Aiken Techncial College Spring 2009 Library User Survey Results

2009 Library User Survey	Spring 2009	
Total Respondents	571	
Library Users	412	
Library Users %	72.3%	
	Library Services	(N = 412)
	Access to online library catalog	82.5%
	Inter-Library Loan	34.7%
Awareness of Library Services	Borrowing agreement with the USCA Library (check-out privileges at USC-Aiken)	46.6%
	OFF Campus access to library catalog, online article databases, and/or E-Books	65.5%
	PASCAL delivers (book request service from SC academic libraries	35.3%
	Informing Students	(N = 375)
	Library Instruction Session	11.7%
Best way to inform students of Library Services	College/Library Website	23.7%
	Information in Registration Packets	4.5%
	Library Brochures	6.4%
	ATC Student email account	53.6%
	Responses	(N = 408)
Library Hours	Library hours are Adequate.	87.5%
	Library hours are NOT Adequate.	12.5%
	Times	(N = 223)
	8 a.m. to 10 a.m.	12.1%
	10 a.m. to Noon	27.8%
Times Library is Used	Noon to 3 p.m.	33.2%
(multiple responses)	3 to 6 p.m.	11.7%
	6 to 9 p.m.	12.6%
	Saturday, 8 a.m. to Noon	12.6%
	Other	2.6%
	Days of the Week	(N = 837)
	Monday	15.4%

Days Library is Used (multiple responses)	Tuesday	26.5%
	Wednesday	25.7%
	Thursday	23.7%
	Friday	5.9%
	Saturday	2.9%
Use of Library (multiple responses)	**Use of Library**	**(N = 582)**
	Check out books	15.8%
	Study	41.6%
	Read magazines/newspapers	1.0%
	Use the computers	37.1%
	Library Research	1.3%
	Use the copier	2.5%
	View a video	1.0%
	Use library reserve materials	0.0%
Satisfaction Scores	**Scale: Very Satisfied (1), Satisfied (2), Somewhat Satisfied (3), Somewhat dissatisfied (4), Dissatisfied (5), Very Dissatisfied (6)**	
Library Materials	Library's collection in your major program of study or specialty	2.33
	Quality of resources to meet your overall needs.	2.21
	Variety of Resources that meet your overall needs.	2.22
Library Services	Circulation (borrowing/returning books)	2.02
	Online library catalog used for finding books	2.17
	Periodical collections (magazines/newspapers)	2.17
	Online Databases (e.g. Infotrac Ebscohost etc.)	2.12
	Interlibrary Loan (services to request materials from other libraries).	2.21
	Reference Assistance	2.14
	Handouts/Brochures	2.18
	Temperature	2.16
	Lighting	1.84
	Noise Level	2.14
	Work Space	2.15

Library Facilities and Equipment	Library Organization of Space	1.97
	Study/Video Viewing Rooms	2.09
	Computers	2.46
	Software Available	2.18
	Copiers	2.08
Library Orientation/Instruction	Usefulness of information provided	2.03
	Overall Orientation/Instruction	2.11
Library's Staff	Willingness to help you	2.06
	Expertise/Knowledge	2.08
	Timeliness in responding to your needs	2.03
	Academic Programs	**(N = 395)**
	Accounting	1.3%
	Allied Health	1.0%
	Associate in Science	6.5%
	Associate of Arts	5.0%
	Automotive	1.5%
	Business	8.3%
	Computer Technology	4.3%
	Criminal Justice	5.3%
	Dental	5.3%
	Electronics	3.0%
	General Studies	6.3%
	Human Services	6.8%
	Industrial Tech.	3.8%
Programs of Library Users	Medical Assistant	2.3%
	Medical Coding	3.0%
	Multimedia/Marketing	1.8%
	Nursing	11.5%
	Office Systems Tech.	2.3%
	Paralegal	2.0%
	Physical Therapy Assistant	3.3%
	Pre-allied Health	0.5%

	Pre-Pharmacy Tech	0.3%
	Psychology	0.5%
	Radiology	4.5%
	Science	0.3%
	Sociology	0.3%
	Surgical Tech.	4.3%
	Transfer	4.3%
	Undecided	1.3%

Open Ended Questions		
Question 3. If you do not use the ATC Library, please tell why?	**Question 6B. If no, what hours?**	
I use the Aiken public library or the internet	10am-6pm	
all of my work is assessable because of the internet	10am-noon	
All the computers already have filled up	11 or 12pm	
Although, many times the computers are unavailable	2 hours longer	
Attend at night. Did not know that the library was open on Sat.	24 hour access with student ID	
Because I don't have a computer	24 hours	
because I have a computer at home that I can use.	24 hours	
Because I use a public library and a home computer	7:30 M-F and Sat 8-2pm	
Because I use my computer at home and public library in my town.	7:30am-9pm since classes begin at 8	
because there are always students using the computers.	7am before 8am classes start	
Because we have internet access in the 500/600 building	7am-9pm	
Because with my school schedule and immediately leaving afterward to report to work.	8 til 4 on Saturdays	
computer access and to study(quietly)	8am-4pm Sat. and Sun	
Didn't need it yet	8am-9pm Monday-Sat	
Do all my research on the internet. I do not feel that the ATC library has adequate inform on my program of study.	before 8am; before classes start	
Do class work and get on computer	Don't know	
Do everything at home	Don't use it	
Don't need to	Extended hours on Fri. and Sat.	
Don't have the time	Fri 8am-7pm	
Don't have the time	Friday 8-5pm	
Don't have time after classes	Friday 8-7pm; Sat. 8-2pm; M-th 8-10pm	
Don't have time between classes	Friday 8-9	
Don't have time so I use one that is closer to the house	Friday 8am-9pm	
Don't have to. Computer lab is in Health Science Building	Friday evening and YES even SUNDAY	

Open Ended Questions		
Question 3. If you do not use the ATC Library, please tell why?	**Question 6B. If no, what hours?**	
Don't need it	Fridays 8am-9pm	
Don't need to	Fridays should be until 5 and Sat. til 1	
Don't need to	I don't use it	
Don't need to	I don't use it	
Don't need to.	If the library stayed open until 9:30 or 10pm because most people don't get out of class(evening) until right at 9 or a little before. Should stay open til 4 on Sat. because most people work and might need access to a library.	
Don't take a class that needs the library	If they could stay open a little later.	
Don't use. No research paper and I don't read	It should be open to 6 on Friday and 2 on Sat.	
Don't want to	it would be nice if they opened at 7:30am m-f	
For a book reports and other information in my English class	It would be nice if they opened earlier	
for computer resources	later hours on Friday and Saturday	
Have had no need	Later on Fridays and Sat.	
Have internet access at home	Little later on Saturdays and maybe Sunday hours	
Have internet access at home and not required to check out books	longer Friday and Saturday hours	
have not had a reason to use the library	Longer hours on Friday and Sat.	
have not needed it yet	Longer hours would be more convenient for on-line classes. Weekend hours are not long enough	
haven't been	longer on Sat.	
Haven't had a need for it yet	Longer Sat. hours and open on Sundays	
Haven't had a reason yet to use the facility	Mon-Thurs hours should be 8am-10:20pm; Friday 8-6:30 or 7, Saturday 7am-3pm	
haven't had any English classes yet	M-Th until 10pm, Friday, Sat and Sun. 8am-4pm	
Haven't needed it yet.	Need more weekend hours	
Haven't needed it yet.	Need to be open before 8	
Haven't needed it. Have been part-time for one year	none	
haven't seen a need at this point in my program	none	
Honestly, I haven't had a reason to go yet	noon-3pm	
I am not sure where it's located	noon-3pm and Sat. 8am-noon	
I can access from home	Not open early or late enough	

Open Ended Questions		
Question 3. If you do not use the ATC Library, please tell why?	**Question 6B. If no, what hours?**	
I can use the computer labs work just as well	open half hour before classes start	
I don't know	open later	
I go to the tutoring center	open Sunday afternoon	
I have a computer at home	open til 11 or 12	
I have a computer at home with internet access.	open until 10pm, 7 days a week	
I have a computer/printer at home and haven't needed it yet. I have used the computer lab, but not the library.	Open until 9 everyday there are classes.	
I have computer access at home	opening at 7:00 am	
I have internet at home and I am not required to check out books.	other	
I have my own computer and I haven't needed it for books yet	other	
I have my own references and use the computer.	other	
I have never had any reason to go in there yet. I access to the internet and computer other places	other	
I have no need to use it right now but I have used it in the past	other	
I have not needed the facility thus far.	Sat.8am-4pm and Sunday 9am-1pm	
I have not needed to.	Should be open all night	
I have not used the library recently. I haven't had a research paper due.	should be open longer on Sat.	
I haven't needed it yet	Should be open Sunday and later in the evenings	
I haven't used it yet. No real reason too	Should open at 7am	
I just don't because there is too many people	stay open later.	
I just don't care to go in there unless I have to do an assignment for a class.	Sunday's	
I live in GA so I use one that is closer to my house	Sunday's, later hours on Fri & Sat and earlier open times	
I mostly use the internet at home. I do not find the people in the library very helpful.	Th library should stay open later because I would have time to go.	
I stay in my vacant class after dismissal and most research can be done online at home.	the library should stay open way later on Fri. and Sat.	
I use it but there are not many computers available when I do	They should be opened until 10am on weekdays and late afternoon on Saturdays	

Open Ended Questions		
Question 3. If you do not use the ATC Library, please tell why?	**Question 6B. If no, what hours?**	
I use my computer at home	To open at least 30 minutes before classes .	
I use Nancy Carson, but I do have a class in the library.	Would prefer weekend availability	
I use the Academic Success Center for everything		
I use the computer at home and in the computer lab		
I use the internet		
I use the public library		
I use the USCA library sometimes because they close at 11pm and they have more computers. Also, it is never quiet enough to study here.		
I use the USC-Aiken Library		
internet		
Internet		
It isn't open before class starts		
It's always packed and computers are never available		
It's always too crowded and it seems like I go whenever there is only one printer working. I use the computer lab in the health building		
just go to public library		
Just haven't needed it yet.		
Lack of time		
more to work from home.		
My courses do not require a trip to the library. I can find all of my resources online.		
Never free computers		
Never had a reason		
Never had to use it		
Never open when I need to use it.		
never really need it		
No computers are ever available so I can do my work		

Open Ended Questions		
Question 3. If you do not use the ATC Library, please tell why?		
No help		
No need		
No need		
No need		
No need		
No need		
No need at this time		
No need to and I work full time		
No need to have internet access at home and I never have the need to checkout books		
No reason		
No reason		
No reason		
No reason		
No reason to		
No time		
No time		
No time		
No time		
no time		
No time, No need		
No time. If needed, everything is online		
No time-work full time		
No use of other books right now		
noise levels		
Not a library person		
Not often…Have to be back at work right after class.		
Not yet- I will be starting to use it in the summer		
only on occasion. The library needs newer books.		
Only when I have to use it to do a research paper.		

Open Ended Questions		
Question 3. If you do not use the ATC Library, please tell why?		
People us the library for a place to talk and people get on computers and are not doing work. I go to the tutor lab.		
Prefer to use USCA's		
Research, computers, books		
Sometimes over crowded and no open terminal		
study and use computers		
The classes I am taking do not require me to go to the library for assignments		
The only time I've been in there is to make copies and I stopped that because there is a charge		
There are no computers open		
there is never a computer available. They are too loud and machines are too slow		
There's not enough computers. Classes are taught in the computer room but they don't even use the computers		
There's not enough computers. People are always on them.		
This is my first semester. I haven't been there to use it but probably will in the future.		
too loud and not enough computers		
too noisy and computers are never available		
Use the Aiken County Library instead		
Use the computer		
Use the computer at home		
use the tutoring center		
Usually to use the computers for research or homework		
work full time and use the office at home		

Suggestions		
Best library in SC		
Books to out of date for use in research papers. Not enough research material. No one can help me find what I need. When I need a computer, everyone is reading emails. Library computers should be reserved for work not play. Copier puts out poor quality work. Too cheap to get needed resources. We need wireless internet!!		
Computer lab and Library has an offensive odor		
Could use a color printer or copier for use to help when doing projects, so that you don't have to drive to Augusta to Kinko's		
Don't use it, personally		
Expand hours on Friday and Saturday		
Extend library hours so students can come later in the night.		
Free food		
Get more computers		
Get more computers, don't let teachers have class in the computer rooms if they aren't using the computers, get another copy machine.		
Have free food!		
Have library staff walk around to make sure all library users(students) are quiet and respectful of other students. Make sure all computers are working.		
Have more computers available so students may do their work.		
Have more than one viewing room for video's or have something closer for viewing videos to the testing center		
Have not been in library		
haven't ever been inside this library before. Sorry I couldn't be of more help.		
I am very pleased with the ATC library but I would like to learn more about different programs offered thru my ATC email		
I do not use the library		

I don't think any means to change anything in the library because I think it is just fine the way that it is. Computers in one of the lab rooms are really slow. Other than that, it's like heaven to me.		
I don't think that MySpace is a worthy reason to use the library computers.		
I enjoy using the library very much! Nothing to my knowledge needs to be improved.		
I have no need to go to the library thus far. If so, I will probably go to USCA to get it.		
I haven't used the physical library yet. I've used the on-line system DISCUS and it has been helpful. Honestly, I keep forgetting about the library and plan to start using it next semester. I think it will help me focus on my studies. Amy gave our calls an instruction session to set up on-line accounts and she was very helpful!		
I love my library. I would not change a single thing about it!!!		
I needed help with a project. The staff was great and knew what they were talking about. Keep up the good work.		
I never use the library. The only use I would have at the moment is to use the computers. If I need a computer, I find a computer lab because they are less crowded.		
I quit using the library because there are other computers available closer to my classes. The people that work in the library have always been nice and helpful if I had a question.		
I really enjoy the library and what it does for me as a student.		
I really have not had to use the library outside of study groups in core classes. What I have done so far has been okay.		
I think that the ATC Library is about, as good as, the Aiken Public Library.......that's not saying much		
I think that the library is doing a good job!		
I think they need to put new computers that run faster. It takes 5 minutes or longer to get a program up.		
I'm happy!		
I'm sorry but I have never stepped in the library so I can't give appropriate feedback.		

Aiken Techncial College Spring 2009 Library User Survey Results

Is ATC the only college that does not have wireless internet? This may help free up some computers and I hate driving all the way back to Augusta for my 2 hour break just to use my laptop and then drive back to Aiken. Get up to date, it's 2009!		
It is extremely cold all of the time in the library. Some of the staff are friendly but some ace as if you are bugging them and they have better things to do than help you.		
It would be nice to have computer equipment that was in proper working condition. i.e. Mice with scroll balls or wheels, computers that don't take 20 min to load. A quieter computer lab would also be nice; as well as, more emails about library info.		
Let people know when they are being disruptive and inconsiderate to others.		
Library needs to be open longer on Saturdays and earlier Mon.-Fri. People that are using the computers exclusively for logging into MySpace/Face book need to be kicked out so that people that are using the computers for research/homework can have access to them. The copiers NEVER work!		
Library should be kept quiet-so studies are focused on. A library should not be used as a social gathering. Library computers shouldn't be used for MySpace and face book.		
Library staff is excellent		
Longer hours on weekend		
Maybe someone who works there should walk around occasionally just so if someone needs help they can ask then.		
More computers		
More computers		
More computers		
More computers		
More computers so students can use when classes are being held in the other computer rooms. Sometimes there isn't a computer to use to look up class work.		
More publicity especially about later hours on Sat.		
Need longer hours on Friday and Saturday		

Need more computer and printer access. Computers are tied up with math students or MySpace. They should go to the tudoring center or be timed./		
Need more computers		
Need more computers		
Need more computers		
Need more computers		
Need more computers		
Need more computers		
Need more computers and printers. Printers need better stock of ink and paper.		
Need more computers and printers. Printers need better supply of ink and paper.		
Needs a few more computers		
Needs better space between the shelves. The shelves are crooked.		
Needs improvement on the noise level		
Needs more computers		
Needs more computers and printers. Also needs more research information and materials		
Needs more computers to research with.		
Needs new chairs		
New computers in library classrooms and color in copier machine.		
Not enough computers		
Opening before classes start offers those who need to do that last minute research or printing time to do it.		
Our tuition should cover making copies. Especially, when your instructor has assignments on Blackboard that are 19 pages long.		
Overall, I think the library is in order and the staff does a good job.		
People around the ATC campus need to be nicer.		
Perhaps get some more computers with palaces to sit. I often enter the library and there is a class going on in the side room and no computers are available I the actual open library.		
Save Pascal		

Some kind of time limit for those on the computer for leisure. Those of us who try to use it for research shouldn't have to wait an hour or more. (and not have any on hand resources such as books).		
Someone should check the individual study/computer rooms more often because it can sometimes get really noisy in those rooms when someone is trying to study or look up research.		
The computer lab stink.		
The computers could use some technical improvements. They are old and slow.		
The computers need to be available in the library and they should not have classes in there.		
The computers should be used for school purposes only!! People who have nothing to do go into the computer labs, turn on music, talk loud and nobody working in the library will do anything about it. The school continues to let these people do these things as well. It is one of the main reasons I choose to got to another library.		
The copy machine, I think should be free and we should be able to use color ink for most of the projects we have.		
The library could be improved by adding more computers.		
The library could use more computers because all of them are usually full.		
The library needs more computers		
The library staff are terrific. Keep up the good work.		
The noise level is unacceptable. I am unable to use the computers for school work due to everyone playing games on them. Also, if there is going to be a no cell phone or loud talking rule, PLEASE enforce it.		
The software on your computers is out of date and this caused me a large amount of frustration this semester. Especially Microsoft office.		
There are not enough computers available		
There are not enough computers in the actual library, and if there are, someone is always using them for non-related school things. Also, it is never quiet enough to study.		
There should be closed room study areas, less noise and more CPU's available when needed		

There should be more computers.		
They need more computers!!		
Think we could use more computers for the library.		
This doesn't mean the library is bad, I just use resources I have myself and my internet at home.		
Too many students on MySpace/face book when many others need it for working.		
Too much talking and people still have cell phones ringing even though there is a sign that says no cell phones.		
Use other methods for cutting back on the noise levels in the library. Some people choose to ignore the signs posted.		
Very good		
Very satisfied with the help from everyone in the library. Helping for books or anything on the computer.		
We need more computers. I can never find an open computer when I enter. We need better printers because they are hardly ever working.		
We need Wi-Fi so students can use there laptops!!!		
When other students are working in reserved lab, it would be nice if other students took into consideration to use their door voice.		
Wi-Fi availability		
Wi-Fi!! There aren't enough computers for everyone so the people with laptops could use Wi-Fi		
Wish they had color copiers to use would make doing some of the projects easier to do.		
Wonderful Library		
Wonderful place to study		
Ya'll get it done!		
You could have free food and drinks and I would come everyday.		

Aiken Technical College Library Survey

2009

In order to help us serve you better, please complete the following survey. Your feedback is very important to us.

1. What is your program of study? _____

2. Do you use the Aiken Technical College Library? ☐ Yes ☐ No

3. If you do not use the ATC Library, please tell why? _____
   _____
   _____

4. Please indicate your level of awareness of these services according to the following scale?
   Services:
   A.

   ☐ Does Not Apply   ☐ Not Aware   ☐ Somewhat Aware   ☐ Aware   ☐ Very Much Aware

   B. Access to online library catalog. _____

   ☐ Does Not Apply   ☐ Not Aware   ☐ Somewhat Aware   ☐ Aware   ☐ Very Much Aware

   C. Inter-Library Loan _____

   ☐ Does Not Apply   ☐ Not Aware   ☐ Somewhat Aware   ☐ Aware   ☐ Very Much Aware

   D. Borrowing agreement with the USC-A Library (check-out privileges at USC-Aiken) _____

   ☐ Does Not Apply   ☐ Not Aware   ☐ Somewhat Aware   ☐ Aware   ☐ Very Much Aware

   E. OFF CAMPUS access to library catalog, online article databases, and/or E-Books._____

   ☐ Does Not Apply   ☐ Not Aware   ☐ Somewhat Aware   ☐ Aware   ☐ Very Much Aware

   F. PASCAL delivers(book request service from SC academic libraries _____

5. Which of the following is the best way to inform you of new library services and/or resources?

   (Mark only one)

   ☐ Library Instruction Session

   ☐ College/Library Website

   ☐ Information in registration packets

   ☐ Library brochures

   ☐ Your ATC student email account

6. A. Are the library hours adequate? ☐ Yes ☐ No
   B. If you answered " No",what hours would be adequate?_____
   _____

Library Hours
Monday- Thursday 8a.m.-9 p.m.
Friday 8a.m.-4p.m.
Saturday 8a.m.-Noon

7. Mark all the times you use the library. (Mark all that apply)

☐ 8 am-10am   ☐ 10am-Noon ☐ Noon-3pm ☐ 3-6pm ☐ Sat., 8am-Noon ☐ Other _____

8. Mark all the days you are usually in the library?

☐ Monday   ☐ Tuesday   ☐ Wednesday   ☐ Thursday   ☐ Friday   ☐ Saturday

9. Please indicate your use(s) of the ATC library from the following list. (Mark all that apply.)

☐ Check out books ☐ Study ☐ Read Magazines/Newpapers ☐ Use the computers ☐ Library Research

☐ Use the copier   ☐ View a video ☐ Use library reserve materials

Library User Satisfaction Section

10. Please indicate your level of Satisfaction.

Library Materials

A.   Library's collection in your major program of study or specialty.

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

B.   Quality of resources to meet your overall needs.

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

C.   Variety of Resources that meet your overall needs.

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

Library Services

D.   Circulation (borrowing/returning books)

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

E. Online library catalog used for finding books.

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

F. Periodical collections (magazines/newspapers)

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

G. Online article Databases (e.g Infotrac Ebscohost,etc.)

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

H. Interlibrary Loan (services to request materials from other libraries)

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

I. Reference Assistance

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

J. Handouts/Brochures

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

Library Facilities and Equipment

K. Temperature

☐ Very Satisfied   ☐ Satisfied   ☐ Somewhat Satisfied   ☐ Somewhat Dissatisfied   ☐ Dissatisfied   ☐ Very Dissatisfied   ☐ Not applicable

L. Lighting

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

M. Noise Level

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

N. Work Space

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

O. Library Organization of Space

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

P. Study/ Video Viewing rooms

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

Q. Computers

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

R. Software Available

⬚ Very Satisfied ⬚ Satisfied ⬚ Somewhat Satisfied ⬚ Somewhat Dissatisfied ⬚ Dissatisfied ⬚ Very Dissatisfied ⬚ Not applicable

S. Copiers

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

Library Orientation/Instruction

T.   Usefulness of information provided

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

U.   Overall Orientation/Instruction

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

Library Staff's

V.   Willingness to help you

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

W.   Expertise/Knowledge

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

X.   Timeliness in responding to your needs.

☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Somewhat Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied ☐ Not applicable

Comments: Please share with us your suggestions for improving the Library and/or Library Services.