



Kate Hinnant

Associate Professor
Library

Robin Miller

Associate Professor
Library



Seeking Meaning: Capturing Patron Experience Through a User Survey

Journal of Library Administration

The authors developed a survey of library user feelings about four crucial aspects of library user experience: library space, communication, services, and collections. Unlike other surveys of library users, the survey evinced both user satisfaction and the depth of user feelings about the library's key characteristics to develop an even more robust picture of the users' experiences in the library. In designing the survey, the authors sought to include measures that would yield both pertinent and meaningful feedback. Results were analyzed and prioritized by significance.