

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
1.	I have read the procedure described above. I voluntarily agree to participate in the survey and I have received a copy of this description. Please print a copy of this consent information for your records.												
	Yes	100.0%	46	100.0%	25	100.0%	50	100.0%	62	100.0%	31	100.0%	214
	No	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
2.	In your current library position, where do you serve the library patrons? (Select all that apply to your job duties)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	39	11	37	25	25	6	163	
	Phone (voice)	76.9%	30	73.9%	17	66.7%	26	62.2%	23	72.0%	18	69.9%	114
	Online (virtual or chat reference; email reference)	61.5%	24	69.6%	16	48.7%	19	48.6%	18	68.0%	17	57.7%	94
	Reference of research desk	74.4%	29	21.7%	5	35.9%	14	48.6%	18	36.0%	9	46.0%	75
	Office consultations	51.3%	20	52.2%	12	33.3%	13	32.4%	12	28.0%	7	39.3%	64
	Classroom (bibliographic instruction)	43.6%	17	34.8%	8	23.1%	9	27.0%	10	20.0%	5	30.1%	49
	Information desk	64.1%	25	34.8%	8	7.7%	3	10.8%	4	28.0%	7	28.8%	47
	Circulation desk	46.2%	18	8.7%	2	20.5%	8	21.6%	8	28.0%	7	26.4%	43
	Other (please specify)	12.8%	5	8.7%	2	38.5%	15	24.3%	9	16.0%	4	21.5%	35
	Combined desk	7.7%	3	13.0%	3	28.2%	11	18.9%	7	4.0%	1	15.3%	25
	Phone (texting)	10.3%	4	13.0%	3	2.6%	1	16.2%	6	24.0%	6	12.3%	20
	Interlibrary Loan office or desk	15.4%	6	17.4%	4	10.3%	4	2.7%	1	8.0%	2	10.4%	17
	Course Reserves office or desk	10.3%	4	4.3%	1	12.8%	5	10.8%	4	0.0%	0	8.6%	14
	Technical support desk	2.6%	1	0.0%	0	7.7%	3	8.1%	3	0.0%	0	4.3%	7
3.	How do you serve the patrons? (Select up to 3 functions you most perform)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	39	11	36	26	25	6	162	
	Answer reference questions	79.5%	31	78.3%	18	51.3%	20	75.0%	27	64.0%	16	69.1%	112
	Directional assistance	74.4%	29	43.5%	10	51.3%	20	50.0%	18	36.0%	9	53.1%	86
	Help students with class assignments	43.6%	17	56.5%	13	38.5%	15	27.8%	10	24.0%	6	37.7%	61
	Consultations with undergraduates and graduate students	41.0%	16	47.8%	11	35.9%	14	38.9%	14	24.0%	6	37.7%	61
	Refer patron to other library services	41.0%	16	26.1%	6	43.6%	17	27.8%	10	28.0%	7	34.6%	56
	Assistance with copiers, scanners, or printers	43.6%	17	21.7%	5	20.5%	8	16.7%	6	24.0%	6	25.9%	42
	Check out or renew materials	46.2%	18	17.4%	4	15.4%	6	25.0%	9	20.0%	5	25.9%	42
	Course Reserves services	30.8%	12	17.4%	4	15.4%	6	11.1%	4	16.0%	4	18.5%	30

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Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
Check out a study or media room		30.8%	12	4.3%	1	10.3%	4	5.6%	2	20.0%	5	14.8%	24
Interlibrary Loan services		28.2%	11	17.4%	4	5.1%	2	2.8%	1	20.0%	5	14.2%	23
Other (please specify)		2.6%	1	4.3%	1	20.5%	8	22.2%	8	20.0%	5	14.2%	23
Computer (hardware and software) assistance		20.5%	8	8.7%	2	7.7%	3	19.4%	7	4.0%	1	13.0%	21
Check out laptop or other equipment		33.3%	13	0.0%	0	5.1%	2	0.0%	0	8.0%	2	10.5%	17
Check status of overdue fines or lost items		17.9%	7	0.0%	0	5.1%	2	5.6%	2	12.0%	3	8.6%	14
4.	Why do you think most students come into the library? (Select up to 3)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	39	11	36	26	25	6	162	
Comfortable, quiet place to study		59.0%	23	56.5%	13	82.1%	32	55.6%	20	52.0%	13	62.3%	101
Use a computer workstation for a class assignment		43.6%	17	56.5%	13	53.8%	21	58.3%	21	60.0%	15	53.7%	87
Collaborate with others on a project		51.3%	20	43.5%	10	43.6%	17	47.2%	17	48.0%	12	46.9%	76
Check out or renew books		17.9%	7	4.3%	1	28.2%	11	36.1%	13	24.0%	6	23.5%	38
Use a copier or scanner		20.5%	8	13.0%	3	15.4%	6	22.2%	8	20.0%	5	18.5%	30
Check my e-mail		5.1%	2	8.7%	2	7.7%	3	13.9%	5	16.0%	4	9.9%	16
Use course reserves		25.6%	10	21.7%	5	30.8%	12	25.0%	9	36.0%	9	27.8%	45
Get coffee/snacks and/or hang out with friends		28.2%	11	13.0%	3	7.7%	3	27.8%	10	8.0%	2	17.9%	29
Get a study or media room for my group		33.3%	13	43.5%	10	17.9%	7	16.7%	6	52.0%	13	30.2%	49
Use a computer workstations for personal/social activities (Facebook, Twitter, Web browsing, job searching, gaming, etc.)		41.0%	16	43.5%	10	28.2%	11	38.9%	14	32.0%	8	36.4%	59
Browse the collection		7.7%	3	4.3%	1	5.1%	2	11.1%	4	8.0%	2	7.4%	12
Watch a video/DVD		5.1%	2	4.3%	1	12.8%	5	5.6%	2	8.0%	2	7.4%	12
Check out a laptop or other equipment		5.1%	2	4.3%	1	12.8%	5	11.1%	4	24.0%	6	11.1%	18
Use interlibrary loan		2.6%	1	0.0%	0	2.6%	1	5.6%	2	4.0%	1	3.1%	5
Other (please specify)		2.6%	1	8.7%	2	5.1%	2	8.3%	3	12.0%	3	6.8%	11
Take a class or workshop on library resources		2.6%	1	0.0%	0	7.7%	3	8.3%	3	8.0%	2	5.6%	9
Consult with librarian about a class assignment or group project		12.8%	5	17.4%	4	23.1%	9	13.9%	5	8.0%	2	15.4%	25
Check on status of overdue fines or lost items		2.6%	1	0.0%	0	7.7%	3	5.6%	2	0.0%	0	3.7%	6
Consult with librarian about thesis or dissertation		5.1%	2	0.0%	0	5.1%	2	8.3%	3	4.0%	1	4.9%	8
5.	My library offers the following assistance (Select all that apply)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		38	8	23	2	39	11	35	27	25	6	160	

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
In-person service at public desks		100.0%	38	100.0%	23	97.4%	38	100.0%	35	100.0%	25	99.4%	159
Consultations with librarians/subject specialists		89.5%	34	100.0%	23	94.9%	37	94.3%	33	96.0%	24	94.4%	151
Email reference service		89.5%	34	100.0%	23	94.9%	37	94.3%	33	92.0%	23	93.8%	150
Phone reference service		89.5%	34	100.0%	23	89.7%	35	97.1%	34	92.0%	23	93.1%	149
Chat or IM services		86.8%	33	100.0%	23	87.2%	34	88.6%	31	96.0%	24	90.6%	145
Library Facebook site		81.6%	31	100.0%	23	87.2%	34	71.4%	25	72.0%	18	81.9%	131
Text messaging service		50.0%	19	82.6%	19	23.1%	9	85.7%	30	88.0%	22	61.9%	99
Library Twitter site		76.3%	29	34.8%	8	56.4%	22	60.0%	21	36.0%	9	55.6%	89
Library blogs		65.8%	25	56.5%	13	46.2%	18	22.9%	8	36.0%	9	45.6%	73
Individual librarian Facebook sites		34.2%	13	0.0%	0	23.1%	9	20.0%	7	8.0%	2	19.4%	31
Individual librarian blogs		26.3%	10	4.3%	1	10.3%	4	22.9%	8	16.0%	4	16.9%	27
Other (please specify)		13.2%	5	17.4%	4	5.1%	2	17.1%	6	8.0%	2	11.9%	19
Individual librarian Twitter sites		23.7%	9	0.0%	0	2.6%	1	14.3%	5	0.0%	0	9.4%	15
6.	When I perform Reference services I prefer the following: (Please rank in preference, 1 = most preferred to 9 = least preferred)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		36	10	22	3	27	23	33	29	22	9	140	
	<i>In-person service at public desks</i>												
	1	57.1%	20	40.9%	9	72.7%	16	56.7%	17	42.9%	9	50.7%	71
	2	20.0%	7	36.4%	8	9.1%	2	26.7%	8	4.8%	1	18.6%	26
	3	17.1%	6	9.1%	2	9.1%	2	0.0%	0	14.3%	3	9.3%	13
	4	0.0%	0	0.0%	0	4.5%	1	6.7%	2	9.5%	2	3.6%	5
	8	0.0%	0	4.5%	1	4.5%	1	3.3%	1	4.8%	1	2.9%	4
	6	2.9%	1	4.5%	1	0.0%	0	0.0%	0	9.5%	2	2.9%	4
	5	0.0%	0	0.0%	0	0.0%	0	3.3%	1	9.5%	2	2.1%	3
	9	2.9%	1	4.5%	1	0.0%	0	3.3%	1	0.0%	0	2.1%	3
	7	0.0%	0	0.0%	0	0.0%	0	0.0%	0	4.8%	1	0.7%	1
	<i>Office consultations</i>												
	2	37.5%	12	30.0%	6	52.6%	10	17.4%	4	38.9%	7	27.9%	39
	1	28.1%	9	50.0%	10	10.5%	2	30.4%	7	11.1%	2	21.4%	30
	3	21.9%	7	15.0%	3	5.3%	1	21.7%	5	11.1%	2	12.9%	18
	4	0.0%	0	0.0%	0	21.1%	4	8.7%	2	5.6%	1	5.0%	7
	9	3.1%	1	0.0%	0	5.3%	1	8.7%	2	11.1%	2	4.3%	6
	5	9.4%	3	0.0%	0	0.0%	0	4.3%	1	11.1%	2	4.3%	6

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Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
4		32.4%	11	25.0%	5	26.3%	5	30.0%	9	15.0%	3	23.6%	33
3		20.6%	7	35.0%	7	47.4%	9	13.3%	4	20.0%	4	22.1%	31
2		20.6%	7	10.0%	2	15.8%	3	26.7%	8	10.0%	2	15.7%	22
1		14.7%	5	10.0%	2	5.3%	1	16.7%	5	35.0%	7	14.3%	20
5		2.9%	1	15.0%	3	0.0%	0	10.0%	3	5.0%	1	5.7%	8
6		5.9%	2	5.0%	1	5.3%	1	0.0%	0	5.0%	1	3.6%	5
8		2.9%	1	0.0%	0	0.0%	0	0.0%	0	5.0%	1	1.4%	2
9		0.0%	0	0.0%	0	0.0%	0	0.0%	0	5.0%	1	0.7%	1
7		0.0%	0	0.0%	0	0.0%	0	3.3%	1	0.0%	0	0.7%	1
Facebook													
7		40.0%	10	50.0%	9	41.2%	7	14.3%	3	35.7%	5	24.3%	34
6		20.0%	5	38.9%	7	11.8%	2	19.0%	4	14.3%	2	14.3%	20
8		20.0%	5	5.6%	1	17.6%	3	28.6%	6	14.3%	2	12.1%	17
9		8.0%	2	0.0%	0	5.9%	1	23.8%	5	14.3%	2	7.1%	10
5		8.0%	2	0.0%	0	5.9%	1	9.5%	2	21.4%	3	5.7%	8
4		4.0%	1	5.6%	1	11.8%	2	0.0%	0	0.0%	0	2.9%	4
1		0.0%	0	0.0%	0	5.9%	1	4.8%	1	0.0%	0	1.4%	2
2		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
3		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Twitter													
9		20.0%	5	50.0%	8	41.2%	7	28.6%	6	35.7%	5	22.1%	31
8		28.0%	7	31.3%	5	29.4%	5	28.6%	6	28.6%	4	19.3%	27
7		28.0%	7	12.5%	2	11.8%	2	23.8%	5	14.3%	2	12.9%	18
6		8.0%	2	0.0%	0	11.8%	2	4.8%	1	21.4%	3	5.7%	8
5		8.0%	2	0.0%	0	0.0%	0	9.5%	2	0.0%	0	2.9%	4
4		8.0%	2	6.3%	1	0.0%	0	0.0%	0	0.0%	0	2.1%	3
3		0.0%	0	0.0%	0	5.9%	1	4.8%	1	0.0%	0	1.4%	2
1		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
2		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Blogs													
9		19.2%	5	21.1%	4	25.0%	4	23.1%	6	28.6%	4	16.4%	23
8		30.8%	8	26.3%	5	12.5%	2	17.4%	4	28.6%	4	16.4%	23
7		11.5%	3	26.3%	5	12.5%	2	21.7%	5	35.7%	5	14.3%	20
6		19.2%	5	5.3%	1	31.3%	5	13.0%	3	0.0%	0	10.0%	14

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Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
5		11.5%	3	15.8%	3	18.8%	3	8.7%	2	7.1%	1	8.6%	12
4		7.7%	2	0.0%	0	0.0%	0	8.7%	2	0.0%	0	2.9%	4
3		0.0%	0	5.3%	1	0.0%	0	0.0%	0	0.0%	0	0.7%	1
2		0.0%	0	0.0%	0	0.0%	0	4.3%	1	0.0%	0	0.7%	1
1		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
7.	When resources are scarce, what Reference Services do you think should be offered? (Please rank in preference, 1 = most preferred to 9 = least preferred)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		37	9	23	2	33	17	33	29	22	9	148	
	<i>In-person service at public desks</i>												
1		58.8%	20	69.6%	16	69.0%	20	65.5%	19	68.2%	15	60.8%	90
2		8.8%	3	8.7%	2	3.4%	1	20.7%	6	0.0%	0	8.1%	12
4		14.7%	5	0.0%	0	3.4%	1	3.4%	1	9.1%	2	6.1%	9
7		2.9%	1	8.7%	2	3.4%	1	3.4%	1	4.5%	1	4.1%	6
3		8.8%	3	4.3%	1	3.4%	1	3.4%	1	0.0%	0	4.1%	6
5		0.0%	0	4.3%	1	10.3%	3	0.0%	0	4.5%	1	3.4%	5
6		0.0%	0	0.0%	0	3.4%	1	0.0%	0	9.1%	2	2.0%	3
9		0.0%	0	0.0%	0	3.4%	1	3.4%	1	4.5%	1	2.0%	3
8		5.9%	2	4.3%	1	0.0%	0	0.0%	0	0.0%	0	2.0%	3
	<i>Office consultations</i>												
2		40.6%	13	47.8%	11	30.8%	8	36.7%	11	25.0%	4	31.8%	47
1		21.9%	7	21.7%	5	7.7%	2	10.0%	3	0.0%	0	11.5%	17
4		21.9%	7	13.0%	3	7.7%	2	10.0%	3	12.5%	2	11.5%	17
3		0.0%	0	8.7%	2	23.1%	6	20.0%	6	12.5%	2	10.8%	16
5		9.4%	3	0.0%	0	11.5%	3	10.0%	3	31.3%	5	9.5%	14
6		3.1%	1	4.3%	1	11.5%	3	3.3%	1	6.3%	1	4.7%	7
7		0.0%	0	0.0%	0	3.8%	1	3.3%	1	6.3%	1	2.0%	3
8		0.0%	0	0.0%	0	3.8%	1	3.3%	1	6.3%	1	2.0%	3
9		3.1%	1	4.3%	1	0.0%	0	3.3%	1	0.0%	0	2.0%	3
	<i>Chat/IM</i>												
5		32.3%	10	40.9%	9	8.0%	2	25.0%	7	11.8%	2	20.3%	30
4		19.4%	6	22.7%	5	20.0%	5	21.4%	6	29.4%	5	18.2%	27
3		12.9%	4	18.2%	4	28.0%	7	14.3%	4	11.8%	2	14.2%	21
1		9.7%	3	0.0%	0	24.0%	6	10.7%	3	17.6%	3	10.1%	15

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Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
9		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Facebook												
7		32.1%	9	55.0%	11	40.9%	9	50.0%	13	28.6%	4	31.1%	46
8		21.4%	6	10.0%	2	22.7%	5	23.1%	6	42.9%	6	16.9%	25
6		17.9%	5	25.0%	5	9.1%	2	0.0%	0	14.3%	2	9.5%	14
9		14.3%	4	0.0%	0	18.2%	4	15.4%	4	7.1%	1	8.8%	13
5		10.7%	3	5.0%	1	0.0%	0	7.7%	2	0.0%	0	4.1%	6
1		3.6%	1	0.0%	0	0.0%	0	3.8%	1	7.1%	1	2.0%	3
2		0.0%	0	5.0%	1	4.5%	1	0.0%	0	0.0%	0	1.4%	2
4		0.0%	0	0.0%	0	4.5%	1	0.0%	0	0.0%	0	0.7%	1
3		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Twitter												
8		28.6%	8	55.0%	11	27.3%	6	48.1%	13	20.0%	3	27.7%	41
9		25.0%	7	25.0%	5	40.9%	9	25.9%	7	46.7%	7	23.6%	35
7		32.1%	9	10.0%	2	9.1%	2	11.1%	3	20.0%	3	12.8%	19
6		10.7%	3	10.0%	2	13.6%	3	11.1%	3	0.0%	0	7.4%	11
2		0.0%	0	0.0%	0	4.5%	1	0.0%	0	6.7%	1	1.4%	2
5		3.6%	1	0.0%	0	0.0%	0	0.0%	0	6.7%	1	1.4%	2
3		0.0%	0	0.0%	0	4.5%	1	3.7%	1	0.0%	0	1.4%	2
1		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
4		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
	Blogs												
9		30.8%	8	40.0%	8	31.8%	7	46.2%	12	26.7%	4	26.4%	39
7		19.2%	5	15.0%	3	18.2%	4	23.1%	6	33.3%	5	15.5%	23
8		23.1%	6	20.0%	4	18.2%	4	11.5%	3	33.3%	5	14.9%	22
6		23.1%	6	15.0%	3	4.5%	1	7.7%	2	6.7%	1	8.8%	13
5		0.0%	0	10.0%	2	13.6%	3	7.7%	2	0.0%	0	4.7%	7
4		0.0%	0	0.0%	0	9.1%	2	0.0%	0	0.0%	0	1.4%	2
3		3.8%	1	0.0%	0	4.5%	1	0.0%	0	0.0%	0	1.4%	2
2		0.0%	0	0.0%	0	0.0%	0	3.8%	1	0.0%	0	0.7%	1
1		0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
8.	When you advise a patron on howto start their research, where do you begin most frequently?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	22	3	32	18	35	27	23	8	151	

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
Google		15.4%	6	13.6%	3	0.0%	0	8.6%	3	4.3%	1	8.6%	13
Wikipedia		5.1%	2	4.5%	1	0.0%	0	0.0%	0	8.7%	2	3.3%	5
At the library catalog		43.6%	17	22.7%	5	43.8%	14	25.7%	9	30.4%	7	34.4%	52
Google Scholar		10.3%	4	9.1%	2	6.3%	2	8.6%	3	26.1%	6	11.3%	17
At the library home page		76.9%	30	81.8%	18	59.4%	19	60.0%	21	56.5%	13	66.9%	101
Reference books or encyclopedia		7.7%	3	0.0%	0	3.1%	1	8.6%	3	0.0%	0	4.6%	7
Other (please specify)		10.3%	4	18.2%	4	18.8%	6	11.4%	4	39.1%	9	17.9%	27
Library subject guides		48.7%	19	68.2%	15	37.5%	12	71.4%	25	17.4%	4	49.7%	75
Online Library tutorials		0.0%	0	4.5%	1	3.1%	1	5.7%	2	0.0%	0	2.6%	4
Library FAQ		0.0%	0	0.0%	0	0.0%	0	0.0%	0	4.3%	1	0.7%	1
"How to get started" Web pages		2.6%	1	0.0%	0	6.3%	2	14.3%	5	0.0%	0	5.3%	8
Reference interview		56.4%	22	45.5%	10	56.3%	18	40.0%	14	26.1%	6	46.4%	70
Suggest an appointment with a subject specialist librarian		7.7%	3	4.5%	1	3.1%	1	17.1%	6	8.7%	2	8.6%	13
Give them a call number section to browse		0.0%	0	0.0%	0	3.1%	1	5.7%	2	13.0%	3	4.0%	6
9.	How do you think most patrons perceive library staff in your institution? (Select up to 3)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	36	14	36	26	23	8	157	
	Generally helpful	84.6%	33	82.6%	19	88.9%	32	63.9%	23	87.0%	20	80.9%	127
	Helpful for research problems	53.8%	21	39.1%	9	44.4%	16	52.8%	19	17.4%	4	43.9%	69
	Advisor/consultant	17.9%	7	26.1%	6	19.4%	7	2.8%	1	4.3%	1	14.0%	22
	Helpful for technical problems	17.9%	7	30.4%	7	11.1%	4	25.0%	9	13.0%	3	19.1%	30
	Content provider - getting them what they need or want	41.0%	16	34.8%	8	27.8%	10	44.4%	16	47.8%	11	38.9%	61
	Instructor - showing them how to find what they need or want	35.9%	14	21.7%	5	25.0%	9	13.9%	5	21.7%	5	24.2%	38
	Rule enforcer/monitor	2.6%	1	0.0%	0	16.7%	6	16.7%	6	13.0%	3	10.2%	16
	Other (please specify)	5.1%	2	0.0%	0	11.1%	4	8.3%	3	4.3%	1	6.4%	10
	Irrelevant - patrons feel they can find all they need online	17.9%	7	21.7%	5	16.7%	6	33.3%	12	8.7%	2	20.4%	32
	Internet/technology expert	5.1%	2	4.3%	1	8.3%	3	5.6%	2	8.7%	2	6.4%	10

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
10.	Too much information	10.3%	4	4.3%	1	8.3%	3	5.6%	2	17.4%	4	8.9%	14
Please describe your present facility:		# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	36	14	36	26	24	7	158	
<i>Are service desks well located?</i>													
	Yes	69.2%	27	87.0%	20	91.7%	33	68.6%	24	83.3%	20	78.5%	124
	No	30.8%	12	13.0%	3	8.3%	3	31.4%	11	16.7%	4	20.9%	33
<i>Is there adequate furniture?</i>													
	Yes	66.7%	26	65.2%	15	72.2%	26	34.3%	12	91.3%	21	63.3%	100
	No	33.3%	13	34.8%	8	27.8%	10	65.7%	23	8.7%	2	35.4%	56
<i>Is there adequate space?</i>													
	Yes	61.5%	24	26.1%	6	91.7%	33	21.2%	7	58.3%	14	53.2%	84
	No	38.5%	15	73.9%	17	8.3%	3	78.8%	26	41.7%	10	44.9%	71
<i>Is there adequate space for collaborative/group study?</i>													
	Yes	51.3%	20	39.1%	9	83.3%	30	51.4%	18	65.2%	15	58.2%	92
	No	48.7%	19	60.9%	14	16.7%	6	48.6%	17	34.8%	8	40.5%	64
<i>Is there adequate space for individual study?</i>													
	Yes	41.0%	16	47.8%	11	72.2%	26	33.3%	12	69.6%	16	51.3%	81
	No	59.0%	23	52.2%	12	27.8%	10	66.7%	24	30.4%	7	48.1%	76
<i>Is there adequate equipment?</i>													
	No	56.4%	22	43.5%	10	30.6%	11	77.1%	27	43.5%	10	50.6%	80
	Yes	43.6%	17	56.5%	13	69.4%	25	22.9%	8	56.5%	13	48.1%	76
<i>Is the library adequately staffed?</i>													
	No	51.4%	19	34.8%	8	86.1%	31	52.9%	18	30.4%	7	52.5%	83
	Yes	48.6%	18	65.2%	15	13.9%	5	47.1%	16	69.6%	16	44.3%	70
<i>Is the library safe and secure?</i>													
	Yes	81.6%	31	95.7%	22	72.2%	26	84.8%	28	91.3%	21	81.0%	128
	No	18.4%	7	4.5%	1	27.8%	10	15.2%	5	8.7%	2	15.8%	25
<i>Is the library clean and inviting?</i>													
	Yes	59.5%	22	95.7%	22	88.9%	32	27.3%	9	87.0%	20	66.5%	105
	No	40.5%	15	4.3%	1	11.1%	4	72.7%	24	13.0%	3	29.7%	47
11.	Has your library undergone a large renovation or added/remodeled space (i.e. Information Commons) in the past 5 years?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	36	14	34	28	24	7	156	

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
12.	Yes	71.8%	28	100.0%	23	100.0%	36	70.6%	24	100.0%	24	86.5%	135
	No	17.9%	7	0.0%	0	0.0%	0	20.6%	7	0.0%	0	9.0%	14
	I don't know	10.3%	4	0.0%	0	0.0%	0	8.8%	3	0.0%	0	4.5%	7
	Is your library a new building and was it built in the past 5 years?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
	39	7	23	2	35	15	34	28	24	7	155		
13.	No	66.7%	26	100.0%	23	40.0%	14	100.0%	34	91.7%	22	76.8%	119
	Yes	20.5%	8	0.0%	0	60.0%	21	0.0%	0	4.2%	1	19.4%	30
	I don't know	12.8%	5	0.0%	0	0.0%	0	0.0%	0	4.2%	1	3.9%	6
	Please rate the following building features in your library:	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	36	14	35	27	25	6	158	
	General layout/building design												
Satisfactory	41.0%	16	56.5%	13	38.9%	14	40.0%	14	40.0%	10	42.4%	67	
Below Average	30.8%	12	30.4%	7	19.4%	7	34.3%	12	4.0%	1	24.7%	39	
Above Average	7.7%	3	4.3%	1	19.4%	7	8.6%	3	36.0%	9	14.6%	23	
Poor	17.9%	7	4.3%	1	13.9%	5	17.1%	6	4.0%	1	12.7%	20	
Excellent	2.6%	1	4.3%	1	8.3%	3	0.0%	0	16.0%	4	5.7%	9	
Lighting													
Satisfactory	56.4%	22	56.5%	13	31.4%	11	57.1%	20	33.3%	8	46.8%	74	
Above Average	23.1%	9	34.8%	8	42.9%	15	5.7%	2	33.3%	8	26.6%	42	
Below Average	15.4%	6	4.3%	1	20.0%	7	20.0%	7	12.5%	3	15.2%	24	
Excellent	2.6%	1	4.3%	1	5.7%	2	0.0%	0	16.7%	4	5.1%	8	
Poor	2.6%	1	0.0%	0	0.0%	0	17.1%	6	4.2%	1	5.1%	8	
Materials (floors, paint, etc.)													
Satisfactory	66.7%	26	56.5%	13	33.3%	12	41.2%	14	33.3%	8	46.2%	73	
Above Average	20.5%	8	26.1%	6	30.6%	11	5.9%	2	54.2%	13	25.3%	40	
Below Average	10.3%	4	4.3%	1	19.4%	7	32.4%	11	0.0%	0	14.6%	23	
Excellent	0.0%	0	13.0%	3	11.1%	4	0.0%	0	12.5%	3	6.3%	10	
Poor	2.6%	1	0.0%	0	5.6%	2	20.6%	7	0.0%	0	6.3%	10	
Overall environment													
Satisfactory	56.4%	22	34.8%	8	38.9%	14	39.4%	13	16.7%	4	38.6%	61	
Above Average	33.3%	13	47.8%	11	30.6%	11	9.1%	3	70.8%	17	34.8%	55	
Below Average	7.7%	3	4.3%	1	5.6%	2	36.4%	12	0.0%	0	11.4%	18	
Excellent	2.6%	1	13.0%	3	25.0%	9	0.0%	0	12.5%	3	10.1%	16	

Staff Survey	A		B		C		D		E		Totals	
Survey Questions	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
Poor	0.0%	0	0.0%	0	0.0%	0	15.2%	5	0.0%	0	3.2%	5
Book/Bound Serials stacks												
Satisfactory	52.6%	20	65.2%	15	47.1%	16	66.7%	22	21.7%	5	49.4%	78
Above Average	31.6%	12	4.3%	1	29.4%	10	12.1%	4	60.9%	14	25.9%	41
Below Average	0.0%	0	21.7%	5	8.8%	3	18.2%	6	8.7%	2	10.1%	16
Excellent	13.2%	5	4.3%	1	14.7%	5	0.0%	0	8.7%	2	8.2%	13
Poor	2.6%	1	4.3%	1	0.0%	0	3.0%	1	0.0%	0	1.9%	3
Information Commons												
Satisfactory	47.2%	17	26.1%	6	19.4%	7	54.8%	17	25.0%	6	33.5%	53
Above Average	36.1%	13	47.8%	11	36.1%	13	12.9%	4	33.3%	8	31.0%	49
Excellent	8.3%	3	26.1%	6	41.7%	15	3.2%	1	41.7%	10	22.2%	35
Below Average	8.3%	3	0.0%	0	0.0%	0	29.0%	9	0.0%	0	7.6%	12
Poor	0.0%	0	0.0%	0	2.8%	1	0.0%	0	0.0%	0	0.6%	1
Study Space												
Satisfactory	33.3%	13	43.5%	10	33.3%	12	29.4%	10	30.4%	7	32.9%	52
Above Average	23.1%	9	13.0%	3	30.6%	11	8.8%	3	47.8%	11	23.4%	37
Below Average	35.9%	14	17.4%	4	0.0%	0	52.9%	18	4.3%	1	23.4%	37
Excellent	2.6%	1	13.0%	3	36.1%	13	0.0%	0	17.4%	4	13.3%	21
Poor	5.1%	2	13.0%	3	0.0%	0	8.8%	3	0.0%	0	5.1%	8
Circulations/Info Desks												
Satisfactory	60.5%	23	43.5%	10	36.1%	13	62.9%	22	25.0%	6	46.8%	74
Above Average	23.7%	9	34.8%	8	36.1%	13	17.1%	6	54.2%	13	31.0%	49
Excellent	5.3%	2	8.7%	2	19.4%	7	2.9%	1	20.8%	5	10.8%	17
Below Average	5.3%	2	13.0%	3	8.3%	3	17.1%	6	0.0%	0	8.9%	14
Poor	5.3%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1.3%	2
Reference Desk												
Satisfactory	52.6%	20	43.5%	10	26.5%	9	51.5%	17	29.2%	7	39.9%	63
Above Average	23.7%	9	34.8%	8	26.5%	9	6.1%	2	45.8%	11	24.7%	39
Below Average	13.2%	5	8.7%	2	26.5%	9	33.3%	11	4.2%	1	17.7%	28
Excellent	5.3%	2	13.0%	3	20.6%	7	3.0%	1	20.8%	5	11.4%	18
Poor	5.3%	2	0.0%	0	0.0%	0	6.1%	2	0.0%	0	2.5%	4
Staff Offices												
Satisfactory	45.9%	17	60.9%	14	38.9%	14	34.3%	12	58.3%	14	44.9%	71
Below Average	18.9%	7	30.4%	7	11.1%	4	42.9%	15	16.7%	4	23.4%	37

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
	Above Average	18.9%	7	4.3%	1	25.0%	9	5.7%	2	25.0%	6	15.8%	25
	Poor	0.0%	0	4.3%	1	11.1%	4	17.1%	6	0.0%	0	7.0%	11
	Excellent	16.2%	6	0.0%	0	13.9%	5	0.0%	0	0.0%	0	7.0%	11
	Staff Meeting Rooms												
	Satisfactory	47.4%	18	60.9%	14	44.4%	16	54.5%	18	58.3%	14	50.6%	80
	Above Average	21.1%	8	8.7%	2	22.2%	8	12.1%	4	33.3%	8	19.0%	30
	Below Average	18.4%	7	21.7%	5	19.4%	7	18.2%	6	0.0%	0	15.8%	25
	Excellent	13.2%	5	4.3%	1	13.9%	5	0.0%	0	4.2%	1	7.6%	12
	Poor	0.0%	0	4.3%	1	0.0%	0	15.2%	5	4.2%	1	4.4%	7
	Elevators												
	Satisfactory	30.8%	12	65.2%	15	60.0%	21	34.3%	12	25.0%	6	41.8%	66
	Above Average	5.1%	2	4.3%	1	20.0%	7	45.7%	16	25.0%	6	20.3%	32
	Below Average	41.0%	16	13.0%	3	8.6%	3	0.0%	0	37.5%	9	19.6%	31
	Poor	23.1%	9	17.4%	4	0.0%	0	8.6%	3	8.3%	2	11.4%	18
	Excellent	0.0%	0	0.0%	0	11.4%	4	11.4%	4	4.2%	1	5.7%	9
	Work areas/Office layout												
	Satisfactory	52.8%	19	60.9%	14	36.1%	13	47.1%	16	50.0%	12	46.8%	74
	Below Average	19.4%	7	34.8%	8	38.9%	14	29.4%	10	12.5%	3	26.6%	42
	Above Average	22.2%	8	0.0%	0	16.7%	6	0.0%	0	29.2%	7	13.3%	21
	Poor	2.8%	1	4.3%	1	2.8%	1	23.5%	8	8.3%	2	8.2%	13
14.	Excellent	2.8%	1	0.0%	0	5.6%	2	0.0%	0	0.0%	0	1.9%	3
	What is your position?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	23	2	24	26	35	27	25	6	146	
	Permanent staff	48.7%	19	43.5%	10	52.9%	18	54.3%	19	32.0%	8	50.7%	74
	Librarian	48.7%	19	52.2%	12	32.4%	11	40.0%	14	36.0%	9	44.5%	65
	Administrative	0.0%	0	4.3%	1	14.7%	5	5.7%	2	4.0%	1	6.2%	9
	Student employee	0.0%	0	0.0%	0	0.0%	0	0.0%	0	20.0%	5	3.4%	5
15.	Temporary staff	2.6%	1	0.0%	0	0.0%	0	0.0%	0	8.0%	2	2.1%	3
	How many years have you been in your present position?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		39	7	22	3	34	16	35	27	25	6	155	
	3-5 years	15.4%	6	31.8%	7	32.4%	11	34.3%	12	28.0%	7	27.7%	43

Staff Survey		A		B		C		D		E		Totals	
Survey Questions		Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Response Percent	Response Count	Total Percentage	Total Responses
16.	0-2 years	30.8%	12	31.8%	7	8.8%	3	22.9%	8	36.0%	9	25.2%	39
	6-10 years	10.3%	4	27.3%	6	23.5%	8	11.4%	4	16.0%	4	16.8%	26
	11-20 years	20.5%	8	4.5%	1	20.6%	7	20.0%	7	8.0%	2	16.1%	25
	21 or more years	23.1%	9	4.5%	1	14.7%	5	11.4%	4	12.0%	3	14.2%	22
	How many years have you been in the library profession?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
	39	7	23	2	32	18	35	27	25	6	154		
17.	11-20 years	25.6%	10	30.4%	7	34.4%	11	31.4%	11	12.0%	3	27.3%	42
	21 or more years	35.9%	14	4.3%	1	37.5%	12	17.1%	6	20.0%	5	24.7%	38
	6-10 years	17.9%	7	39.1%	9	9.4%	3	22.9%	8	28.0%	7	22.1%	34
	3-5 years	15.4%	6	17.4%	4	15.6%	5	20.0%	7	20.0%	5	17.5%	27
	0-2 years	5.1%	2	8.7%	2	3.1%	1	8.6%	3	20.0%	5	8.4%	13
	Does your library conduct usability testing?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		38	8	23	2	35	15	34	28	25	6	155	
18.	I don't know	47.4%	18	73.9%	17	51.4%	18	35.3%	12	36.0%	9	47.7%	74
	Yes	28.9%	11	26.1%	6	37.1%	13	58.8%	20	60.0%	15	41.9%	65
	No	23.7%	9	0.0%	0	11.4%	4	5.9%	2	4.0%	1	10.3%	16
	Does your library conduct user surveys?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		38	8	23	2	36	14	36	26	25	6	158	
19.	Yes	50.0%	19	69.6%	16	80.6%	29	77.8%	28	84.0%	21	71.5%	113
	I don't know	34.2%	13	30.4%	7	16.7%	6	16.7%	6	16.0%	4	22.8%	36
	No	15.8%	6	0.0%	0	2.8%	1	5.6%	2	0.0%	0	5.7%	9
	Does your library conduct focus group discussions and interviews with users?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		38	8	23	2	36	14	36	26	25	6	158	
	I don't know	39.5%	15	65.2%	15	33.3%	12	8.3%	3	32.0%	8	41.1%	65
	Yes	28.9%	11	26.1%	6	55.6%	20	50.0%	18	60.0%	15	34.8%	55
	No	31.6%	12	8.7%	2	11.1%	4	41.7%	15	8.0%	2	22.2%	35