

**User Survey**

<b>Survey Questions</b>		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>TOTALS</b>
2.	<b>Why do you usually come into the library (Select up to 3)</b>						
	Printing			18		6	18
	Ambience	2		6		1	8
	Student employee	3		3			6
	Resting			5			5
	Using specific collection			4			4
	Convenient location			3		1	3
	Tutoring			3			3
	Quiet study	1		1			2
	Studying			2			2
	Circulation services	1				1	1
	Dual monitor computers	1					1
	Group study			1		1	1
	Individual study			1			1
	Instructor working with students				1		1
	Library employee				1	1	1
	Like to study	1					1
	Meetings			1		1	1
	Resources	1					1
	Using media technology			1		1	1
	Doesn't understand question					1	0
	Instruction					1	0
5.	<b>What services or resources do you use from outside the library? (Select all that apply)</b>						
	Databases	1		14		1	15
	Reserve room	3		8			11
	Catalogs	1		3			4
	Website			2			2
	Circulation services			1			1
	Discovery system (New)	1					1
	eJournals	1				1	1

Survey Questions		A	B	C	D	E	TOTALS
	Library tools			1			1
	Socialize			1			1
	Didn't know					1	0
6.	<b>Why don't you use library services or resources from outside the library?</b>						
	No need	1		14		1	15
	Prefers library facility			2			2
	Can't access e-resources			1			1
	Confusing web site			1			1
	Didn't know	1					1
	Doesn't understand question			1		2	1
	No computer			1			1
7.	<b>When you have a paper to write, how do you start your research? (Select up to 3 starting points)</b>						
	Databases	3		26	4	8	33
	Course materials			4		1	4
	eJournal			3		1	3
	Amazon			2			2
	Catalogs			2			2
	Doesn't understand question			1	1		2
	Faculty			2			2
	Google	1		1			2
	Internet searches			2			2
	Bibliography			1			1
	Outline	1					1
	Tumblr tags	1					1
	Tutoring			1			1
	Website			1			1

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8.	When you come to the library, do you ever ask library staff for help with your research, for a class assignment, etc.? (Comments relate to "Never" response.)						
	No need	41	14	193	12	21	281
	Didn't know	9	6	90	2	12	119
	Self-starter	5	8	22	3	11	49
	Not helpful	3		19		2	24
	Not confident librarian can help	2		13			15
	Afraid to ask			9			9
	Ask instructors	1		8			9
	Consult librarian as needed			7	2		9
	Ask classmates			6		1	7
	Librarian lacks subject knowledge			4	1	2	7
	Plan to use in future			5	1	1	7
	Ask others			5			5
	Course materials			5			5
	Databases			5			5
	Catalogs	3		1			4
	Don't trust knowledge of librarian					4	4
	Inconvenient	1	1		1	1	4
	Don't go to library			3			3
	Google	1				2	3
	Online resources			3			3
	Only ask for directional help	3					3
	Ask tutor			2			2
	Don't do research				2		2
	Don't know what librarians do					2	2
	Has had library instruction			2			2
	Librarian unapproachable		1			1	2
	Advise students to seek librarian help				1		1
	Don't use library			1			1
	No opportunity		1				1
	Rude	1					1

Survey Questions		A	B	C	D	E	TOTALS
	Student employee	1					1
	Using media technology	1					1
9.	<b>When you have a library reference or service question, how do you prefer to contact the library? (Select up to 3 preferences)</b>						
	Don't go to library	1		1			2
	Didn't know			1			1
	Doesn't understand question			1			1
	No need		1				1
	Only phone and in-person		1				1
	Website	1					1
10.	<b>In general, how do you perceive library staff (Select up to 3)</b>						
	Not helpful	1	1	10	1	6	13
	Rude	1	1	6		1	8
	Not confident librarian can help	4					4
	Busy			3		2	3
	Helpful		1	2		3	3
	Noisy			1	1	1	2
	Not approachable			2			2
	Circulation services			1			1
	Didn't know			1			1
	No need	1					1
	Not knowledgeable		1				1
	Rule enforcer				1		1
	Understaffed			1			1
	<b>What do you think of the present library facility?</b>						
	Computers/computer workstations – not enough	13	14	52	2	17	98
	Individual study space / carrels – insufficient	11	1	30	5	7	54
	Crowded during finals/peak times		1	27	4	10	42
	Outlets – insufficient	2		26	11		39
	Space overall (in library as a whole) – insufficient	8	1	16	2	12	39

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Group study rooms – not enough	7	1	25		3	36
Crowded / too busy	4	4	18	3	6	35
Group study space – insufficient	4	4	19	1	4	32
Tables – need more	2		14	2	6	24
Furniture – not enough	6	1	12		4	23
Quiet space – insufficient	2	2	6	8	3	21
Seating (overall) – insufficient	5	1	6		6	18
Seating – uncomfortable/need more comfy options		1	16			17
Not clean	3	2	7	2	1	15
Layout/design of library – poor			13	1		14
Noisy		1	3	7	3	14
Bathroom problems	3	1	3		3	10
Group study rooms – bad policy	1		8		1	10
Not secure			5	2	3	10
Staffing – insufficient	1		5	2	1	9
Outlets – poorly located			6	1	1	8
Service desks poorly located	1		5	1	1	8
Furniture - uncomfortable	2		1	3	1	7
Laptops – not enough	1	1	2		2	6
Library hours insufficient			4	1	1	6
Staffing – need more professionals/librarians			6			6
Visitor policy unsatisfactory			6			6
Ambience - poor			3	2		5
Furniture – inappropriate/bad design		1	2	1	1	5
Library overall is good/much better than most			5			5
Lighting issues			4	1		5
Printers – not enough		1	1	1	2	5
Quiet areas not enforced		1	1	3		5
Computers – pc’s vs. Apple			4			4
Equipment – insufficient	1		1		2	4
Graffiti			4			4
Scanners – need more	1		1	1	1	4
Staff - rude	2		1		1	4

Survey Questions	A	B	C	D	E	TOTALS
Staff not helpful	2		2			4
Books/book shelves – take up too much space			3			3
Computer software - inadequate			2		1	3
Computers – slow	1		2			3
Furniture – deteriorating/damaged			1	2		3
Location of library – not convenient			2	1		3
Navigation problems (including can't find books)			3			3
Quiet space – too much			3			3
Supplies (staplers, pens, etc.) needed	1		2			3
Temperature problems			3			3
White boards – need more					3	3
Bicycle parking inadequate			2			2
Collections inadequate			2			2
Computers – policies			2			2
Group study rooms reservation - insufficient					2	2
Rest/sleep areas needed	1		1			2
Trash cans/Recycle bins – not enough			2			2
Wasted space			2			2
Ambience – good					1	1
Computers – too much security			1			1
Computers/computer workstations – not enough in quiet areas			1			1
Do not study there			1			1
Equipment – old/outdated			1			1
Group study rooms – not clean					1	1
Parking (cars) inadequate			1			1
Seating – need more with attached trays	1					1
Secure	1					1
Service desks – not well equipped			1			1
Staff does a great job	1					1
Staffing - too much					1	1
Too quiet			1			1
Books/book shelves – too crowded						0
Clean/library looks good						0

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Equipment for disabled - insufficient						0
Layout/design of library - good						0
Overflow goes to other libraries						0
Service desks – not enough						0
Video equipment / TV's – need more						0