

**Have you heard about these new services and resources below?**

BrowZine is an iPad app that helps to easily find, read, and monitor thousands of scholarly journals available from your library or through Open Access publishers, covering all disciplines. <https://itunes.apple.com/us/app/browzine/id463787411?mt=8>

If interested in other apps, check out our [app corner](http://libguides.tourolib.org/apps)!

Take a look at the [future library Webinars here](http://www.tourolib.org/about/events).

In this guide, you will find short (2-5 minute) video tutorials on various aspects of the research and writing process. Check it out! <http://libguides.tourolib.org/savvyresearcher>

This [Blackboard course](http://libguides.tourolib.org/research101) will help you to develop the skills necessary to complete research projects in all subjects. Its four modules are designed to help students become efficient researchers able to identify, locate, evaluate, and use information while avoiding plagiarism.

In LibGuides (short for Library Guides) you will find research assistance, subject guides, and useful resources compiled by your friendly and knowledgeable librarians. <http://libguides.tourolib.org/>

**How did you rate the following?**

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In response to one of the most repeated comments in this survey which was mainly difficulty in accessing library’s articles, electronic books and other subscription- based material from off campus, we will explain the steps as follows:

* In order to access library databases and other library resources when you are not on campus, you have to have a username and password for the library’s website. This is different from your Touro Portal access information. It is also different from your Blackboard’s account username and password and any other account that you have for your school. *Sorry for the inconvenience!*
* Go to the following link <http://www.tourolib.org/services/off-campus> and fill out the appropriate form depending on your campus location. Once your affiliation with Touro College is confirmed, you are good to go with the username and password that you have created, and you should be able to access subscription based material from off campus without any problems.
* Touro College New York students may also view a brief instructional video <http://www.screencast.com/t/C8ATYEI9t>

In conclusion, we wanted to thank you for participating in the annual library’s customer satisfaction survey and for your valuable comments and feedback. If you have any further questions or suggestions, please don’t hesitate to contact me at: [bashe.simon@touro.edu](mailto:bashe.simon@touro.edu)

Bashe Simon, Director of Touro College Libraries

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