

USER SATISFACTION SURVEY RESULTS

Spring 2007

“ 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 2007 survey are as follows:

Participants:

Freshmen	17
Sophomores	9
Juniors	12
Seniors	25
Graduate Students	21
Faculty	13
Staff	2
Total:	<u>99</u>

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

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	18.0%	35.0%	35.0%	0.0%	0.0%	12.0%
Sophomores	11.0%	55.5%	22.2%	0.0%	0.0%	11.0%
Juniors	25.0%	33.3%	16.6%	8.3%	0.0%	16.6%
Seniors	16.0%	20.0%	52.0%	8.0%	0.0%	4.0%
Grad Students	19.0%	47.6%	33.3%	0.0%	0.0%	0.0%
Faculty	23.0%	30.7%	38.4%	0.0%	7.7%	10.0%
Staff	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%

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

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	18.0%	29.0%	12.0%	0.0%	0.0%	41.0%
Sophomores	0.0%	55.5%	33.3%	0.0%	0.0%	11.0%
Juniors	16.6%	33.3%	8.3%	8.3%	0.0%	33.3%
Seniors	12.0%	20.0%	32.0%	12.0%	0.0%	24.0%
Grad Students	14.2%	52.2%	19%	4.7%	0.0%	9.5%
Faculty	30.7%	46.1%	15.4%	0.0%	0.0%	7.7%
Staff	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%

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

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	35.0%	24.0%	29.0%	0.0%	0.0%	12.0%
Sophomores	44.4%	33.3%	22.2%	0.0%	0.0%	0.0%
Juniors	16.6%	66.6%	8.3%	8.3%	0.0%	0.0%
Seniors	24.0%	40.0%	28.0%	4.0%	0.0%	4.0%
Grad Students	38.0%	42.8%	9.5%	9.5%	0.0%	0.0%

Faculty	53.8%	38.4%	7.7%	0.0%	0.0%	0.0%
Staff	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%

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	29.0%	24.0%	12.0%	6.0%	0.0%	29.0%
Sophomores	0.0%	22.2%	55.5%	11.0%	0.0%	11.0%
Juniors	16.6%	41.6%	16.6%	0.0%	8.3%	16.6%
Seniors	8.0%	24.0%	40.0%	12.0%	0.0%	16.0%
Grad Students	14.2%	23.8%	42.8%	9.5%	0.0%	9.5%
Faculty	46.1%	15.4%	0.0%	7.7%	0.0%	30.7%
Staff	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

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	24.0%	41.0%	29.0%	0.0%	0.0%	6.0%
Sophomores	44.4%	22.2%	22.2%	0.0%	0.0%	5.5%
Juniors	25.0%	41.6%	25.0%	8.3%	0.0%	0.0%
Seniors	24.0%	20.0%	44.0%	12.0%	0.0%	0.0%
Grad Students	19.0%	47.6%	28.5%	4.7%	0.0%	0.0%
Faculty	53.8%	15.4%	7.7%	0.0%	0.0%	23.0%
Staff	50%	0.0%	50%	0.0%	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	41.0%	24.0%	24.0%	0.0%	0.0%	12.0%
Sophomores	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%
Juniors	25.0%	33.3%	16.6%	8.3%	0.0%	8.3%
Seniors	36.0%	24.0%	32.0%	4.0%	0.0%	4.0%
Grad Students	23.8%	52.3%	23.8%	0.0%	0.0%	0.0%
Faculty	69.2%	15.4%	0.0%	15.4%	0.0%	0.0%
Staff	50.0%	50.0%	0.0%	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	29.0%	18.0%	35.0%	0.0%	0.0%	18.0%
Sophomores	11.0%	44.4%	33.3%	11.0%	0.0%	0.0%
Juniors	25.0%	25.0%	25.0%	8.3%	0.0%	16.6%
Seniors	32.0%	12.0%	36.0%	4.0%	0.0%	16%
Grad Students	14.2%	57.0%	19.0%	9.5%	0.0%	0.0%
Faculty	53.8%	15.4%	23.0%	0.0%	0.0%	7.7%
Staff	50.0%	50.0%	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	29.0%	24.0%	29.0%	0.0%	0.0%	18.0%
Sophomores	22.2%	11.0%	33.3%	0.0%	0.0%	33.3%
Juniors	16.6%	41.6%	0.0%	0.0%	0.0%	41.6%
Seniors	28.0%	8.0%	16.0%	8.0%	0.0%	40.0%
Grad Students	14.2%	28.5%	33.3%	0.0%	0.0%	23.8%
Faculty	53.8%	15.4%	7.7%	0.0%	0.0%	23.0%
Staff	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	41.0%	24.0%	29.0%	0.0%	0.0%	6.0%
Sophomores	22.2%	0.0%	44.4%	11%	0.0%	22.2%
Juniors	8.3%	41.6%	16.6%	0.0%	0.0%	33.3%
Seniors	24.0%	12.0%	12.0%	12.0%	0.0%	40.0%
Grad Students	9.5%	42.8%	28.5%	4.7%	0.0%	14.2%
Faculty	46.1%	15.4%	7.7%	0.0%	0.0%	30.7%
Staff	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	12.0%	35.0%	18.0%	0.0%	0.0%	35.0%
Sophomores	11.0%	11.0%	44.4%	0.0%	0.0%	33.3%
Juniors	8.3%	41.6%	25.0%	0.0%	0.0%	25.0%
Seniors	12.0%	16.0%	28.0%	8.0%	0.0%	36.0%
Grad Students	0.0%	28.5%	42.8%	4.7%	0.0%	23.8%
Faculty	30.7%	23.0%	7.7%	0.0%	0.0%	38.4%
Staff	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%

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

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Freshmen	18.0%	24.0%	24.0%	0.0%	0.0%	35.0%
Sophomores	11%	22.2%	22.2%	11%	0.0%	33.3%
Juniors	16.6%	16.6%	16.6%	0.0%	0.0%	50.0%
Seniors	16.0%	8.0%	28.0%	4.0%	4.0%	40.0%
Grad Students	4.7%	23.8%	38%	0.0%	0.0%	33.3%
Faculty	38.4%	15.4%	7.7%	0.0%	0.0%	38.4%
Staff	0.0%	0.0%	50.0%	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	53.0%	29.0%	12.0%	0.0%	6.0%	0.0%
Sophomores	44.4%	33.3%	11.0%	0.0%	0.0%	11.0%
Juniors	33.3%	8.3%	33.3%	0.0%	8.3%	16.6%

Seniors	32.0%	40.0%	24.0%	4.0%	0.0%	0.0%
Grad Students	33.3%	47.6%	4.7%	0.0%	0.0%	14.2%
Faculty	46.1%	15.4%	15.4%	7.7%	0.0%	15.4%
Staff	50.0%	50.0%	0.0%	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	24.0%	29.0%	29.0%	0.0%	0.0%	18.0%
Sophomores	22.2%	55.5%	11.0%	0.0%	0.0%	11.6%
Juniors	33.3%	33.3%	8.3%	0.0%	0.0%	25.0%
Seniors	28.0%	24.0%	32.0%	4.0%	0.0%	12.0%
Grad Students	23.8%	38.0%	28.5%	4.7%	0.0%	4.7%
Faculty	53.8%	30.7%	7.7%	0.0%	0.0%	7.7%
Staff	50.0%	0.0%	0.0%	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	35.0%	44.0%	24.0%	0.0%	0.0%	0.0%
Sophomores	44.4%	33.3%	22.2%	0.0%	0.0%	0.0%
Juniors	25.0%	41.6%	33.3%	0.0%	0.0%	0.0%
Seniors	44.0%	28.0%	28.0%	0.0%	0.0%	0.0%
Grad Students	33.3%	47.6%	19.0%	0.0%	0.0%	0.0%
Faculty	69.2%	7.7%	7.7%	7.7%	0.0%	7.7%
Staff	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	12.0%	58.0%	6.0%	18.0%	0.0%	6.0%
Sophomores	22.2%	55.5%	11.0%	11.0%	0.0%	0.0%
Juniors	41.6%	16.6%	16.6%	16.6%	0.0%	8.3%
Seniors	40.0%	28.0%	16.0%	4.0%	4.0%	8.0%
Grad Students	28.5%	42.8%	19.0%	9.5%	0.0%	0.0%
Faculty	15.4%	38.4%	15.4%	30.7%	0.0%	0.0%
Staff	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%

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

	Daily	Weekly	Monthly	Quarterly	1/Year	N/A
Freshmen	0.0%	41.0%	35.0%	12.0%	0.0%	12.0%
Sophomores	33.3%	22.2%	22.2%	0.0%	22.2%	0.0%
Juniors	0.0%	25.0%	33.3%	8.3%	0.0%	33.3%
Seniors	12.0%	36.0%	20.0%	8.0%	12.0%	12.0%
Grad Students	4.7%	38.0%	52.3%	4.7%	0.0%	0.0%
Faculty	7.7%	23.0%	0.0%	53.8%	15.4%	0.0%
Staff	0.0%	50.0%	50.0%	0.0%	0.0%	25.0%

Comments of Respondents by Classification and Library's Responses

Freshmen

"Great staff, fast and reliable Internet" Main Campus
Thank you for your positive comments, they are appreciated.

"I would like it if the Library stayed open later." Main Campus
In order to keep the library open twenty-four hours, we need additional funding and staff. We will work towards this goal.

Sophomores

"More computers that work and better printers. Everything else is great." Main Campus
We are working closely with the CIT to provide our users with fast computers and reliable printers. The Computer Lab Assistant assigned to the Library by CIT and our staff are working hard to reach this objective.

Juniors

"I think the library operates great." Main Campus
Thank you for your positive comment. We appreciate it.

"The library should start being open for 24-hours on the Thursday before the start of finals the next day. A lot of people have finals on Friday and when they come to the library to study and use the computer on Thursday it is closed." Main Campus
Thank you for your good suggestion. We will be open twenty-four hours on Wednesday and Thursday nights and close at 4:30pm on Friday and pick up again on Sunday night. Our regular library staff work double shifts during the twenty-four hour schedule and they need their rest on Friday and Saturday nights. We appreciate your understanding.

"Sometimes it seems like the information/ service desk is vacant for a long time. A little more staff would help." Main Campus
At times, librarians move away from the Reference Desk to assist our users. Most of the time there will be someone close by. Please do not hesitate to ask for help.

Seniors

"More computers, please." Main Campus
We hear you and we are working on enlarging the computer lab on the second floor and place more computers on the third floor.

"As a student in the History Senior Project class, I found the librarians to be extremely helpful and knowledgeable." Senior Main Campus
Thank you for your positive comments, we appreciate them.

"The library is very nice! I only wish there was a way to renew books over the Internet. And also, the Internet runs very slow at times but I don't think that has to do with the library." Main Campus

You can renew your books via Internet. Please go to the Online Catalog and under Search Books and Media Resources click on Online Catalog. Under Library Services click on Renew Books and Review Your Account and follow through.

“Bring more instructional books and reserves.” Main Campus

Please check our Online Catalog for print and electronic books. Do not hesitate to ask a librarian to assist you in finding what you need. Items on Reserves are placed there by your instructors.

“More science journal articles.” Main Campus

The Library provides access to science articles via over 300 online databases. Please check the databases below.

- [Academies of Science Abstracts](#), [Technology Research](#), [ChemVillage](#) , [Scirus](#) , [Compendex Web](#), [Computer Database](#) , [Trends in Biochemical Sciences](#)
- [Trends in Biotechnology](#)
- [Trends in Cardiovascular Medicine](#)
- [Trends in Cell Biology](#)
- [Trends in Cognitive Sciences](#)
- [Trends in Ecology & Evolution](#)
- [Trends in Endocrinology and Metabolism](#)
- [Trends in Genetics](#)
- [Trends in Immunology](#) (Formerly known as [Immunology Today](#))
- [Trends in Microbiology](#)
- [Trends in Molecular Medicine](#) (Formerly known as [Molecular Medicine Today](#))
- [Trends in Neurosciences](#)
- [Trends in Parasitology](#) (Formerly known as [Parasitology Today](#))
- [Trends in Pharmacological Sciences](#)
- [Trends in Plant Science](#)
- [Scientific and Medical Arts](#)
- [Engineering Village 2](#)
 - [EiUpdate](#)
 - [Inspec](#)
- [Entrez: the Life Sciences Search Engine](#)
- [Environment Complete](#)
- [Environmental Science \(formerly E-CD\) 1973 - Present](#)
- [InfoTrac Computer Database](#)
- [MIT Press](#)
- [Nature](#)
- [Nature Biotechnology](#)
- [Nature Cell Biology](#)
- [Nature Genetics](#)
- [Nature Immunology](#)
- [Nature Materials](#)
- [Nature Medicine](#)
- [Nature Neuroscience](#)
- [Nature Reviews Cancer](#)
- [Nature Reviews Drug Discovery](#)
- [Nature Reviews Genetics](#)
- [Nature Reviews Immunology](#)
- [Nature Reviews Microbiology](#)
- [Nature Reviews Molecular Cell Biology](#)
- [Nature Reviews Neuroscience](#)
- [Nature Structural & Molecular Biology](#)
- [ScienceDirectScientific and Medical Arts IMAGEbase](#)
- [SciFinder Scholar](#)

- [Springer Verlag Lecture Notes in Computer Science \(LNCS\)](#)
- [Technology Research](#)
- [Wiley InterScience](#)
- [Wilson OmniFile Mega Edition](#)

“The library is neat including the staff.” Senior main Campus
Thank you.

“More software on the computer – access to engineering and computer science software.” Main Campus
The computers in the Library lab provide access to software generally used by all students. Subject specific software are located in labs that are dedicated to certain academic areas such as Engineering and Computer Science. Because the library is open longer hours during evenings and week-ends, we will talk to CIT about the possibility of uploading subject specific software on certain computers.

Graduate Students

“Ban use of cellular phones in the library. Uphold no talking if you are not whispering.”
 Main Campus
Yes, cellular phones are a problem. We have signs everywhere in the Library. We will make every effort to monitor cell phone use.

“Keep out young kids and infants.” Main Campus
Yes, we are working on it.

“You can maintain a 24 hour service and win the hearts of most students.” Main Campus
Its is a request that comes up often. We are looking at the possibility.

“More computers that are truly working.” Main Campus
The Library is working with CIT to provide computers that are in working condition.

“Need more computer and networking journals.” Main Campus
Please check our online database offerings and always seek assistance from librarians.

“If you provide course reference books by professors it would be useful. Course reference books should be more than one copy.” Main Campus
We work with our faculty to purchase those material that are part of the course. Because book prices are high and the Library has to support all areas of academic programs, we cannot buy multiple copies of certain books.

“If possible, can you make library work 24 hours? Students may be given cards, so that they can use the card to enter the library. More coursework books.” Main Campus
We would like to have the Library open twenty-four hours but at this time funding and staffing is not available. Students may enter the Library with cards but there won't be any supervision or assistance.

“Researching journal articles a bit easier.” Main Campus
Please ask your librarians for a demonstration or attend one of our seminars.

“ Strengthen policies to minimize talking, disturbances and use of cell phones in the library. Create a suggestion box. More recent/current periodicals and electronic books on molecular and microbial biotechnology.” Main Campus

We are working on the problem of noise levels at times and cell phone use. It is a slow go but we will make progress with everyone’s assistance in the matter. There is a suggestion box on the Library’s TIGRIS page, click on Online Catalog then on Suggestions at the bottom of the left hand column. The Library subscribes to electronic books such as netLibrary, Books 24x7, Safari and others. These are the electronic books that are currently available. The Library also subscribes to online full-text databases, including

- [BIOSIS Previews](#)
- [Molecular Medicine Today \(Continued as Trends in Molecular Medicine\)](#)
- [Parasitology Today \(Continued as Trends in Parasitology\)](#)
- [Pharmaceutical Science & Technology Today \(Incorporated into Drug Discovery Today\)](#)
- [Trends in Biochemical Sciences](#)
- [Trends in Biotechnology](#)
- [Trends in Cardiovascular Medicine](#)
- [Trends in Cell Biology](#)
- [Trends in Cognitive Sciences](#)
- [Trends in Ecology & Evolution](#)
- [Trends in Endocrinology and Metabolism](#)
- [Trends in Genetics](#)
- [Trends in Immunology \(Formerly known as Immunology Today\)](#)
- [Trends in Microbiology](#)
- [Trends in Molecular Medicine \(Formerly known as Molecular Medicine Today\)](#)
- [Trends in Neurosciences](#)
- [Trends in Parasitology \(Formerly known as Parasitology Today\)](#)
- [Trends in Pharmacological Sciences](#)
- [Trends in Plant Science](#)
- [Entrez: the Life Sciences Search Engine](#)
- [ISI Web of Knowledge](#)
- [Nature](#)
- [Nature Biotechnology](#)
- [Nature Cell Biology](#)
- [Nature Genetics](#)
- [Nature Immunology](#)
- [Nature Materials](#)
- [Nature Medicine](#)
- [Nature Neuroscience](#)
- [Nature Reviews Cancer](#)
- [Nature Reviews Drug Discovery](#)
- [Nature Reviews Genetics](#)
- [Nature Reviews Immunology](#)
- [Nature Reviews Microbiology](#)
- [Nature Reviews Molecular Cell Biology](#)
- [Nature Reviews Neuroscience](#)
- [Nature Structural & Molecular Biology](#)
- [OmniFile Full Text Mega Edition](#)
- [ScienceDirect](#)
- [Wiley InterScience](#)

Please check these databases.

“ A wonderful place to study. Everyone is very helpful. I would have a very difficult time if the library was not available.” Main Campus
Thank you for your positive comments. We appreciate them.

Faculty

“ Several times, I have had the Library staff to conduct research sessions for my senior level English classes. Mr. Moon does an extraordinary job. No matter how much the students already know (or think they know), they always report having learned something valuable from the sessions.” Main Campus
Thank you so much for your comments. We appreciate the use of the library resources and services by our students, faculty and staff.

“ The library services at TSU are the best assets the university has to offer. I have never experienced anything but incredible personalized service. I have been involved with several research projects and their success is directly related to the library services. The interlibrary loan program provides better service than several other local institutions (MYSU, Vanderbilt) I have used. The librarian always responds to requests immediately with great concern and interest. I have never had a question that was not addressed thoroughly and timely. Thank you for this service.” Main Campus
Thank you for your positive comments. We will keep up the good work.

“ I realize the funding for music collections comes from the music department, but the vocal music collection is woefully inadequate. What is there now is practically irrelevant and of little use. I hope it will be growing in the future.” Main Campus
All faculty are encouraged to select resources in their fields. We welcome your expertise in Vocal Music. Please send Ms. Glenda Alvin (galvin@tnstate.edu) your requests via e-mail or electronically. Currently, there are 182 books in the area of Vocal Music dating from 1970's to 2006. We would like to strengthen this collection with your assistance.

“ Subscribe to ECCO- this is an extremely important database for 18th century historians and literary scholars.” Main Campus
We would like to purchase Eighteenth Century Books Online when we have funds available. This collection would enhance our Early English Books Online collection.

Staff

“ I want to be able to copy materials at a reduced rate, I want to be able to read about the University's history and about Tennessee State University.” Main Campus
The University rents the copy machines and the copying prices are set by the University. However, the Library will work with Purchasing for a lower price per copy.

HIGHEST and LOWEST RATINGS OF RESOURCES AND SERVICES BY CLASSIFICATION

Book Collection	Excellent	Juniors	25%
	Not At All	Faculty	7.7%
Periodical Collection	Excellent	Faculty	30.7%
	Not Very	Seniors	12%

Online Databases	Excellent Not Very	Faculty Grad Stu	53.8% 9.5%
Access to Off-Campus Resources	Excellent Not At All	Faculty Juniors	46.1% 8.3%
Internet/Software Applications	Excellent Not Very	Faculty Seniors	53.8% 12%
References Services	Excellent Not very	Faculty Faculty	69.2% 15.4%
Circulation Services	Excellent Not very	Faculty Sophomores	53.8% 11%
Interlibrary Loan Services	Excellent Not very	Faculty Seniors	53.8% 8%
Special Collections Services	Excellent Not Very	Staff Senior	100% 12%
Digital Collections	Excellent Not Very	Staff Seniors	50% 8%
Government Documents	Excellent Not At All	Faculty Seniors	38.4% 4%
Ask-A-Librarian	Excellent Not At All	Staff Juniors	50% 8.3%
Electronic Resources	Excellent Not Very	Faculty Grad Stu	53.8% 4.7%
Library Faculty/Staff	Excellent Not Very	Faculty Faculty	69.2% 7.7%

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

	Freshmen	Sophomores	Juniors	Seniors	Grad Stud	Faculty	Staff
Print Periodicals	4.5%	19.0%	13.6%	11.7%	10.3%	30.7%	0.0%
Online Periodicals	0.0%	12.5%	13.6%	7.3%	17.2%	7.7%	33.3%
Print Books	23.0%	0.0%	13.6%	11.7%	10.3%	23.0%	0.0%
Electronic Books	13.6%	12.5%	18.0%	13.2%	20.6%	23.0%	33.3%
Online Databases	9.0%	25.0%	4.5%	14.7%	13.7%	15.4%	0.0%
Computers	32.4%	19.0%	18.0%	20.5%	17.2%	15.4%	33.3%
Newspapers	13.6%	12.5%	9.0%	8.8%	10.3%	7.7%	0.0%
Microforms	0.0%	0.0%	4.5%	7.3%	0.0%	7.7%	0.0%
Staff	4.5%	0.0%	4.5%	4.4%	0.0%	7.7%	0.0%

OVERALL RATINGS OF THE MATERIALS MOST REQUESTED

Computers	36
Online Periodicals	28
Electronic Books	22
Print Periodicals	22
Print Books	22
Newspapers	17
Microforms	7
Staff	6

OVERALL RATINGS OF THE MATERIALS MOST REQUESTED BY CLASSIFICATION

Computers	Freshmen	32.4%
Online Periodicals	Staff	33.3%
Electronic Books	Juniors	18.0%
Print Periodicals	Faculty	30.7%
Print Books	Freshmen/Faculty	23.0%
Newspapers	Freshmen	13.6%
Microforms	Faculty	7.7%
Staff	Faculty	7.7%

TOTAL RATINGS OF RESOURCES AND SERVICES

	Excellent	Very Good	Satisfactory	Not Very	Not At All	N/A
Book Collection	16.00%	38.90%	28.20%	2.30%	1.10%	14.80%
Periodical Collection	13.00%	33.70%	24.20%	.60%	0.00%	25.20%
Online Databases	35.00%	40.30%	25.70%	3.30%	0.00%	9.70%
Remote Access	19.00%	24.30%	28.80%	7.40%	1.10%	33.20%
Internet/Software	34.30%	26.80%	29.40%	3.50%	0.00%	4.90%
Reference Services	39.70%	33.10%	18.50%	3.90%	0.00%	3.40%
Circulation Services	30.70%	31.60%	24.40%	4.40%	0.00%	8.30%
Interlibrary Loan	23.40%	25.50%	17.00%	0.00%	0.00%	32.80%
Special Collections	35.80%	19.40%	19.70%	3.90%	0.00%	21.70%
Digital Collections	17.70%	29.30%	23.70%	.67%	0.00%	27.30%
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%	30.00%	22.60%	0.50%	0.80%	22.30%
Library Faculty/ Staff	43.10%	35.20%	16.00%	0.61%	0.00%	4.70%

HIGHEST RATINGS BY RESOURCES AND SERVICES

<i>Library Faculty and Staff</i>	<i>Excellent</i>	<i>43.1%</i>
<i>Reference Services</i>	<i>Excellent</i>	<i>39.7%</i>
<i>Ask-A-Librarian</i>	<i>Excellent</i>	<i>37.0%</i>
<i>Special Collections</i>	<i>Excellent</i>	<i>35.8%</i>
<i>Internet and Software Access</i>	<i>Excellent</i>	<i>34.3%</i>

<i>Online Database Collection</i>	<i>Very Good</i>	<i>40.3%</i>
<i>Book Collection</i>	<i>Very Good</i>	<i>38.9%</i>
<i>Periodical Collection</i>	<i>Very Good</i>	<i>33.7%</i>
<i>Circulation Services</i>	<i>Very Good</i>	<i>31.6%</i>
<i>Electronic Reserves Services</i>	<i>Very Good</i>	<i>30.0%</i>
<i>Digital Collections</i>	<i>Very Good</i>	<i>29.3%</i>
<i>Remote Access</i>	<i>Very Good</i>	<i>28.8%</i>
<i>Interlibrary Loan Services</i>	<i>Very Good</i>	<i>25.5%</i>
<i>Government Documents</i>	<i>Very Good</i>	<i>22.2%</i>

FREQUENCY OF USE OF LIBRARY OR CALL FOR INFORMATION

<i>Daily</i>	<i>Freshmen</i>	<i>41.6%</i>
<i>Weekly</i>	<i>Sophomores</i>	<i>55.5%</i>
<i>Monthly</i>	<i>Graduate Students</i>	<i>19.0%</i>
<i>Quarterly</i>	<i>Staff</i>	<i>50.0%</i>
<i>Once A Year</i>	<i>Seniors</i>	<i>4.0%</i>

FREQUENCY OF ASKING A LIBRARIAN FOR ASSISTANCE

<i>Daily</i>	<i>Sophomores</i>	<i>33.3%</i>
<i>Weekly</i>	<i>Staff</i>	<i>50.0%</i>
<i>Monthly</i>	<i>Graduate Students</i>	<i>52.3%</i>
<i>Quarterly</i>	<i>Faculty</i>	<i>53.8%</i>
<i>Once A Year</i>	<i>Sophomores</i>	<i>22.2%</i>