

Library Assessment Survey Report
Fall 2008

New Mexico Highlands University Libraries
Thomas C. Donnelly Library

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I. Introduction

The intent of this biannual survey is to evaluate the strengths and weaknesses of library staff services, technology, and library collections at Thomas C. Donnelly Library, as perceived by the various user groups of New Mexico Highlands University Libraries.

In order to better meet patrons' needs, the answers and comments provided from various respondents (*user groups*) are analyzed and then submitted to library administrative personnel and Library Faculty Committee members for review of the current services, technology, and collections within Thomas C. Donnelly Library.

The seven user groups surveyed in this assessment are: (1) undergraduate students, (2) graduate students, (3) faculty, (4) staff, (5) members of the community, (6) researchers, and (7) others. A total of 115 patrons responded to the paper survey which was distributed by members of the Library Faculty Committee and was available on the first floor of the Library. These 115 patrons include 60 undergraduate students, 23 graduate students, 31 faculty members, and 1 staff member.

The Library survey is also available through self-service banner. A total of 511 patrons responded to the electronic survey. These 511 patrons include 316 undergraduate students, 187 graduate students, 1 faculty member, 1 staff member, and 6 others. Many of the self-service banner respondents identified themselves as Rio Rancho or external sites students.

In total 626 patrons completed either a paper or electronic survey.

II. Library Services

On the whole, respondents' evaluation of library services is positive. As can be seen in Figure 1 below, just under two thirds of respondents consider library service to be good or excellent. Of the remaining respondents, 27% had no opinion and 9% consider service to be fair or poor.

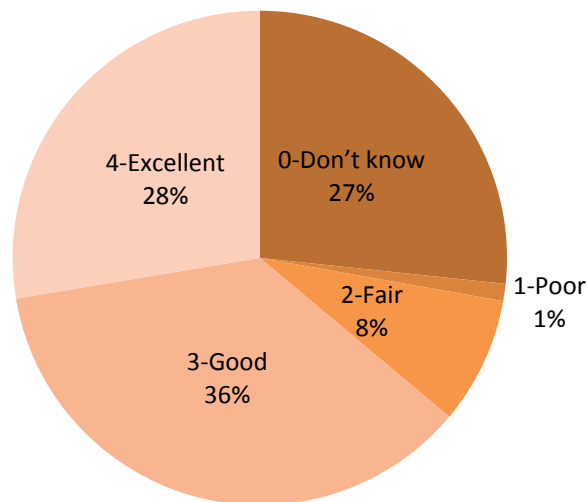


Figure 1: Overall evaluation of the service from the staff at Donnelly Library

Table 1 below gives the numbers for service at the circulation desk, reference desk, interlibrary loan office, periodicals section, government documents section, special collections, and overall service. Please see the appendices for more data and comments.

II. Service	Don't know	Poor	Fair	Good	Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u>?	150	9	54	235	178
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u>?	187	7	52	213	167
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u>?	304	8	42	148	124
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u>?	337	7	41	150	91
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u>?	380	5	28	132	81
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u>?	369	9	29	137	82
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	167	7	52	227	173

Note: The numbers for the 'Don't know' response include respondents who selected the 'don't know' response, and those who left the particular question blank.

III. Collections

The survey asked respondents to evaluate four collections: general stacks, special collections, periodicals, and electronic periodicals.

Over 40% of respondents did not have an opinion on the general stacks, special collections, or paper periodicals. This can be partly attributed to the non main campus respondents who do not use Donnelly Library's print collections.

Of those respondents who had an opinion, most rated the collections as good or excellent. The books of the general stacks were rated good by 32% of respondents and excellent by 12%. The books of special collections were rate good by 25% of respondents and excellent by 12%. The majority of respondents had no opinion of special collections which is not unexpected due to the comparatively small number of patrons who use this specialized collection.

The comments made on the surveys indicate concerns about the age and condition of the books in the general stacks collection. Respondents specifically identified social sciences, sports,

science, and social work as subject areas that need more recently published books. Several respondents also indicated that they would like more fiction, pleasure reading, and young adult novels added to the general collection.

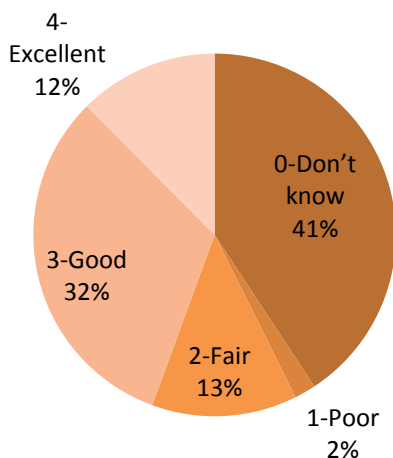


Figure 2: Evaluation of general stacks collection

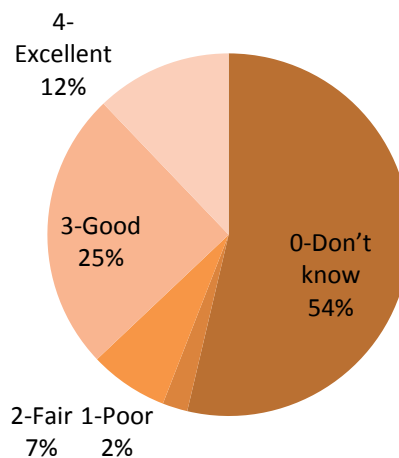


Figure 3: Evaluation of special collections

As can be seen in Figures 4 and 5 below, Donnelly Library's electronic periodicals collection and print periodicals collection were rated well by respondents.

While the print and electronic periodicals collections were generally rated well, many respondents requested that the library increase the size of the periodical collections. Full text electronic journals were specially mentioned as an area that needs to be increased. Science journals and mental health journals were specially requested.

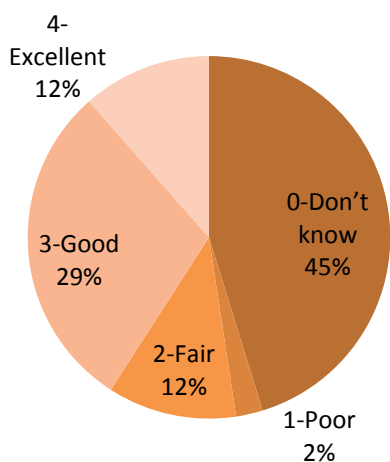


Figure 4: Evaluation of periodicals collection

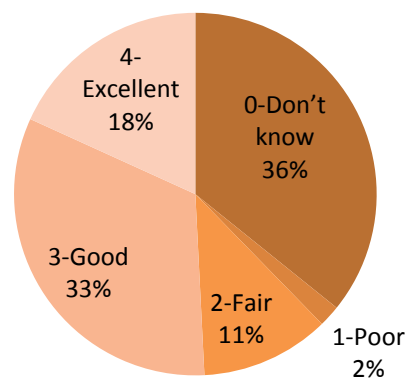


Figure 5: Evaluation of electronic periodicals

As can be seen in the figures above and on Table 2 below, the majority of respondents were either satisfied with the collections or did not evaluate the collections. Please see the appendices for more data and comments.

III User's view of collections	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u>?	255	12	81	200	78
2. How would you evaluate Donnelly Library's <u>periodicals collections</u>?	283	15	72	184	72
3. How would you evaluate Donnelly Library's <u>special collections</u>?	336	14	44	156	76
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u>?	224	12	72	204	114

Note: The numbers for the 'Don't know' response include respondents who selected the 'don't know' response, and those who left the particular question blank.

IV. Technology

Respondents were asked to evaluate access to the Internet at Donnelly Library, access to Donnelly Library resources from the labs, Donnelly Library's website, and technology overall at Donnelly Library. As seen in Figure 6 below, 64% of respondents rated overall technology as good or excellent.

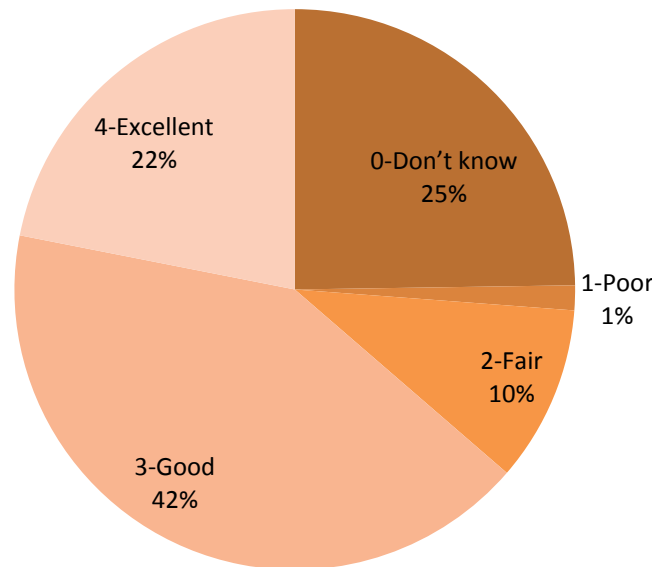


Figure 6: Overall evaluation of technology at Donnelly Library

The comments on the surveys indicate the desire for more computers, more computer labs in the library, and faster internet.

Please see the appendices for more data and comments.

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	156	11	47	228	184
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u>?	168	7	53	233	165
3. How would you evaluate <u>Donnelly Library's Web Site</u>?	117	14	65	281	149
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	152	9	64	263	138

Note: The numbers for the 'Don't know' response include respondents who selected the 'don't know' response, and those who left the particular question blank.

V. Goals and Projects Based on Survey Results

The purpose of this survey is to evaluate the strengths and weaknesses of library staff services, technology, and library collections, as perceived by the various user groups of New Mexico Highlands University. The next step is to take action to improve the Library based on this evaluation.

Based on the survey results Donnelly Library staff will:

1. Continue to inventory, weed, and develop the general stacks focusing on subject areas identified by respondents.
2. Continue to evaluate all collections, services, and technology.
3. Work with ITS to ensure that computers and other library technology function well.
4. Maintain library labs and study rooms as quiet and clean study locations.

APPENDIX 1: LIBRARY ASSESSMENT INSTRUMENT

This survey is designed to evaluate users' opinion about the staff providing services and about the collections in the Thomas C. Donnelly Library. Your answers and comments will help library personnel improve the services and collections to better meet your needs. Thank you.

I. I am (please circle your primary status):

1. An undergraduate student.
2. Graduate Student.
3. Faculty.
4. Staff.
5. Member of the community.
6. A researcher.
7. Other _____

Please answer the questions that are applicable to your use of the library

II. Service

1. How would you evaluate the service you receive from the staff at Donnelly Library's Circulation desk?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

2. How would you evaluate the service you receive from the staff at Donnelly Library's Reference desk?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

3. How would you evaluate the service you receive from the staff at Donnelly Library's Interlibrary loan office?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

4. How would you evaluate the service you receive from the staff at Donnelly Library's Periodicals section?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

5. How would you evaluate the service you receive from the staff at Donnelly Library's Government Documents section?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

6. How would you evaluate the service you receive from the staff when using Donnelly Library's Special Collections?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

Please Flip Page To Complete Instrument



7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

III. USER'S VIEW OF COLLECTIONS

1. How would you evaluate Donnelly Library's general stacks collection?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

2. How would you evaluate Donnelly Library's periodicals collection?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

3. How would you evaluate Donnelly Library's special collections?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

4. How would you evaluate Donnelly Library's electronic periodicals?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

IV. TECHNOLOGY

1. How would you evaluate access to the Internet in Donnelly Library?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

2. How would you evaluate access to Donnelly Library resources from a computer lab?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

3. How would you evaluate Donnelly Library's Web Site?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

4. Overall, how would you evaluate the technology at Donnelly Library?

0 – Don't know 1 – Poor 2 – Fair 3 – Good 4 – Excellent

V. GENERAL

1. Approximately how many times do you use Donnelly Library every month?

2. Additional Comments

APPENDIX 2: SURVEY COMMENTS BY USER TYPE

The comments from the surveys are transcribed as is without corrections.

Undergraduates

Comments from Paper Survey

1. Need more computers!!
2. Need more computers too many classes in the library
3. Need better head phones
4. Usually go for quiet study time
5. A larger computer lab to accommodate more students
6. I really enjoy the art displays in the library
7. Some people who work there are rude
8. Nice clean environment w/ friendly faces I welcoming to visitors – internet is slow
9. I really dislike the Library of Congress system, especially when it comes to fictional writing, all the books I want are there, but they are so hard to locate.
10. Faster internet or upgraded computers would be nice
11. Great services!!!!!!
12. The staff everywhere at on highlands campus is great they are all helpful where ever your at no matter what department
13. Thanks for all of that information that is available for to use on the internet

Comments from Banner Survey

1. they dont greet you once you go in.
2. A staff from NMHU came to the college towards the end of the semester, I hope a staff would let the students know about the usage of the library at the beginning of the semester.
3. problems w/interlibrary loan
4. Did not use the library
5. I have not visited the Donnelly Library yet.
6. Some desk clerks are not trained in how to search for articles
7. I had internet classes therefore I did not visit the library. I do not reside in Las Vegas, NM.
8. never went there
9. I never find it necessary going to the library.
10. I didn't use the library this semester
11. I don't go to school on campus. I take internet classes.
12. The librarian was always helpful when I needed her.
13. I was not able to find journals to use in my essays.
14. Always willing to help, when available.
15. I didn't use the facility at all this semester but it is usually really good. There's this one older lady in a blue sweater that is kinda rude from past experience.
16. they help lot
17. NMHU @ SFCC Student. Did not visit library
18. I never attempted to speak to a library personnel
19. depends on whos working. some very good some very rude [reference desk]
20. Just depends on whos there at that time [service from reference desk]
21. Helpful [reference desk]
22. Have not spoken to anyone from the Donnelly Library this semester.

23. Did not really interact with staff. Went mostly to study.
24. The librarian familiarized us with the on-line reference resources through the library. I have also extensively used electronic reserves. All fulfilled my needs wonderfully.
25. depends on whos there [reference desk]
26. i filled out a form and never ever ever heard from them about the item [ILL]
27. I was always transferred when I called for help. [ILL]
28. i have not used Interlibrary loans; however i have heard it's a good service.
29. whats that [ILL]
30. I ordered a book more that three weeks ago and still havn't recieved it.
31. have never been helped there. didn't even know there was help available there [periodical section]
32. great library
33. Everything that I used at the library I would rate as a success.
34. Friendly and ready to help. [library staff]
35. depends on whos there [service]
36. I heard that the library's general stock collection is alright.
37. books in bad shape
38. The library needs a bigger variety. [general stacks]
39. More current editions of scientific books are needed.
40. very well in order [periodical collection]
41. Needs a bigger periodical collection.
42. The library's electronic periodicals are alright.
43. need more geology articles
44. This [electronic periodicals] was the main reason that I accessed the library's resources. Wonderful tools.
45. Needs to be increased. [electronic periodical]
46. Several e-readings for the Social Work department were unavailable. Many that were available were difficult to read because they had handwritten comments on the pages, the copy was not clear or there were random marks written on the documents.
47. The internet access to Donnelly Library was pretty good, because everytime i needed research I could locate it.
48. This is a great service. [access to the Internet in Donnelly Library]
49. Needs to have Java on the computers so we can use more resources
50. Not enough computers sometimse
51. get more computers. most of the time its hard to get computer time
52. There is no paper in the printer I was thrown out of the lab when I needed to type a paper because someone had a class. There was no sign on the door and the instructor was very rude. How was I supposed to know there was a class in there if no one marked
53. I use the database for most of my papers. I like it.
54. should offer spss on some of the computers in the library....rather then the process how to get it on the computer its confusing. should already have it on the computers at least some of them
55. The library's web site was pretty easy to navigate.
56. Easy access from on and off-site.
57. very organized. [website]
58. Slow [website]
59. I like that it has links to all the online sites you might need to access.
60. The PC's are a little slow and the printers lack some advantages like double siding without having to make sure that no one is using the printer.

61. Need more computers
62. Could be updated. [technology at Donnelly Library]
63. I think that the library should get a bigger selection of books, it seems that the theme in which is here is basically new mexico and spanish speaking culture...expanding to more books and subjects and even the level of reading like young adult books woul
64. Have a great break guys!!!!!!
65. I think if I request an item from interlibrary loan and they are unable to process it they should tell me.
66. Attend Farmington campus so i wouldn't and don't know how to access the library.
67. Excellent service
68. Every time I went to use the internet, it was available to me, I never had to await. Also, being able to print out material is very helpful.
69. I only go to the library to use the computer lab when I am working on project with a group.
70. I've only gone to the library on rare occassions but the services I've received were great when I was looking for a book. For computer service I visit other places on campus therefore I do not know the service at the library.
71. Through my journey through me being in the library for the three months i learned alot and being someone who had never been into high tech technology like through college i am going to learn more and more through my college years
72. should stay open later for studing
73. Thanks again for a great fall term!
74. poor
75. I am grateful for having a library. When I am not using the PCs, it is a quiet place to study.
76. I feel am better off going to our public Library.
77. Do not use the library I use the purple pub computer lab.
78. I very rarely go into the library and very rarely use their resources, unless I'm writing a paper for class.
79. APRIL KENT WAS OF GREAT HELP WHEN I SET UP AN APPOINTMENT TO WORK WITH HER INDIVIDUALLY...SHE REALLY SEEMS LIKE SHE WANTS TO HELP STUDENTS SUCCEDD WITH THEIR PROJECTS
80. Never knew we had access to online support materials.
81. the library should keep up its good work
82. The librarian from Rio Rancho was very helpful and knowledgeable!!!
83. Needs more fiction books just for the pleasure of reading
84. The library was very helpful to me.
85. The Library is a great place for me and my classmates to study and complete group assignments without any disruptions!
86. the help should be better
87. keep staff in check and get more comps
88. I wished I knew more about the library maybe this coming semester.
89. THE Library is excellent I did not get around to renting any books or ask any questions to staff. but I went and studied on my own and used the computer lab and was very comfortable and enjoyed my self.
90. I think that the library need to be expanded, just like the book store was. the school is getting bigger and needs more resources i go to the public library and other teachers for the teaching resources i need.
91. keep up the good work

92. Don't have classes in the library computer lab so students can use the computers for research and homework.
93. purple pub is better

Graduate

Comments from Paper Survey

1. April Kent is a great resource. She is incredibly helpful.
2. Science direct would be great to have through the library
3. I did not use the library much except for intra-library loans. The electronic journals for science are limited.
4. More access to online journals—often times the articles wanted are unavailable & take a while for inter-library loans.
5. I use ILL at least twice a month, but I rarely use other library services.
6. Sorry, I've never used the library here

Comments from Banner Survey

1. Mostly good, I was hastled over returning interlibrary loan books. I understand why they had to do so, but I also had needs as a student working my professional paper.
2. I only used online services
3. Rude [circulation desk]
4. When I was at the Rio Rancho campus it [circulation desk] was excellent. Since this are only online services at ABQ I can't really answer this in a current manor
5. April Kent is a true diamond. Other staff is very conciderate and always help.
6. I'm in Rio Rancho and most times I come late so there is not a person there all the time
7. Librarian is always helpful when you need help with computer issues.
8. used library online only
9. I did not receive services from them. [reference desk]
10. rude and acted like i was not intelligent
11. Deborah is an excellent resource person.
12. All questions are always answered. All the time.
13. Only used e reserve.
14. Did not use the library much
15. I didn't use the references services during the last term.
16. I understand they have a job to do, but I do also. There should have been some kind of allowance made because the information was needed and being used. [ILL]
17. The people in the ILL office are so accommodating! I wouldn't have survived my three semesters here without all of their help!
18. not well defined [ILL]
19. Fast service. [ILL]
20. all on top of things, get what i want when i want it! [ILL]
21. April Kent and staff go out of their way to help.
22. couldn't access many of the collections it says you have or just abstracts.
23. did not use; Used library at Rio Rancho and Donnelly online.
24. If its not there staff will get it to you. [special collections]
25. Cool. Always Cool. [general stacks collection]
26. If the collection were a little more extensive, I wouldn't have to use ILL so much.
27. Have only looked for social work titles, but everything I found was at least 20 years old.

28. At least in the field of social work, most of the books are 10 years old or older. There has been so much new information in the last 10 years -- theories, findings, practice guidelines -- that this is a real problem when doing research. As in any of the
29. need more mental health journals
30. Very Usefull. [periodicals collection]
31. I wish some of them were available for check out, though. [periodicals collection]
32. Thanks to the on-line databases, the quality of the periodicals collection doesn't matter so much.
33. I generally use the online periodicals so that I can print them off and highlight them to my heart's content :-)
34. One of the best. [special collections]
35. For local history, very good; don't know about other areas.
36. Again, we need access to more articles
37. Several data bases were not accessible, even though listed.
38. Frequently had to utilize the electronic journals at my undergraduate institution as they had vastly more resources available in the way of social work literature.
39. no sports topics [electronic periodicals]
40. Once you learn the system the possibilities are endless. [electronic periodicals]
41. and getting better [electronic periodicals]
42. Couldn't actually access much of it or only abstracts. [electronic periodicals]
43. I'm usually able to find what I need.
44. didn't use
45. I can find more information thru the UNM website and at the UNM library
46. The online collection is TERRIFIC!!!
47. extremely slow [access to the internet]
48. Thank-you NMHU.
49. Dr. Young just showed me how to use no one has gone over that
50. sometimes hard to access certain databases at time of midterms and finals
51. Something changed from last year in the search engine. I am having more difficulties in finding articles on line.
52. This semester has a lot of classes in the lab; sometime it's inconvenient if I need to print something right a way. If you can leave few computers open to use during the class time. That will be great.
53. Very nicely done and well-designed [library website]! On the other hand, I liked it better when I didn't have to scroll through the databases a few at a time.
54. not enough options [technology]
55. I had trouble accessing the spss remote site.
56. What I've used always works.
57. It is always improving!
58. Disability services and staff rock.
59. I have never utilized the library at all while I have been in college so I wouldnt know any info or how to rate certain things. I only use journal articles on the web.
60. Staff is always willing to help. I'm thankful to NMHU for providing such skilled people.
61. too many questions and not specific
62. I like the people at the library
63. Keep the print out free, but maybe the library can teach students to use "print both side" function. I like that function a lot, which saved the volume of my papers and also much more eco-aware.
64. Night time campus security still needs to have more of a presence.

65. The Library has been a great resource to me. it has an excellent staff.
Overallly i would say the services provided by the library are excellent.
However, i often classify myself as one one of the people who think things can always be better even without
66. I would like for the library on line to be more accessible to students who are doing field projects in SF.
67. when the air conditioning is on and the dorms burn trash in the barbeque pit it gets sucked into the air system and caused me to get very ill.
68. I am taking classes at a distance location and I wish there were eletronic books that I needed from the liberary on the library online so I could get to them
69. I think Deborah Perlow at the Rio Rancho campus is fabulous. She was patient, helpful, available, knowledgeable, and kind. It was always a pleasure dealing with her. Thank you, Deborah.
70. The library never has paper or staples. No one is ever at the desk to as for help either
71. If and when the funds are available, could you PLEASE update the social sciences collections? Please, please, please . . .
72. Rio Rancho campus librarian was very helpful

Faculty

Comments from Paper Survey

1. [ILL is 5 on scale of 1 to 4] Awesome
2. Though not enough periodicals
3. Better e-journals needed, please
4. The reason for the don't knows is bc. have not yet used some collections as a new faculty member
5. It would be nice to access periodicals electronically from UNM, if such is possible
6. It would be nice if the library asked faculty explicitly which books/videos should be added each year to the library
7. Could use another computer lab
8. Great service and value
9. Under used by F+S
10. [collection good as] small school w/ only a few doing significant research and publishing.
11. Adding more online periodicals would be great!
12. I need to use more and look at resources
13. I would like to have online access to UNM's periodicals – like a sister agreement of sorts, if possible
14. Photo Archives – Great
15. The website would be much improved if you didn't have to scroll in order to click on "Libros" etc. Also- there's no "request" button from a citation page
16. More online access!
17. The staff are wonderfully helpful!
18. Interlibrary loan resources are superb
19. I know acquisition can be expensive so priorities must be set for any material to be requested for purchase.

Comments from Banner Survey

1. The best! They have been extremely helpful when I've needed to extend the deadline that my ILL books were due.

2. I made some suggestions early in the semester concerning items I felt should be added at the library, and was very pleased to have suggestions not only considered but taken to heart.

Staff

Comments from Paper Survey

No comments

Comments from Banner Survey

No comments

Members of the Community

Comments from Paper Survey

No respondents

Comments from Banner Survey

No respondents

Researchers

Comments from Paper Survey

No respondents

Comments from Banner Survey

No respondents

Other (alumni, high school, guest, etc)

Comments from Paper Survey

No respondents

Comments from Banner Survey

No comments

APPENDIX 3: PAPER SURVEY NUMBERS BY USER TYPE

Note: The numbers for the ‘Don’t know’ response include respondents who selected the ‘don’t know’ response, and those who left the particular question blank.

Undergraduate Students (60 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	8	0	10	27	15
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	10	0	7	31	12
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	28	0	10	17	5
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	26	1	8	23	2
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	31	0	4	20	5
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	29	1	5	18	7
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	6	1	7	28	18
III User's view of collections	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	22	1	10	24	3
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	22	0	12	22	4
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	28	1	8	17	6
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	17	1	8	22	12
IV Technology	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	2	1	3	25	29

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	2	0	3	30	25
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	3	2	5	31	19
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	2	1	8	28	21
V. General					
V. General	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	2	1	17	10	16
			15 to 20	20 to 25	25 to 30
			6	4	4

Graduate Students (23 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	2	0	2	11	8
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	6	0	3	7	7
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	10	0	1	4	8
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	14	0	1	4	4
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	22	0	0	0	1
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	17	0	0	4	2
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	1	0	3	12	7
III User's view of collections					
III User's view of collections	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	7	2	2	12	0

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	10	2	5	6	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	16	1	2	3	1
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	5	0	6	10	2
IV Technology					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	3	2	4	9	5
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	3	0	4	10	6
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	2	1	2	16	2
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	6	0	4	12	1
V. General					
	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	4	1	13	1	1
			15 to 20	20 to 25	25 to 30
			0	1	2

Faculty (31 total)

II. Service					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	1	0	1	6	23
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	5	0	2	4	20
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	3	1	2	6	19
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	17	0	4	5	5
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	24	0	1	2	4

6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	22	0	0	2	7
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	1	8	22

III User's view of collections	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	4	4	12	11	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	4	7	12	7	1
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	19	2	4	5	1
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	5	2	5	14	5

IV Technology	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	8	0	0	15	8
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	10	0	0	11	10
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	1	1	1	18	10
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	4	0	1	19	7

V. General	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	3	0	12	5	3
			15 to 20	20 to 25	25 to 30
			2	1	5

Staff (1 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	1	0	0	0	0
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	1	0	0	0	0

3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	1	0	0	0	0
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	1	0	0	0	0
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	1	0	0	0	0
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	1	0	0	0	0
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	1	0	0	0	0
III User's view of collections					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	1	0	0	0	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	1	0	0	0	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	1	0	0	0	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	1	0	0	0	0
IV Technology					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	1	0	0	0	0
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	1	0	0	0	0
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	1	0	0	0	0
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	1	0	0	0	0
V. General					
	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	0	1	0	0	0
			15 to 20	20 to 25	25 to 30
			0	0	0

APPENDIX 4: ELECTRONIC SURVEY NUMBERS BY USER TYPE

Note: The numbers for the ‘Don’t know’ response include respondents who selected the ‘don’t know’ response, and those who left the particular question blank.

Undergraduate Students (316 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	66	6	33	126	85
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	77	4	34	124	77
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	142	5	23	92	54
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	156	4	22	84	50
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	158	3	17	90	48
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	159	6	19	87	45
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	77	3	33	124	79
III User's view of collections	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	121	1	38	105	51
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	138	4	27	102	45
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	143	5	26	93	49
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	122	5	29	106	54
IV Technology	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	74	6	26	113	97

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	78	5	30	119	84
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	67	5	39	124	81
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	68	6	34	130	78
V. General					
V. General	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	49	46	105	43	27
			15 to 20	20 to 25	25 to 30
			9	12	25

Graduate Students (187 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	71	3	7	60	46
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	87	3	5	45	47
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	113	2	6	29	37
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	117	2	6	32	30
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	137	2	6	19	23
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	135	2	5	25	20
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	82	3	7	53	42
III User's view of collections					
0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent	
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	98	4	16	46	23

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	104	2	15	44	22
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	123	5	4	36	19
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	71	4	23	49	40
IV Technology					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	67	2	14	60	44
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	73	2	14	59	39
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	41	5	17	87	37
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	69	2	16	70	30
V. General					
	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	32	26	75	28	13
			15 to 20	20 to 25	25 to 30
			1	8	4

Faculty (1 total)

II. Service					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	0	0	0	0	1
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	0	0	0	0	1
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	0	0	0	0	1
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	1	0	0	0	0
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	1	0	0	0	0

6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	1	0	0	0	0
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	0	0	1

III User's view of collections	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	0	0	1	0	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	0	0	0	1	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	1	0	0	0	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	0	0	0	1	0

IV Technology	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	0	0	0	1	0
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	0	0	0	1	0
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	0	1	0
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	1	0

V. General	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	0	0	1	0	0
			15 to 20	20 to 25	25 to 30
			0	0	0

Staff (1 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	0	0	0	1	0
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	0	0	0	0	1

3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	1	0	0	0	0
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	1	0	0	0	0
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	1	0	0	0	0
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	1	0	0	0	0
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	0	0	1
III User's view of collections					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	0	0	0	1	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	0	0	0	1	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	1	0	0	0	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	0	0	0	1	0
IV Technology					
	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	0	0	0	0	1
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	0	0	0	0	1
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	0	1	0
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	0	1
V. General					
	No Info	0	1 to 5	5 to 10	10 to 15
1. Approximately how many times do you use Donnelly Library every month?	0	0	1	0	0
			15 to 20	20 to 25	25 to 30
			0	0	0

Other (6 total)

II. Service	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	1	0	1	4	0
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	1	0	1	2	2
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	6	0	0	0	0
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	4	0	0	2	0
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	5	0	0	1	0
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	4	0	0	1	1
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	1	2	3
III User's view of collections	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	2	0	2	1	1
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	4	0	1	1	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	4	0	0	2	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	3	0	1	1	1
IV Technology	0-Don't know	1-Poor	2-Fair	3-Good	4-Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	1	0	0	5	0
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	1	0	2	3	0
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	2	0	1	3	0

4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?		2	0	1	3	0
V. General	No Info	0	1 to 5	5 to 10	10 to 15	
1. Approximately how many times do you use Donnelly Library every month?		0	0	3	1	0
			15 to 20	20 to 25	25 to 30	
			1	0	1	