USER SATISFACTION SURVEY RESULTS
Fall 2006
" We Hear You "

Thank you for your valuable input via the Online User Satisfaction Survey. Your opinions and comments are important to us and will play an important role in the maintenance and improvement of current library resources and services. The results of the Fall 2006 survey are as follows:

Participants:

Freshmen	42
Sophomores	19
Juniors	13
Seniors	18
*Undergraduate Students	51
Graduate Students	20
Faculty	18
Staff	5
Alumni	2
Total:	218

* Students who did not provide information as to their classification

Question 1: How satisfied are you with our ***Book Collection***?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	24.0%	26.0%	28.5%	2.3%	0.0%	19.0%
Sophomores	5.5%	50.0%	39.0%	5.5%	0.0%	0.0%
Juniors	7.7%	30.7%	30.7%	7.7%	0.0%	23.0%
Seniors	16.6%	33.3%	44.4%	5.5%	0.0%	0.0%
Undergrads	17.7%	31.1%	37.7%	0.0%	0.0%	13.3%
Grad Students	15.0%	35.0%	40.0%	0.0%	0.0%	10.0%
Faculty	55.5%	27.7%	16.6%	0.0%	0.0%	0.0%
Staff	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%
Alumni	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 2: How satisfied are you with our ***Periodical Collection***?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	14.2%	28.5%	21.4%	4.7%	0.0%	31.0%
Sophomores	5.5%	44.4%	44.4%	5.5%	0.0%	0.0%
Juniors	15.0%	23.0%	30.7%	7.7%	0.0%	23.0%
Seniors	5.8%	58.8%	23.5%	5.8%	0.0%	5.8%
Undergrads	13.7%	23.5%	41.1%	1.9%	0.0%	19.6%
Grad Students	20.0%	25.0%	40.0%	5.0%	0.0%	10.0%
Faculty	33.3%	38.8%	22.2%	5.5%	0.0%	0.0%
Staff	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%
Alumni	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 3: How satisfied are you with our *Online Databases*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	31.0%	28.5%	28.5%	4.7%	0.0%	7.1%
Sophomores	39.0%	33.3%	22.2%	9.0%	0.0%	5.5%
Juniors	30.7%	23.0%	30.7%	0.0%	7.7%	7.7%
Seniors	22.2%	33.3%	22.2%	11.1%	5.5%	11.1%
Undergrads	33.3%	37.2%	25.5%	1.9%	0.0%	1.9%
Grad Students	45.0%	20.0%	35.0%	0.0%	0.0%	0.0%
Faculty	50.0%	33.3%	11.1%	5.5%	0.0%	0.0%
Staff	40.0%	20.0%	40.0%	0.0%	0.0%	0.0%
Alumni	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 4: How satisfied are you with our *Access to Off-Campus Resources*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	31.0%	21.4%	14.2%	7.1%	0.0%	28.5%
Sophomores	0.0%	33.3%	22.2%	16.6%	0.0%	22.2%
Juniors	23.0%	15.0%	38.4%	7.7%	0.0%	15.0%
Seniors	16.6%	11.1%	38.8%	16.6%	5.5%	11.1%
Undergrads	19.6%	19.6%	35.3%	5.8%	0.0%	19.6%
Grad Students	30.0%	25.0%	25.0%	10.0%	0.0%	10.0%
Faculty	55.5%	33.3%	11.1%	0.0%	0.0%	0.0%
Staff	20.0%	60.0%	20.0%	0.0%	0.0%	0.0%
Alumni	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 5: How satisfied are you with our *Internet and Other Software Applications*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	28.5%	33.3%	21.4%	4.7%	0.0%	12.0%
Sophomores	22.2%	55.5%	22.2%	0.0%	0.0%	5.5%
Juniors	30.7%	15.0%	38.4%	7.7%	7.7%	0.0%
Seniors	38.8%	33.3%	22.2%	5.5%	0.0%	0.0%
Undergrads	27.4%	41.1%	29.4%	1.9%	0.0%	0.0%
Grad Students	35.0%	30.0%	25.0%	5.0%	0.0%	5.0%
Faculty	61.1%	11.1%	16.6%	0.0%	0.0%	11.1%
Staff	25.0%	50.0%	25.0%	0.0%	0.0%	0.0%
Alumni	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%

Question 6: How satisfied are you with our *Reference Service*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	21.4%	31.0%	28.5%	4.7%	0.0%	14.2%
Sophomores	22.2%	39.0%	27.7%	11.1%	0.0%	0.0%
Juniors	77.0%	23.0%	46.1%	7.7%	0.0%	15.0%
Seniors	33.3%	38.8%	27.7%	0.0%	0.0%	0.0%
Undergrads	26.0%	44.0%	22.0%	4.0%	0.0%	6.0%
Grad Students	45.0%	25.0%	20.0%	10.0%	0.0%	0.0%
Faculty	50.0%	33.3%	11.1%	0.0%	0.0%	5.5%
Staff	25.0%	50.0%	25.0%	0.0%	0.0%	0.0%
Alumni	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%

Question 7: How satisfied are you with our *Circulation Services*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	14.2%	38.0%	21.4%	2.3%	0.0%	24.0%
Sophomores	11.1%	44.4%	39.0%	5.5%	0.0%	0.0%
Juniors	7.7%	38.4%	30.7%	7.7%	0.0%	15.0%
Seniors	22.2%	50.0%	27.7%	0.0%	0.0%	0.0%
Undergrads	16.0%	50.0%	28.0%	0.0%	0.0%	6.0%
Grad Students	40.0%	30.0%	30.0%	0.0%	0.0%	0.0%
Faculty	50.0%	16.6%	11.1%	0.0%	5.5%	16.6%
Staff	25.0%	50.0%	25.0%	0.0%	0.0%	0.0%
Alumni	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%

Question 8: How satisfied are you with our *Interlibrary Loan Services*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	19.0%	16.6%	28.5%	2.3%	0.0%	33.3%
Sophomores	0.0%	39.0%	39.0%	5.5%	0.0%	16.6%
Juniors	7.7%	23.0%	15.0%	0.0%	0.0%	53.8%
Seniors	16.6%	33.3%	33.3%	0.0%	0.0%	16.6%
Undergrads	24.0%	22.0%	24.0%	2.0%	0.0%	28.0%
Grad Students	40.0%	15.0%	20.0%	0.0%	0.0%	25.0%
Faculty	50.0%	5.5%	5.5%	5.5%	0.0%	33.3%
Staff	25.0%	25.0%	25.0%	0.0%	0.0%	25.0%
Alumni	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%

Question 9: How satisfied are you with our *Special Collections*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	14.2%	24.0%	31.0%	2.3%	0.0%	28.5%
Sophomores	5.5%	50.0%	39.0%	5.5%	0.0%	0.0%
Juniors	15.0%	15.0%	15.0%	0.0%	0.0%	53.8%
Seniors	11.1%	16.6%	38.8%	0.0%	0.0%	33.3%
Undergrads	19.6%	27.4%	37.2%	1.9%	0.0%	13.7%
Grad Students	20.0%	20.0%	15.0%	5.0%	0.0%	40.0%
Faculty	33.3%	11.1%	11.1%	0.0%	0.0%	44.4%
Staff	25.0%	25.0%	25.0%	0.0%	0.0%	25.0%
Alumni	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%

Question 10: How satisfied are you with our *Digital Collections*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	11.9%	24.0%	28.5%	4.6%	0.0%	31.0%
Sophomores	5.5%	39%	16.6%	0.0%	0.0%	16.6%
Juniors	7.7%	7.7%	15.0%	0.0%	0.0%	46.1%
Seniors	11.7%	5.8%	47.0%	0.0%	0.0%	35.3%
Undergrads	11.7%	31.3%	21.5%	1.9%	0.0%	33.3%
Grad Students	5.0%	20.0%	30.0%	0.0%	0.0%	45.0%
Faculty	44.4%	5.5%	5.5%	11.1%	0.0%	33.3%
Staff	20.0%	60.0%	20.0%	0.0%	0.0%	0.0%
Alumni	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%

Question 11: How satisfied are you with our *Government Documents Services*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	9.5%	16.6%	33.3%	2.3%	0.0%	38.0%
Sophomores	0%	50%	16.6%	5.5%	0.0%	5.5%
Juniors	7.7%	7.7%	15.0%	7.7%	7.7%	53.8%
Seniors	11.7%	17.6%	41.1%	0.0%	0.0%	29.4%
Undergrads	14.0%	18.0%	28.0%	2.0%	0.0%	38.0%
Grad Students	5.0%	10.0%	30.0%	0.0%	0.0%	55.0%
Faculty	50.0%	11.1%	11.1%	11.1%	0.0%	33.3%
Staff	25.0%	25.0%	25.0%	0.0%	0.0%	25.0%
Alumni	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%

Question 12: How satisfied are you with our *ASK-A-LIBRARIAN* Service?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	19.0%	33.3%	24.0%	7.1%	0.0%	16.6%
Sophomores	33.3%	39.0%	11.1%	5.5%	0.0%	11.1%
Juniors	38.4%	7.7%	15.0%	7.7%	0.0%	23.0%
Seniors	29.4%	41.1%	29.4%	0.0%	0.0%	0.0%
Undergrads	31.3%	27.4%	21.5%	1,9%	0.0%	17.6%
Grad Students	55.0%	10.0%	15%	5%	0.0%	15.0%
Faculty	66.6%	11.1%	0.0%	0.0%	0.0%	22.2%
Staff	60.0%	20.0%	20.0%	0.0%	0.0%	0.0%
Alumni	0.0%	50.0%	50.0%	0.0%	0.0%	0.0%

Question 13: How satisfied are you with our *Electronic Reserves*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	11.9%	31.0%	24.0%	4.6%	0.0%	28.5%
Sophomores	11.1%	66.6%	5.5%	0%	0.0%	16.6%
Juniors	30.7%	7.7%	30.7%	0.0%	7.7%	23%
Seniors	23.5%	35.3%	35.35	0.0%	0.0%	5.8%
Undergrads	23.5%	33.3%	23.5%	0.0%	0.0%	19.6%
Grad Students	25.0%	20.0%	15.0%	5.0%	5.0%	30.0%
Faculty	55.5%	16.6%	0.0%	0.0%	0.0%	27.7%
Staff	20.0%	60.0%	20.0%	0.0%	0.0%	0.0%
Alumni	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%

Question 14: How satisfied are you with our *Staff*?

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	28.5%	42.8%	21.4%	0.0%	0.0%	7.1%
Sophomores	50.0%	33.3%	11.1%	5.5%	0.0%	0.0%
Juniors	38.4%	7.7%	23.0%	0.0%	0.0%	30.7%
Seniors	38.8%	27.7%	33.3%	0.0%	0.0%	0.0%
Undergrads	31.3%	43.1%	19.6%	0.0%	0.0%	5.8%
Grad Students	65.0%	25.0%	10.0%	0.0%	0.0%	0.0%
Faculty	66.6%	27.7%	5.5%	0.0%	0.0%	0.0%
Staff	20.0%	60.0%	20.0%	0.0%	0.0%	0.0%
Alumni	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%

Question 15: How often do you *Use the Library or Call for Information*?

	Daily	Weekly	Monthly	Quarterly	1/Year	N/A
Freshmen	21.4%	38.0%	9.5%	7.1%	2.3%	21.4%
Sophomores	27.7%	50.0%	5.5%	0.0%	5.5%	11.1%
Juniors	30.7%	46.1%	0.0%	7.7%	7.7%	7.7%
Seniors	44.4%	27.7%	11.1%	5.5%	0.0%	11.1%
Undergrads	29.4%	37.2%	21.5%	0.0%	1.9%	9.8%
Grad Students	27.7%	55.5%	11.1%	0.0%	0.0%	5.5%
Faculty	23.5%	41.1%	23.5%	11.7%	0.0%	0.0%
Staff	0.0%	60.0%	20.0%	20.0%	0.0%	0.0%
Alumni	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%

Question 16: How often do you *Ask a Librarian for Help*?

	Daily	Weekly	Monthly	Quarterly	1/Year	N/A
Freshmen	4.6%	42.8%	12%	4.6%	0.0%	35.7%
Sophomores	11.1%	27.7%	27.7%	22.2%	0.0%	11.1%
Juniors	15.0%	15.0%	30.7%	15.0%	0.0%	0.0%
Seniors	11.1%	33.3%	38.8%	5.5%	0.0%	11.1%
Undergrads	17.6%	29.4%	19.6%	5.8%	5.8%	21.5%
Grad Students	11.1%	61.1%	16.6%	5.5%	0.0%	5.5%
Faculty	23.5%	29.4%	23.5%	23.5%	0.0%	0.0%
Staff	0.0%	25.0%	0.0%	25.0%	25.0%	25.0%
Alumni	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%

Question 17: What *Resources* and *Services* would you like the Library to offer?

	Freshmen	Sophomore	Juniors	Seniors	Undergrads	Grad Students	Faculty	Staff	Alumni
Print Periodicals	8.0%	3.2%	4.5%	8.3%	14.8%	11.7%	5.0%	14.2%	0.0%
Online Periodicals	6.4%	16.1%	9%	4.1%	3.7%	11.7%	25%	21.4%	33.3%
Print Books	14.5%	9.7%	4.5%	12.5%	7.4%	5.8%	7.5%	14.2%	0.0%
Electronic Books	11.3%	9.7%	22.7%	8.3%	9.2%	23.5%	22.5%	7.1%	0.0%
Online Databases	8%	6.4%	18.1%	20.8%	7.4%	8.8%	20.0%	21.4%	33.3%
Computers	27.4%	44.4%	31.8%	25%	25.9%	5.8%	7.5%	7.1%	33.3%
Newspapers	14.5%	33.3%	4.5%	0.0%	16.6%	11.7%	7.5%	7.1%	0.0%
Microforms	3.2%	0.0%	4.5%	8.3%	1.8%	0.0%	0.0%	7.1%	0.0%
Staff	6.4%	9.7%	0%	12.5%	12.9%	2.9%	5.0%	7.1%	0.0%

Material Requests by *Classification*:

Freshmen
      Computers
      Print Books
      Newspapers
      Electronic Books
      Online Databases
      Print Periodicals
      Online Periodicals
      Staff
      Microforms
Sophomores

Computers
Newspapers
Online Periodicals
Print Books
Electronic Books
Staff
Online Databases
Print Periodicals

Juniors
Computers
Electronic Books
Online Databases
Online Periodicals
Print Periodicals
Books
Newspapers
Microforms

Seniors
Computers
Online databases
Books
Staff
Print Periodicals
Electronic Books
Microforms
Online Periodicals

Undergraduate
Computers
Newspapers
Print Periodicals
Staff
Electronic Books
Print Books
Online Databases
Online Periodicals
Microforms

Graduate
Electronic Books
Online Periodicals
Print Periodicals
Newspapers
Online Databases
Computers
Staff
Microforms

Faculty
Online Periodicals
Electronic Books
Online Databases
Computers
Print Books

Newspapers
Print Periodicals
Staff
Microforms

Staff

Online Periodicals
Online Databases
Print Periodicals
Print Books
Computers
Electronic Books
Newspapers
Microforms
Staff

Alumni

Computers
Online Periodicals
Online Databases

Overall rating of the Materials *Most Requested by Users*:

Computers	59
Online Books	38
Online Databases	35
Newspapers	33
Online Periodicals	32
Print Books	27
Print Periodicals	25
Staff	21
Microforms	7

TOTAL RATINGS OF RESOURCES AND SERVICES

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Book Collection	15.80%	34.20%	29.10%	2.30%	0%	7.20%
Periodical Collection	11.80%	46.30%	27.50%	4.00%	0%	9.80%
Online Databases	33.00%	36.40%	23.80%	3.50%	1.40%	3.60%
Remote Access	21.60%	35.30%	22.70%	7.00%	0.60%	11.70%
Internet/Software	29.70%	35.40%	22.20%	8.20%	0.85%	3.10%
Reference Services	33.20%	37.10%	28.60%	4.10%	0.00%	4.40%
Circulation Services	20.60%	42.10%	23.50%	1.60%	0.60%	6.70%
Interlibrary Loan	20.20%	25.40%	21.10%	2.20%	0.00%	31.20%
Special Collections	15.80%	26.50%	23.50%	1.50%	0.00%	32.00%
Digital Collections	13.10%	27%	20.40%	1.80%	0.00%	32.20%
Government Docs	13.60%	22.80%	22.20%	3.10%	0.85%	36.40%
Ask-A-Librarian	37.00%	26.50%	20.60%	30.20%	0.00%	11.60%
Electronic Reserves	22.30%	30%	22.60%	0.50%	0.80%	22.30%
Library Faculty/ Staff	43.10%	35.20%	16.00%	0.61%	0.00%	4.70%

Highest Rated Resources and Services by All Respondents

Library Faculty and Staff	78.3%
Reference Services	70.3%
Online Databases	69.4%
Internet Access and Software	65.1%
Ask-A-Librarian	63.3%
Circulation Services	62.7%
Periodical Collection	58.1%
Remote Access	56.9%
Electronic Reserves	52.3%
Book Collection	50.0%
Interlibrary Loan	45.6%
Special Collections	42.3%
Digital Collections	40.1%
Government Documents	36.4%

TOTAL RATINGS OF LIBRARY USE

	Daily	Weekly	Monthly	Quarterly	1/Year	N/A
Use the Library/Call for Info	22.60%	39.40%	22.40%	5.70%	7.60%	7.30%
Ask for Assistance	10.40%	29.20%	29.80%	11.80%	3.30%	12.20%

YOUR COMMENTS

Library Services and Resources

- You have a great web site. Staff, Main Campus

Thank you for your kind words. We will introduce our new web page for the Online Public Access catalog (OPAC) next semester which is very attractive and easy to use.

- I like it a lot. (Staff, Main Campus)
- This is a great library! Keep up the good work! (Undergraduate, Main Campus)
- The library is one of the bright spots at TSU. (Student, Main Campus)
- TSU has a satisfactory library program. (Undergraduate, Main Campus)
- Great job. (Undergraduate, Main Campus)
- Everything seems fine. (Undergraduate, Main Campus)
- I really enjoy coming to the library because it offers everything I need as a student to be successful. (Senior, Main Campus)
- Just keep up the good work. (Freshmen, Main Campus)
- Everything is great. (Freshmen, Main Campus)
- Service is pretty satisfactory, I don't believe that any drastic changes need to be made. (Freshmen, Main Campus)

We really appreciate your kind words and observations. Please continue to evaluate our resources and services so that we can provide relevant and efficient support to you.

- Please create one page informational sheets to guide students in how to use online databases and other tools so students (who don't want to ask for help) don't leave the library because they are confused and overwhelmed. Thanks. (Faculty, Main Campus)

The Library provides online access to tutorials in the use of the online databases and other resources in various subject fields. In addition Information Literacy on several academic areas are provided. We are working on short tutorial for use of each database that will be available on the databases' web page for easier access. Thank you for your suggestion.

- What about a visible suggestion box wherein one could drop a list of books, periodicals and other materials of interest? (Staff, Main Campus)

There is a link to a Suggestion Box under the Library Catalog on the Library's webpage. You may request new books and journals online via the Library's webpage or simply hand the list to the staff in Acquisitions Department on the first floor of the Main Campus Library or Reference/Circulation librarians at Avon Williams Campus Library. We will also look into providing a physical Suggestion Box at both campus libraries. Thank you for your suggestion.

- Easier to find books or someone to show us how to find books. (Undergraduate, Main Campus)

Please ask librarians or library staff when you have difficulty in finding anything. Signs are put up for you to find books under certain classifications. We are working on a virtual tour of the library where you will be able to see the location of resources and services. Thank you for your comment.

- Keep bathrooms stocked please. (Senior, Main Campus)

Our custodians are aware of the high traffic in the Library. Before they leave for the day they check out the bathrooms on all floors. Next morning they check again. We will work on doing a better job. Thank you for your observation.

- The online system access to databases is a little confusing. Overall, the books and magazines in the library are easy to find. I would really like it if the library offered more popular fiction to read. (Freshmen, Main Campus)

From the Campus you may access via Electronic Resources then Databases by Title or Subject without ID and password. Please talk to one of the Reference Librarians and they will be glad to work with you. The main concern of the Library is to provide support to the academic areas. However, the Library also purchases fiction using the New York Times Book Review, Choice, Publishers Weekly and other guides. There is a browsing area on the first floor of the Main Campus Library where users may check out the recent fiction and non-fiction books. You may also browse the PZ section ant both campus libraries. Thank you for your comments.

- While Illiad is an excellent system, there seems to be no oversight. For two years I've had articles that there was no response to and no follow-up from library staff to re-submit to another set of libraries. I was told simply to re-submit the request. So I resubmit the request, an because no one is watching the system, it goes out to the same group of libraries and I get the same response. This is ridiculous! I am ILLing them BECAUSE I need them ASAP and can't find them locally. And what is this about students not being

able to go to over to Vanderbilt to pick up material? That they have to ILL it? I am finding that I can't print anything without paying for it at VU. What is the point of having an agreement with them about faculty access to the VU library and its services if I can't access any of the services using the access card I'm given? Also, I am really tired of the attitude from people in the library that all matters is what's on the Internet. Unfortunately, in the real world, the internet goes down, servers crash, and parts of many states still do not have consistent access to the Internet, let alone broadband. There are many places where people still rely on the printed material because that have no access to the high tech stuff that you would like to imagine that everyone can afford. Please be sensitive to the fact that we are teaching our students to cope with a wide variety of situations out in the real world. That includes lack of access to many services that University staff generally take for granted. Thank you for all the other excellent work that your staff does. (Faculty, Main Campus)

We try our best to get ILL items as soon as possible. There are times however when it takes an item longer than usual to arrive. When a request is submitted we ask up to five libraries at one time. When the first library is unable to fill the request it passes on down the list until a library agrees to send the item. If a local library has the item we always put that library at the beginning of the list. There are times when the local library can't find the item (even though the catalog lists it as being on the shelf) and passes the request to the next library in line.

With your ILLiad account you can monitor your requests. This feature allows you to see what the different stages your request is going through. By using this feature you can call or email any concerns you have about a particular request.

Few years ago, Vanderbilt University had its doors closed to the public institutions. The new Director of the Vanderbilt University Library and few of us met and formed a consortium to share resources, ATHENA. Thirteen institutions are sharing resources via a courier service. The service delivers to TSU, both campuses, three times a week. Thus, there is no need for anyone to go to Vanderbilt to check-out books. In addition, the university was kind enough to provide three cards to public institutions for their faculty, students and staff to have access to their resources. This is a privilege that only involves reading. There is no provision for copying.

Tennessee State University Library is keeping up with the technological changes in the academe. The library is cognizant of the digital divide which is getting smaller every day. Publishers of the print indexes and abstracts have moved on to online full-text versions. The Library works very closely with the electronic resources vendors and TSU CIT to make sure that online resources and services are in good working condition at all times. However, this does not mean that the Library provides no print materials. Print books and journals are available at both campus libraries. We are hoping that our students will be trained in the use of electronic resources so that they will be competitive when they enter graduate education or workplace. To that end we offer orientation and Bibliographic Instruction sessions for classes and individuals. We also provide tutorials online created by the Library and the vendors. We thank you for your comments and kind words about our staff.

Library Hours

- Provide longer library hours. (Graduate Student, Main Campus)
- As a senior I have been at TSU for 4 years and I never once understood why the library did not stay open later. Eventhough on mid terms and finals. I believe it is more beneficial to stay open the week prior to mid-term and finals because we have most of our tests then. (Undergraduate, Main Campus)

- A week or three days prior to exam week there needs to be 24 hrs. service for everyone. Not one day in advance. You tell us not to procrastinate then give us more time in the library. (Sophomore, Main Campus)

The Main Campus Library is open 92 hours per week and the Avon Williams Library 74 hours per week. This is compatible with the other Tennessee Board of Regents institutional libraries and others in Tennessee and the nation.

We heard you and this Fall we are beginning our extended (24) hours two days before final examinations. We hope that this change will be helpful to all our students. Thank you for your fine suggestions.

Computers, Printers, Study Areas

- Printer maintenance. (Graduate Student, Main Campus)
- More preventative maintenance of printers. (Graduate Student, Main Campus)

We are working with the CIT to ensure that all printers are in good working order. In addition one of our staff members and student assistants from CIT are assisting us. We certainly will work hard to make sure all equipment are working or repaired as soon as possible. Thank you for your comments.

- Please get outlets for use of electricity for laptops at all tables. None of the tables on the floor have them. (Undergraduate, Main Campus)

We do understand your needs and will look into providing electricity to certain tables. The Main Campus Library is an old building, built before the invent of computers. Thus wiring can be a problem. As you know the Library has a wireless environment. Thank you for your suggestion.

- Include a CPU on the first floor reserved only for immediate printing. I had a great deal of difficulty finding a place to print anywhere on campus during rush times, waiting sometimes exceed 1 hour. (Undergraduate, Main Campus)

A network printer is available for outputs from the PCs on the first floor of the Main Campus Library. It is located in the Circulation area. These PCs were meant to be used only for bibliographic information. That is only to search the Online Public Access Catalog (OPAC). They are not for printing or research. You may want to use the 2 network printers on the second floor of the Library. If you have difficulty in printing, please consult a librarian. Thank you for your suggestion.

- More seats, better wireless internet, more study rooms. (Undergraduate, Main Campus)
- There should be more rooms to study in. Private rooms are very much needed. (Sophomore, Main Campus)

We agree. The Library needs more study rooms. In order to provide more study rooms, the Library needs an expansion. The request for an expansion was submitted to the Tennessee Board of Regents by Dr. James A. Hefner, former president of TSU. The TBR decides on capital projects and we are hopeful that the library will get an expansion soon.

Computer work stations are a must, however, they take a lot of room. The seating area is shrinking as we speak. We are hoping that the library will be expanded soon. Thank you for your valuable input.

- More printers. (Graduate Student, Main Campus)
- Need more computers-sometimes especially in afternoons, all computers are being used or broken. (Senior, Main Campus)
- More preventative maintenance of printers. (Graduate Student, Main Campus)
- I am pleased that the library increased/expanded the use of computers. This really helps the students when they are trying to do their papers. (Senior, Main Campus)

Plans are underway to increase the number of PCs on the second floor of the Main Campus Library. We are also looking into the possibility of providing access to PCs on the third floor of the Main Campus Library. Avon Williams Campus Library doubled the number of PCs available for student use. However, space may be a problem for future expansion. We will discuss additional printers with CIT. There are two network printers on the second floor. CIT is providing student assistants to troubleshoot. The Library also receives help from the Help Desk.

Collections

- More medically-related journals and more than just abstracts. Need access to full-text journals. (Faculty, Main Campus)
- Put the athletic department collection in view. (Faculty, Main Campus)
- More online journals please. (Graduate Student, Main Campus)
- We need more current electronic books and online resources of journals. (Junior, Main Campus)
- More magazines. (Sophomore, Main Campus)
- More up-to-date materials please. (Freshmen, Main Campus)

The Nursing and medically related journals can be accessed via Online Databases by Subject then Nursing. Or, Electronic Resources then Journals by typing the title of the journals. Both of these sources are located on the Library's webpage. The following are online, full-text databases available:

> *AOTA, CINAHL, Pre-CINAHL, Clinical Pharmacology, Emerald, Entrez: the Life Sciences Search Engine, MEDLINE, New York Online Access to Health, Nursing and Allied Health Collection, ProQuest Nursing Collection, PubMed, PubMed Central, ScienceDirect, Scientific & Medical Arts9SMART), Wiley InterScience, WilsonWeb and Worldviews on Evidence Based Nursing Online.*

> *Full-text journals are accessible via Journal (Serial Solutions) under Electronic Resources. Full-text journals in the following categories are available:*

- Human Anatomy & Physiology
  - Anatomy (8)
  - Animal Biochemistry (68)
  - Neuroscience (81)
  - Physiology (120)
- Medicine
  - Alternative Medicine (27)

- o [Cardiovascular Diseases (62)](#)
- o [Clinical Endocrinology (36)](#)
- o [Clinical Immunology (60)](#)
- o [Connective Tissue Diseases (1)](#)
- o [Dermatology (33)](#)
- o [Emergency Medicine (11)](#)
- o [Gastroenterology (27)](#)
- o [Geriatrics (57)](#)
- o [Gynecology & Obstetrics (81)](#)
- o [Hematologic Diseases (26)](#)
- o [History of Medicine (2)](#)
- o [Industrial Medicine (18)](#)
- o [Infectious Diseases (11)](#)
- o [Internal Medicine (45)](#)
- o [Medical & Biomedical Informatics (14)](#)
- o [Medical Education (9)](#)
- o [Medical Ethics & Philosophy (15)](#)
- o [Medical Professional Practice (14)](#)
- o [Medical Research (39)](#)
- o [Medical Technology (2)](#)
- o [Medicine - General (327)](#)
- o [Metabolic & Nutritional Diseases (4)](#)
- o [Military & Naval Medicine (1)](#)
- o [Musculoskeletal System Diseases (14)](#)
- o [Neurology (122)](#)
- o [Oncology (85)](#)
- o [Ophthalmology & Optometry (33)](#)
- o [Otorhinolaryngology (36)](#)
- o [Palliative Care (2)](#)
- o [Pathology (65)](#)
- o [Pediatrics (113)](#)
- o [Radiology, MRI, Ultrasonography & Medical Physics (58)](#)
- o [Respiratory System Diseases (17)](#)
- o [Sports Medicine (14)](#)
- o [Tropical & Arctic Medicine (5)](#)
- o [Urology & Nephrology (30)](#)
- [Nursing (261)](#)
- [Occupational Therapy & Rehabilitation (15)](#)
- [Pharmacy, Therapeutics, & Pharmacology (192)](#)
- [Physical Therapy (32)](#)
- Psychiatry
  - o [Clinical Psychology (18)](#)
  - o [Psychiatric Disorders, Individual (25)](#)
  - o [Psychiatry - General (30)](#)
  - o [Psychoanalysis (7)](#)
  - o [Psychosomatic Medicine (5)](#)
  - o [Psychotherapy (45)](#)
  - o [Sexual Problems (2)](#)
  - o [Substance Abuse Disorders (18)](#)
- Public Health
  - o [Adolescent & Adult Public Health (2)](#)
  - o [Aged Public Health (2)](#)
  - o [Communicable Diseases (11)](#)
  - o [Emergency Medical Services (1)](#)
  - o [Environmental Health (11)](#)
  - o [Epidemiology & Epidemics (10)](#)
  - o [Ethnic Minorities & Public Health (2)](#)
  - o [Foodborne Diseases (1)](#)
  - o [Gender Specific Public Health (36)](#)
  - o [Government Health Agencies, U.S. (3)](#)
  - o [Home Health Care Services (3)](#)

- - - o [Hospitals & Medical Centers (88)](#)
    - o [Legal & Forensic Medicine (10)](#)
    - o [Long-Term Care Facilities (4)](#)
    - o [Medical Care Plans (7)](#)
    - o [Medical Economics (15)](#)
    - o [Medical Statistics (6)](#)
    - o [Mental Illness Prevention (17)](#)
    - o [Public Health - General (152)](#)
    - o [Regulation of Health Care (1)](#)
    - o [Social Medicine (8)](#)
    - o [Toxicology & Public Health (25)](#)
    - o [Transmission of Disease (1)](#)
    - o [World Health (10)](#)
  - Surgery & Anesthesiology
    - o [Anesthesiology (13)](#)
    - o [Plastic Surgery (3)](#)
    - o [Prosthesis & Artificial Organs (2)](#)
    - o [Surgery - General and By Type (88)](#)
    - o [Transplantation of Organs & Tissues (7)](#)
    - o [Wounds & Injuries (5)](#)

Please get in touch with the Reference Librarians or the Director of the Libraries and Media Centers for further assistance. Thank you for your comments.

All books in the Library are classified according to the Library of Congress Classification to ensure books are located easily. The Library does not have space to house each collection individually. The following is the Library of Congress Classification for Sports:

```
     Sports (May Subd Geog)
UF Field sports
   Pastimes
   Recreations
BT Recreation
RT Athletics
   Games
   Outdoor life
   Physical education and training
SA subdivision Sports under military
        services, e.g., United States. Army
        --Sports; and under ethnic groups
NA Aeronautical sports
   Age and sports
   Aquatic sports
   Ball games
```

Please consult with librarians or library staff if you cannot find the resources you need.

The TSU Library provides access to more online full-text databases and electronic resources than the most academic libraries in Tennessee and the region. Librarians are on the lookout for the emerging full-text resources. Please ask your reference librarians for a demonstration. Thank you for your comments.

Staff

- Staff is excellent. (Graduate Student, Main Campus)

- The library staff provide helpful instruction to my classes. I think more faculty should take advantage of this service. (Faculty, Main Campus)
- TSU has excellent librarians. (Graduate Student, Main Campus)
- TSU library and staff are very helpful and useful for me as a doctoral student. (Graduate Student, Main Campus)
  I am more impressed with the friendly staff on the second floor. They are knowledgeable and willing to help, especially as it relates to search. Fantastic employees-Nancy, Barbara, Lynetta. (Graduate Student, Man Campus)
- I could not finish my Ed.D. without the staff. (Graduate Student, Main Campus)
- I love the service that the staff provides, I haven't encountered a rude person yet. (Undergraduate Student, main Campus)
- The librarians are very helpful. (Undergraduate, Main Campus)
- Most librarians have been very helpful with one exception. They are patient and teach us how to find things.(Senior, Main Campus)
- The staff has always been nice and courteous. I love them to death. (Senior, Main Campus)
- Our speaker (Orientation Librarian) was excellent. (Undergraduate, Main Campus)
- Get every employee on the same page. Someone has to be an expert with a majority of the information provided in the library. (Sophomore, Main Campus)

Thank you for the kind words and your confidence. We will keep up the good work.

Noise and Cell Phones

- Week nights, after classes, students distract me with loud noises, cell phones, talking and inappropriate behavior while in the library. (Graduate Student, Main Campus)
- Enforce no cell phone use and library decorum. (Graduate Student, Main Campus)
- Library decorum, security. (Graduate Student, Main Campus)
- People and cell phones need reinforcements. (Undergraduate, Main Campus)
- Ways to keep students from talking so much. (Senior, Main Campus)
- During mid-term week, final exams, librarians should ask the students to be quiet and respectful of others who are studying. Too much noise. (Undergraduate, Main Campus)

You are correct. The Library is working very hard to ban the use of the cell phones in areas where users are studying or doing research. "No cell phone use" signs are placed where they are visible to everyone. We would like to solicit your, the peers, assistance also to stop noisy cell phone talk and noise in general in the Library. Those students who are loud are asked to lower their voices. The last resort is to ask them to leave the Library which is not pleasant. Thank you for your comments.

ANALYSIS

<u>Satisfaction of Our Users but the Resources and Services Library Provides</u>

Book Collection:
Faculty, Sophomores, Seniors and *Graduate Students are the most satisfied.*
Juniors are the least satisfied.

Periodical Collection:

Staff, Sophomores, and Faculty are the most satisfied.
Juniors are the least satisfied.

Online Databases:
Graduate Students, Staff, Undergraduate Students, Sophomores and *Faculty* are the most satisfied.
Seniors are the least satisfied.

Off-Campus Access:
Staff, Faculty and *Graduate Students* are the most satisfied.
Seniors are the least satisfied.

Internet and Other Software Applications*:*
Staff, Sophomores, Undergraduate Students, Seniors and *Graduate Students* are the most satisfied.
Juniors are the least satisfied.

Reference Services:
Juniors, Staff, Seniors, Faculty, Undergraduate Students and *Graduate Students* are the most satisfied.
Sophomores are the least satisfied.

Circulation Services:
Graduate Students, Seniors, Sophomores and *Undergraduate Students* are the most satisfied.
Juniors are the least satisfied.

Interlibrary Loan Services:
Seniors, Sophomores, Graduate Students and *Staff* are the most satisfied.
Juniors are the least satisfied.

Special Collections:
Sophomores, Undergraduate Students and *staff* are the most satisfied.
Juniors are the least satisfied.

Digital Collections:
Freshmen, Seniors and *Undergraduate Students* are the most satisfied.
Juniors are the least satisfied.

Government Documents Services:
Staff, Faculty and *Seniors* are the most satisfied.
Faculty are the least satisfied.

ASK-A-LIBRARIAN SERVICE:
Staff, Seniors and *Sophomores* are the most satisfied.
Juniors are the least satisfied.

Electronic Reserves:
Staff, Seniors and *Freshmen* are the most satisfied.
Juniors are the least satisfied.

Staff:

Graduate Students, Staff, Faculty, Seniors, Sophomores, Undergraduate Students, Freshmen are the most satisfied.

Juniors are the least satisfied.

Usage and Call for Information

Daily:
Seniors, Juniors, Undergraduate Students, Sophomores, Graduate Students, Faculty, Freshmen

Weekly*:*
Staff, Graduate Students, Sophomores, Juniors, Faculty, Freshmen, Undergraduate Students, Seniors

Monthly*:*
Faculty, Undergraduate Students, Staff, Graduate Students, Seniors, Freshmen, Juniors

Quarterly:
Staff, Faculty, Juniors, Freshmen, Seniors

Once A Year:
Juniors, Sophomores, Freshmen, Undergraduate Students

Ask A Librarian For Help

Daily:
Faculty, Undergraduate Students, Graduate Students, Juniors, Sophomores, Freshmen

Weekly:
Graduate Students, Freshmen, Seniors, Undergraduate Students, Faculty, Sophomores, Staff, Juniors

Monthly:
Seniors, Juniors, Sophomores, Faculty, Undergraduate Students, Graduate Students, Freshmen

Quarterly:
Staff, Faculty, Sophomores, Juniors, Undergraduate Students, Seniors, Graduate Students, Freshmen

Once A Year:
Staff, Undergraduate Students