

Library User Satisfaction Survey 2011
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?

Extremely Satisfied 67 2011	Very Satisfied 118 42.6%	Satisfied 71 25.6%	Somewhat Satisfied 14 5%	Not Satisfied 1 0.4%	N/A 6 (277) 2.2%
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2. How satisfied are you with our videos and DVDs?

Extremely Satisfied 88 31.8%	Very Satisfied 97 35%	Satisfied 55 19.9%	Somewhat Satisfied 21 7.6%	Not Satisfied 2 0.7%	N/A 14 (277) 5%
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3. How satisfied are you with our web-based electronic resources?

Extremely Satisfied 75 27.3%	Very Satisfied 104 37.8%	Satisfied 74 26.9%	Somewhat Satisfied 7 2.5%	Not Satisfied 1 0.4%	N/A 14 (275) 5.1%
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4. How satisfied are you with the Library-provided laptops?

Extremely Satisfied 58 21.1%	Very Satisfied 75 27.3%	Satisfied 57 20.7%	Somewhat Satisfied 16 5.8%	Not Satisfied 2 0.7%	N/A 67 (275) 24.4%
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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.)

Extremely Satisfied 74 26.8%	Very Satisfied 82 29.7%	Satisfied 62 22.5%	Somewhat Satisfied 35 12.7%	Not Satisfied 20 7.2%	N/A 3 (276) 1.1%
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6. How helpful is our staff?

Extremely Helpful 131 47.3%	Very Helpful 99 35.7%	Helpful 36 13%	Somewhat Helpful 7 2.5%	Not Helpful 2 0.7%	N/A 2 (277) 0.7%
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7. How comfortable do you find the physical facilities of the Library?

Extremely Comfortable 80 28.9%	Very Comfortable 105 37.9%	Comfortable 71 25.6%	Somewhat Comfortable 16 5.8%	Not Comfortable 2 0.7%	N/A 3 (277) 1.1%
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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?

Extremely Easy 40 14.6%	Very Easy 108 39.6%	Easy 71 26%	Somewhat Easy 44 16.1%	Not Easy 9 3.3%	N/A 1 (273) 0.4%
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9. How important is the Library to you?

Extremely Important	128	Very Important	86	Important	42	Somewhat Important	14	Not Important	2	No Opinion	4 (276)
	46.4%		31.2%		15.2%		5.1%		0.7%		1.4%

10. How often do you use the Library for any purpose, such as research, entertainment, or study?

Daily	75	Weekly	117	Monthly	57	Twice a semester	19	Once a semester	2	Never	2 (272)
	27.6%		43%		21%		7%		0.7%		0.7%

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

Daily	20	Weekly	59	Monthly	93	Twice a semester	44	Once a semester	30	Never	29 (275)
	7.3%		21.5%		33.8%		16%		10.9%		10.5%

12. Are there improvements you would like to see the Library make? (578)

More books	72	More videos/DVDs	166	More electronic resources	37	Longer hours (please specify below)	63
More laptops	47	Less noise	40	More study rooms	139	Other (please explain below)	14

13. Please circle all below that apply. I am a: (237)

Faculty/Staff	13	Commuting Student	41	Freshman	89
Alumni	10	Distance Education Student	4	Sophomore	43
Local Patron	13	Residential Student	91	Junior	37
Visitor	4			Senior	59
				Graduate Student	9
				Special Student	2