Library User Satisfaction Survey Results
Fall 2009

1.  **Which areas of the library did you use or visit today?**

    _Freshmen_
    Information Commons        29.4%
    Study Rooms               29.4%
    Other                     17.6%
    Reference Desk             8.8%
    Periodical Section         5.9%
    Smart Classroom            2.9%
    Circulation Desk           2.9%
    Book Stacks                2.9%

    _Sophomores_
    Information Common        48.1%
    Study Rooms               18.5%
    Other                     14.8%
    Reference Desk             7.4%
    Circulation Desk           3.7%
    Smart Classroom            3.7%

    _Juniors_
    Information Commons        50%
    Study Rooms               12.5%
    Microform Readers         12.5%
    Smart Classrooms          12.5%
    Book Stacks                6.25%
    Other                      6.25%

    _Seniors_
    Information Commons        54.5%
    Circulation Desk           9%
    Reference Desk             9%
    Study Rooms                9%
    Special Collections        9%
    Other                      9%

    _Graduate Students_
    Information Commons        31.6%
    Study Rooms               17.5%
    Other                     15.8%
    Special Collections        8.8%
    Reference Desk             5.3%
    Periodical Section         3.5%

| | |
|---|---|
| Smart Classrooms | 3.5% |
| Circulation Desk | 1.75% |
| Microform Readers | 1.75% |
| Book Stacks | 1.75% |
| | |
| *Faculty* | |
| Circulation Desk | 26.3% |
| Periodical Section | 15.8% |
| Other | 15.8% |
| Reference Desk | 10.5% |
| Information Commons | 10.5% |
| Book Stacks | 10.5% |
| Study Rooms | 5.8% |
| Special Collections | 5.8% |

**Information Commons** was the area that is  used  most by undergraduate and graduate students and faculty (40%) .  This area is used heavily by Seniors  (54.5%) followed by  Juniors (50%), Sophomores (48.1%), Graduate Students (31.6%), Freshmen (29.4%) and faculty (10.5%).   The Information Commons is used heavily by upper class students. The library will pursue the expansion of the Information Commons area to meet the growing needs of the students.

**Study Rooms** were the second most popular area used by students- 29.4% Freshmen, 18.5% Sophomores, 17.5 % Graduate Students, 12.5% Juniors and 9% Seniors.  There is a need for additional study rooms since four of them on the third floor are being used for the memorabilia and papers of prominent Tennesseans. Library plans to add more study rooms when the expansion project is funded.

**Circulation Desk** was used by 7.2% of the students and faculty-  26.3% Faculty,  9% Seniors,  3.7% Sophomores, 2.9% Freshmen, 1.75 Graduate Students,  and 0% Juniors.

**Reference Desk** was used by 6.8% of the students and faculty- 10.5% Faculty, 9% Seniors, 8.8 Freshmen, 7.4%  Sophomores, 5.3%  Graduate Students, 0% Juniors.

**Periodical Section** was used by 4.2% of the students and faculty- 15.8% Faculty, 5.9 Freshmen, 5.3 Graduate Students, 0% by Sophomores, Juniors and Seniors.

**Special Collections** was used 4% by the students and faculty- 9% Seniors, 8.8% Graduate Students, 5.8% Faculty, 0% Freshmen, Sophomores and Juniors.

**Smart Classrooms** was used 3.8% by the students and faculty-  12.5% Juniors, 3.5% Graduate Students, 2.9% Freshmen, 0% Sophomores, Seniors and faculty.

**Book Stacks** were used 3.6% by the students and faculty- 10.5% faculty, 6.25% Juniors, 2.9% Freshmen, 1.75% Graduate Students, 0%  sophomores and juniors.

**Microform Readers** were used 2.4% by the students and faculty- 12.5% Juniors, 1.7% Graduate Students, 0% Freshmen, Sophomores, Seniors and faculty.

**2. What did you do in the Library?**

*Freshmen*

| | |
|---|---|
| Used Computers | 27% |
| Met Friends | 10.4% |
| Printed from the Computers | 10.4% |
| Used the Browsing Area | 9% |
| Studied Individually | 9% |
| Looked for Library Materials | 7.5% |
| Studied in a Group | 7.5% |
| Other | 6% |
| Made Photocopies | 4.5% |
| Asked for Assistance | 2.3% |
| Viewed the Displays | 2.3% |
| Searched Microforms | 1.5% |
| Checked out/Returned Books | 1.5% |
| Used Course Reserves | 1.5 |

*Sophomores*

| | |
|---|---|
| Used the Computers | 38.3% |
| Printed from the Computers | 19.15% |
| Studied Individually | 8.5% |
| Asked for Assistance | 6.4% |
| Used the Browsing Area | 6.4% |
| Studied in a Group | 4.25% |
| Met Friends | 4.25% |
| Looked for Library materials | 4.25% |
| Viewed the Displays | 2.1% |
| Searched Microforms | 2.1% |
| Made Photocopies | 2.1% |
| Used the Scanners | 2.1% |
| Used Course reserves | 0% |
| Checked Out/Returned Books | 0% |
| Other | 0% |

*Juniors*

| | |
|---|---|
| Used the Computers | 33.3% |
| Met Friends | 14.8% |
| Printed from the Computers | 14.8% |
| Studied Individually | 11.1% |
| Used the Browsing Area | 7.4% |
| Asked for Assistance | 3.7% |
| Viewed the Displays | 3.7% |
| Checked Out/Returned Books | 3.7% |
| Made Photocopies | 3.7% |
| Studied in a Group | 3.7% |

| Used Scanners | 0% |
| Used Course Reserves | 0% |
| Looked for Library Materials | 0% |
| Searched Microforms | 0% |
| Other | 0% |

### *Seniors*

| Used the Computers | 43% |
| Printed from the Computers | 21.4% |
| Studied Individually | 14.3% |
| Asked for Assistance | 7.14% |
| Viewed the Displays | 7.14% |
| Studied in a Group | 7.14% |
| Looked for Library Materials | 0% |
| Used the Browsing Area | 0% |
| Searched Microforms | 0% |
| Checked out/Returned Books | 0% |
| Made Photocopies | 0% |
| Used the Scanners | 0% |
| Used Course Reserves | 0% |
| Met Friends | 0% |
| Other | 0% |

### *Graduate Students*

| Used the Computers | 23.2% |
| Printed from the Computers | 18.3% |
| Studied Individually | 11% |
| Asked for Assistance | 8.5% |
| Looked for Library Materials | 8.5% |
| Other | 7.3% |
| Studied in a Group | 6% |
| Used the Browsing Area | 3.5% |
| Viewed Displays | 3.5% |
| Checked Out/Returned Books | 2.4% |
| Made Photocopies | 2.4% |
| Used the Scanners | 2.4% |
| Met friends | 2.4% |
| Searched Microforms | 0% |
| Used Course Reserves | 0% |

### *Faculty*

| Looked for Library Materials | 33.3% |
| Viewed the Displays | 14.3% |
| Checked Out/Returned Books | 14.3% |
| Asked for Assistance | 14.3% |
| Used the Browsing Area | 9.5% |
| Used the Computers | 9.5% |
| Used Course Reserves | 4.8% |

| | |
|---|---|
| Searched Microforms | 0% |
| Made Photocopies | 0% |
| Used the Scanners | 0% |
| Studied Individually | 0% |
| Studied in a Group | 0% |
| Met friends | 0% |
| Printed from the Computers | 0% |
| Other | 0% |

**Used the Computers** is the answer given by the majority of the  students- 33% of all students state that they used the computers in the library.  The highest use of computers is among the seniors (43%), then Sophomores (38.3%),  Juniors (33.3%), Freshmen (27%) , Graduate Students (23.2%) and faculty (9.5%).

**Printed from the Computers**-  14% of  the respondents  stated that they came to the library to use printers;  Seniors (21.4%), Sophomores (19.15%), Graduate Students (18.3%), Juniors (14.8%) and Freshmen (10.4%).

**Looked for Library Materials**- 9 % of  the respondents  stated that they came to the library to look for materials; Faculty (33.3%), Graduate Students (8.5%), Freshmen (7.5%),  and Sophomores (4.25%).

**Studied Individually**- 9% of  the respondents  stated that they came to the library to study individually; Seniors (14.3%0, Juniors (11.1%), Graduate Students (11%), Freshmen ((%) and Sophomores (8.5%).

**Asked for Assistance**-7% of the respondents  stated that they asked for assistance;  Faculty (14.3%), Graduate Assistants (8.5%), Seniors (7.14%), Sophomores (6.4%), Juniors (3.7%), and Freshmen (2.3%).

**Used the Browsing Area**- 6% of the respondents stated that they used the browsing area;  Faculty (9.5%), Graduate Students (9.5%), Freshmen (9%), Junior (7.4%), Sophomores (6.4%), and Seniors (0%).

**Viewed the Displays**-  5.5% of the respondents  stated that they viewed the displays;  Faculty (14.3%), Seniors (7.14%), Juniors (3.7%), Graduate Students (3.5%), Freshmen (2.3%), and Sophomores (2.1%).

**Met Friends**-5.3% of the respondents stated that used the library to meet with friends;  Juniors (14.8%), Freshmen (10.4%), Sophomores (4.2%), Graduate Students (2.4%),  and Seniors (0%).

**Studied in a Group**- 3.8% of the respondents stated that they came to the Library to study in a group; Freshmen (7.5%), Seniors (7.1%),  Graduate Students (6%),  Sophomores (4.25%), and Juniors (3.7%),

**Checked Out/Returned Books**- 3.65 of the respondents stated that they came to the library to check-out/Return books;  faculty (14.3%), Juniors (3.7%), Graduate Students (2.4%), Freshmen (1.5%), Sophomores (0%), and Seniors (0%).

**Other**- 2.2% of the respondents stated that they came to the library for other purposes;  Graduate Students (7.3%), Freshmen (6%), Sophomores, Juniors, Seniors and faculty (0%).

**Made Photocopies**- 2.1% of the respondents stated that they came to the library to make photocopies; Freshmen (4.5%), Juniors (3.7%), Graduate Students (2.4%), Sophomores (2.2%), Seniors (0%), and Faculty (0%).

**Searched Microforms**- 1% of the respondents stated that they came to the library to look at microforms; Sophomores (2.1%), Freshmen (1.5%), Juniors, Seniors, Graduate Students and Faculty (0%).

**Used Course Reserves**- .25% of the respondents stated that they used course reserves; Faculty (4.8%), Freshmen (1.5%), Sophomores, juniors, Seniors and Graduate Students (0%).

### 3. How often do you use the library?

_Freshmen_
| | |
|---|---|
| 5 or More Times a Week | 29.2% |
| 2-3 Times a Week | 29.2% |
| Weekly | 29.2% |
| Monthly | 0% |
| Quarterly | 0% |
| First Time | 12.5% |

_Sophomores_
| | |
|---|---|
| 5 or More Times a Week | 39% |
| 2-3 Times a Week | 44.4% |
| Weekly | 11.1% |
| Monthly | 5.5% |
| Quarterly | 0% |
| First Time | 0% |

_Juniors_
| | |
|---|---|
| 5 or more Times a Week | 12.5% |
| 2-3 Times a Week | 62.5% |
| Weekly | 25% |
| Monthly | 0% |
| Quarterly | 0% |
| First Time | 0% |

_Seniors_
| | |
|---|---|
| 5 or More Times a Week | 71.4% |
| 2- 3 Times a Week | 0% |
| Weekly | 28.6% |
| Monthly | 0% |
| Quarterly | 0% |
| First Time | 0% |

_Graduate Students_
| | |
|---|---|
| 5 or More Times a Week | 18.5% |

| | |
|---|---|
| 2-3 Times a Week | 22.2% |
| Weekly | 18.5% |
| Monthly | 18.5% |
| Quarterly | 0% |
| First Time | 22.2% |

*Faculty*

| | |
|---|---|
| 5 or More Times a Week | 0% |
| 2-3 Times a Week | 33.3% |
| Weekly | 22.2% |
| Monthly | 33.3% |
| Quarterly | 11.1% |
| First Time | 0% |

*Most respondents are using the library  2-3 times a week (32%),* 5 or more times a week (28.4%), weekly (21.5),  Monthly (8.6%), first time (5.8%), and quarterly (1.8%).
*The most frequent  (5 or more times a week) library users are*:  **Seniors** (71.4%), **Sophomores** (39%), **Freshmen** (29.2%0), **Graduate Students** (18.5%0, and **Juniors** (12.5%).
*The first time users are*: Graduate Students (22.2%), and Freshmen (12.5%0.


4.  ***How important are the following services and resources to you in this library?***


| *Classification* | *Very Important* | *Somewhat Important* | *Not Important* |
|---|---|---|---|
| ***Computers*** | | | |
| Freshmen | 96% | 4% | 0% |
| Sophomores | 90.5% | 9.5% | 0% |
| Juniors | 100% | 0% | 0% |
| Seniors | 100% | 0% | 0% |
| Graduate Students | 90% | 0% | 10% |
| Faculty | 37.5% | 37.5% | 25% |
| ***Assistance*** | | | |
| Freshmen | 92% | 8% | 0% |
| Sophomores | 85.7% | 9.5% | 4.7% |
| Juniors | 100% | 0% | 0% |
| Seniors | 100% | 0% | 0% |
| Graduate Students | 80% | 20% | 0% |
| Faculty | 90% | 10% | 0% |
| ***Access from Off-Sites*** | | | |
| Freshmen | 80% | 20% | 0% |
| Sophomores | 90.5% | 9.5% | 0% |
| Juniors | 72.7% | 18.3% | 9% |

| Classification | Very Important | Somewhat Important | Not important |
|---|---|---|---|
| Seniors 100% | 0% | 0% | |
| Graduate Students | 60% | 10% | 30% |
| Faculty | 75% | 25% | 0% |

### Access to Online Resources
| | Very Important | Somewhat Important | Not important |
|---|---|---|---|
| Freshmen | 84% | 8% | 4% |
| Sophomores | 80% | 15% | 5% |
| Juniors | 90.9% | 9.1% | 0% |
| Seniors | 100% | 0% | 0% |
| Graduate Students | 100% | 0% | 0% |
| Faculty | 100% | 0% | 0% |

### Electronic Reserves
| | Very Important | Somewhat Important | Not important |
|---|---|---|---|
| Freshmen | 68% | 28% | 0% |
| Sophomores | 90% | 10% | 0% |
| Juniors | 72.7% | 27.3% | 0% |
| Seniors | 87.5% | 12.5% | 0% |
| Graduate Students | 80% | 20% | 0% |
| Faculty | 90% | 0% | 10% |

### Electronic Resources
| | Very Important | Somewhat Important | Not important |
|---|---|---|---|
| Freshmen | 76% | 24% | 0% |
| Sophomores | 90% | 10% | 0% |
| Juniors | 81.8% | 18.2% | 0% |
| Seniors | 75% | 25% | 0% |
| Graduate Students | 80% | 20% | 0% |
| Faculty | 90% | 10% | 0% |

### Print Book Collection
| | Very Important | Somewhat Important | Not important |
|---|---|---|---|
| Freshmen | 80% | 16% | 4% |
| Sophomores | 85.7% | 9.5% | 4.8% |
| Juniors | 72.7% | 27.3% | 0% |
| Seniors | 75% | 25% | 0% |
| Graduate Students | 40% | 40% | 20% |
| Faculty | 100% | 0% | 0% |

### Application Software on PCs
| | Very Important | Somewhat Important | Not important |
|---|---|---|---|
| Freshmen | 92% | 8% | 0% |
| Sophomores | 90% | 5% | 5% |
| Juniors | 81% | 18.2% | 0% |
| Seniors | 75% | 25% | 0% |
| Graduate Students | 80% | 20% | 0% |
| Faculty | 33.3% | 22.2% | 44.4% |

**_Access to Online Resources-_** **92.5%** of the respondents stated that access to online resources is Very Important.  Seniors (100%), Graduate Students (100%) and Faculty (100%)  followed by Juniors (90.9%), Freshmen (84%) and Sophomores (80%).

**Assistance-** **91.3%** of the respondents stated that assistance is Very Important.  Juniors (100%), Seniors (100%)  Freshmen (92%), Faculty (90%), Sophomores (85.7%) and Graduate Students (80%).

**_Computers-_** **85.7%** of the respondents stated that computers in the library are Very Important.  _Juniors_ (100%) and _Seniors_ (100%) followed by Fresh men (96%), Sophomores (90.5%), Graduate Students (90%0 and faculty 37.5%.

**Electronic Resources** - **82.2%** of the respondents stated that electronic resources are Very Important.  Sophomores (90%) and Faculty (90%) followed by  Juniors (81.8%), Graduate Students (80%0, Freshmen (76%) and Seniors (75%).

**_Electronic Reserves_**- **81.4%** of the respondents stated that electronic reserves are Very Important.  Sophomores (90%), and Faculty (90%)  followed by Seniors (87.5%), Graduate Students (80%), Juniors (72.7%) and Freshmen (68%).

**_Access from Off-Sites_**- **80%** of the respondents stated that access from off-sites is Very Important.  Seniors (100%) followed by  Sophomores (90.5%), Freshmen (80%), Faculty (75%) , Juniors (72.7%) and Graduate Students (60%).

**_Print Book Collection_**- **76%** of the respondents stated that book collection is Very Important.  Faculty (100%) followed by Sophomores (85.7%), Freshmen (80%), Seniors (75%), Juniors (72.7%) and Graduate Students (40%).

**_Application Software on PCs_**- **75.2%** of the respondents stated that application software on PCs are Very Important.  Freshmen (92%) followed by Sophomores (90%), Juniors (81%), Graduate Students (80%), Seniors (75%) and Faculty (33.3%).

All respondents deemed the following resources and services MOST IMPORTANT:

Access to Online Resources (92.5%)
Assistance (91.3%)
Computers (85.7%)
Electronic Resources (82.2%
Electronic Reserves (81.4%)
Access from Off-Sites (80%)
Print Book Collection (76%)
Application Software on PCs (75.2%)

**5. How would you rate the library on the following?**

| Classification | Excellent | Fair | Poor | Not Applicable |
|---|---|---|---|---|
| **Access to Computers** | | | | |
| Freshmen | 92% | 8% | 0% | 0% |
| Sophomores | 95% | 5% | 0% | 0% |
| Juniors | 100% | 0% | 0% | 0% |
| Seniors | 87.5% | 12.5% | 0% | 0% |
| Graduate Students | 90% | 10% | 0% | 0% |
| Faculty | 22.2% | 11.1% | 0% | 66.7% |
| | | | | |
| **Quality of Assistance** | | | | |
| Freshmen | 84% | 16% | 0% | 0% |
| Sophomores | 80.9% | 19.1% | 0% | 0% |
| Juniors | 100% | 0% | 0% | 0% |
| **Classification** | **Excellent** | **Fair** | **Poor** | **Not Applicable** |
| Seniors | 87.5% | 12.5% | 0% | 0% |
| Graduate Students | 80% | 20% | 0% | 0% |
| Faculty | 90% | 10% | 0% | 0% |
| | | | | |
| **Access to the Online Resources** | | | | |
| Freshmen | 98% | 2% | 0% | 0% |
| Sophomores | 85.7% | 14.3% | 0% | 0% |
| Juniors | 100% | 0% | 0% | 0% |
| Seniors | 87.5% | 12.5% | 0% | 0% |
| Graduate Students | 90% | 10% | 0% | 0% |
| Faculty | 90% | 10% | 0% | 0% |
| | | | | |
| **Electronic Reserves** | | | | |
| Freshmen | 76% | 20% | 0% | 4% |
| Sophomores | 78.9% | 15.8% | 0% | 5.3% |
| Juniors | 90.9% | 0% | 0% | 9.1% |
| Seniors | 75% | 12.5% | 0% | 12.5% |
| Graduate Students | 70% | 30% | 0% | 0% |
| Faculty | 90% | 0% | 0% | 10% |
| | | | | |
| **Ease of Finding Resources** | | | | |
| Freshmen | 72% | 8% | 4% | 8% |
| Sophomores | 76.5% | 17.6% | 5.9% | 0% |
| Juniors | 80% | 10% | 0% | 10% |
| Seniors | 62.5% | 25% | 0% | 12.5% |
| Graduate Students | 80% | 10% | 10% | 0% |
| Faculty | 33.4% | 66.4% | 0% | 0% |
| | | | | |
| **Quality of Online Databases** | | | | |
| Freshmen | 76% | 20% | 0% | 4% |
| Sophomores | 85% | 15% | 0% | 0% |

| Classification | Excellent | Fair | Poor | Not Applicable |
|---|---|---|---|---|
| Juniors | 90.9% | 0% | 0% | 9.1% |
| Seniors | 75% | 25% | 0% | 0% |
| Graduate Students | 70% | 30% | 0% | 0% |
| Faculty | 60% | 40% | 05 | 0% |

*Quality of Book Collection*

| | Excellent | Fair | Poor | Not Applicable |
|---|---|---|---|---|
| Freshmen | 80% | 16% | 4% | 0% |
| Sophomores | 86.6% | 0% | 6.7% | 6.7% |
| Juniors | 90.8% | 0% | 0% | 9.1% |
| Seniors | 87.5% | 0% | 0% | 12.5% |
| Graduate Students | 50% | 40% | 0% | 10% |
| Faculty | 57.14% | 42.86% | 0% | 0% |

*Government Documents*

| | Excellent | Fair | Poor | Not Applicable |
|---|---|---|---|---|
| Freshmen | 68% | 12% | 0% | 20% |
| Sophomores | 88.9% | 11.1% | 0% | 0% |
| Juniors | 72.6% | 18.2% | 0% | 9.2% |
| Seniors | 62.5% | 25% | 0% | 12.5% |
| Graduate Students | 40% | 20% | 10% | 30% |
| Faculty | 44.4% | 33.3% | 0% | 22.2% |

*Library Hours*

| | Excellent | Fair | Poor | Not Applicable |
|---|---|---|---|---|
| Freshmen | 64% | 28% | 8% | 0% |
| Sophomores | 62% | 33.3% | 4.7% | 0% |
| Juniors | 63.7% | 18.2% | 0% | 9.1% |
| Seniors | 75% | 12.5% | 12.5% | 0% |
| Graduate Students | 60% | 30% | 0% | 10% |
| Faculty | 67% | 11% | 0% | 22% |

*Access to Online Resources*- **91.8%** of the respondents rated the access to online resources as EXCELLENT.  **Juniors** rated the access to online resources as EXCELLENT (100%) followed by **Freshmen** (98%), **Graduate Students** (90%), **Faculty** (90%), **Seniors** (87.5%) and **Sophomores** (85.7%).

*Quality Assistance*- **87%** of the respondents rated the quality of assistance as EXCELLENT.  **Juniors** rated the quality of assistance as EXCELLENT (100%) followed by **Faculty** (90%), **Seniors** (87.5%), **Freshmen** (84%), **Sophomores** (80.9%), and **Graduate Students** (80%).

*Access to Computers*-    **81.1%** of the respondents rated the access to computers as EXCELLENT. **Juniors** rated the access to computers EXCELLENT (100%) followed by **Sophomores** (95%), **Freshmen** (92%), **Graduate Students** (90%), **Seniors** (87.5%) and **Faculty** (22.2%). It should be noted that 66.7% of the faculty answered this question as NOT APPLICABLE.

*Electronic Reserves*- **80.1%** of the respondents rated electronic reserves as EXCELLENT. **Juniors** rated electronic reserves as EXCELLENT (90.9%)followed by  **Faculty** (90%), **Sophomores** (78.9%), **Freshmen** (76%), **Seniors** (75%) and **Graduate Students** (70%).

*Quality of Online Databases*- **76.1%** of the respondents rated the quality of online databases as EXCELLENT. Juniors rated the quality of online databases as EXCELLENT (90.9%) followed by Sophomores (85%), Freshmen (76%), Seniors (75%), Graduate Students (70%) and Faculty (60%).

*Quality of Book Collection-* **75**.3% of the respondents rated the quality of the book collection as EXCELLENT.  **Juniors** rated the quality of book collection as EXCELLENT (90.8%) followed by **Seniors** (87.5%), **Sophomores** (86.6%), **Freshmen** (80%), **Faculty** (57.1% and **Graduate Students** (50%). It should be noted that **Faculty** (40%) and **Graduate Students** rated the quality of the book collection as FAIR.

*Ease of Finding Resources*- **67.4%** of the respondents rated the ease of finding resources as EXCELLENT. Juniors rated the ease of finding resources as EXCELLENT (80%) followed by Graduate Students (80%), Sophomores (76.5%), Freshmen (72%), Seniors (62.5%) and Faculty (33.4%). It should be noted that 66.4% of the faculty rated ease of finding resources  as FAIR (66.4%).

*Library Hours*- **65.2%** of the respondents rated the library hours as EXCELLENT. **Seniors** (75%) followed by  **Faculty** (67%), **Freshmen** (64%), **Juniors** (63.7%), **Sophomores (**62%) and **Graduate Students** (60%).

*Government Documents*- **62.7%** of the respondents rated the government documents services as EXCELLENT.  **Sophomores** rated the government documents services as EXCELLENT (88.9%) followed by **Juniors** (72.6%), **Freshmen** (68%), **Seniors**  (62.5%),  Faculty (44.4%)and **Graduate Students** (40%).

**The group that is most satisfied with the library resources and services  are the JUNIORS (78.9%) followed by Sophomores (73.9%), Seniors (70%), Freshmen (64.8%), Graduate Students (63%) and Faculty (55.4%).**

**COMMENTS**

Freshmen

**" More hours, possibly later… would be great.  Maybe student assistance would help that**."
Agricultural Sciences

Thank you for your comment. The extending library hours depend on the availability of funds.  We hope that funding will improve and the Library will be able to extend the opening hours.

Sophomores

**" I feel there should be a strict policy enforced on using your phones in the library. This should be a place of peace, not noise and a few students I observed simply don't care about the cell phone rule**."Health Information Management

Thank you. The Library is aware of the problem of using cell phones in the library and the excessive noise. To that end, we have put more signs up about the cell phone use and noise. We have also

designated the third floor as the medium  noise level area. First and second floors are designated as the low noise level areas. Library staff are enforcing the rules and policy.

" **Extended hours on the weekends and not just during mid-term and final week."**  Dental Hygiene

We hear you, however, extending the library hours depends on funding and at this time there is no additional funds for it.

" **Library is wonderful and always quiet."** Aviation Management

Thank you.


Seniors

**" Keep the library open until 6:00pm on Fridays. This way the librarians avoid traffic on Friday afternoons in Nashville and also the students get to use the library for an extra 90 minutes on Fridays in the mean time**." Interdisciplinary Studies

Thank you for thinking about the librarians. Your suggestion will be seriously considered.

**" I think the library should be open 24 hrs the entire school year except holidays**." Mass Communications

Again, it is a matter funding. Thank you for your comment.


Graduate Students

**" I assist undergraduate students with their research and I feel that students will benefit greatly if a library and media education class  were offered and included as a general education requirement**." Public Administration

Great idea. We have approached the administration concerning an elective on library research but it was turned down due to 120 hours towards graduation. However, we will try again.

" **Both libraries are great and the assistance is great with finding materials**." Speech pathology and Audiology

Thank you.

**" Study areas are too noisy**." English

Thank you. We are working on the noise problem.

**I believe the library should have longer weekend hours ( Friday, Saturday and Sunday) to support the learning and research needs of the nontraditional students. Rules to keep the order of the library should be easily visible to all students at the entrance and throughout the library. Policies should be**

**adamantly followed to decrease disturbance for students who are diligently working/studying. There should also be an increase of study rooms because there is usually not enough for students during prime/peak library hours.”** Educational Administration and Supervision

Thank you. We agree with you, however, extending the library hours requires funding. We will relay your concerns to the administration.  We have taken steps to minimize the noise in the library and seems like they are working.  Hopefully, the extension of all floors in the main Campus Library will make it possible to have additional study rooms.

**“ Bigger database would improve the library**.”  Business Administration

The library has a good collection of databases in your area. Please identify the database you would like the library to subscribe to. Thank you.

**“ Librarian on AWC should be available more to assist evening graduate students who work during the day.”** Business Administration

Librarians will be working at the Reference and Circulation areas, on the floor rather than in the back. Thank you.

“ **Good presentation. You have been extremely helpful. Thanks for your time**.” Business Administration

Thank you, we appreciate your comments.

**“ Early in the day and mid-day computer access is easy. But the closer to 5:00pm, the busier the computers are and the less likely you are to find a space**.”  Business Administration

Library is working with CIT to expand the Information Commons at both campuses.


Faculty

“ **Bring back Business Source Premier**.”  Business Administration

Library’s 30% across the board budget cut necessitated  closer examination of the use of the databases. Use statistics indicated a much lower use rate for Business Source Premier. If the funding is restored, library will again subscribe to it.

**“ More periodicals for criminal Justice**.”  Criminal Justice

Library provides access to over 31 periodical titles  and 14 online databases in Criminal Justice.  Please identify those periodicals that are needed. Thank you.

**“ Include more journals**.”  Chemistry

Library provides access to  526 periodical titles and 10 online databases in Chemistry. Please identify those titles that are needed. Thank you.

**" I am impressed by the online resources**." Agriculture

Thank you.

" **Service is great. Cuts in databases very harmful**." Business Administration

Thank you. We agree that budget cuts have undermined the library's ability to provide relevant resources for teaching and research.

" **Would like to see more databases**." English

We agree. Please assist us in getting increased funding.

" **Need to improve online database accessibility**." HAHS

The access depends on the current ID numbers and correct names. Sometimes patrons use middle names and at times they do not which affects the access. Please call Mrs. Colette Bradley  (5489)or Dr. Yildiz B. Binkley (5212) when you have access problems. Thank you.