

**Library User Satisfaction Survey 2013**  
**Let us know what you think!**

We want our Library and its staff to meet your needs. Please take a moment to answer these questions and let us know how we are doing. Please circle the answer that applies. Select N/A if you have not used the service.

1. How satisfied are you with our books and other printed materials? (419)

Extremely Satisfied 156 (37.1%)	Very Satisfied 138 (32.9%)	Satisfied 99 (23.6%)	Somewhat Satisfied 14 (3.3%)	Not Satisfied 3 (0.7%)	N/A 9 (2.1%)
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2. How satisfied are you with our videos and DVDs? (419)

Extremely Satisfied 144 (34.4%)	Very Satisfied 138 (32.9%)	Satisfied 71 (16.9%)	Somewhat Satisfied 36 (8.6%)	Not Satisfied 7 (1.7%)	N/A 23 (5.4%)
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3. How satisfied are you with our web-based electronic resources? (415)

Extremely Satisfied 131 (31.6%)	Very Satisfied 147 (35.4%)	Satisfied 110 (26.5%)	Somewhat Satisfied 16 (3.9%)	Not Satisfied 3 (0.7%)	N/A 8 (1.9%)
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4. How satisfied are you with the Library-provided laptops? (419)

Extremely Satisfied 126 (30%)	Very Satisfied 117 (27.9%)	Satisfied 73 (17.4%)	Somewhat Satisfied 20 (4.8%)	Not Satisfied 6 (1.4%)	N/A 77 (18.3%)
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5. How satisfied are you the Library's hours? (Current hours: Monday-Thursday, 7:30 a.m.-midnight; Friday, 7:30 a.m.-11:00 p.m.; Saturday, 9:00 a.m.-11:00 p.m.; and Sunday, 2:00 p.m.-midnight.) (415)

Extremely Satisfied 154 (37.1%)	Very Satisfied 95 (22.9%)	Satisfied 85 (20.5%)	Somewhat Satisfied 39 (9.3%)	Not Satisfied 37 (8.9%)	N/A 5 (1.2%)
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6. How helpful is our staff? (417)

Extremely Helpful 183 (43.9%)	Very Helpful 158 (37.9%)	Helpful 58 (13.9%)	Somewhat Helpful 17 (4%)	Not Helpful 0 (0%)	N/A 1 (0.2%)
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7. How comfortable do you find the physical facilities of the Library? (418)

Extremely Comfortable 130 (31%)	Very Comfortable 147 (35.2%)	Comfortable 114 (27.3%)	Somewhat Comfortable 21 (5%)	Not Comfortable 4 (1%)	N/A 2 (0.5%)
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8. Once you have identified materials you need that are located in the Library, how easy is it for you to find them? (418)

Extremely Easy 105 (25.1%)	Very Easy 129 (30.9%)	Easy 115 (27.5%)	Somewhat Easy 47 (11.2%)	Not Easy 16 (3.8%)	N/A 6 (1.4%)
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9. How important is the Library to you? (416)

Extremely Important 211 (50.7%)	Very Important 128 (30.8%)	Important 44 (10.6%)	Somewhat Important 29 (7%)	Not Important 3 (0.7%)	No Opinion 1 (0.2%)
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10. How often do you use the Library any purpose, such as research, entertainment, or study? (412)

Daily	Weekly	Monthly	Twice a semester	Once a semester	Never
106 (25.7%)	215 (52.2%)	69 (16.7%)	17 (4.1%)	2 (0.5%)	3 (0.7%)

11. How often do you ask a librarian for help? (417)

Daily	Weekly	Monthly	Twice a semester	Once a semester	Never
37 (9.8%)	102 (24.5%)	141 (33.8%)	59 (14.1%)	57 (13.7%)	21 (5%)

12. Are there improvements you would like to see the Library make?

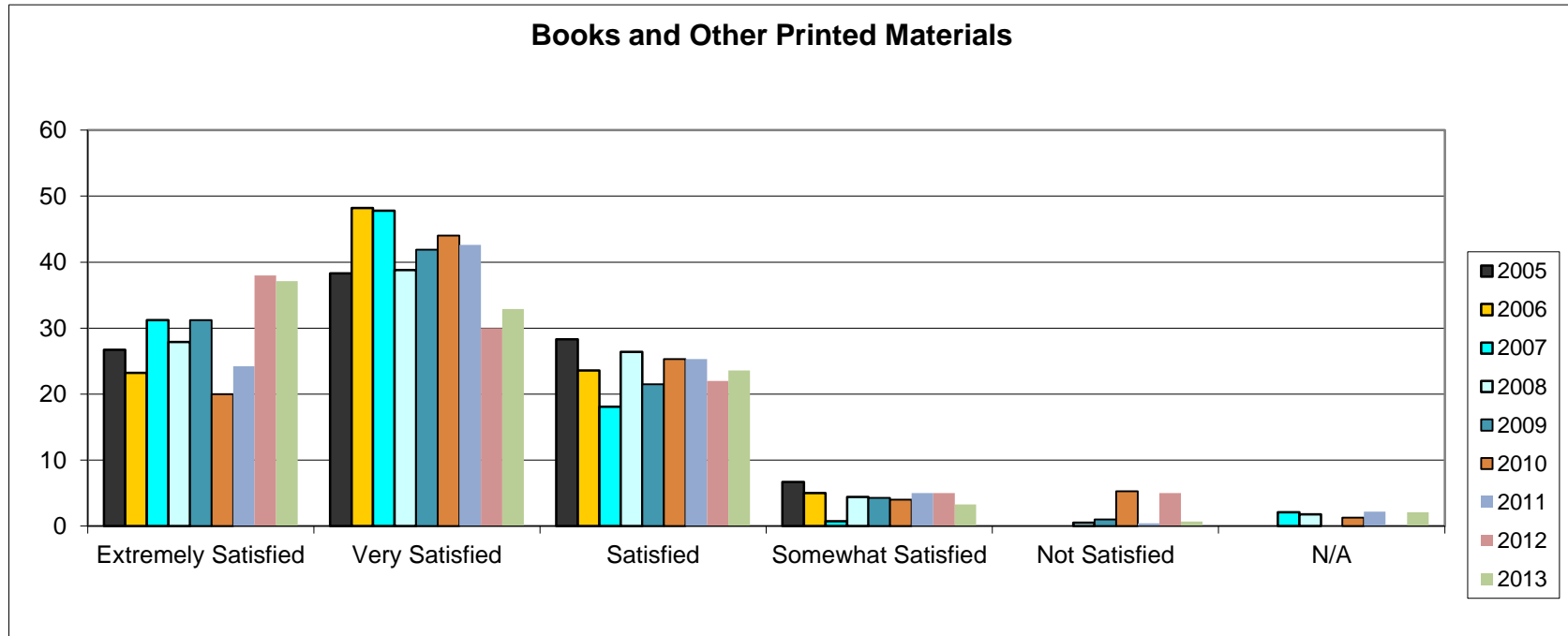
More books	More videos/DVDs	More electronic resources	Longer hours (please specify below)
126 (30.1%)	237 (56.6%)	91 (21.7%)	131 (31.3%)
More laptops	Less noise	More study rooms	Other (please explain below)
86 (20.5%)	48 (11.5%)	194 (46.3%)	No Opinion
			37 (8.8%)

13. Please circle all below that apply. I am a: (357)

Faculty/Staff	Alumni	Local Patron	Visitor		
19 (5.3%)	10 (2.8%)	13 (3.6%)	21 (5.9%)		
Commuting Student	Distance Education Student	Residential Student			
103 (28.6%)	8 (2.2%)	203 (56.9%)			
Freshman	Sophomore	Junior	Senior	Graduate Student	Special Student (345)
101 (29.3)	67 (19.4%)	66 (19.1%)	90 (26.1%)	15 (4.3%)	6 (1.7%)

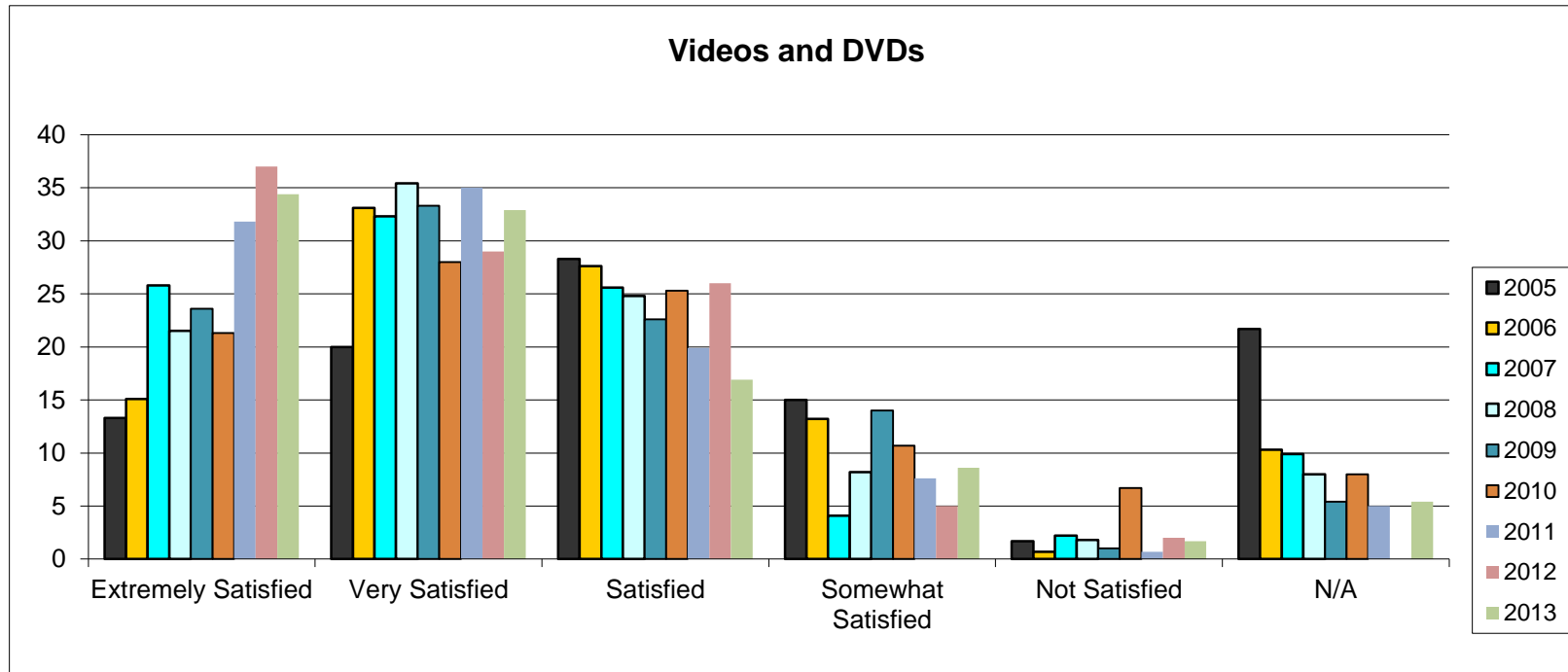
Comments:

## Library Survey Results 2005-2013



	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	26.7	38.3	28.3	6.7	0	0
2006	23.2	48.2	23.6	5	0	0
2007	31.2	47.8	18.1	0.72	0	2.1
2008	27.9	38.8	26.4	4.4	0.5	1.8
2009	31.2	41.9	21.5	4.3	1	
2010	20	44	25.3	4	5.3	1.3
2011	24.2	42.6	25.3	5	0.4	2.2
2012	38	30	22	5	5	
2013	37.1	32.9	23.6	3.3	0.7	2.1

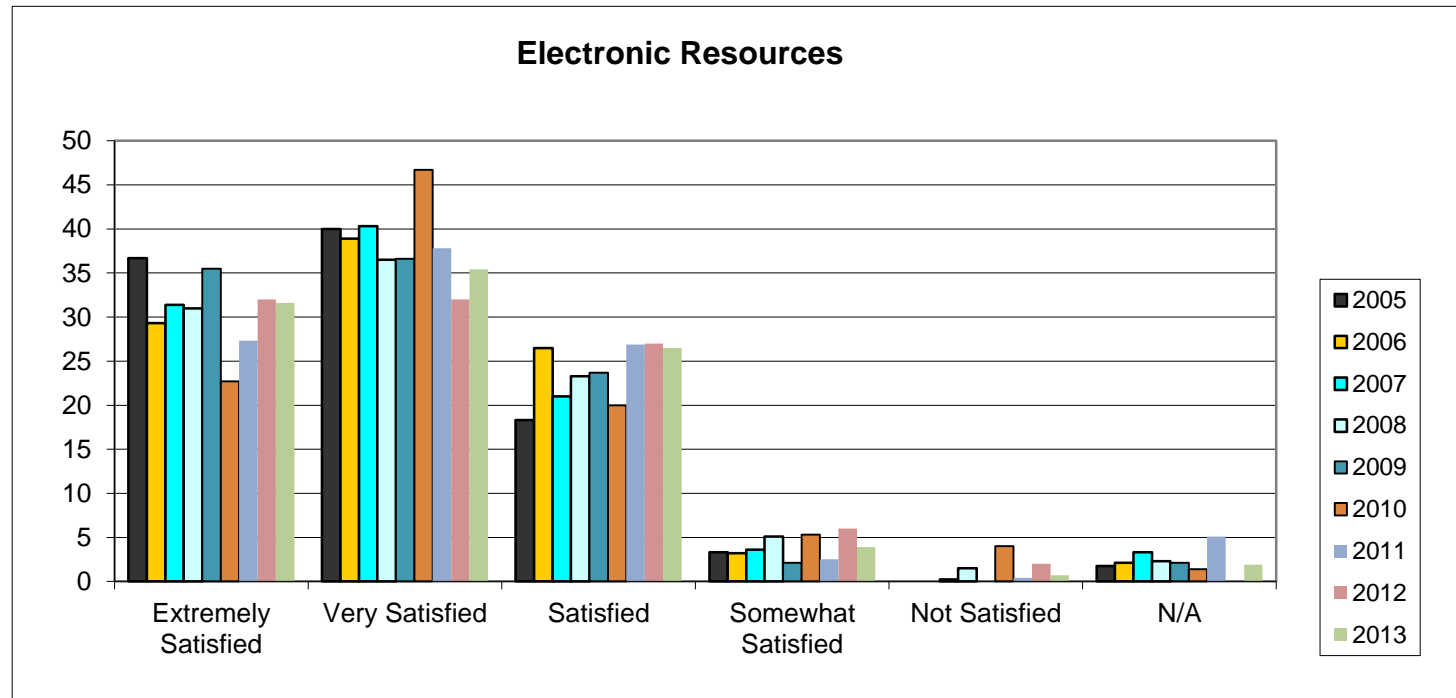
## Library Survey Results 2005-2013



	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	13.3	20	28.3	15	1.7	21.7
2006	15.1	33.1	27.6	13.2	0.7	10.3
2007	25.8	32.3	25.6	4.1	2.2	9.9
2008	21.5	35.4	24.8	8.2	1.8	8
2009	23.6	33.3	22.6	14	1	5.4
2010	21.3	28	25.3	10.7	6.7	8
2011	31.8	35	19.9	7.6	0.7	5
2012	37	29	26	5	2	
2013	34.4	32.9	16.9	8.6	1.7	5.4

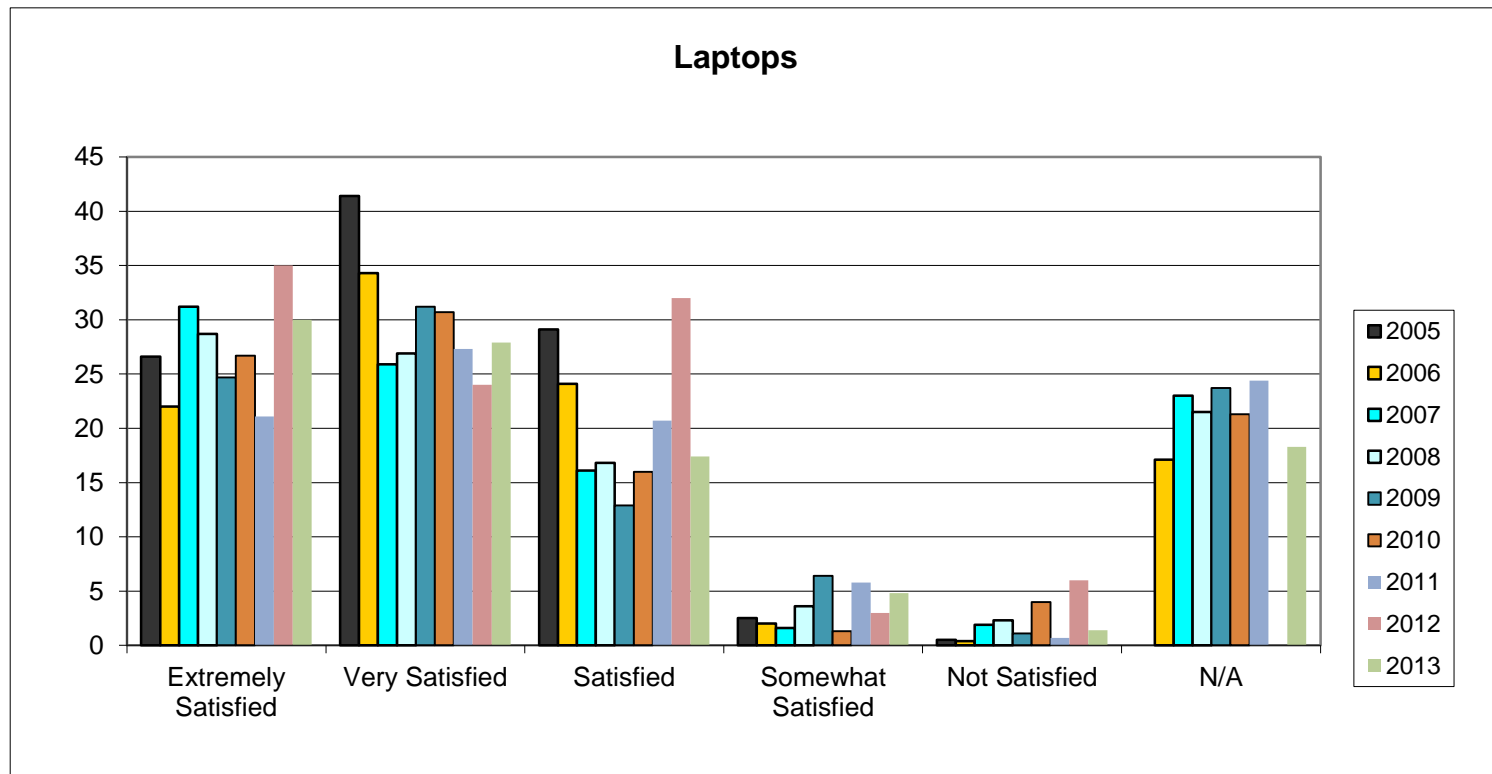
### Library Survey Results 2005-2013

	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	36.7	40	18.3	3.3	0	1.75
2006	29.3	38.9	26.5	3.2	0	2.1
2007	31.4	40.3	21	3.62	0.24	3.3
2008	31	36.5	23.3	5.1	1.5	2.3
2009	35.5	36.6	23.7	2.1		2.1
2010	22.7	46.7	20	5.3	4	1.4
2011	27.3	37.8	26.9	2.5	0.4	5.1
2012	32	32	27	6	2	
2013	31.6	35.4	26.5	3.9	0.7	1.9



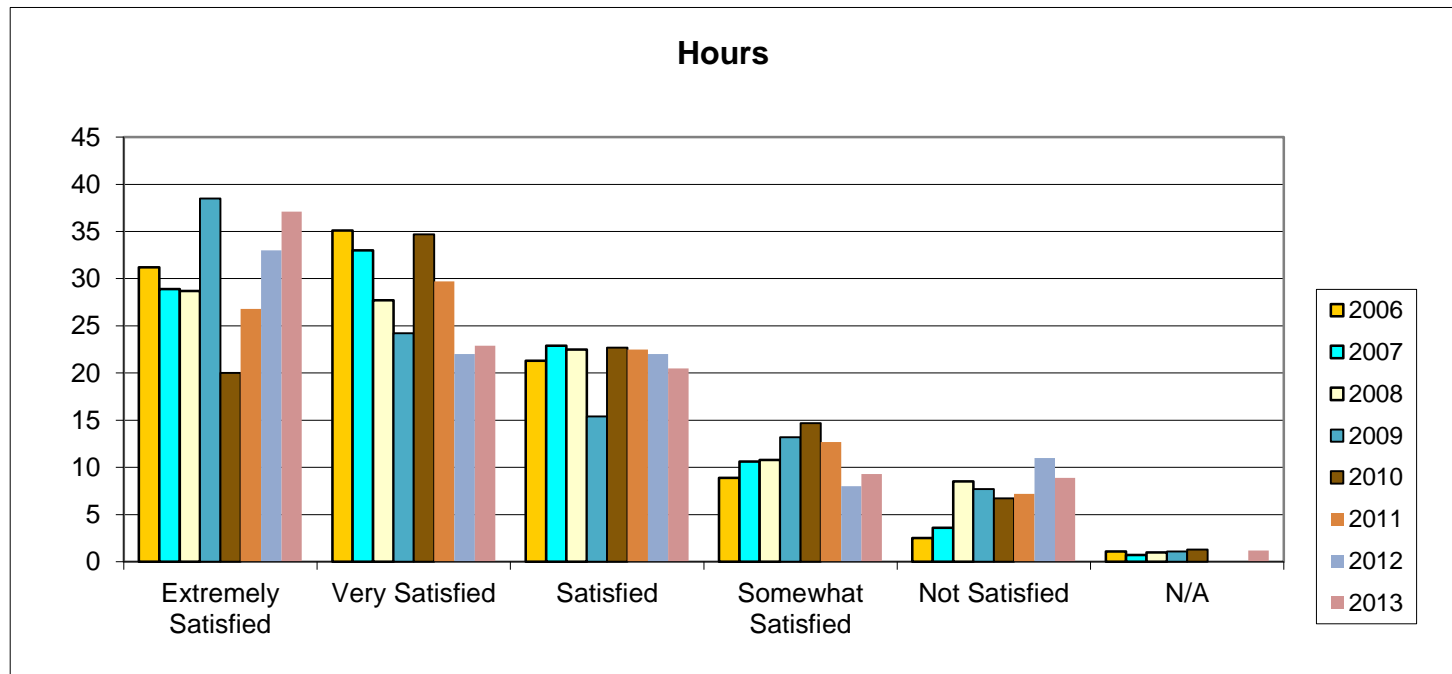
## Library Survey Results 2005-2013

	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2005	26.6	41.4	29.1	2.5	0.5	0
2006	22	34.3	24.1	2	0.4	17.1
2007	31.2	25.9	16.1	1.6	1.9	23
2008	28.7	26.9	16.8	3.6	2.3	21.5
2009	24.7	31.2	12.9	6.4	1.1	23.7
2010	26.7	30.7	16	1.3	4	21.3
2011	21.1	27.3	20.7	5.8	0.7	24.4
2012	35	24	32	3	6	
2013	30	27.9	17.4	4.8	1.4	18.3



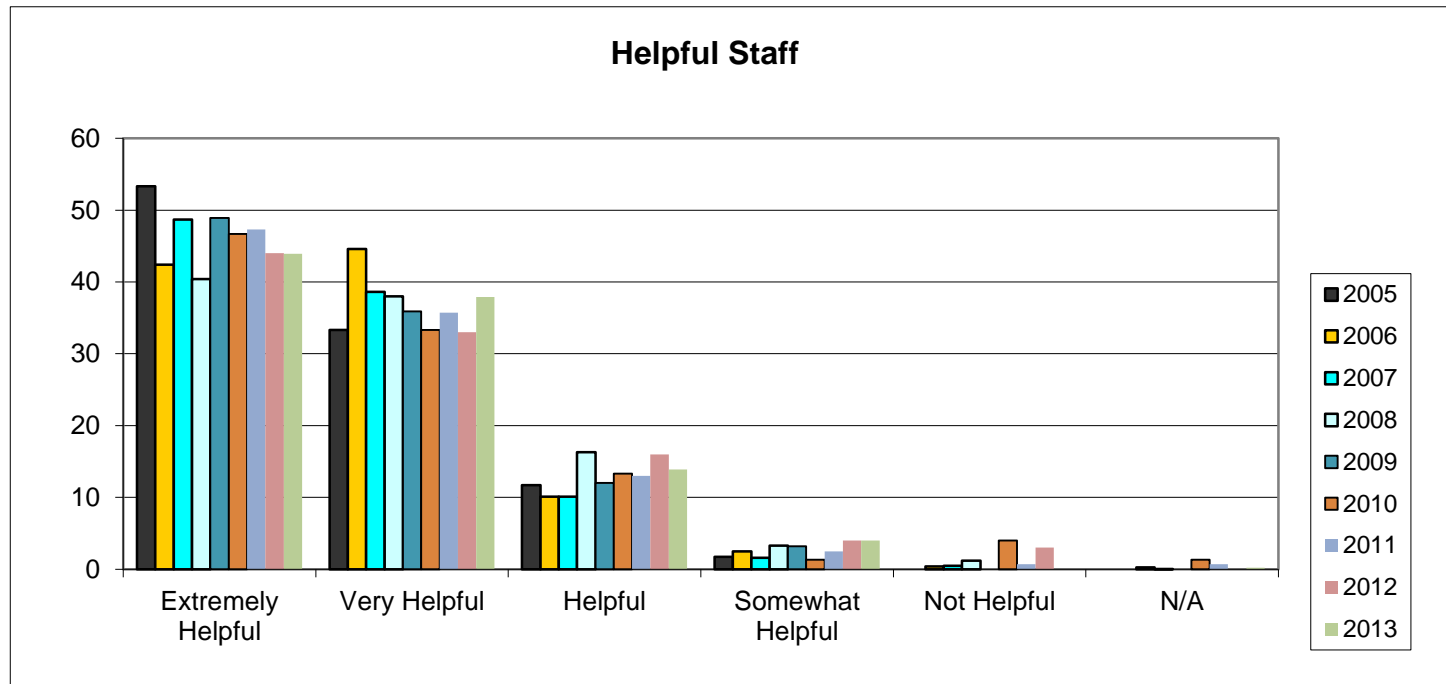
## Library Survey Results 2006-2013

	Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	N/A
2006	31.2	35.1	21.3	8.9	2.5	1.1
2007	28.9	33	22.9	10.6	3.6	0.72
2008	28.7	27.7	22.5	10.8	8.5	1
2009	38.5	24.2	15.4	13.2	7.7	1.1
2010	20	34.7	22.7	14.7	6.7	1.3
2011	26.8	29.7	22.5	12.7	7.2	
2012	33	22	22	8	11	
2013	37.1	22.9	20.5	9.3	8.9	1.2



## Library Survey Results 2005-2013

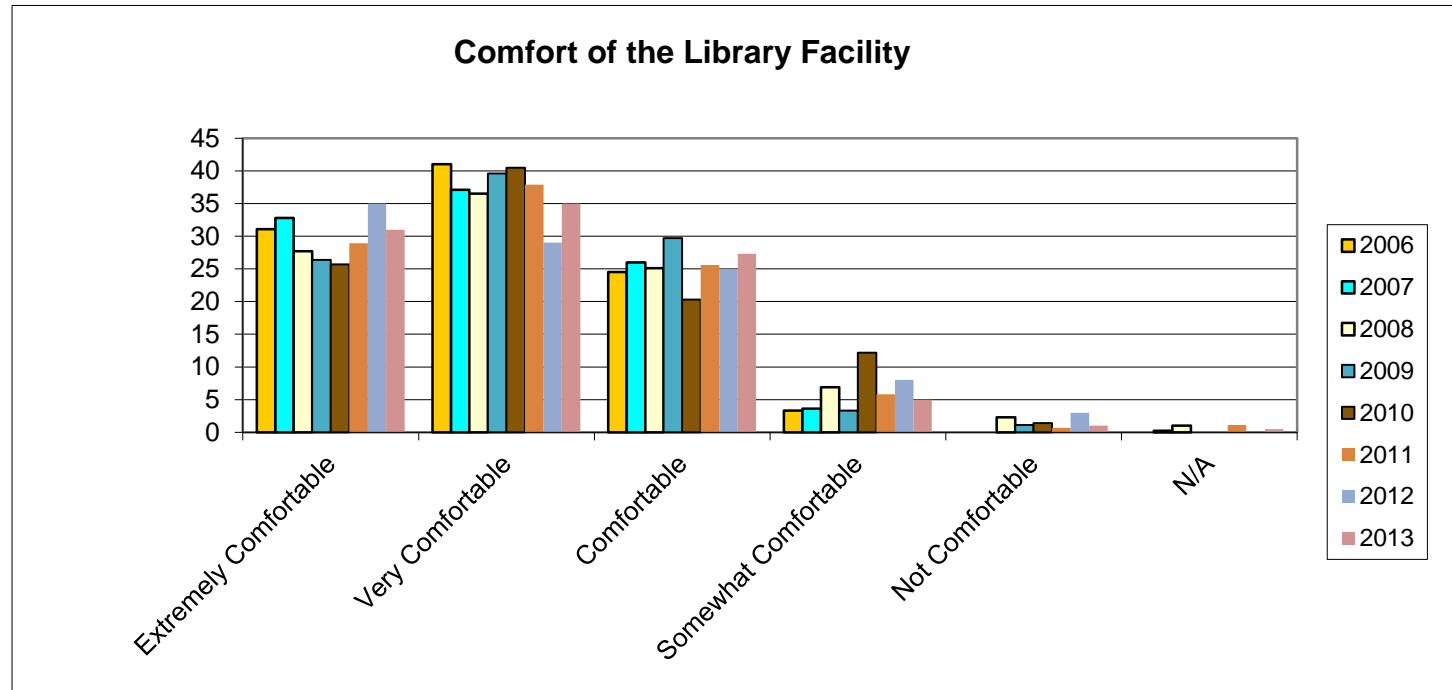
	Extremely Helpful	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	N/A
2005	53.3	33.3	11.7	1.7	0	0
2006	42.4	44.6	10.1	2.5	0.4	0
2007	48.7	38.6	10.1	1.6	0.48	0.24
2008	40.4	38	16.3	3.3	1.2	0.02
2009	48.9	35.9	12	3.2		
2010	46.7	33.3	13.3	1.3	4	1.3
2011	47.3	35.7	13	2.5	0.7	0.7
2012	44	33	16	4	3	
2013	43.9	37.9	13.9	4	0	0.2





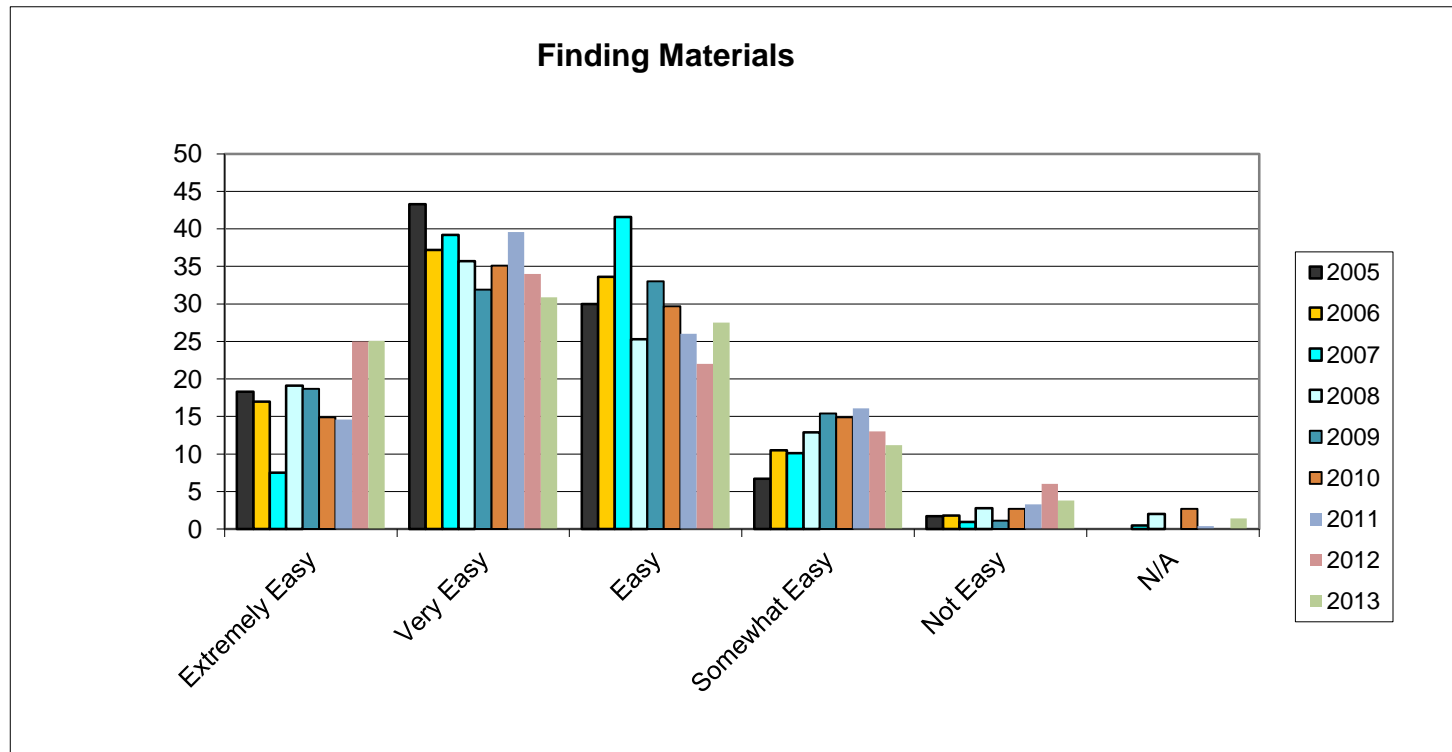
### Library Survey Results 2006-2013

	Extremely Comfortable	Very Comfortable	Comfortable	Somewhat Comfortable	Not Comfortable	N/A
2006	31.1	41	24.5	3.3	0	0
2007	32.8	37.1	26	3.6	0	0.24
2008	27.7	36.5	25.1	6.9	2.3	1
2009	26.4	39.6	29.7	3.3	1.1	
2010	25.7	40.5	20.3	12.2	1.4	
2011	28.9	37.9	25.6	5.8	0.7	1.1
2012	35	29	25	8	3	
2013	31	35	27.3	5	1	0.5



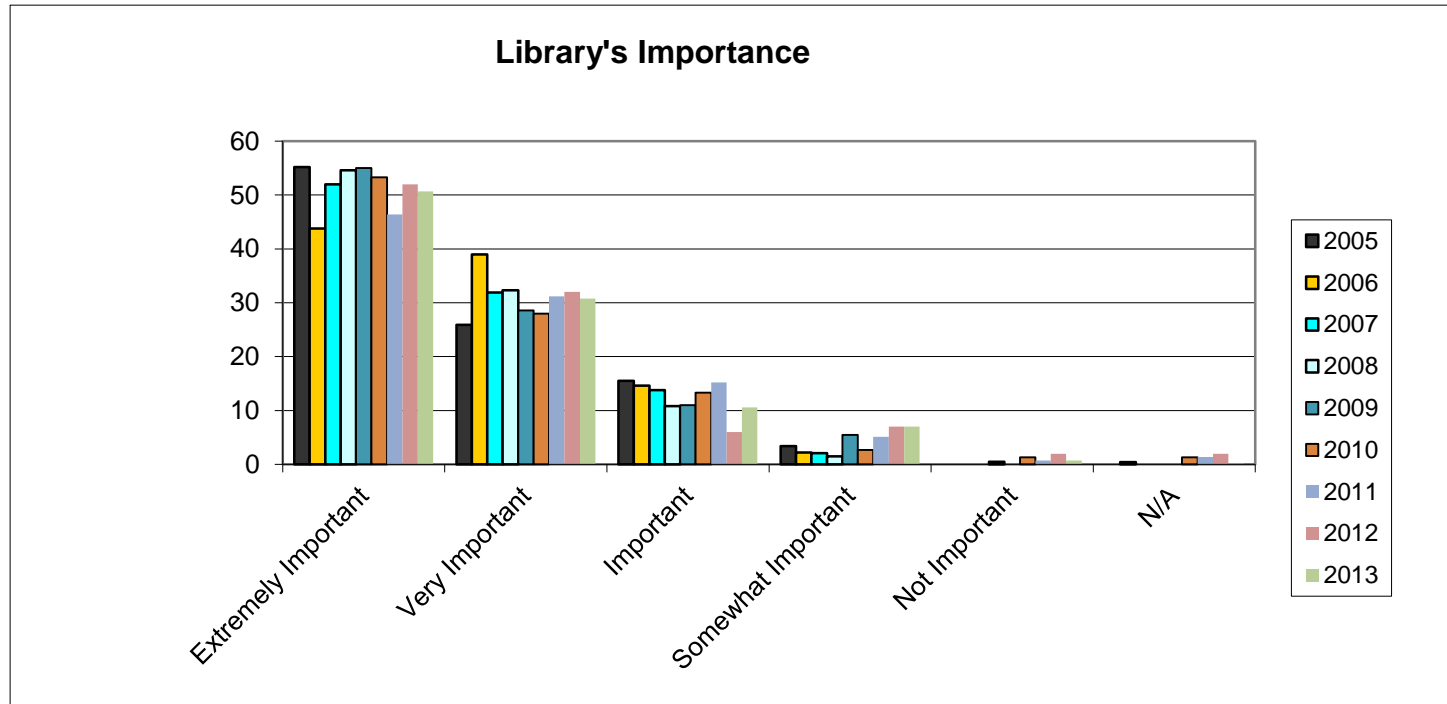
## Library Survey Results 2005-2013

	Extremely Easy	Very Easy	Easy	Somewhat Easy	Not Easy	N/A
2005	18.3	43.3	30	6.7	1.7	0
2006	17	37.2	33.6	10.5	1.8	0
2007	7.5	39.2	41.6	10.1	0.96	0.48
2008	19.1	35.7	25.3	12.9	2.8	2
2009	18.7	31.9	33	15.4	1.1	
2010	14.9	35.1	29.7	14.9	2.7	2.7
2011	14.6	39.6	26	16.1	3.3	0.4
2012	25	34	22	13	6	
2013	25.1	30.9	27.5	11.2	3.8	1.4



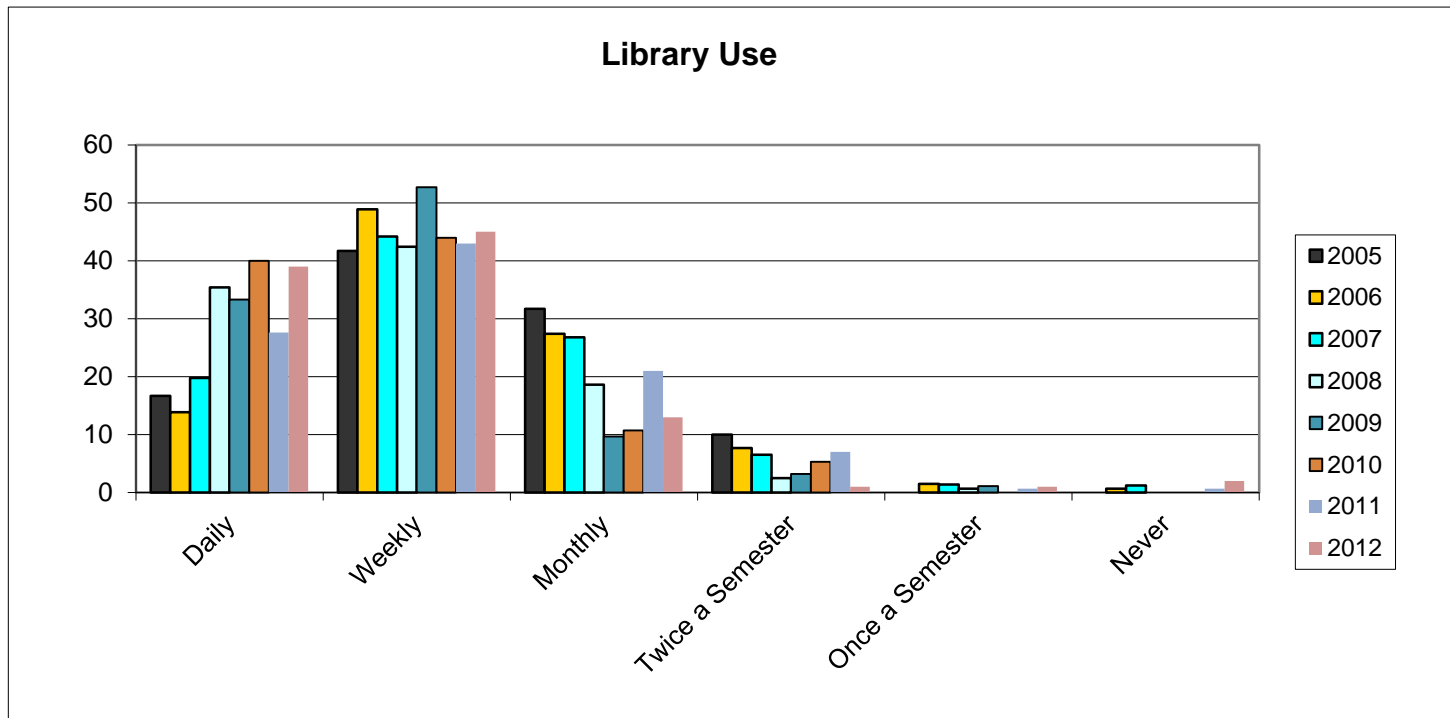
## Library Survey Results 2005-2013

	Extremely Important	Very Important	Important	Somewhat Important	Not Important	N/A
2005	55.2	25.9	15.5	3.4	0	0
2006	43.8	39	14.6	2.2	0	0.4
2007	52	31.9	13.8	2.1	0	0
2008	54.6	32.3	10.8	1.5	0.5	0
2009	55	28.6	11	5.5		
2010	53.3	28	13.3	2.7	1.3	1.3
2011	46.4	31.2	15.2	5.1	0.7	1.4
2012	52	32	6	7	2	2
2013	50.7	30.8	10.6	7	0.7	0.2



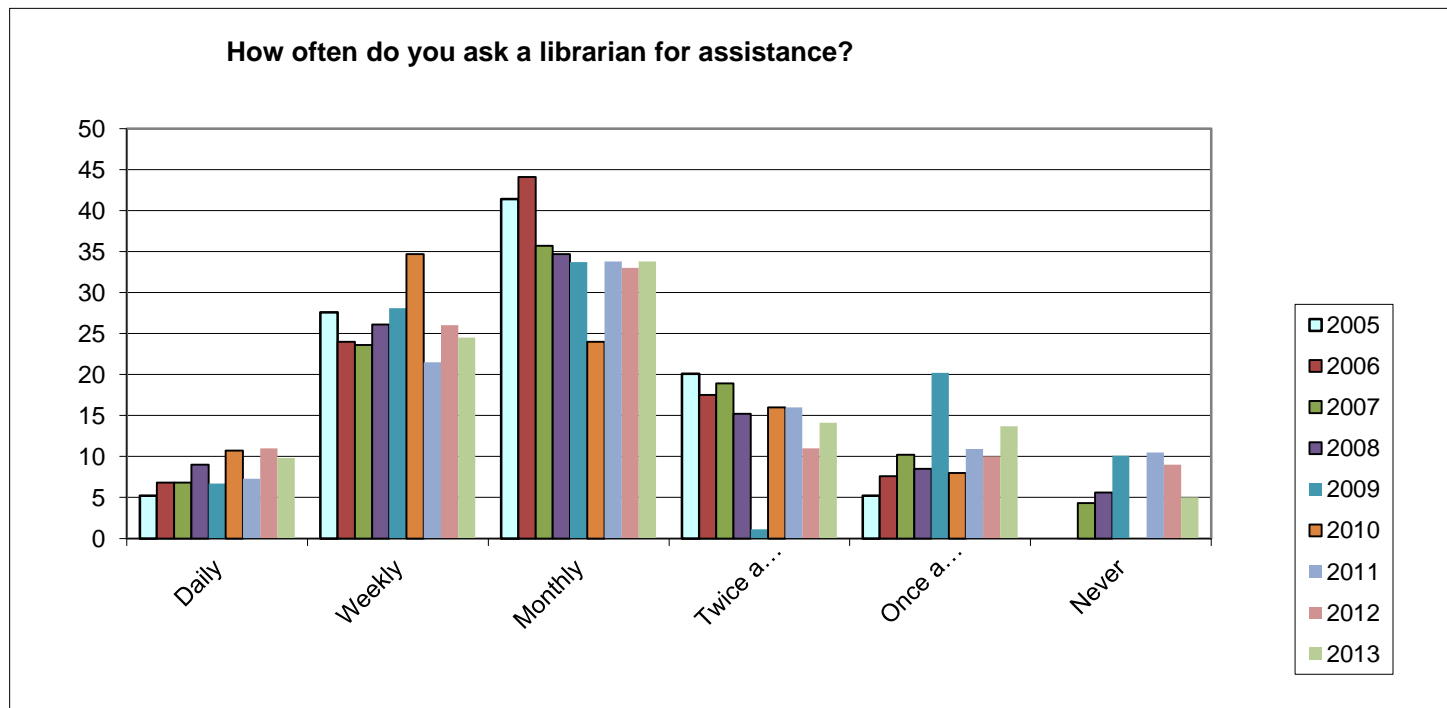
## Library Survey Results 2005-2012

	Daily	Weekly	Monthly	Twice a Semester	Once a Semester	Never
2005	16.7	41.7	31.7	10	0	0
2006	13.9	48.9	27.4	7.7	1.5	0.7
2007	19.8	44.2	26.8	6.52	1.4	1.2
2008	35.4	42.4	18.6	2.5	0.7	0
2009	33.3	52.7	9.7	3.2	1.1	
2010	40	44	10.7	5.3	0	0
2011	27.6	43	21	7	0.7	0.7
2012	39	45	13	1	1	2



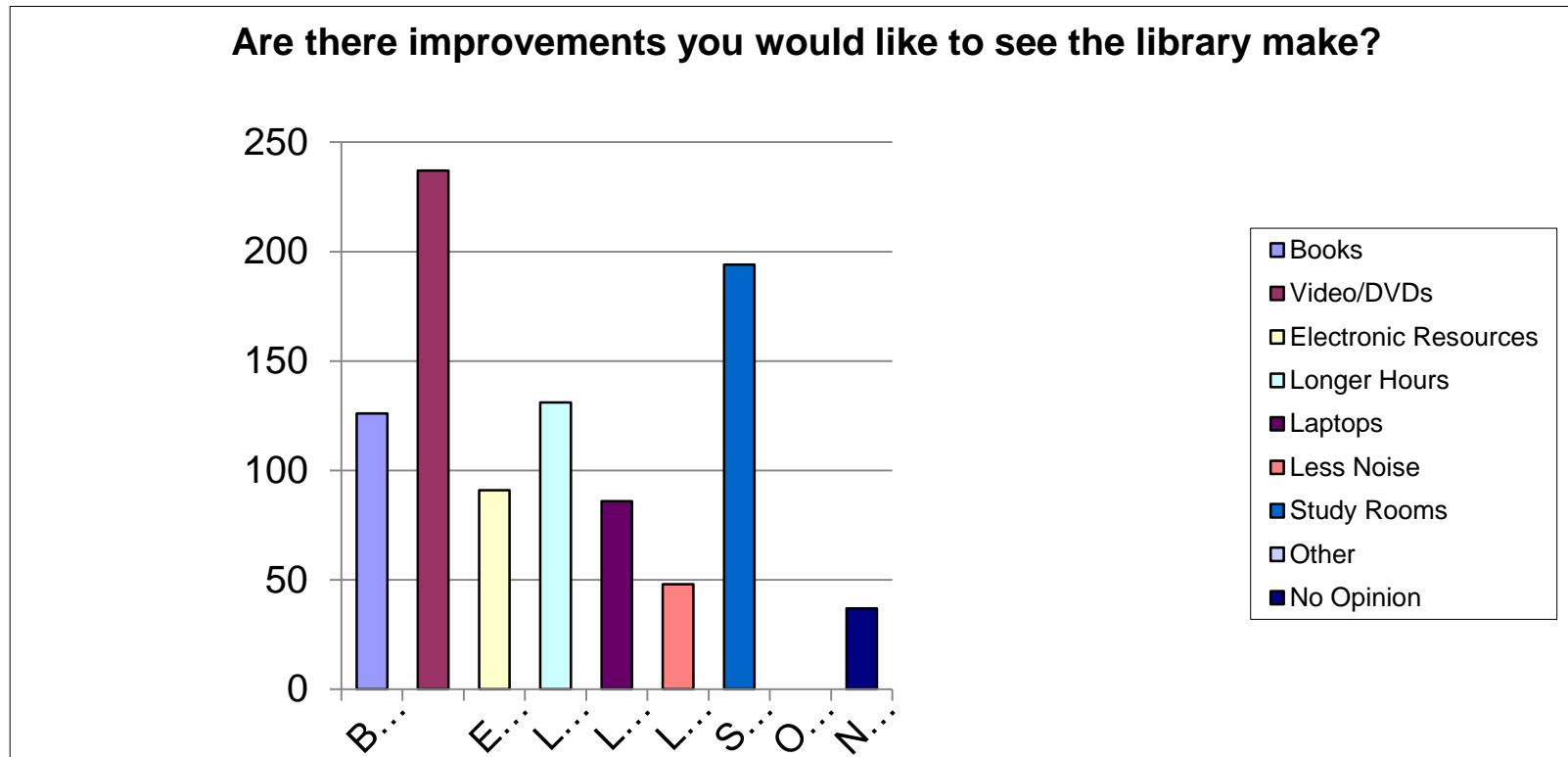
### Library Survey Results 2005-2013

	Daily	Weekly	Monthly	Twice a Semester	Once a Semester	Never
2005	5.2	27.6	41.4	20.1	5.2	
2006	6.8	24	44.1	17.5	7.6	
2007	6.8	23.6	35.7	18.9	10.2	4.3
2008	9	26.1	34.7	15.2	8.5	5.6
2009	6.7	28.1	33.7	1.1	20.2	10.1
2010	10.7	34.7	24	16	8	0
2011	7.3	21.5	33.8	16	10.9	10.5
2012	11	26	33	11	10	9
2013	9.8	24.5	33.8	14.1	13.7	5



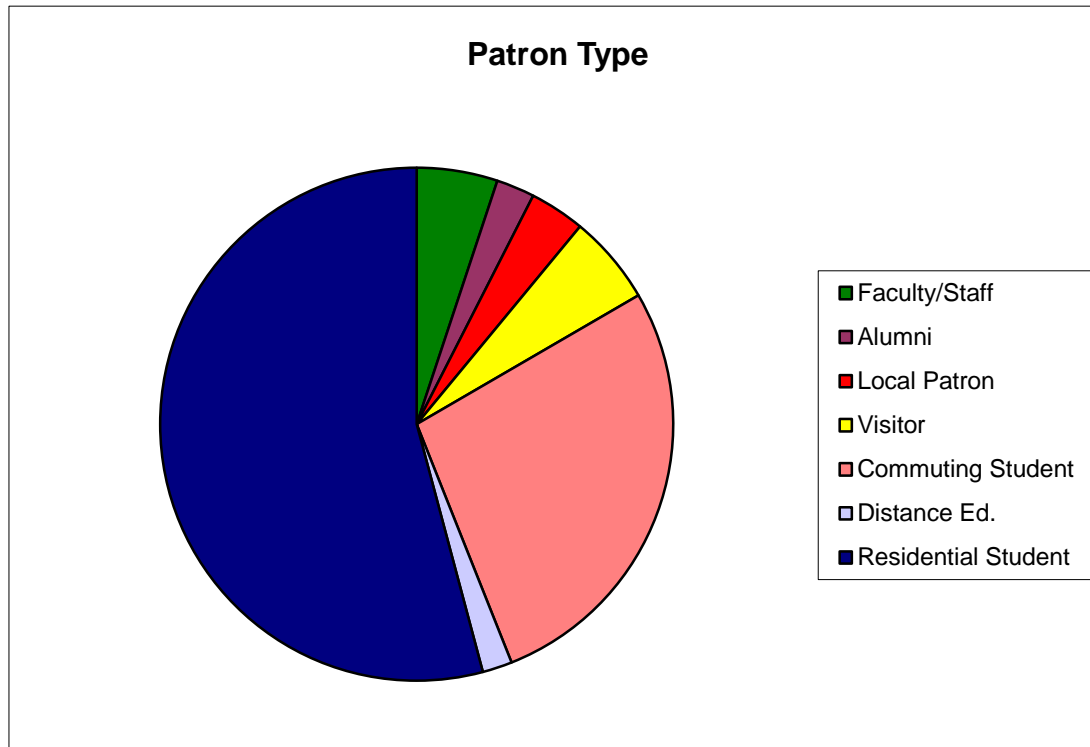
## Library Survey Results 2013

Books	Video/DVDs	Electronic Resources	Longer Hours	Laptops	Less Noise	Study Rooms
126	237	91	131	86	48	194
Other	No Opinion					
	9					



## Library Survey Results 2013

Faculty/Staff	Alumni	Local Patron	Visitor	Commuting Student	Distance Ed.
19	9	13	21	102	7
<b>Residential Student</b>					
					202



### Library Survey Results 2013

Freshman	Sophomore	Junior	Senior	Graduate Student	Special Student
101	67	66	90	15	6

