Areas of library used/visited	Freshmen	Sophomores	Juniors	Seniors
Information Commons	27 (84.4%)	24 (88.8%)	10 (76.9%)	15 (88.2%)
Circulation Desk	2 (6.2%)	2 (7.4%)	2 (15.3%)	1 (5.8%)
Periodicals Section	0 (0%)	0 (0%)	1 (7.7%)	0 (0%)
Reference Desk	2 (6.2%)	2 (7.4%)	0 (0%)	3 (17.6%)
Study Rooms	3 (9.3%)	5 (18.5%)	6 (46%)	1 (5.8%)
Microform Readers	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Scanners	2 (6.2%)	2 (7.4%)	2 (15.3%)	0 (0%)
Book Stacks	1 (3.1%)	0 (0%)	0 (0%)	0 (0%)
Special Collections	1 (3.1%)	0 (0%)	1 (7.7%)	0 (0%)
Smart Classroom	0 (0%)	1 (3.7%)	3 (23%)	0 (0%)
Other	1 (3.1%)	2 (7.4%)	0 (0%)	0 (0%)
Number of Respondants	32	27	13	17
Percentage of total usage				

Information Commons is the most used area by Sophomores (88.8%) followed by Seniors (88.2%), Freshm
Graduate Students (83.3%) and Juniors (76.9%)

Activities in the Library	Freshmen	Sophomores	Juniors	Seniors
Asked for Assistance	6 (18.7%)	2 (7.4%)	2 (15.4%)	5 (29.4%)
Looked for Library Materials	2 (6.2%)	2 (7.4%)	4 (30.7%)	5 (29.4%)
Used the Browsing Area	4 (12.5%)	4 (14.8%)	3 (23%)	3 (17.6%)
Viewed the Displays	2 (6.2%)	0 (0%)	0 (0%)	2 (11.7%)
Used the Computers	25 (78.1%)	24 (88.9%)	10 (77%)	16 (94.1%)
Searched Microforms	2 (6.2%)	0 (0%)	0 (0%)	0 (0%)
Checked Out/returned Books	2 (6.2%)	3 (11.1%)	1 (7.7%)	1 (5.9%)
Made Photocopies	2 (6.2%)	3 (11.1%)	1 (7.7%)	2 (11.7%)
Used Scanners	2 (6.2%)	1 (3.%)	0 (0%)	2 (11.7%)
Used Course Reserves	1 (3.1%)	0 (0%)	2 (15.4%)	0 (0%)
Studied Individually	10 (31.2)	13 (48.1%)	7 (53.8%)	2 (11.7%)
Studied in a Group	5 (15.6%)	5 (18.5%)	4 (30.7%)	2 (11.7%)
Met Friends/Groups	5 (15.6%)	8 (29.6%)	5 (38.5%)	2 (11.7%)
Printed From the Computer	8 (25.0%)	11 (40.7%)	6 (46.1%)	12 (70.6%)
Other	2 (6.2%)	3 (11.1%)	1 (7.7%)	0 (0%)
Number of Respondants	32	27	13	17

Use of Information Commons/Computers is the main activity in the library (81.10%) followed by printing fr
Individual study (40.5%), meeting   ing friends/groups (20.8%), group study (18.8 18.8%)

Frequency of Library Use	Freshmen	Sophomores	Juniors	Seniors
5 or More Times a Week	1 (3.4%)	0 (0%)	0 (0%)	1 (7.7%)
2-3 Times a Week	16 (55.1%)	11 (44%)	6 (54.5%)	9 (69.2%)
Weekly	12 (41.4%)	10 (41.6%)	4 (36.4%)	2 (15.4%)

Monthly	0	**(0%)**	3	**(12%)**	1	**(9%)**	1	**(7.7**%)
Quarterly	0	**(0%)**	0	**(0%)**	0	**(0%)**	0	**(0%)**
First Time use	0	**(0%)**	1	**(4%)**	0	(0%)	0	**(0%)**

Number of Respondants	29	25	11	13

Majority of the respondants are using the   library 2-3 times a week (55%), followed by W
(6.7%). Only 2.2% of the respondants are using the library 5 or more times a week.
Seniors (69.2%) 2-3 times a week, followed by Graduate Students (63.6%) 2-3 times a week, Freshmen (55
week, Juniors (54.5%) 2-3 times a week and Sophomores (44%) 2-3 times a week.

Importance of Services/Resources	Freshmen	Sophomores	Juniors	Seniors
Computers	99%	96.30%	92%	88.20%
Assistance	84.40%	77.80%	92.30%	88.20%
Access from Off-Sites	84.40%	74%	100%	76.50%
Access to Online Resources	100%	88.90%	92.30%	88.20%
Electronic Reserves	81.20%	74%	92.30%	76.50%
Electronic Resources	87.50%	81.50%	100%	88.20%
Print book Collection	78.10%	70.40%	77%	70.60%
Application Software	84.40%	85.20%	77%	76.50%

Majority of the respondants (96.7%) state that Computers available at the library are the most important r
Online Resources (92.3%), Electronic Resources (89.8%) and Assistance (88.5%). Graduate Students deem
in the library as the most important resource and service (100%), followed by Freshmen (99%), Sophomore
Graduate Students (100%) and Juniors (92.3%) find the Assistance in the library highly important, followe
and Sophomores (88.2%). Access from Off-Sites are very important for Juniors (100%). Access to Online re
Freshmen (100%) leading the group, followed by Juniors (92.3%), Graduate Students (92%). Elecetronic Re
Juniors (92.3%). Juniors think that Electronic Resources are very important (100%), followed by Graduate :
Surprisingly Freshmen think that Print Books are very important (78.1%), followed by Juniors (77%), Senior
only (58.3%) of the Graduate Students deem Print Books very important.

Freshmen

Rating of the Library Resources/Services	Excellent	Fair	Poor	N/A
Access to Computers	100%	0%	0%	0%
Quality of Assistance	90.60%	6.25%	0%	3.12%
Acces to Online Resources	93.70%	6.25%	0%	0%
Electronic Reserves	90.60%	9.40%	0%	0%
Ease of Finding Information	71%	25%	0%	3.12%
Quality of Online Databases	78.10%	12.50%	0%	9.40%
Print Book Collection	71.90%	25%	0%	3.12%
Government Documents	68.70%	21.90%	0%	9.40%
InterLibrary Loan	59.40%	21.90%	3.12%	15.60%
Opening Hours	81.20%	15.60%	3.12%	0%

Freshmen rate the Access to Computers highest among the resources nad se ources and services (100%
Quality of Assistance (90.6%), Electronic Reserves (90.6%) and Opening Hours (81.2%).
Information and Interlibrary Loan services (59.4%) excellent rating. It should also be noted that Freshmen
71.9%.

Sophomores

Rating of the Library Resources/Services	Excellent	Fair	Poor	N/A
Access to Computers	85.10%	11.10%	4%	0.00%
Quality of Assistance	81.50%	18.50%	0%	0%
Access to Online Resources	77.80%	18.50%	4%	0%
Electronic Reserves	70.30%	22.20%	0%	7.40%
Ease of Finding Information	74%	22.20%	5%	4%
Quality of Online Databases	85.10%	14.80%	0%	0%
Print Book Collection	59.20%	22.20%	0%	18.50%
Government Documents	59.20%	22.20%	0%	18.50%
Interlibrary Loan	59.20%	7.40%	0%	33.30%
Opening Hours	74%	22.20%	4%	0%

Sophomores rate the Access to Computers and Quality of the Online Databases Excellent (85.1%), followe
Access to Online Resources (77.8%). The lowest rated services include Print Book Collection (59.2%), Gove
Interlibrary Loan (59.2%) in the Excellent category. It should be noted that the Sophomores rate these ser\
Library will find out if N/A means that they are not familiar with these resources or they simply do not use
None of the Sophomores rated them Poor.

Juniors	Excellent	Fair	Poor	N/A
Rating of the Library Resources/Services				
Access to Computers	92.30%	7.70%	0%	0%
Quality of Assistance	92.30%	7.70%	0%	0%
Access to Online Resources	92.30%	7.70%	0%	0%
Electronic Reserves	84.60%	15.40%	0%	0%
Ease of Finding Information	61.50%	38.50%	0%	0%
Quality of Online Databases	92.30%	7.70%	7.70%	0%
Print Book Collection	61.50%	38.50%	0%	38.50%
Government Documents	53.80%	15.40%	0%	30.70%
Interlibrary Loan	46.20%	23%	0%	31%
Opening Hours	69.20%	23%	7.70%	0%

Juniors rated as Excellent , Access to Computers (92.3%), Quality of Assistance (92.3%), Access to Online R\
Quality of Online Resources (92.3%), followed by Electronic Reserves (84.6%). Opening Hours (69.2%), Prin
Government Documents (53.8%) and Interlibrary Loan (46.2%) were deemed Excellent. A large percentag\
Print Book Collection (38.5%), Interlibrary Loan (31%) and Government Documents are Not Applicable eve
important resources and services. Library will look into this trend and improve use.

Seniors	Excellent	Fair	Poor	N/A
Rating of the Library Resources/ Services				
Access to Computers	100.00%	0.00%	0.00%	0%
Quality of Assistance	94.10%	5.90%	0%	0%
Access to Online Resources	94.10%	5.90%	0%	0%
Electronic Reserves	82.35%	5.90%	0%	11.70%
Ease of Finding Information	88.20%	11.70%	0%	0%
Quality of Online Databases	88.20%	11.70%	0%	0%
Print Book Collection	82.35%	5.90%	0%	11.70%
Government Documents	82.35%	5.90%	0%	11.70%
Interlibrary Loan	70.60%	17.60%	0%	11.70%
Opening Hours	94.10%	5.90%	0%	0%

Juniors rated Access to Computers Excellent 100%., followed by Quality of Assistance (94.1%), Access to O
Opening Hours (94.1%). Ease of Finding Materials (88.2%) and Quality of Online Databases (88.2%) were al
None of the services or resources were rated Poor.

Graduate Students	Excellent	Fair	Poor	N/A
Rating of the Library Resources/Services				
Access to Computers	100%	0%	0%	0%
Quality of Assistance	100%	0%	0%	0%
Access to Online Resources	100%	0%	0%	0%
Electronic Reserves	91.70%	0%	0%	8.30%
Ease of Finding information	83.30%	8.30%	0%	8.30%
Quality of Online Databases	92%	8.30%	0%	0%
Print Book Collection	66.70%	8.30%	0%	25%
Government Documents	50%	5.00%	0%	50%
Interlibrary Loan	58.30%	0%	0%	41.70%
Opening Hours	66.70%	16.70%	0%	16.70%

Graduate Students rated the Access to Computers, Quality of Assistance and Acess to Online Resources 10
by Quality of Online Databases (92%), Electronic Reserves (91.7%0, Ease of Finding Information (83.3%). T
sufficient information about these services and resources. Library will continue with plans updating the Go
Documents Web page and sending e-mails to faculty and students about the resources in this area. Interlik
services also needs to be highlighted and the expectations from this service will be spelled out.

Overall Rating of the Library Resources/Se	Excellent	Fair	Poor	N/A
Access to Computers	95.50%	4.90%	0%	0%
Quality of Assistance	91.70%	7.70%	0%	1.60%
Access to Online Resources	91.60%	7.70%	1.60%	0%
Electronic Reserves	84%	10.60%	0%	5.40%

Ease of Finding Information	75.60%	21.10%	2%	1.30%
Quality of Online Databases	87.14%	11%	0%	1.90%
Print Book Collection	68.33%	20%	0%	11.70%
Government Documents	63%	14%	0%	23%
Interlibrary Loan	59%	14%	0.62%	26.60%
Opening Hours	77%	17%	3%	3.30%

Access to Computers were deemed to be excellent by all respondents (95.5%). Library will continue its eff
also received a high satisfaction rating. 91.7% of the respondant found this service to be excellent followe
Quality of Online Resources was rated Excellent by 87.1% of the respondents. Library will continue making
current and relevant. Electronic Reserves service is used by numerous faculty to enhance their courses. 84
Opening Hours are deemed Excellent by 77% of the respondents. Library will concentrate on print Book Cc
Documents (63% Excellent) and Interlibrary Loan (59% Excellent) for improvements.

Grad Students		Percentage of Use
10	(83.3%)	85.15%
2	(16.6%)	8.91%
1	(8.3%)	2.00%
1	(8.3%)	7.92%
4	(33.3%)	18.81%
0	(0%)	0%
0	(0%)	5.94%
1	(8.3%)	2.00%
0	(0%)	2.00%
0	(0%)	3.96%
1	(8.3%)	3.96%
	12	
		71.12%

ıen (84.4%), Freshmen (84.4%)

Grad Students		Percentage of Activity
2	(16.6%)	16.80%
3	(25%)	15.80%
1	(8.3%)	14.80%
0	(0%)	3.90%
7	(58.3%)	81.10%
0	(0%)	2.00%
0	(0%)	6.90%
1	(8.3%)	8.90%
1	(8.3%)	5.90%
0	(0%)	3.00%
9	(75%)	40.50%
3	(25%)	18.80%
1	(8.3%)	20.80%
7	(58.3%)	43.50%
1	(8.3%)	6.90%
	12	101

ˉom the internet (43.5%)

Grad Students		Percentage of Activity
0	(0%)	2.20%
7	(63.6%)	55%
3	(27.3%)	32.42%

1	**(9%)**	7.54%
1	**(9%)**	1.10%
0	**(0%)**	1.10%

11

89

/eekly use (6.7%) and Monthly use
Most frequent library users are
.1%) 2-3 times a

Grad Students		Percentage of Importance
	100%	96.70%
	100%	88.50%
	75%	82%
	92%	92.30%
	75%	79.80%
	92%	89.80%
	58.30%	71%
	83.30%	81.30%

resource, followed by Access to
the availability of the computers
es (96.3%), Juniors (92%) and Seniors (88.2%).
d by Seniors (88.2%), Freshmen (84.4%)
esources is very important for all categories with
serves are deemed very important by
Students (92%), Seniors (88.2%).
s (70.6%), Sophomores rs (70.6%), Sophomores (70.4%) and

) followed by Access to Online Resources (93.7%),
Library will look into improving Ease of Finding
rate the Print Book Collection

d by Quality of Assistance (81.5%),
ernment Documents (59.2%) and
vices Fair and most importantly N/A.
them.

esources (92.3%), and
t Book Collection (61.5%),
e of Juniors think that
nthough these are

nline Resources (94.1%),
lso rated Excellent.

0% Excellent, followed
There is a concern about Graduate Students responding N/A to Government Documents (50%), and Interlibra
overnment
orary Loan

orts to expand the number of computers available in the Information Commons for student use. Quality As

d by Access to Online Resources (91.6%).

accessible those resources that are

% of the students rated this service Excellent .

ollection (68.3% Excellent), Government

ary Loan (41.7%). This may stem from not having sufficient

sistance given to the students by the library faculty and staff also has a high satisfaction number.