

**USER SATISFACTION SURVEY RESULTS**  
**Spring 2008**  
**“ 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 Spring Semester 2008 survey are as follows:

***Participants:***

Freshmen	46
*Student	4
Sophomores	15
Juniors	10
Seniors	7
Graduate Students	12
Faculty	0
Staff	2

Total:                   **96**

**RESULTS**

***Freshmen*** were \*most satisfied with the Internet Access (96.9%) , Books (96%) and Staff (93.3%). They were \*\*least satisfied with Circulation, Government Documents (4.3%).

Student were \*most satisfied with the Book Collection (100%), Database Collection (100%), Electronic Reserves (100%) and Staff (100%). They had no dissatisfaction with any of the services.

***Sophomores*** were \*most satisfied with Staff (99.9%) , Internet Access (99.9%) and Ask-A-Librarian (99.9%). They were \*\*least satisfied with Interlibrary Loan Services (13.2%).

***Juniors*** were \*most satisfied with Electronic Reserves (100%), Database Collection (100%), Off-Campus Access (100%) and Digital Collections (100%). They had no dissatisfaction with any of the services.

***Seniors*** were \*most satisfied with the Book Collection (99.8%). The rest of the services were rated at 85.6 % satisfaction. They had no dissatisfaction with any of the services.

*Graduate Students* were \*most satisfied with the Staff (100%) and the Book Collection (100%). They were \*\*least satisfied with the Interlibrary Loan Services (66.6%).

\*Most satisfied= Excellent to Satisfactory  
\*\*Least satisfied= Not Very and Not At All

### HIGHEST SATISFACTION WITH LIBRARY RESOURCES BY MAJORS

#### **Accounting**

Book Collection was rated Very Good by 66.6%  
Ask –A-Librarian service was rated Very Good by 66.6%

#### **Business**

Internet Access was rated Very Good by 61.1%  
Reference Services were rated very Good by 61.1%  
Staff were rated Very Good by 53%  
Database Collection was rated Very Good by 47%  
Off -Campus Services were rated Very Good by 35.3%

#### **Educational Administration**

Staff were rated Excellent by 100%  
Electronic Reserves were rated Excellent by 72.7%  
Internet Access was rated Excellent by 63.6%  
Off-Campus Services were rated Excellent by 54.5%  
Database Collection was rated Excellent by 54.5%

#### **Health Sciences**

Electronic Reserves were rated Excellent by 100%  
Book Collection was rated Very Good by 100%

#### **History**

Internet Access was rated Excellent by 100%  
Circulation Services were rated Excellent by 100%  
Staff were rated Excellent by 100%  
Book Collection, Database Collection, Reference Services, Interlibrary Loan,  
Government Documents and As-A-Librarian services were rated Excellent/Very Good by 100%

#### **Mass Communication**

Book Collection, Periodical Collection, Database Collection, Off-Campus Services,  
Internet Access, Reference Services and Government Documents were rated  
Excellent/Very Good by 66.6%

#### **Nursing**

Ask-A-Librarian service was rated Excellent by 84%  
Staff were rated Excellent by 84%  
Reference Services were rated Excellent/Very Good by 100%  
Database Collection, Internet Access and were rated Excellent/Very Good by 75%

OVERALL MOST ( Excellent and Very Good) SATISFACTION WITH LIBRARY RESOURCES AND SERVICES BY RANK ORDER

Staff	81.3%
Database Collection	75.4%
Internet and Software	72.7%
Ask-A-Librarian	70.0%
Electronic Reserves	69.4%
Reference Services	69.1%
Book Collection	67.6%
Access from Off-Campus	63.4%
Circulation	62.6%
Government Documents	62.0%
Periodicals Collection	60.6%
Digital Collections	60.3% %
Special Collections	59.6%
Interlibrary Loan	56.8%

RESOURCES REQUESTED IN RANKING ORDER

1. Computers	36.1%
2. Electronic Books	17.0%
3. Print Books	14.0%
4. Staff	9.6%
5. Databases	8.5%
6. Newspapers	8.5%
7. Online Periodicals	7.4%
8. Print Periodicals	2.1%
9. Microforms	1.1%

RESOURCES REQUESTED BY CLASSIFICATION

**Freshmen**

Freshmen requested more **Computers (37%)**, Print Books (18.5%), Electronic Books (16.6%), Staff (13%), Online Databases (7.4%), Newspapers (5.5%), and Electronic Periodicals (1.8%) .

### *Sophomores*

Sophomores requested more ***Computers (40%)***, Newspapers (13.3%), Staff (13.3%), Electronic Periodicals (6.6%), Print Books (6.6%), Microforms (6.6%), Online databases (6.6%), Electronic Books (6.6%).

### *Juniors*

Juniors requested more ***Computers (33.3%)***, Newspapers (22.2%), Print Periodicals (22.2%), Electronic Periodicals (11.1%) and Electronic Books (11.1%).

### *Seniors*

Seniors requested more ***Computers (44.4%)***, Electronic Books (22.2%), Online Periodicals (11.1%), Newspapers (11.1%), Online Databases (11.1%).

### *Graduate Students*

Graduate Students requested more ***Electronic Books (37.5%)***, Electronic Periodicals (25%), Online Databases (25%) and Print Books (12.5%).

Spring 2008 survey results again indicate the need for additional public computers. The Library will again work closely with CIT to increase the number of computers available for students use at both libraries. Available space in the Avon Williams campus Library will dictate the number of additional computers. The third floor of the Main Campus Library may be utilized to house additional computers. The survey results also show a continuous increase in requests for Electronic Books as well as Print Books. Library will continue to subscribe to relevant online databases as requested by the users. The Library will also continue purchasing course related and some fiction books to support the academic programs.

## YOUR COMMENTS

### FRESHMEN

***“ The online collection when putting something on hold you should be able to get it quicker”***  
( Please talk to the Director or one of the circulation librarians at the Main Campus Library or Avon Williams Campus Library so that we can clarify the problem and assist you. Thank you.)

***“The service is great, I haven’t used the library as much yet, but I will be as I start doing more research papers.”***

(Thank you.)

***“ I think they should have more staff members in the library.”***

( We are working on it.)

***“ I was very pleased of the help I was given when looking for books.”***

( Thank you.)

### SOPHOMORES

***“ Be more simple-more easy to figure out things.”***

(Please consult your librarians for individual orientation or assistance.)

### GRADUATE STUDENTS

***“ We are allowed to print only a few pages at the time. Can this number be increased? Thank you.”***

( We heard you. The CIT policy dictates that 4 pages are printed at a time. The policy is aimed at saving paper.)

***“ Keep Nancy around as long as possible.”***

( Thank you for your confidence in Nancy. She certainly will be around for a long time.)

***“ I had problems printing pdf files. I think the policy may need to be adjusted where you can print only a few pages. Some files could not print at all and had to get them e-mailed to me.”***

(The policy states that you may print more than 4 pages in total but they have to be printed in increments of 4. Please check with the computer specialist or the reference librarians if you have printing problems.)