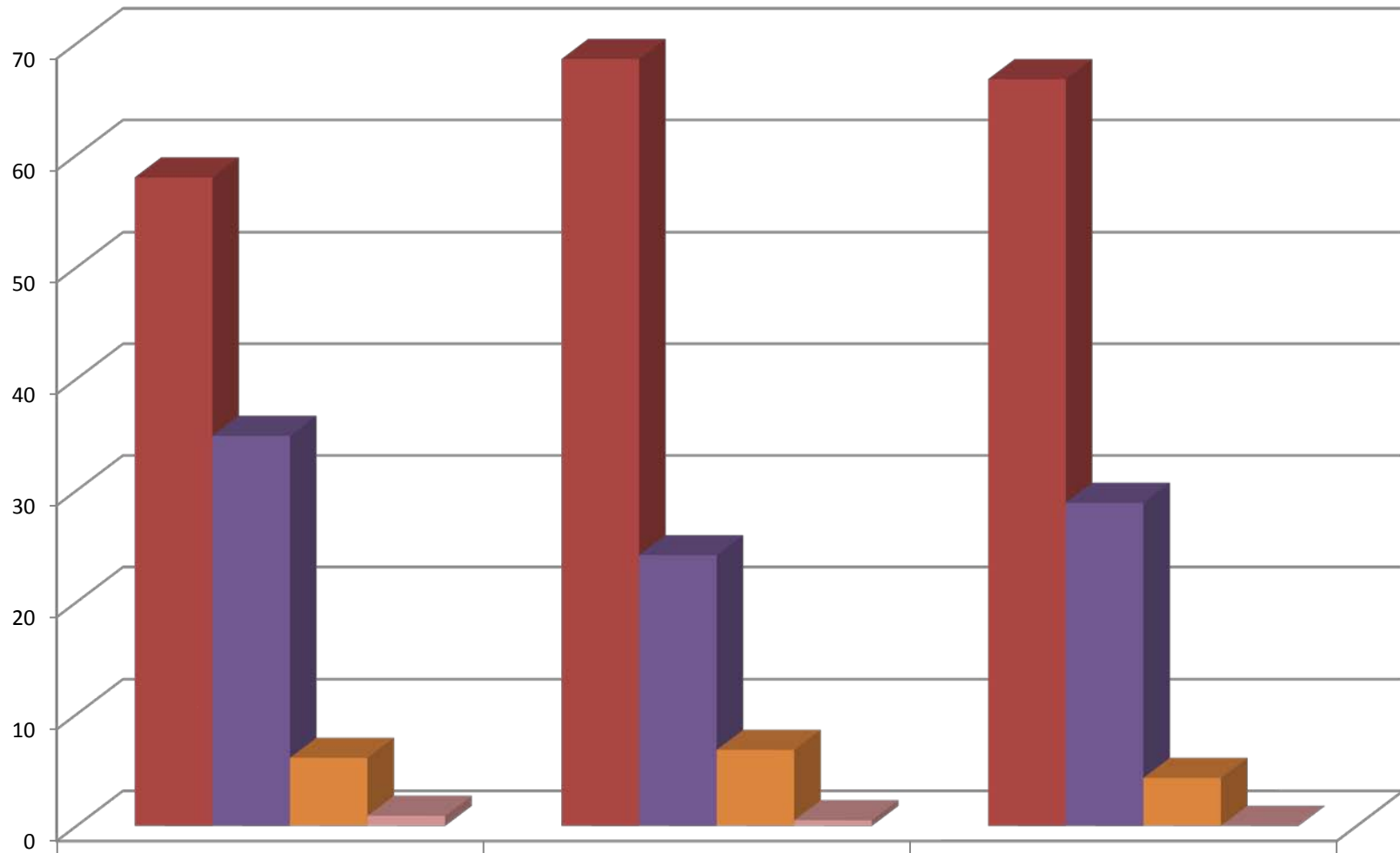
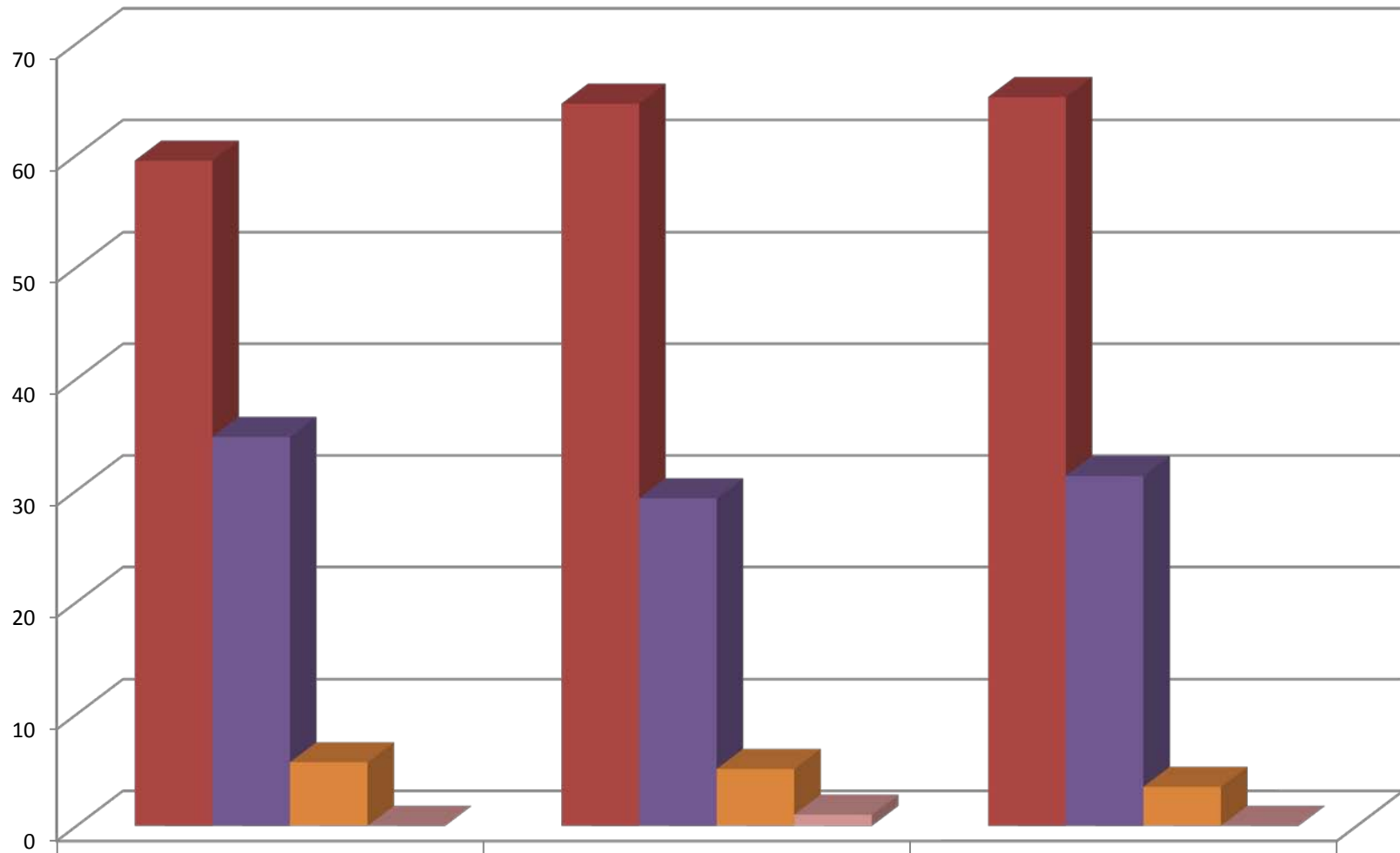


B2a - Library Services: Hours of Operation



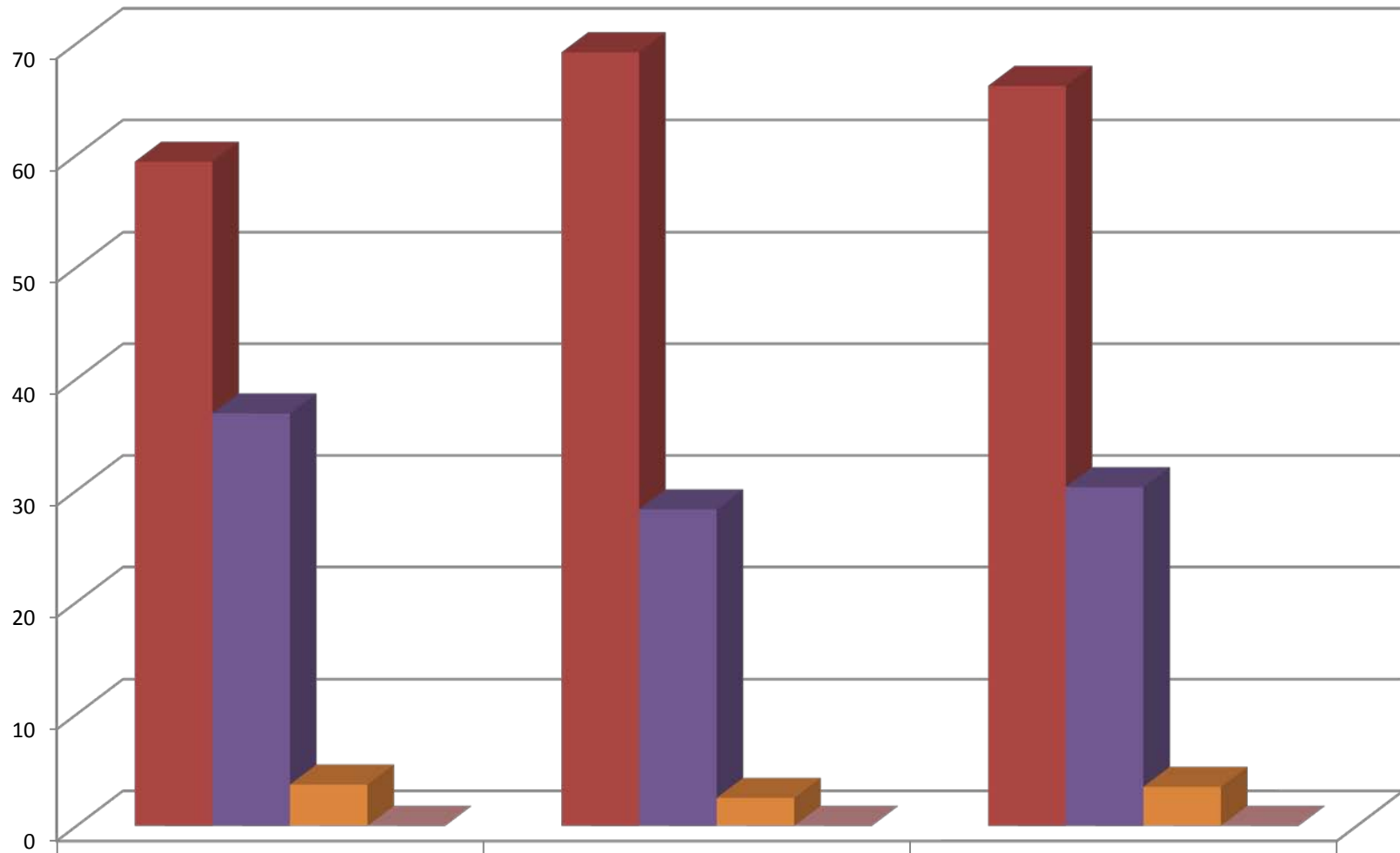
	2006 (N=212)	2008 (N=207)	2010 (N=232)
Excellent %	58	68.6	66.8
Good %	34.9	24.2	28.9
Fair %	6.1	6.8	4.3
Poor %	0.9	0.5	0

B2b - Library Services: Staff Responsiveness



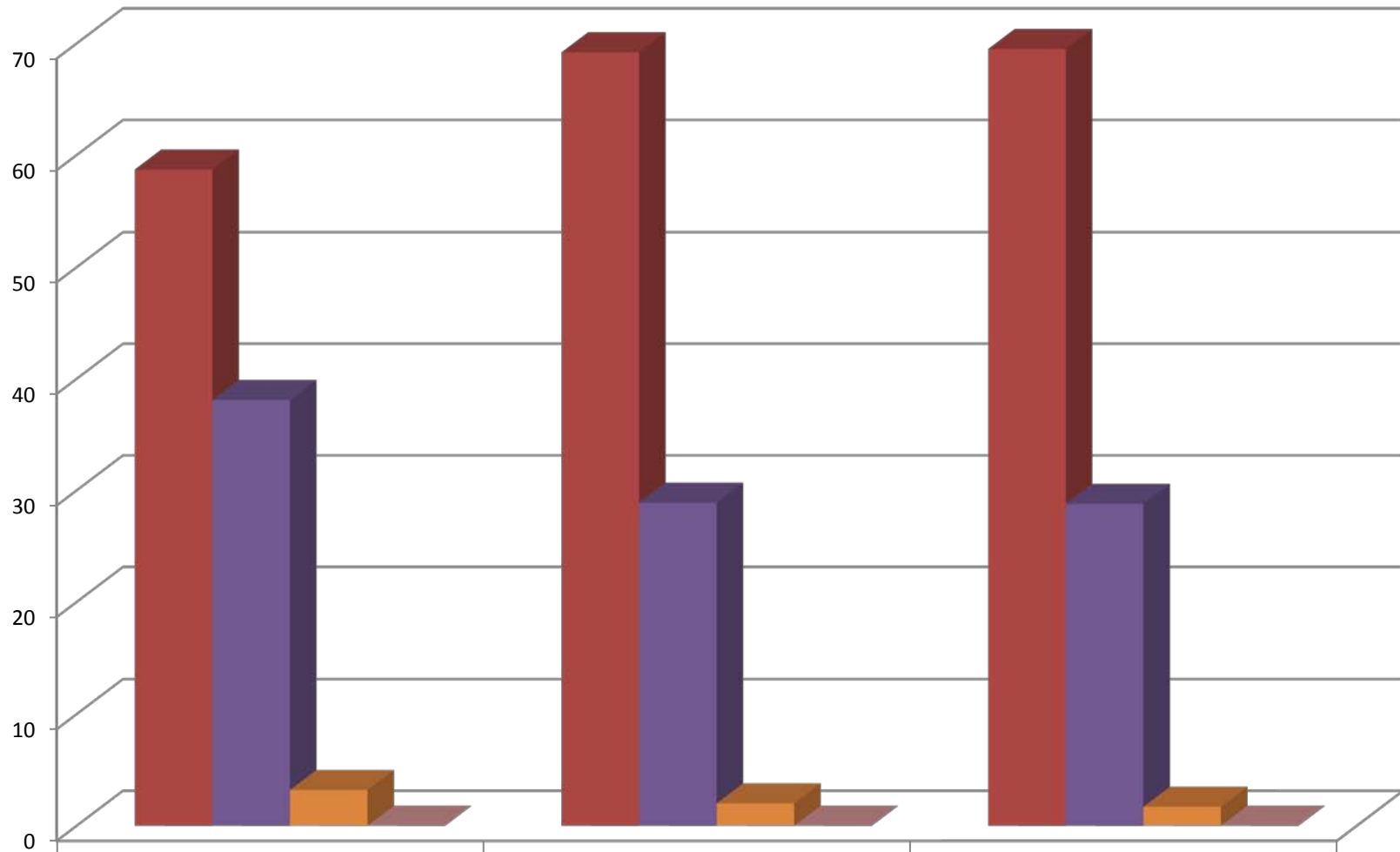
	2006 (N=210)	2008 (N=198)	2010 (N=230)
Excellent %	59.5	64.6	65.2
Good %	34.8	29.3	31.3
Fair %	5.7	5.1	3.5
Poor %	0	1	0

B2c - Library Services: Access to Databases and Collections



	2006 (N=217)	2008 (N=198)	2010 (N=231)
Excellent %	59.4	69.2	66.2
Good %	36.9	28.3	30.3
Fair %	3.7	2.5	3.5
Poor %	0	0	0

B2d - Library Services: Overall



	2006 (N=218)	2008 (N=201)	2010 (N=233)
■ Excellent %	58.7	69.2	69.5
■ Good %	38.1	28.9	28.8
■ Fair %	3.2	2	1.7
■ Poor %	0	0	0