

Library Assessment Survey Report
Spring 2009

New Mexico Highlands University Libraries
Thomas C. Donnelly Library

TABLE OF CONTENTS

I. Introduction.....	1
II. Library Services.....	1-2
III. Collections	2-4
IV. Technology	4-5
V. Goals and Projects Based on Survey.....	5
APPENDIX 1: Library Assessment Instrument.....	6-7
APPENDIX 2: Survey Comments by User Type.....	8-11
APPENDIX 3: Paper Survey Numbers by User Type.....	12-16
APPENDIX 4: Electronic Survey Numbers by User Type.....	17-21

Library Assessment Report Thomas C. Donnelly Library Spring 2009

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 55 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 55 patrons include 28 undergraduate students, 21 graduate students, 5 faculty members, and 1 staff member.

The Library survey is also available through self-service banner. A total of 205 patrons responded to the electronic survey. These 205 patrons include 134 undergraduate students, 67 graduate students, 3 faculty members, and 1 staff member.

In total 260 patrons completed either a paper or electronic survey for the main campus library.

A separate survey for the Rio Rancho library and external sites was also made available via self-service banner this spring.

II. Library Services

On the whole, respondents' evaluation of library services is positive. As can be seen in Figure 1 below, nearly two thirds of respondents consider library service to be good or excellent. Of the remaining respondents, 23% had no opinion and 13% consider service to be fair or poor.

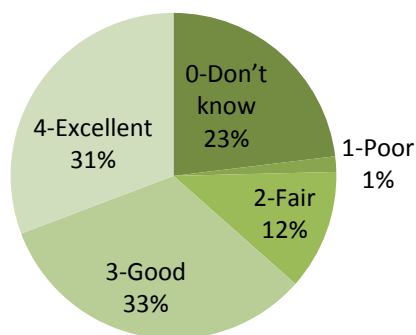


Figure 1: Overall evaluation of the service from the staff at Donnelly Library

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.

Table 1: Evaluation of Library Service (by number)

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> ?	49	3	30	100	78
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	63	3	30	89	75
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	122	3	18	62	55
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	131	4	18	64	43
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	153	1	20	55	31
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	149	1	20	54	36
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	60	4	31	85	80

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 a third of respondents did not have an opinion on the books, special collections, paper periodicals, or electronic periodicals. 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 28% of respondents and excellent by 13%. The books of special collections were rate good by 23% of respondents and excellent by 11%. 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 the quantity of the books in the general stacks collection. Respondents specifically identified sports administration as a subject area that needs to be developed.

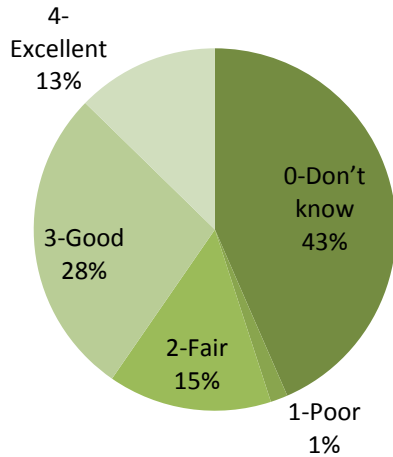


Figure 2: Evaluation of general stacks collection

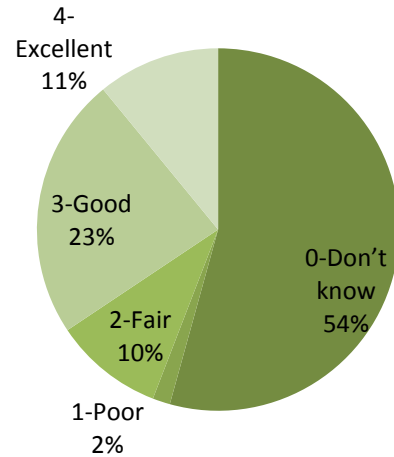


Figure 3: Evaluation of special collections

As can be seen in Figures 4 and 5 below, Donnelly Library's electronic periodicals collection is better known and more highly rated than its print periodical collection. The comments made on the surveys show a preference for electronic articles. Several respondents indicated the desire for increased access to full text and current issues of electronic periodicals. A respondent wrote that nursing needs more electronic periodicals.

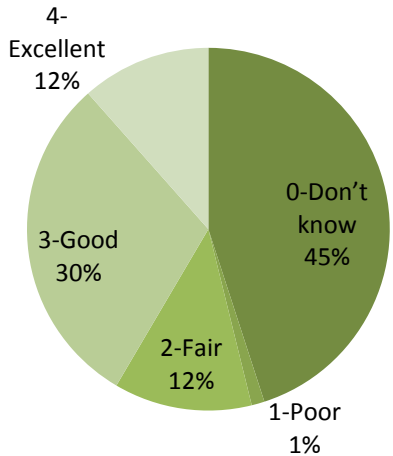


Figure 4: Evaluation of periodicals collection

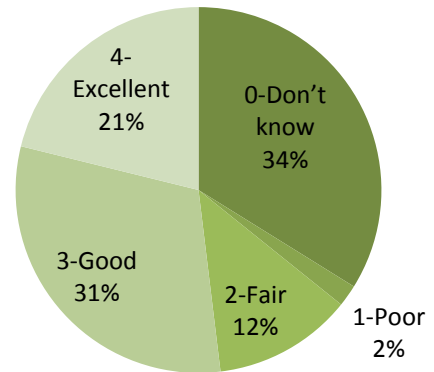


Figure 5: Evaluation of electronic periodicals

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

Table 2: Evaluation of Library Collections (by number)

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> ?	113	4	38	72	33
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	117	3	32	78	30
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	139	4	25	60	32
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	88	5	32	80	55

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.

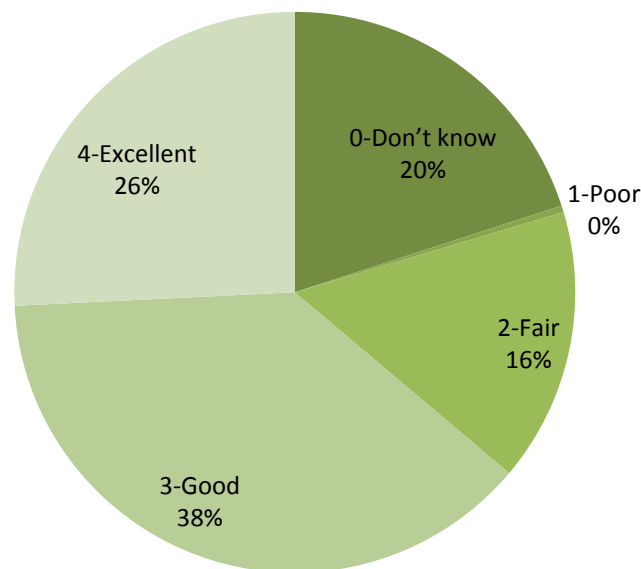


Figure 6: Overall evaluation of technology at Donnelly Library

Several respondents requested that the library acquire more computers and improve the speed of the Internet connection. Respondents also expressed concern about the age and condition of the computers and printers.

Table 3 below gives the numerical results for the technology section of the survey. Please see the appendices for more data and comments.

Table 3: Evaluation of Library Technology (by number)

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	50	3	32	82	93
2. How would you evaluate <u>access to</u> Donnelly Library resources <u>from a computer lab</u> ?	68	4	32	83	73
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	41	3	35	108	73
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	52	1	41	99	67

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.
2. Continue to evaluate all collections.
3. Continue to clean up our library catalog and other databases to ensure that the catalog most accurately reflects what is on the shelves.
4. Create more signage to ensure that quiet study areas remain conducive to private study.
5. Check the computer labs and other study spaces on a regular basis for noise and inappropriate use of computers.
6. Work with ITS to ensure that computers and other library technology function well.

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. Donnelly Library strives to provide the best possible service and atmosphere for its users. Please take this opportunity to offer specific suggestions about how we may enhance our services and collection.

APPENDIX 2: SURVEY COMMENTS BY USER TYPE

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

Undergraduates

Comments from Paper Survey

1. More DVD's and newer books
2. Went to study this semester. There was a lot of noise. Complained to staff but nothing was done about it.
3. Please get more updated Books to refer to when it is needed for research. Many books go back as far as 1965 →
4. Everything good @ this time.
5. Ray + Paul are the bomb – They are very helpful + polite. Thank 2 them I keep coming.
6. You need a smoking area.
7. You put Library Reserved for a class in places where I do not look and then someone comes in + says you all have to leave now because there is a class now in here. Why don't you have a dedicated Lab for students to use at all times without being thrown out of the class. Cell phone use is bothersome.
8. Make internet better – will take you out of screen & go back to main page.
9. Need more electronic periodicals on nursing and more up-dated periodicals.
10. Update Microsoft word on computers in disability room
11. Put in more quiet signs. The times I went to study for a mid-term people were very loud.
12. More computers w/accessible printers.

Comments from Banner Survey

1. These people are wonderful to help with any questions, suggestions, etc. I appreciate them very much.
2. They [reference desk staff] dont even greet you
3. i am never really there
4. never made it to this particular library.
5. I don't use it
6. I have used this service [ILL] for four years doing research projects and do not have one complaint. They are to be commended.
7. They [ILL] responded to email request right away.
8. very fast [ILL]
9. didn't know where anything was [periodicals staff]
10. i am in albuquerque i never been in library
11. never made it to this library
12. never been there
13. never used it [ILL]
14. Last time I went to that section no one was around [government documents section]
15. Kudos to all them.
16. I am at ABQ. I only used the library online.
17. I needed 2 books this term and both books were lost.
18. hard to get articles from there. [electronic periodicals]
19. Slowest computer I have ever used!
20. There are not enough computers free.

21. The library at the Rio Rancho was great, the availability of printers, paper, etc. at the ABQ campus was not.
22. Computers need to updated!
23. Some computers dont work all the time and they need to have java installed to do some assignments online.
24. I would have enjoyed the library more if the books I needed were available. Otherwise, I am grateful for the friendly people that work there. Many Thanks!
25. keep up the good work, I find no suggestions at the time being.
26. a back door the the parking lot
27. I had trouble searching articles for a research project through the library's website. It didn't help me and I couldn't locate what I was searching for.
28. the employees should not have to go back and forth between each other to find one book, and still fail at finding the book
29. alot of the computer are blocked from showing video from sites such as youtube, or audio for sites such as wikipedia which many of the video and audio these sites have to offer can be educational.
30. Nothing [no suggestions] because it all good
31. more computers
32. Every thing is excellent!
33. make the website easier to navigate
34. I didn't work with staff too much, but accessed the site via internet. Having more knowledge on access to sites might be helpful.
35. everything is great
36. I thought that overall the library provided an efficient place to study and get homework done. It was also a great place to find any research that might be needed....
37. buy new computers

Graduate

Comments from Paper Survey

1. The library for me is already providing good services to the students
2. Need more recent articles on the databases.
3. Have a class on library navigation (course)–1credit
4. Please enforce quiet areas!! There is often a lot of noise for being a library.
5. The printers are all and are always breaking down and computers too needs servicing. Students are not sanction in quiet reading areas when they become noisy. It is so noisy sometimes and they need to be called to order when others are studying especially undergraduate students who come in to converse in the library. I request a specific studying area for graduate students who have a lot in their plate and do not need noise.
6. I really enjoy the staff, they are really helpful and very resourceful. Ray and Paul are very helpful and courteous all the time. It is a pleasure to come and deal with them. It makes my learning 100% better.
7. So far everything has worked out great. Thanks!
8. The orientation for online use could be better.

Comments from Banner Survey

1. any time i have a question or I can't find what I need, staff will always answer my email requests quickly. Very polite and encouraging.
2. Misdirected once [by staff], occasionally rude

3. Have not interacted with any staff at Donnelly Library.
4. Being a student of the extension campus (ABQ/RIO) I rarely used the services besides online search engines for articles.
5. On line access is great.
6. Not being able to access the full article was cumbersome.
7. They [electronic periodicals] are easy to use and download.
8. Internet service is really kind of slow. coming from a bigger city where cable internet is available one can see the difference. Qwest tries but the speed with cable can't be competed with. I have Qwest here in Las Vegas as well but only because there is
9. Not being able to access the full article on-line was cumbersome.
10. Always easy to access [Donnelly Library resources from a computer lab]
11. Internet access at the Albuquerque site is sometimes unavailable.
12. Easy to navigate [Donnelly Library's Web Site]
13. Not very intuitive -- is there a reason the options are not in alphabetical order? [Donnelly Library's Web Site]
14. The website is clear and easy to use. [Donnelly Library's Web Site]
15. Again, fast internet service would be nice.
16. Very nice surrounding. calm and clean
17. I mostly use Rio Rancho but the few times I needed help at Donnelly, the people were very helpful and I found what I needed.
18. It would be nice if the staff was nicer to students.
19. have more information for the sports administration courses such more law reviews , more studies on the subject, and more periodicals.
20. Thank you for the disability services, the room provided for students with disabilities. The staff at this library has been of great help to me through out my studies. Although I appear not to have a disability according to some individuals, the librarians
21. In your references section, there are reference sets that are incomplete (such as the Middle English Dictionary). Accuracy in on-line card catalog - the aforementioned dictionary set was listed as "Pt. 1, Pt. 2, etc." and should have been "Pt. T.2, Pt. T
22. Expand physical library office beyond the Rio Rancho campus, and put a minimal library extension in Albuquerque.
23. make the web based information easier to access and understand.

Faculty

Comments from Paper Survey

No comments

Comments from Banner Survey

1. The best! Fast, efficient, reliable [ILL]
2. Although the collection could be improved. [electronic periodicals]
3. Improve all collections
The staff is wonderful
4. Some of students this semester had problems with ILL--namely, not receiving notification that their submission had been received.
5. The available online periodicals is quite good.
6. It's very easy to navigate. [Donnelly Library's Web Site]
7. Give April Kent a raise! She's been an invaluable resource to both me and my students.

Staff

Comments from Paper Survey

1. At times articles may be a little hard to find.

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 respondents

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 (28 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> ?	4	1	6	10	7
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	5	1	4	13	5
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	18	1	0	5	4
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	15	2	2	6	3
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	17	1	1	6	3
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	17	1	0	7	3
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	4	1	4	14	5
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> ?	14	1	2	9	2
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	12	0	1	12	3
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	17	0	1	9	1
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	9	0	2	12	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?	3	0	1	10	14

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	7	2	5	8	6
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	3	0	2	15	8
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	2	0	7	12	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?	2	3	17	4	0
			15 to 20	20 to 25	25 to 30
			0	1	1

Graduate Students (21 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	4	10	7
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	4	0	2	6	9
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	11	1	1	2	6
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	16	0	0	3	2
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	15	0	1	2	3
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	14	0	1	2	4
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	1	0	3	8	9
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> ?	11	0	2	6	2

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	13	0	1	6	1
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	14	0	1	2	4
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	7	0	1	7	6
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	3	9	8
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	2	0	1	10	8
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	2	0	1	12	6
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	2	0	2	10	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?	2	1	4	6	1
			15 to 20	20 to 25	25 to 30
			0	4	3

Faculty (5 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	2	3
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	0	0	0	1	4
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	0	0	0	1	4
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	0	0	0	2	3
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	4	0	0	1	0

6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	3	0	0	1	1
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	0	1	4

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	4	1	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	0	0	1	4	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	3	0	1	1	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	0	0	1	3	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	2	2
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	1	0	0	2	2
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	0	2	3
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	2	3

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	0	0	1	1
			15 to 20	20 to 25	25 to 30
			0	0	1

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	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> ?	0	0	0	0	1
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> ?	0	0	0	0	1
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	0	1
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	0	0	0	0	1
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	0	0	0	0	1
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	0	1
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

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 (134 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> ?	25	2	15	54	38
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	29	1	17	51	36
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	60	0	15	36	23
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	63	1	12	40	18
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	69	0	15	35	15
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	68	0	15	35	16
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	29	2	20	46	37
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> ?	52	2	22	41	17
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	54	2	20	43	15
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	64	3	14	36	17
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	47	3	20	40	24
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?	23	3	18	43	47

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	26	2	20	47	39
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	21	3	18	54	38
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	23	1	23	52	35
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?	34	8	40	21	11
			15 to 20	20 to 25	25 to 30
			6	6	8

Graduate Students (67 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> ?	20	0	5	22	20
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	24	1	7	16	19
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	33	1	2	15	16
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	35	1	4	11	16
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	45	0	3	10	9
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	44	0	4	8	11
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	26	1	4	14	22
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> ?	35	1	7	13	11

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	37	1	9	10	10
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	39	1	8	10	9
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	25	2	8	16	16
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?	22	0	10	15	20
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	32	0	6	14	15
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	15	0	12	23	17
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	25	0	9	21	12
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?	18	7	23	9	6
			15 to 20	20 to 25	25 to 30
			1	1	2

Faculty (3 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	2
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	1	0	0	1	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	2	1
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	2	0	0	1	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	1	1

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

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	1	1	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	1	0	0	2	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	2	0	0	1	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	0	0	0	1	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?	0	0	0	2	1
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	0	0	0	2	1
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	1	2	0
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	1	2

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	1	0
			15 to 20	20 to 25	25 to 30
			1	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	1	0

3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	0	0	0	1	0
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	0	0	0	1	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	1	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> ?	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> ?	0	0	0	1	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	0	0	0	0	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?	0	0	0	1	0
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	1	0	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