

Library Assessment Survey Report

Fall 2007

New Mexico Highlands University Libraries

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Library Assessment Report

Fall 2007

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 191 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 191 patrons include 118 undergraduate students, 31 graduate students, 26 faculty members, 6 staff members, 4 community members, and 6 others.

This fall the Library also made the survey available through self-service banner. A total of 233 patrons responded to the electronic survey. These 233 patrons include 155 undergraduate students, 71 graduate students, 3 faculty members, 3 staff members, and 1 other.

In total 424 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, over two thirds of respondents consider library service to be good or excellent. Of the remaining respondents, 20% had no opinion and 12% consider service to be fair or poor.

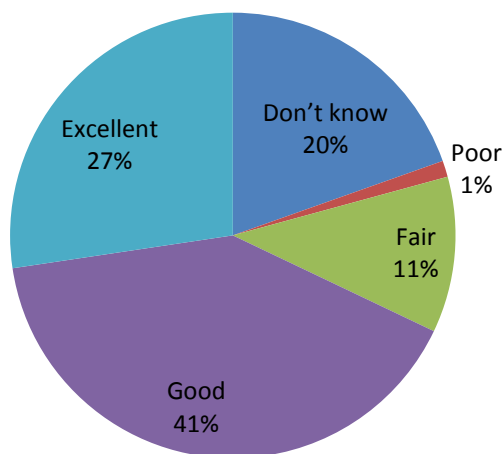


Figure 1: Overall evaluation of the service from the staff at Donnelly Library

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>?	87	8	45	188	96
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u>?	106	7	46	153	112
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u>?	202	9	34	105	74
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u>?	188	9	39	137	51
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u>?	234	4	33	98	55
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u>?	246	3	26	104	45
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	83	5	48	172	116

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 33% of respondents and excellent by 12%. The books of special collections were rated good by 30% of respondents and excellent by 8%. 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 of the books in the general stacks collection. Respondents specifically identified Social Work, Anthropology, and Regional

History as subject areas that need more recently published books. The survey comments also indicate a general desire for more current material to be added to the stacks.

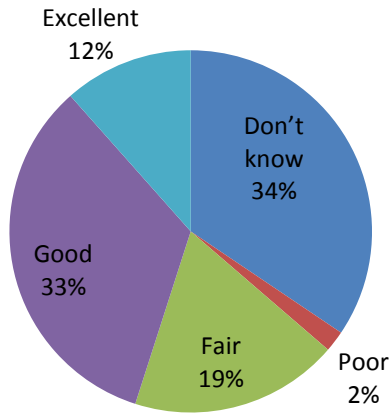


Figure 2: Evaluation of general stacks collection

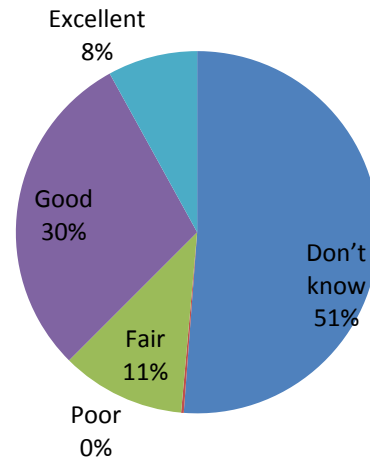


Figure 3: Evaluation of special collections

As can be seen in Figures 4 and 5 below, Donnelly Library’s electronic periodicals collection was rated slightly better than its paper periodical collection.

The comments made on the surveys identify the desire for more electronic periodicals. The need for more electronic access is especially a concern of Rio Rancho and the external sites.

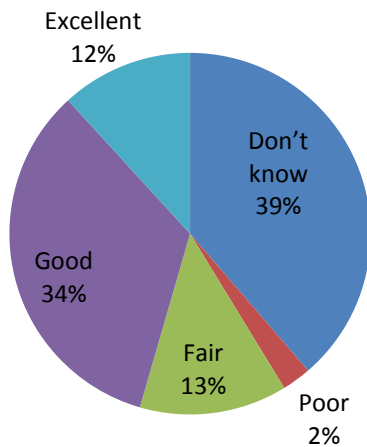


Figure 4: Evaluation of periodicals collection

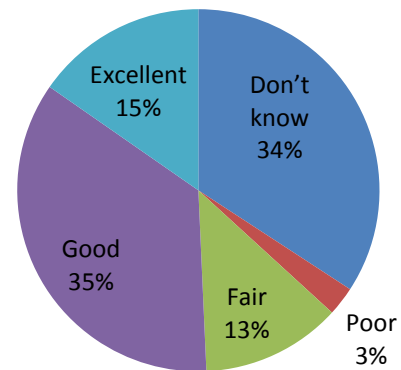


Figure 5: Evaluation of electronic periodicals

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.

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> ?	146	8	79	142	49
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	164	11	56	143	50
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	217	1	47	125	34
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	145	11	53	150	65

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, 68% of respondents rated overall technology as good or excellent.

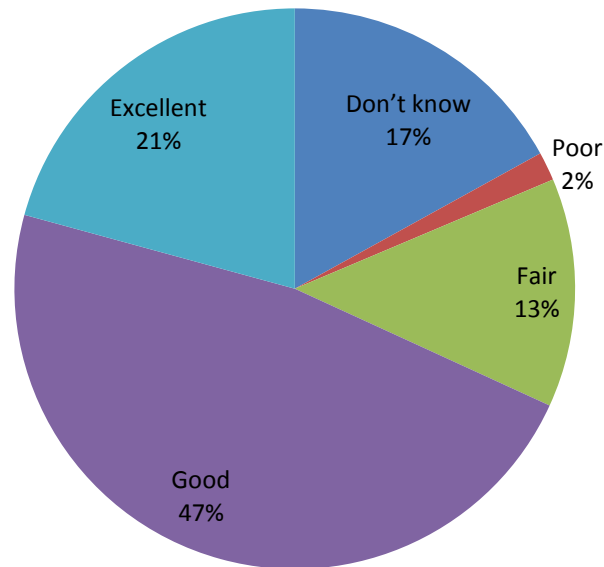


Figure 6: Overall evaluation of technology at Donnelly Library

The comments on the surveys indicate concerns about the printers, computer speed, remote access, and the need for new software. Comments were made about the time the First Year Experience classes take up in the library computer labs. Respondents also expressed concern about the accuracy of the library's catalog and the databases.

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?	74	7	37	160	146
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u>?	99	4	39	163	119
3. How would you evaluate <u>Donnelly Library's Web Site</u>?	70	4	47	186	117
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	72	7	56	201	88

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 has:

1. Begun the weeding of books related to Social Work and the ordering of further current titles.
2. Completed checks on the microfilm machines and scheduled staff training on how to troubleshoot the machines.

Donnelly Library staff has plans to do the following during the spring 2008 semester:

1. Write a separate survey for students at the centers that is geared toward evaluating their specific needs (remote access, electronic periodicals, instruction, etc.)
2. Continue to weed, organize, and evaluate our 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 in the Library so that books are easier to locate.
5. Create more signage to ensure that quiet study areas remain conducive to private study.
6. Check the computer labs on a regular basis for noise and inappropriate use of computers.
7. Ghost the library computers at the end of each semester to improve computer functions.
8. Obtain more admin privileges for the Library's computer technician so he can better trouble shoot problems, rather than having to wait for ITS.

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. good job. Thank you!
2. Thank you staff, you have always been so nice and helpful. You're awesome.
3. I just finished a paper on Northern New Mexico Hispanos, and it seemed to me that there were: (1) not enough on the subject, and (2) most of the books were quite dated. I needed contemporary material. This has been true when I have done social work research as well.
4. I love to study in the Donnelly Library. It is comfortable, ambient light is light is excellent and the area is clear and nicely situated – the absolute quiet is wonderful. And great staff. Good copiers and interesting assortment of current journals and I find Donnell Library perfect!
5. I really enjoy Ray and Paul. They have really come to my aid and encouraged me to do well. They are my kind of people.
6. Could use some updated material in the general stacks.
7. Yes, maybe when they upgrade a program such as word maybe a information sheet on how to use it would be helpful because we were to us to the old world. Also when I go to the back lab IT IS LOUD Students need to learn it's not for socializing but studying for consintration maybe signs would be useful.
8. Update the way you find books
9. I should go more often to library
10. Good job to the entire staff and all who work to ensure ease in all we do at the library and in school
11. Should stay open later
12. Periodicals is a wreck
13. As an incoming freshmen and not knowing how to utilize a library the staff was really helpful in helping me to find my sources. The staff in the library is also super friend.ly so it was easy to adapt
14. I think the library is the best place for me to study and do homework
15. I think they are doing a great job
16. Good job in the library
17. The library is my favorite building on campus
18. Only go there for group get together, never use it
19. Good job!
20. I like the place, there are many nice places to relax and study with friends. It's just that I don't go often.
21. It would be very nice if the general stacks were better looked after electronically. What I mean is, sometimes when one goes to the stacks after checking online, the book is nowhere to be found. Better organization would be appreciated.
22. I hardly use the library, so I cannot make an exact assessment of their services.
23. I use the library as much as I can.
24. I use the library quite a bit, but only for the computers.
25. So far services rendered to me have been good.
26. Renovation needed. Maybe some flat screens.

27. Stay open later.
28. If U say online that U have an articles, MAKE sure U actually have the article! Thanks
29. I try to access blackboard on the computer at the library, but it never works which limits my use of the library. Always computer problems.
30. Things could use a little more labeling.

Comments from Banner Survey

1. the class was very boring
2. Great library, the jewel of Highlands in my opinion.
3. move the fye courses into a seperate party of campus, when students need the computer rooms for research for papers the fye students occupy our tools for doing our home work at the library which is to serve the students not a classroom.
4. i never went to library
5. Thanks for a great term.
6. I am not a main campus student, and even when I was I did not find the library effective, I always have used UNM's main campus library. Since junior year I have only used the perish memorial Library at UNM.
7. I dont go [to the library] too often because of the problems i have had with the computers
8. no problems as of today [with technology in the library]
9. The printer never works and every time i use the computers there i always have problems.
10. Just had a minor glitch with password but is fine now
11. Sometimes the computers wouldn't boot-up
12. Very easy [to access Donnelly Library resources from a computer lab]
13. Quite easy [to access the Internet in Donnelly Library]
14. very extensive [Donnelly Library's electronic periodicals]
15. The books are outdated.
16. I didn't use most of the services available, but the information on APA format was excellent.
17. Everyone is always always friendly and helpful.
18. Very friendly [reference staff]
19. My only problems is HBSE I.385 [HBSE=SW585. Human Behavior and the Social Environment] there was no books so I bought thru Barnes & Noble
20. Whenever I went to someone for help they were always friendly and willing to help me with whatever I needed help with.
21. I never used the Library service

Graduate

Comments from Paper Survey

1. I use the library every day I am on campus. I think it is a great library. I love the displays at the entrance. There is a very helpful staff.
2. Thank you so much! You are always helpful, kind, and all around wonderful.
3. Use online all the time.
4. electronic periodicals are great.
5. Constant servicing and checks should be done with computers and printers. Computer labs are not adequate especially when classes are held in those labs. More computers

should have more programs installed like SPSS statistic program which is essential for students to do their assignments.

6. Keep up the great work. . . sometimes there are students that forget that they are in the library, noise from chatter & laughter.
7. Really good library
8. Very friendly and helpful staff. Some are not, but it is made up for by those who are. I would appreciate more knowledgeable help with the Kurtzweil from the staff rather than have to request help from special services. A work study would be helpful and all the possibilities of assistive devices for communication disabilities.
9. Mr. Chavez is an integral part of reference service.
10. [Circulation service] depends on who is sitting in front.
11. There are some programs needed that are only on a few computers, esp SPSS
12. Only use comp labs.
13. I have only been to the library once. I only use journal articles online.
14. Wish more electronic journal articles were available for psychology.

Comments from Banner Survey

1. a computer lab upstairs would be wellcomed. students use the one down for different purposes , we can not really be focus when working on a serious paper for example down there.
2. The library has always been very noisy when I have been in there. People talk loudly and the noise from outside in the hall is excessive. [RR]
3. Thank you!
4. Would like to have more book resources...more books. [RR]
5. Mabey ordering more recent books would help students alot more mabey
6. if the student reflects on use of library this survey should be designed so that you don't have to fill out the whole form!!!
7. I think that we could have more books available at the RR campus
8. Good job. Keep it up!
9. I stop by at least 2 times a week to use computers, read newspapers and journals, and study.
10. varies...an average of about 3-10. and 15 times total including access to website from home.
11. Internet- everyday. Personal Visits - 0
12. [use] daily the one in RR
13. [use] daily basis here in Rio Rancho
14. Rio Rancho Campus 20 days a month
15. [use]2-3 [a month]; am preparing my thesis; would like access to mor full journals on-line as are available at Santa Fe Community College and other University's in Texas and Colorado.
16. I use the library about twice per month, but access electronic resources weekly.
17. Would like access to more on-line journals (i.e. World Cat)
18. Computer labs are very accessible to students at the Rio Rancho campus.
19. don't like to keep putting in user and pass
20. don't use [electronic resources in computer labs]; go to library
21. Never had any problems accessing Donnelly Library via internet.
22. Should have access when we log in
23. I use this [internet in Donnelly Library] heavily, very good.

24. There is adequate information to complete graduate study course work in the Social Work program.
25. Can't get into [electronic journals]
26. please get us more access to more sites and articles
27. need more regional documents relating to history and anthropology
28. There seems to be adequate information for research in the Social Work program.
29. more needed for anthropology and especially in plains anthropologist, as well as other journals like Kiva, etc.
30. rio rancho has little to no resources on site--have to go to UNM or online for everything
31. confusing layout of stacks, and lacking in anthropology titles- especially in current archaeology resources
32. I really enjoy the service that Rio Rancho's library has.
33. Never have spoken to staff.
34. I think if the staff made a trip to our Farmington Campus just showed outstanding service to us attending the Farmington Campus
35. Again -- Deb is excellent ~
36. Never been to Donnelly Library, I'm at school in Rio Rancho. These surveys are terrible!
37. Deb is very helpful at Rio Rancho.
38. Deb is the best!
39. I attend the Rio Rancho Campus...the staff in this library is wonderful...helpful...friendly!

Faculty

Comments from Paper Survey

1. Love JSTOR. ILL working very well
2. [indicated that s/he could answer questions about collection because it wasn't clear if quality of material or selection was being evaluated]
3. I have also enjoyed the cultural activities and the selection of thematic books. Dia de los Muertos exhibit is striking
4. I feel very lucky with the staff at DL
5. 4!!! For ILL service
6. Computers are too slow
7. The version of JSTOR we have is a disappointment, maybe get project Muse?
8. [ILL given a 5 on a scale of 1 to 4]
9. Excellent Service. Great Folks!
10. The staff at Donnelly Library does a very good job when I set up training sessions for my students even in areas the staff does not have specialized knowledge i.e. administrative law and cases/gov. docs.
11. None of the microfilm machines work!
12. [ILL office] hard to locate
13. [Periodicals] hard to locate
14. Thank you!
15. Great job!
16. Use electronic resources daily.
17. I find most of what I need on the internet, but I love books – especially oversized art books.
18. Need access at home [to electronic periodicals]
19. Have problem accessing elec. collections from off-campus

20. Use online twice a month, next semester about 15 times a month
21. [service is] very good
22. [periodical collection is good] given \$ + small non R1 school
23. Good service
24. Underused by faculty and staff
25. The library does not carry any of the journals in my research area.

Comments from Banner Survey

1. Very good service -- i use this a lot. [ILL]

Staff

Comments from Paper Survey

1. The only dealings I have with Donnelly Library is when we get interlibrary loans delivered to professors.

Comments from Banner Survey

1. Library staff need to know how to be courteous and answer their email. Especially when a student makes an inquiry regarding their binded thesis or field project.
2. There needs to be more electronic periodicals available to students that are at the centers.
3. There needs to be more access and avaiability to center students.
4. Great Staff!! Keep up the good work!

Members of the Community

Comments from Paper Survey

1. Systems available to members of the community either need to be replaced or overhauled software/platform0wise. Please! If you really cannot afford this, consider a joint arrangement with the city of Las Vegas and/or San Miguel county economic development on this.
2. Need to stay open later!
3. Most of time I receive excellent help. Thank you.
4. It is difficult to use the microform reader. Is it possible to lower the light level in that area?

Comments from Banner Survey

No comments

Researchers

Comments from Paper Survey

No respondents

Comments from Banner Survey

No respondents

Other (alumni, high school, guest, etc)

Comments from Paper Survey

1. I cannot say enough about the way I have been [treated] by everyone, staff, work studies and G.A.s There are a wonderful group of people.

2. Use internet, stacks, newspapers, often read on premises, note new purchases, use UNM, Albuquerque interlibrary loan through Santa Fe Public Library
3. The computers for community card holders do not work well
4. Need more Hispanic staff
5. Cecilia is an ornament to the [ILL]
6. We need access to the computers at all hours of operation. The FYE classes deprive us from utilizing the internet or computers for our papers.
7. Very nice staff

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 (118 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> ?	18	3	20	57	20
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	23	3	20	48	24
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	59	1	9	36	13
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	42	5	14	43	14
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	59	2	13	30	14
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	65	1	11	34	7
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	14	3	23	48	30
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> ?	35	0	29	42	12
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	40	2	19	44	13
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	56	0	14	39	9
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	38	2	16	43	19
IV Technology					
	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	8	2	11	49	48

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	16	0	15	50	37
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	11	1	16	54	36
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	8	1	21	61	27
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?	19	12	37	12	16
			15 to 20	20 to 25	25 to 30
			4	4	14

Graduate Students (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> ?	2	0	1	16	12
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	7	0	3	7	14
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	16	1	3	5	6
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	14	1	1	13	2
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	20	0	0	7	4
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	21	0	0	6	4
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	2	0	1	15	13
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> ?	8	0	9	13	1

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	9	2	6	12	2
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	17	0	5	8	1
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	4	4	3	13	7
IV Technology					
	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	1	0	4	9	17
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	1	0	2	15	13
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	2	0	4	15	10
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	2	1	2	17	9
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	4	8	6	2
			15 to 20	20 to 25	25 to 30
			6	0	3

Faculty (26 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	19	6
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	1	0	1	13	11
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	4	1	2	8	11
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	8	1	1	14	2
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	14	0	1	8	3

6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	18	0	0	6	2
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	1	0	0	15	10

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> ?	3	2	9	11	1
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	5	3	4	12	2
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	13	0	4	8	1
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	4	2	6	14	0

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	4	0	1	11	10
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	9	0	1	7	9
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	1	0	2	14	9
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	3	1	0	14	8

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	1	11	5	5
			15 to 20	20 to 25	25 to 30
			0	0	1

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

3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	2	0	2	1	1
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	4	0	2	0	0
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	4	0	2	0	0
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	4	0	2	0	0
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	1	4	1

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> ?	1	0	1	4	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	1	0	1	3	1
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	3	0	1	2	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	4	0	1	0	1

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	2	0	1	1	2
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	2	0	1	2	1
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	2	0	1	1	2
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	2	0	1	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?	4	2	0	0	0
			15 to 20	20 to 25	25 to 30
			0	0	0

Members of the Community (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	3	1
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	0	0	0	3	1
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	3	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	3	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> ?	3	0	0	0	1
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	0	0	0	1	3
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> ?	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> ?	3	0	0	1	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	3	0	0	1	0
IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	1	0	1	2	0

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	2	1
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	1	1	0	2	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	2	0	0
		15 to 20	20 to 25	25 to 30	
		0	0	2	

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> ?	2	0	0	0	4
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	2	0	0	0	4
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	2	0	1	0	3
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	2	0	2	0	2
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	2	0	1	0	3
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	3	0	1	0	2
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	1	0	0	0	5
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> ?	1	0	0	2	3

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	1	0	0	1	4
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	3	0	0	1	2
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	2	0	0	1	3
IV Technology					
	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	0	1	1	1	3
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	1	1	0	2	2
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	0	2	4
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	3	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?	1	0	1	0	1
			15 to 20	20 to 25	25 to 30
			1	0	2

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 (155 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> ?	38	4	18	66	29
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk</u> ?	37	2	17	63	36
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office</u> ?	74	2	12	40	27
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section</u> ?	70	0	15	47	23
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section</u> ?	81	0	15	38	21
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	80	0	11	45	19
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	42	1	19	62	31
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> ?	59	2	19	49	26
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	64	1	21	49	20
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	74	0	18	47	16
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	63	1	23	45	23
IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	38	3	14	56	44

2. How would you evaluate <u>access to Donnelly Library resources from a computer lab?</u>	40	1	16	61	37
3. How would you evaluate <u>Donnelly Library's Web Site?</u>	37	3	14	60	41
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	35	2	23	66	29
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?	33	18	55	12	12
			15 to 20	20 to 25	25 to 30
			8	7	10

Graduate Students (71 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	1	4	23	20
2. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Reference Desk?</u>	30	2	3	18	18
3. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Interlibrary loan office?</u>	38	4	4	15	10
4. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Periodicals section?</u>	43	2	4	16	6
5. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Government Documents section?</u>	48	2	1	14	6
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections?</u>	50	2	1	12	6
7. Overall, how would you evaluate the service you receive from the staff at Donnelly Library?	23	1	2	26	19
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>	37	4	8	18	4

2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	42	1	4	17	7
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	43	1	5	17	5
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	26	2	3	29	11

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	18	1	4	27	21
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	25	1	3	23	19
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	16	0	7	34	14
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	21	1	8	32	9

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?	16	3	25	12	5
			15 to 20	20 to 25	25 to 30
			1	3	6

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	0	2
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	2
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> ?	0	0	0	0	3

6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	0	0	0	0	3
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	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate Donnelly Library's <u>general stacks collection</u> ?	0	0	1	2	0
2. How would you evaluate Donnelly Library's <u>periodicals collections</u> ?	0	1	1	1	0
3. How would you evaluate Donnelly Library's <u>special collections</u> ?	3	0	0	0	0
4. How would you evaluate Donnelly Library's <u>electronic periodicals</u> ?	1	0	0	2	0

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	0	0	0	3	0
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	0	3	0
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	0	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	1	1	1
			15 to 20	20 to 25	25 to 30
			0	0	0

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

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

IV Technology	Don't Know	Poor	Fair	Good	Excellent
1. How would you evaluate <u>access to the Internet</u> in Donnelly Library?	2	0	0	1	0
2. How would you evaluate <u>access to Donnelly Library resources from a computer lab</u> ?	2	1	0	0	0
3. How would you evaluate <u>Donnelly Library's Web Site</u> ?	0	0	3	0	0
4. Overall, how would you evaluate the <u>technology</u> at Donnelly Library?	0	0	1	2	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	2	0	0
			15 to 20	20 to 25	25 to 30
			0	0	1

Other (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	1	0	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> ?	0	0	0	0	1
6. How would you evaluate the service you receive from the staff at Donnelly Library's <u>Special Collections</u> ?	0	0	0	1	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	Don't Know	Poor	Fair	Good	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	Don't Know	Poor	Fair	Good	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	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	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	