Mary Livermore Library Survey (Academic Support Services)
Spring 2011

Please rate the Mary Livermore Library on each of the following items by selecting the rating that applies. Thank you for participating in this survey.

ADEQUACY OF RESOURCES

1. Collection of library books that can be checked out
   A. Poor 4 (0.93%)   B. Fair 38 (8.86%)   C. Good 161 (37.53%) D. Excellent 105 (24.48%)
   E. Don't Know or Don't Use 99 (23.08)   Missing 22 (5.13%)

2. Reference books
   A. Poor 2(0.47%)   B. Fair 36 (8.39%) C. Good 167 (38.93%) D. Excellent 88 (20.51%)
   E. Don't Know or Don't Use 114 (26.57%)   Missing 22 (5.13%)

3. Materials for recreational reading (periodicals, bestsellers, novels)
   A. Poor 10 (2.33%)   B. Fair 41 (9.56%)   C. Good 135 (31.47%)   D. Excellent 83 (19.35%)
   E. Don't Know or Don't Use 136 (31.7%)   Missing 24 (5.59%)

4. Electronic resources (databases for research)
   A. Poor 3 (0.7%)   B. Fair 34 (7.93%)   C. Good 150 (34.97%)   D. Excellent 177 (41.26%)
   E. Don't Know or Don't Use 43 (10.02%) Missing 22 (5.13%)

5. Periodicals for research
   A. Poor 2 (0.47%)   B. Fair 34 (7.93%)   C. Good 148 (34.5%)   D. Excellent 79 (18.41%)
   E. Don't Know or Don't Use 144 (33.57%) Missing 22 (5.13%)

6. Non-print media (videos, CDs, DVDs, etc.)
   A. Poor 10 (2.33%)   B. Fair 54 (12.59%)   C. Good 134 (31.24%)   D. Excellent 88 (20.51%)
   E. Don't Know or Don't Use 121 (28.21%) Missing 22 (5.13%)

7. Library equipment (copiers, microfilm readers/printers, multimedia workstations)
   A. Poor 9 (2.1%)   B. Fair 49 (11.42%)   C. Good 154 (35.9%)   D. Excellent 100 (32.31%)
   E. Don't Know or Don't Use 95 (22.14%)   Missing 22 (5.13%)

8. Library computing equipment (reference computers, laptops)
   A. Poor 7 (1.63%)   B. Fair 40 (9.32%)   C. Good 155 (36.13%)   D. Excellent 129 (30.07%)
   E. Don't Know or Don't Use 76 (17.72 %) Missing 22 5.13%)

9. Overall adequacy of library resources
   A. Poor 7 (1.63%)   B. Fair 40 (9.32%)   C. Good 201 (46.85%)   D. Excellent 118 (27.51%)
   E. Don't Know or Don't Use 40 (9.32%)   Missing 23 (5.36%)

SERVICES
10. Adequacy of hours
    (Mon-Thurs:7:30am-midnight, Fri: 7:30am-11pm, Sat: 9am-11pm, Sun: 2pm-midnight)

A. Poor 17 (3.96%)   B. Fair 49 (11.42%)   C. Good 132 (30.77%)   D. Excellent 182 (42.42%)
E. Don't Know or Don't Use 27 (6.29%) Missing 22 (5.13%)

11. Instruction provided in library classes about how to use library resources
A. Poor 9 (2.1%)   B. Fair 46 (10.72%)   C. Good 156 (36.36%)   D. Excellent 125 (29.14%)
E. Don't Know or Don't Use 71 (16.55%) Missing 22 (5.13%)

12. Help with research and reference questions
A. Poor 3 (0.7%)   B. Fair 45 (10.49%)   C. Good 148 (34.5%)   D. Excellent 129 (30.07%)
E. Don't Know or Don't Use 82 (19.11%) Missing 22 (5.13%)

13. Handling of reserve materials
A. Poor 4 (0.93%)   B. Fair 38 (8.86%)   C. Good 138 (32.17%)   D. Excellent 81 (18.81%)
E. Don't Know or Don't Use 146 (34.03%) Missing 22 (5.13%)

14. Usefulness and convenience of online library catalog (BraveCat)
A. Poor 10 (2.33%)   B. Fair 32 (7.46%)   C. Good 143 (33.33%)   D. Excellent 153 (35.66%)
E. Don't Know or Don't Use 69 (16.08%)   Missing 22 (5.13%)

15. Checkout and overdue policies
A. Poor 25 (5.83%)   B. Fair 67 (15.62%)   C. Good 140 (32.63%)   D. Excellent 90 (20.98%)
E. Don't Know or Don't Use 85 (19.81 %)   Missing 22 (5.13%)

16. Help with checkouts and explanation of overdues
A. Poor 26 (6.06%)   B. Fair 45 (10.49%)   C. Good 142 (33.1%)   D. Excellent 99 (23.08%)
E. Don't Know or Don't Use 95 (22.14%) Missing 22 (5.13%)

17. Interlibrary loan
A. Poor 8 (1.86%)   B. Fair 28 (6.53%)   C. Good 81(18.88%)   D. Excellent 27 (6.29%)
E. Don't Know or Don't Use 248 (57.81%) Missing 22 (5.13%)

18. Help locating periodicals
A. Poor 8 (1.86%)   B. Fair 38 (8.86%)   C. Good 110 (25.64%)   D. Excellent 74 (17.25%)
E. Don't Know or Don't Use 162 (37.75%) Missing 37 (8.62%)

19. Overall quality of library services
A. Poor 4 (0.93%)   B. Fair 44 (10.26%)   C. Good 187 (43.59%)   D. Excellent 108 (25.17%)
E. Don't Know or Don't Use 49 (11.42%) Missing 37 (8.62%)

FACILITIES
20. Atmosphere for reading and studying
A. Poor 11 (2.56%)   B. Fair 38 (8.86%)   C. Good 149 (34.73%)   D. Excellent 159 (37.06%)
E. Don't Know or Don't Use 35 (8.16%) Missing 37 (8.62%)

21. Comfort and amount of tables, seating, and study rooms
A. Poor 29 (6.76%)   B. Fair 57 (13.29%)   C. Good 153 (35.66%)   D. Excellent 118 (27.51%)
E. Don't Know or Don't Use 33 (7.69%) Missing 39 (9.09%)

22. Library facilities as a whole
A. Poor 7 (1.63%)   B. Fair 39 (9.09%)   C. Good 180 (41.96%)   D. Excellent 135 (31.47%)
E. Don't Know or Don't Use 30 (6.99%) Missing 38 (8.86%)

DEMOGRAPHICS

23. What is your primary status?
A. Student   351 (81.82%)   B. Faculty 8 (1.86%)   C. Staff 15 (3.5%)   D. Community Patron 9 (2.1%)
E. Other 7 (1.63%)

24. If a student, what is your classification?
A. Freshman 113 (26.34%)   B. Sophomore 116 (27.04%)   C. Junior 97 (22.61%)
D. Senior 57 (13.29%)   E. Graduate Student/Other 7 (1.63%) Missing 39 (9.09%)

25. If a student, are you a ...
A. Residential Student 171 (39.86%)   B. Commuter Student 191 (44.52%)
C. Distance Education Student 17 (3.96%) D/E Other? 10 (2.34%)   Missing 40 (9.32%)

COMMENTS

Please provide additional comments below.

- Should be more study rooms from study groups.
- Layout for upper floor difficult to navigate (pertaining to books/sections)
- 24 Hour Computer Lab
- Library staff provides good and excellent advice and where to find resources.
- The library needs more study rooms, should be 24 hours, at least during exam week, and also needs better resources.
- Need a bigger library! More study rooms.
- Upstairs is very noisy. Lack of personnel, especially at night to monitor computer lab. Students often gather in study rooms to laugh and talk to loud.
- Library is a good place to find info and do research.
- Library is a secure place for me to get my studying done and efficient help from the library staff.
- Library could be open 24 hours during exam weeks for people who need to study in the library. Some people who live in certain dorms don't have study areas and when visitation hours end they can't go to a dorm that has a study place to study. I think someone should stay all night so the library can be of use for people in this situation. Some people work better at night!
- It would be great if library hours were extended.
- The library computer lab always has problems with printer; they need more computers. Private rooms are always occupied. They need to build more rooms and bring more books.

- Offer more room and make it easier to look up things. The bravecat "keyword" thing is a pain and never gives me what I want.
- More study rooms would be convenient to students.
- I use the library very often. As a whole I appreciate the work you all put into running the facility. – Thank you. It seems that I frequently need help understanding how to maneuver around all the resources and there are a few staff members I trust to give me actual answers. I think it would be great if your friendly student workers were given extra training to help students answer questions. Thanks
- I really appreciate the computer lab and printers! It helps me out a lot with working on my assignments and also printing all my school work information off.
- Maybe if the library were open an hour earlier, I could come before my first class (7:00 am) or early Saturday morning.
- It would be great if the library at UNCP was open 24 hours like other universities in North Carolina. It would be really beneficial for busy students!
- Interlibrary loans take a long time to receive; speeding up process would be helpful. Money on bravecards to print-cut papers is very annoying there should be a way to use cafeteria money/bravecash to use in the library as well, since it benefits students academically.
- I have enjoyed my time at UNCP
- The Library is excellent!
- Robert and Michael you guys ROCK!