

User 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%	140	100.0%	121	99.6%	739	98.1%	53	96.8%	151	98.9%	1204
	No	0.0%	0	0.0%	0	0.4%	3	1.9%	1	3.2%	5	1.1%	9
2.	Why do you usually 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	
		136	4	120	2	700	42	47	7	145	12	1148	
	Comfortable, quiet place to study	85.3%	116	80.0%	96	85.9%	601	85.1%	40	77.1%	111	84.0%	964
	Use a computer workstation for a class assignment	39.0%	53	56.7%	68	41.6%	291	23.4%	11	66.7%	96	45.2%	519
	Collaborate with others on a project	51.5%	70	41.7%	50	37.1%	260	44.7%	21	54.9%	79	41.8%	480
	Check out or renew books	33.8%	46	35.8%	43	41.1%	288	40.4%	19	31.3%	45	38.4%	441
	Use a copier or scanner	14.7%	20	50.0%	60	21.4%	150	25.5%	12	38.2%	55	25.9%	297
	Check my e-mail	20.6%	28	40.0%	48	23.0%	161	12.8%	6	34.0%	49	25.4%	292
	Use course reserves	13.2%	18	15.0%	18	28.6%	200	10.6%	5	23.6%	34	24.0%	275
	Get coffee/snacks and/or hang out with friends	23.5%	32	22.5%	27	22.3%	156	23.4%	11	23.6%	34	22.6%	260
	Get a study or media room for my group	23.5%	32	25.0%	30	24.3%	170	8.5%	4	16.7%	24	22.6%	260
	Use a computer workstations for personal/social activities (Facebook, Twitter, Web browsing, job searching, gaming, etc.)	11.8%	16	34.2%	41	15.1%	106	4.3%	2	16.7%	24	16.5%	189
	Browse the collection	11.8%	16	14.2%	17	17.4%	122	12.8%	6	16.0%	23	16.0%	184
	Watch a video/DVD	4.4%	6	8.3%	10	17.1%	120	4.3%	2	4.2%	6	12.5%	144
	Check out a laptop or other equipment	6.6%	9	17.5%	21	7.9%	55	4.3%	2	19.4%	28	10.0%	115
	Use interlibrary loan	6.6%	9	5.0%	6	8.9%	62	10.6%	5	13.9%	20	8.9%	102
	Other (please specify)	6.6%	9	5.8%	7	7.6%	53	4.3%	2	9.7%	14	7.4%	85
	Take a class or workshop on library resources	3.7%	5	5.0%	6	3.7%	26	4.3%	2	8.3%	12	4.4%	51
	Consult with a librarian about a class assignment or group project	2.9%	4	6.7%	8	3.6%	25	4.3%	2	4.2%	6	3.9%	45
	Check on status of overdue fines or lost items	0.7%	1	5.0%	6	4.7%	33	2.1%	1	2.1%	3	3.8%	44
	Consult with a librarian about my thesis or dissertation	2.2%	3	2.5%	3	2.1%	15	0.0%	0	4.2%	6	2.4%	27
	I don't come to the library	0.0%	0	0.8%	1	2.6%	18	2.1%	1	0.0%	0	1.7%	20
3.	Do you ever use library services or resources from outside the library?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	

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		136	4	120	2	700	42	48	6	146	11	1150	
Yes		75.0%	102	68.3%	82	69.6%	487	79.2%	38	73.1%	106	70.9%	815
No		25.0%	34	31.7%	38	30.4%	213	20.8%	10	26.9%	39	29.0%	334
4.	When not in the library, how do you access services or resources? (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	
		101	39	81	41	476	266	36	18	104	53	798	
From laptop, tablet (iPad), netbook		75.2%	76	75.3%	61	77.9%	371	66.7%	24	74.8%	77	76.3%	609
From home/dorm computer		59.4%	60	69.1%	56	62.2%	296	61.1%	22	61.2%	63	62.3%	497
From phone		15.8%	16	23.5%	19	13.0%	62	27.8%	10	11.7%	12	14.9%	119
5.	What services or resources do you use from outside the library? (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	
		97	43	76	46	478	264	34	20	98	59	783	
Library databases		70.1%	68	60.5%	46	71.1%	340	91.2%	31	69.1%	67	70.5%	552
Library on-line catalog		36.1%	35	28.9%	22	47.5%	227	52.9%	18	41.2%	40	43.7%	342
Course reserves		41.2%	40	21.1%	16	37.2%	178	26.5%	9	33.0%	32	35.1%	275
Library online circulation services (renewals, holds, etc.)		28.9%	28	14.5%	11	30.8%	147	26.5%	9	33.0%	32	29.0%	227
Interlibrary loan requests		21.6%	21	19.7%	15	20.7%	99	44.1%	15	35.1%	34	23.5%	184
Chat / IM / Ask a Librarian service		8.2%	8	18.4%	14	13.8%	66	2.9%	1	24.7%	24	14.4%	113
Library "how to get started" Web pages		2.1%	2	10.5%	8	8.2%	39	8.8%	3	4.1%	4	7.2%	56
Phone calls to the reference or circulation desk		2.1%	2	17.1%	13	7.3%	35	0.0%	0	6.2%	6	7.2%	56
Other (please specify)		6.2%	6	1.3%	1	6.1%	29	0.0%	0	4.1%	4	5.1%	40
Delivery from storage or closed stacks		5.2%	5	2.6%	2	2.5%	12	5.9%	2	5.2%	5	3.3%	26
Library or librarian Facebook site		1.0%	1	7.9%	6	2.3%	11	0.0%	0	4.1%	4	2.8%	22
Text message to a librarian		1.0%	1	3.9%	3	0.8%	4	2.9%	1	4.1%	4	1.7%	13
Phone calls to specific librarian (someone you know or have worked with before)		1.0%	1	7.9%	6	1.0%	5	0.0%	0	0.0%	0	1.5%	12
Library or librarian blog		2.1%	2	2.6%	2	1.0%	5	0.0%	0	1.0%	1	1.3%	10
Library or librarian Twitter site		0.0%	0	1.3%	1	0.4%	2	0.0%	0	1.0%	1	0.5%	4
6.	Why don't you use library services or resources from outside the library?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		34	106	38	84	210	532	9	45	39	118	330	
I prefer to go to the library		64.7%	22	81.6%	31	63.3%	133	88.9%	8	66.7%	26	66.7%	220
I have never figured out how to get to e-books, e-journals or library services from home		14.7%	5	10.5%	4	23.3%	49	11.1%	1	17.9%	7	20.0%	66
Other (please specify)		5.9%	2	5.3%	2	9.0%	19	0.0%	0	10.3%	4	8.2%	27

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	I can't find what I need on the library Web pages	11.8%	4	0.0%	0	2.9%	6	0.0%	0	5.1%	2	3.6%	12
	I don't know what number to call when I have a question	2.9%	1	2.6%	1	1.4%	3	0.0%	0	0.0%	0	1.5%	5
7.	When you have a paper to write, how do you start your research? (Select up to 3 starting points)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		128	12	118	4	654	88	39	15	135	22	1074	
	Google	71.1%	91	84.7%	100	63.1%	413	64.1%	25	62.7%	84	66.4%	713
	Wikipedia	38.3%	49	38.1%	45	33.5%	219	30.8%	12	40.3%	54	35.3%	379
	At the library catalog	30.5%	39	29.7%	35	29.1%	190	48.7%	19	40.3%	54	31.4%	337
	I ask my instructor or use course materials	29.7%	38	28.0%	33	32.1%	210	30.8%	12	26.1%	35	30.5%	328
	Google Scholar	32.0%	41	26.3%	31	24.3%	159	35.9%	14	41.8%	56	28.0%	301
	At the library home page	11.7%	15	29.7%	35	15.9%	104	41.0%	16	25.4%	34	19.0%	204
	I ask my classmates	9.4%	12	22.0%	26	11.9%	78	12.8%	5	14.9%	20	13.1%	141
	Reference books or encyclopedias	16.4%	21	9.3%	11	13.5%	88	12.8%	5	9.7%	13	12.8%	138
	I ask a librarian for help	3.1%	4	13.6%	16	6.3%	41	7.7%	3	3.7%	5	6.4%	69
	Other (please specify)	4.7%	6	0.8%	1	6.6%	43	12.8%	5	9.0%	12	6.2%	67
	I browse the library book shelves	3.9%	5	5.1%	6	6.1%	40	7.7%	3	6.0%	8	5.8%	62
	Library subject guides	4.7%	6	5.9%	7	4.1%	27	10.3%	4	6.0%	8	4.8%	52
	Online library tutorials	1.6%	2	8.5%	10	1.2%	8	2.6%	1	1.5%	2	2.1%	23
	I ask my parents	1.6%	2	5.1%	6	1.4%	9	0.0%	0	0.7%	1	1.7%	18
	Library FAQ	0.8%	1	9.3%	11	0.3%	2	0.0%	0	0.7%	1	1.4%	15
	"How to get started" Web pages	1.6%	2	3.4%	4	0.6%	4	2.6%	1	1.5%	2	1.2%	13
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.)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		127	13	112	10	656	86	39	15	135	22	1069	
	Never (if never, please explain why not)	52.8%	67	25.9%	29	49.2%	323	53.8%	21	49.3%	66	47.3%	506
	Yes, occasionally	43.3%	55	59.8%	67	45.7%	300	43.6%	17	46.3%	62	46.9%	501
	Yes, often	3.9%	5	14.3%	16	5.0%	33	2.6%	1	4.5%	6	5.7%	61
9.	When you have a library reference or service question, how do you prefer to contact the library? (Select up to 3 preferences)	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		128	12	116	7	655	87	38	16	136	21	1073	
	In-person service at public desks	66.4%	85	80.9%	93	79.4%	520	68.4%	26	73.3%	99	76.7%	823
	Email	24.2%	31	26.1%	30	27.8%	182	36.8%	14	24.4%	33	27.0%	290
	Phone (Voice)	25.0%	32	25.2%	29	17.6%	115	15.8%	6	14.8%	20	18.8%	202

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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
	N/A - I never contact the library	17.2%	22	5.2%	6	14.4%	94	10.5%	4	12.6%	17	13.3%	143
	Chat/IM	9.4%	12	10.4%	12	9.6%	63	2.6%	1	19.3%	26	10.6%	114
	Office consultation	4.7%	6	10.4%	12	4.1%	27	7.9%	3	4.4%	6	5.0%	54
	Facebook	0.0%	0	10.4%	12	1.8%	12	0.0%	0	3.0%	4	2.6%	28
	Phone (Text)	1.6%	2	7.8%	9	1.1%	7	5.3%	2	5.2%	7	2.5%	27
	Other (please specify)	1.6%	2	1.7%	2	1.2%	8	0.0%	0	3.7%	5	1.6%	17
	Twitter	0.8%	1	1.7%	2	0.3%	2	0.0%	0	0.0%	0	0.5%	5
	Blogs	0.0%	0	0.9%	1	0.3%	2	0.0%	0	0.7%	1	0.4%	4
10.	In general, how do you perceive library staff (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	
		128	12	114	8	653	89	40	14	135	22	1070	
	Generally helpful	78.1%	100	84.2%	96	81.0%	529	72.5%	29	77.6%	104	80.2%	858
	Helpful for research problems	16.4%	21	28.1%	32	17.8%	116	17.5%	7	18.7%	25	18.8%	201
	Advisor/consultant	14.1%	18	28.1%	32	17.6%	115	15.0%	6	11.9%	16	17.5%	187
	Helpful for technical problems	10.9%	14	29.8%	34	13.5%	88	7.5%	3	26.1%	35	16.3%	174
	Content provider - they get me what I need or want	16.4%	21	15.8%	18	16.7%	109	7.5%	3	11.9%	16	15.6%	167
	Instructor - they show me how to find what I need or want	14.1%	18	17.5%	20	13.5%	88	15.0%	6	12.7%	17	13.9%	149
	N/A - I never interact with library staff	10.9%	14	3.5%	4	11.3%	74	12.5%	5	6.7%	9	9.9%	106
	Rule enforcer/monitor	10.9%	14	10.5%	12	4.9%	32	15.0%	6	4.5%	6	6.5%	70
	Other (please specify)	4.7%	6	2.6%	3	3.8%	25	7.5%	3	11.9%	16	5.0%	53
	Irrelevant - I can find all I need online without a librarian's help	4.7%	6	1.8%	2	4.3%	28	10.0%	4	6.0%	8	4.5%	48
	Internet/technology expert	0.8%	1	5.3%	6	3.1%	20	0.0%	0	6.0%	8	3.3%	35
	Too much information	1.6%	2	2.6%	3	1.1%	7	0.0%	0	3.7%	5	1.6%	17
11.	What do you think of the present library facility?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		128	12	116	6	656	86	39	15	135	22	1074	
	<i>Are service desks well located?</i>												
	Yes	98.4%	126	100.0%	116	98.3%	643	92.3%	36	95.4%	125	97.4%	1046
	No	1.6%	2	0.0%	0	1.7%	11	7.7%	3	4.6%	6	2.0%	22
	<i>Is there adequate furniture?</i>												
	Yes	71.1%	91	86.2%	100	81.6%	535	43.6%	17	73.7%	98	78.3%	841
	No	28.9%	37	13.8%	16	18.4%	121	56.4%	22	26.3%	35	21.5%	231
	<i>Is there adequate space?</i>												
	Yes	70.9%	90	80.9%	93	81.3%	529	57.9%	22	70.0%	91	76.8%	825

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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
14.	What is your department?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		3	137	2	120	5	737	0	54	1	156	11	
15.	What is your affiliation?	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		139	1	0	122	5	737	0	54	0	157	144	
	Unaffiliated	100.0%	1	0.0%	0	80.0%	4	0.0%	0	0.0%	0	3.5%	5
	University affiliation, please explain	0.0%	0	0.0%	0	20.0%	1	0.0%	0	0.0%	0	0.7%	1
16.	What is the year of your graduation or final degree?												
17.	Is your residence:	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	# of skipped	# of respondents	
		122	18	114	8	640	102	39	15	125	32	1040	
	Off-campus	71.3%	87	75.4%	86	57.3%	367	74.4%	29	78.2%	97	64.0%	666
	On-campus	28.7%	35	24.6%	28	42.7%	273	25.6%	10	21.8%	27	35.9%	373