

# **Library Assessment Survey Report**

## **Spring 2008**

New Mexico Highlands University Libraries

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# Library Assessment Report Spring 2008

## I. Introduction

The intent of this biannual 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 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 121 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 121 patrons include 85 undergraduate students, 23 graduate students, 8 faculty members, 2 staff members, and 3 community members.

The Library survey is also available through self-service banner. A total of 164 patrons responded to the electronic survey. These 164 patrons include 93 undergraduate students, 62 graduate students, 4 faculty members, 4 staff members, and 1 other.

In total 285 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, 65% of respondents consider library service on the whole to be good or excellent. Of the remaining respondents, 21% had no opinion and 14% considers service to be fair or poor.

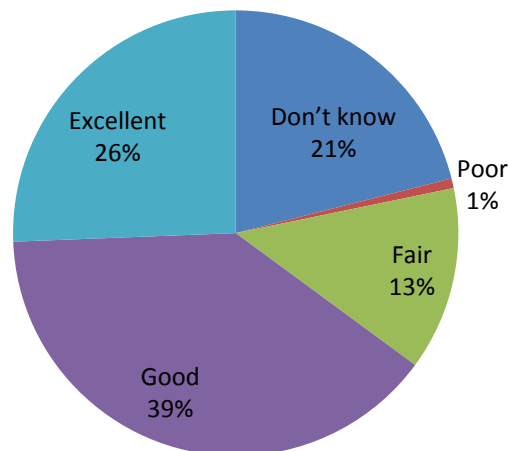


Figure 1: Overall evaluation of the service from the staff at Donnelly Library

Survey comments show that many respondents find library staff to be helpful. See appendix 2, for comments.

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.

<b>II. Service</b>	<b>Don't know</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>
<b>1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u>?</b>	67	2	37	96	83
<b>2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u>?</b>	83	3	28	95	76
<b>3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u>?</b>	134	5	24	70	52
<b>4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u>?</b>	143	5	25	66	46
<b>5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u>?</b>	173	1	21	48	42
<b>6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u>?</b>	171	1	19	45	49
<b>7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?</b>	60	2	38	112	73

*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.

The evaluation of the general stacks was generally favorable among respondents with an opinion. 41% of respondents rated the general collection of books as good or excellent, 17% rated the books as fair or poor. The remaining 42% of respondents had no opinion. Over half of respondents had no opinion on the books of special collections. 34% of respondents rated special collections good or excellent leaving only 11% rating it fair or poor.

Survey comments indicate a desire for more recent books and for more graphic novels.

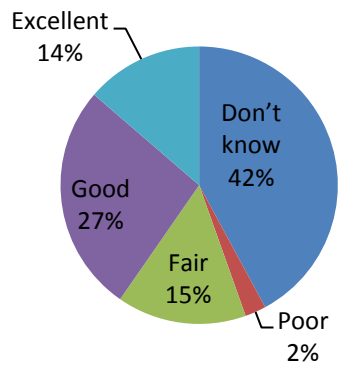


Figure 2: Evaluation of general stacks collection

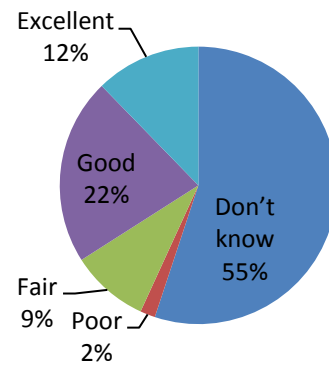


Figure 3: Evaluation of special collections

As can be seen in Figure 5 below, the current opinion of electronic periodicals is positive with 19% of respondents rating the collection excellent and 27% of respondents rating it good. Survey comments indicate that respondents want more electronic journal access.

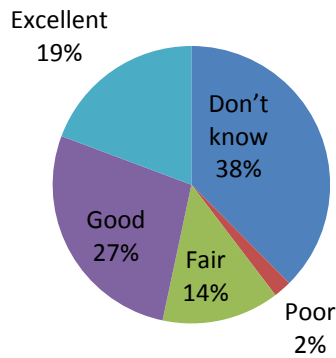


Figure 4: Evaluation of periodicals collection

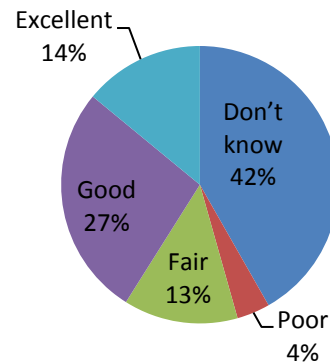


Figure 5: Evaluation of electronic periodicals

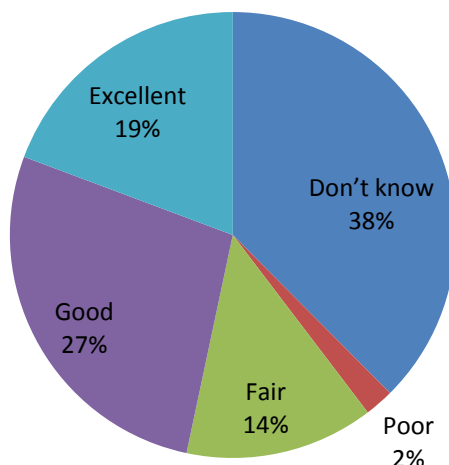
Table 2 below gives the numbers for user's view of library collections. Please see the appendices for more data and comments.

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> ?	120	7	43	76	39
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	119	11	38	77	40
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	157	5	26	62	35
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	107	6	39	78	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, 46% of respondents rated overall technology as good or excellent.



**Figure 6: Overall evaluation of technology at Donnelly Library**

The comments on the surveys indicate concerns about the condition and speed of the lab computers and the speed of the Internet connection. Respondents were also concerned about the availability of computers in the labs, the number of printers, and the amount of supplies for printing.

Table 3 below gives the numbers for user’s evaluation of library technology. Please see the appendices for more data and comments.

IV Technology	Don't Know	Poor	Fair	Good	Excellent
<b>1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?</b>	60	5	38	89	93
<b>2. How would you evaluate <u>access to</u> Donnelly Library resources <u>from a computer lab</u>?</b>	78	6	33	85	83
<b>3. How would you evaluate <u>Donnelly Library's Web Site</u>?</b>	53	3	43	113	73
<b>4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?</b>	61	1	46	108	69

*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 evaluate our periodical collection both print and electronic.
2. Continue to weed, organize, and evaluate our general stacks collection.
3. Order more recent books to improve our general stacks collection.
4. 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?

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2. Additional comments:

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## APPENDIX 2: SURVEY COMMENTS BY USER TYPE

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

### **Undergraduates**

#### **Comments from Paper Survey**

1. Very good overall
2. I think that the students should be better informed on how to use the libraries. I think it should be done by our peer because sometimes when the staff give info on the library they are boring and we can't relate and it is hard to pay attention and remember.
3. Sometimes its to loud in the day.
4. Thank you!!
5. Everyone is always very helpful and treat me with respect.
6. The special technology section for the disabled is invaluable! Thanx
7. I wish there was help after hours.
8. Need better weekend & Friday hours
9. Faster Internet Please.
10. The books are outdated.
11. Build a separate annex just for boks. Order more recent version of books from the 90s & below have more study areas in the complex
12. Everything is fine.
13. Additional library hours would be great (i.e. staying open until 12)
14. I think Donnelly Library needs new couches
15. People make noise in the computer lab! It is library. SO I go there to use lab because it is not distracting but when people make noise, it is irritating.
16. I don't really use the library to find books, I use it as a place to get homework done and study so it would be helpful to me to have the hours extended later into the night.
17. A lot of electronic periodicals w have articles we don't have, especially in the Forestry dept.
18. In 2 semesters @NMHU I have use the library 1 time.
19. Never been to Library in person

#### **Comments from Banner Survey**

1. YEAH FOR VERONICA PADILLA! :)
2. always helpful [library staff]
3. On-line services are good.
4. Helpful [electronic periodicals]
5. The new computers in the far lab crash constantly.
6. I didn't know there was a web site, therefore I have never accessed it.
7. The staff at the library are very friendly and I'm including the student employees too. Everyone is very helpful and immediately give me what I need. This facility is a gem.
8. I have always recieved good service.
9. I only use the library for online journals.

10. Library staff is great and very helpful
11. I would like to thank everyone there, they were very helpful.
12. keep up the good work
13. The labs are very nice and reliable! Thank you!
14. Inform Raton students as to what resources are available to them. This goes for the University as a whole, we don't even get student Id's.

## **Graduate**

### **Comments from Paper Survey**

1. Special needs equipment needs more attention from Library Staff. Knowledge of the equipment.
2. Limited selection in stacks
3. Erratic competence of staff in helping with online research.
4. Commuter students will tend to use library less frequently. Many graduate peers are commuter students – me too.
5. Running lower on printers for computers and supplies
6. Printing area needs to be more accessible, running out of paper, etc.
7. Would like to see library hours open until midnight—at the very least.
8. Not enough computers. Computers are always full.
9. It has been for the longest that the drinking fountain on the 2<sup>nd</sup> floor by the stairs has been non-functional. I have talked to people in maintenance. People here in the library. This situation creates a problem to people who have disabilities who have to walk clear to the other to get a drink of water. I cannot understand why it is so difficult to repair it or replace. I hope somebody will listen and repair. Thanks you. PS. I am a disabled American Veteran.
10. The search system has to be made more simpler – somehow it takes so much time to get materials on the online library. But overall its ok.
11. Please keep the printing free.
12. I have not been to the Library in a very long time
13. I find the regular staff very friendly and willing to help. I love the way new books come in!
14. Please extend the working hours till 12 at least, also for all week day particularly weekends.
15. Keep printing free.
16. The library needs a lot improvements.
17. A good place to study b/c it's very quiet.

### **Comments from Banner Survey**

1. I don't really use the library except for the computers.
2. The turn-around rate for how long it takes to get an ILL and how quickly it needs to be returned makes it difficult to use these sources for reasearch.
3. I am at the RR campus and the lady that works in the computer lab is excellent. She is always helpful and courteous.
4. I'm sure they're wonderful!

5. I would like to see a better selection of online journals.
6. The library needs more graphic novels.
7. Online access to information is beneficial to students at branch campuses.
8. The Wi-Fi is a little slow compared to other buildings on campus.
9. Sometimes I have difficulties getting logged on and I can not always find what I am looking for.
10. Most of the staff seems bothered if you ask for help.
11. extends work hours in the weekends
12. The library is not well equipped with recent books for me to effectively use it.

## **Faculty**

### **Comments from Paper Survey**

1. Thanks!
2. The staff at the Reference Desk and Circulation Desk are outstanding. They always go out of their way to be helpful – far beyond any expectations I have. They are always so warm, so friendly, and so efficient! Thank you

### **Comments from Banner Survey**

1. You try hard, but are disorganized
2. Cecilia and company are AWESOME!
3. Don't make changes to periodical holding as requested
4. The service provided by library staff has always been very good, but over the past couple of years it's risen to excellent. Cecilia, Raymond, Leslie, Paul, the staff at the front desk--they've all been great. Thank you!
5. [general stacks are fair] But n.b. that ILL changes everything: we have access to every book all across the country.
6. Again, electronic resources changes everything. I would just ask that we try and get as much electronically as possible: the age of hard-copy journals is effectively over.
7. Lots of hidden and surprising riches. [special collections]
8. Sometimes the computers are a little pokey.
9. too slow [electronic periodicals]
10. too slow [internet]
11. Thank you, Ruben, and your fine staff! P.S. Install a security system in front of the entry to the coffee shop.

## **Staff**

### **Comments from Paper Survey**

1. Excellent, interested available staff!!

### **Comments from Banner Survey**

No Comments

## **Members of the Community**

### **Comments from Paper Survey**

1. Thanks you!
2. Thank you for being available to the community

**Comments from Banner Survey**

No respondents

**Researcher**

**Comments from Paper Survey**

No respondents

**Comments from Banner Survey**

No respondents

**Other (visitor, frequent visitor, administrative)**

**Comments from Paper Survey**

No respondents

**Comments from Banner Survey**

1. I think they are good

## 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 (85 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> ?	19	2	13	36	15
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	25	1	10	35	14
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	45	1	9	19	11
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	47	1	12	18	7
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	53	0	8	14	10
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	55	0	6	14	10
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	15	1	12	43	14
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> ?	34	2	17	28	4
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	36	4	14	25	6
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	50	2	13	15	5
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	37	2	12	26	8
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	1	14	37	25

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	13	3	9	35	25
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	13	0	12	42	18
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	12	0	15	41	17
<b>V. General</b>					
	<b>No Info</b>	<b>0</b>	<b>1 to 5</b>	<b>5 to 10</b>	<b>10 to 15</b>
1. Approximately how many times do you use Donnelly Library every month?	17	11	34	4	8
			<b>15 to 20</b>	<b>20 to 25</b>	<b>25 to 30</b>
			6	0	5

### 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	3	9	9
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	3	1	4	8	7
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	8	0	3	9	3
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	11	0	2	7	3
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	15	1	1	4	2
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	13	1	1	2	6
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	2	0	2	12	7
<b>III User's view of collections</b>					
	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	7	1	6	6	3

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	6	1	4	10	2
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	12	1	4	6	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	7	0	6	8	2
<b>IV Technology</b>					
	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	3	0	5	7	8
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	3	0	5	7	8
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	3	1	4	11	4
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	4	0	5	10	4
<b>V. General</b>					
	<b>No Info</b>	<b>0</b>	<b>1 to 5</b>	<b>5 to 10</b>	<b>10 to 15</b>
1. Approximately how many times do you use Donnelly Library every month?	2	1	10	1	4
			<b>15 to 20</b>	<b>20 to 25</b>	<b>25 to 30</b>
			0	3	2

### Faculty (8 total)

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

6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	3	0	0	2	3
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	0	2	6

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	7	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	1	0	1	5	1
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	5	0	0	3	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	0	0	1	2	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?	2	0	0	1	5
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	3	0	0	0	5
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	1	1	6
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	4	4

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?	5	0	2	0	1
			15 to 20	20 to 25	25 to 30
			0	0	0

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

## Members of the Community (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	0	2
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	2	0	0	0	1
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	2	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> ?	2	0	0	0	1
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	2	0	0	0	1
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> ?	2	0	0	0	1
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	2	0	0	0	1
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	2	0	0	0	1
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	2	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	0	3
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	2	0	0	0	1
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	0	1	2

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

## 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 (93 total)**

<b>II. Service</b>	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Circulation Desk</u> ?	20	0	15	27	31
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	22	1	11	29	30
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	36	2	10	24	21
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	40	1	9	22	21
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	46	0	10	15	22
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	48	0	11	13	21
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	19	1	18	26	29
<b>III User's view of collections</b>	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	36	0	12	23	22
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	38	2	12	22	19
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	42	2	7	21	21
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	32	1	12	24	24
<b>IV Technology</b>	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	17	2	15	25	34

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	24	1	15	24	29
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	19	0	16	29	29
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	20	0	17	28	28
<b>V. General</b>					
	<b>No Info</b>	<b>0</b>	<b>1 to 5</b>	<b>5 to 10</b>	<b>10 to 15</b>
1. Approximately how many times do you use Donnelly Library every month?	16	8	33	14	10
			<b>15 to 20</b>	<b>20 to 25</b>	<b>25 to 30</b>
			3	5	4

### Graduate Students (62 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> ?	23	0	5	19	15
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	29	0	3	17	13
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	34	2	2	14	10
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	35	2	1	15	9
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	41	0	2	13	6
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	43	0	1	12	6
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	24	0	5	23	10
<b>III User's view of collections</b>					
	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	36	3	6	9	8

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	33	3	5	12	9
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	40	0	2	12	8
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	25	3	7	14	13
<b>IV Technology</b>					
	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	26	1	3	17	15
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	26	1	4	17	14
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	16	2	9	22	13
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	21	1	7	20	13
<b>V. General</b>					
	<b>No Info</b>	<b>0</b>	<b>1 to 5</b>	<b>5 to 10</b>	<b>10 to 15</b>
1. Approximately how many times do you use Donnelly Library every month?	13	8	24	6	7
			<b>15 to 20</b>	<b>20 to 25</b>	<b>25 to 30</b>
			1	2	1

### **Faculty (4 total)**

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

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

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

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

## **Other (1 total)**

<b>II. Service</b>	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
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> ?	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	1	0
<b>III User's view of collections</b>	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
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> ?	0	0	0	1	0
<b>IV Technology</b>	<b>0-Don't know</b>	<b>1-Poor</b>	<b>2-Fair</b>	<b>3-Good</b>	<b>4-Excellent</b>
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	1	0
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	0	1	0

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