

Library User Satisfaction Survey 2009 Results

1. How satisfied are you with our books and other printed materials?	Extremely satisfied 29 (31%)	Very satisfied 39 (42%)	Satisfied 20 (22%)	Somewhat Satisfied 4 (4%)	Not Satisfied 1 (1%)	NA	Total 93
2. How satisfied are you with our videos and DVDs?	Extremely satisfied 22 (24%)	Very satisfied 31 (33%)	Satisfied 21 (23%)	Somewhat Satisfied 13 (14%)	Not Satisfied 1 (1%)	NA	Total 93
3. How satisfied are you with our web-based electronic resources?	Extremely satisfied 33 (35%)	Very satisfied 34 (37%)	Satisfied 22 (24%)	Somewhat Satisfied 2 (2%)	Not Satisfied	NA	Total 93
4. How satisfied are you with the Library-provided laptops?	Extremely satisfied 23 (25%)	Very satisfied 29 (31%)	Satisfied 12 (13%)	Somewhat Satisfied 6 (6%)	Not Satisfied 1 (1%)	NA	Total 93
5. How satisfied are you with the Library's hours?	Extremely satisfied 35 (38%)	Very satisfied 22 (24%)	Satisfied 14 (15%)	Somewhat Satisfied 12 (13%)	Not Satisfied 7 (8%)	NA	Total 91
6. How helpful are our staff?	Extremely Helpful 45 (49%)	Very Helpful 33 (36%)	Helpful 11 (12%)	Somewhat Helpful 3 (3%)	Not Helpful	NA	Total 92
7. How comfortable do you find the physical facilities of the Library?	Extremely Comfortable 24 (26%)	Very Comfortable 36 (40%)	Comfortable 27 (30%)	Somewhat Comfortable 3 (3%)	Not Comfortable 1 (1%)	NA	Total 91
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 17 (19%)	Very Easy 29 (32%)	Easy 30 (33%)	Somewhat Easy 14 (15%)	Not Easy 1 (1%)	NA	Total 91
9. How important is the Library to you?	Extremely Important 50 (55%)	Very Important 26 (29%)	Important 10 (11%)	Somewhat Important 5 (5%)	Not Important	NA	Total 91
10. How often do you use the Library for any purpose, such as research, entertainment, or study?	Daily 31 (33%)	Weekly 49 (53%)	Monthly 9 (10%)	Twice a semester 3 (3%)	Once a semester 1 (1%)	Never	Total 93
11. How often do you ask a librarian for help?	Daily 6 (7%)	Weekly 25 (28%)	Monthly 30 (34%)	Twice a semester 1 (1%)	Once a semester 18 (20%)	Never 9 (10%)	Total 89
12. Are there improvements you would like to see the Library make?	More books 21 (23%)	More videos/DVDs 60 (65%)	More electronic resources 7 (8%)	Longer hours 22 (24%)	Other	No Opinion	
	More laptops 17 (18%)	Less noise 9 (10%)	More study rooms 38 (41%)				
13. Please circle all below that apply. I am a:	Faculty/staff 10	Alumni 4	Local Patron 1	Visitor 3	Commuting student 21	Distance Education Student 27	Residential Student 27
	Freshman 17	Sophomore 10	Junior 21	Senior 21	Graduate Student 3	Special Student	