

Memorandum

To: William J. Hubbard, University Librarian
From: Elizabeth J. Milewicz, 2002 General Satisfaction Survey Coordinator
Date: May 23, 2002
Re: 2002 General Satisfaction Survey, Summary Report

The Houston Cole Library's annual General Satisfaction Survey was conducted for one week in the Spring 2002 semester: from Monday, March 11, through Sunday, March 17, 2002. By the end of the week, 1122 surveys were distributed and 820 completed surveys were returned, for a response rate of 73%.

61.9% of patrons surveyed found the library very easy to use and 59.9% were very satisfied with their overall library experience. The following pages offer more detailed discussion and analysis of the survey responses, with additional comments and relevant materials appended.

If you have any questions, please feel free to contact me.

EJM

Houston Cole Library
2002 General Satisfaction Survey
 March 11 – March 17

Combined Data for All Survey Periods

TOTAL NUMBER DISTRIBUTED: **1122**
 NUMBER RETURNED COMPLETED: **820**
 RETURN RATE (COMPLETED SURVEYS): **73%**

1. PERCENTAGE OF RESPONDENTS WHO: AVERAGE RATING
(1-5 POINT SCALE)

Looked for books or journals	315 (38.4%)	3.83
Studied	352 (42.9%)	3.88
Read magazine or newspaper	214 (26.0%)	3.48
Browsed	308 (37.5%)	3.56
Returned books	199 (24.2%)	3.88
Used library's resources (print or computer)	476 (58.0%)	4.34
Asked a question	292 (35.6%)	3.81
Other	647 (78.9%)	4.35

2. HOW EASY WAS THE LIBRARY TO USE TODAY (1-5 POINT SCALE): **4.36**

3. OVERALL, HOW SATISFIED ARE YOU WITH TODAY'S LIBRARY VISIT
(1-5 POINT SCALE): **4.31**

4. TODAY'S VISIT WAS PRIMARILY IN SUPPORT OF:

Coursework	239 (29.1%)
Research	176 (21.5%)
Teaching	41 (5%)
Current awareness	15 (1.8%)
A mix of several purposes	201 (24.5%)
Other	133 (16.2%)

5. YOU ARE:

Undergraduate	682 (83.2%)
Graduate	66 (8%)
Faculty	20 (2.4%)
Research staff	5 (0.6%)
Other staff	8 (1%)
Other	28 (3.4%)

6. YOUR FIELD:*

Humanities	78 (9.5%)
Sciences	282 (34.4%)
Social Sciences	137 (16.7%)
Other	279 (34.0%)

* As in previous surveys, many patrons were not aware how their majors/fields fit into the humanities, social sciences, and/or sciences. This question should be re-evaluated for future use.

2002 General Satisfaction Survey

March 11 – March 17

The Houston Cole Library's annual General Satisfaction Survey was conducted from Monday, March 11, through Sunday, March 17, 2002, two weeks before the spring semester break. These dates aligned with the time period for the last annual survey, which ran from March 12 through March 18, 2001, and which also occurred two weeks prior to spring break.

Survey Instrument

In order to measure survey results consistently over time, the same survey instrument was used for this survey as for the previous annual survey. The survey instrument was modeled after Form 1-1 in the manual *Measuring Academic Library Performance: A Practical Approach*, by Nancy Van House (1990). One thousand surveys were printed by the JSU print shop on ivory paper the week prior to the survey. Student assistants and the coordinator numbered the surveys. See Appendix A for an example of the survey instrument.

Preparation

One week prior to the survey week, an email was sent to all library personnel, requesting volunteers (faculty, staff, or student assistants) to help distribute surveys. The student assistants and staff who volunteered were given written directions for signing in and signing out at the 2nd-floor staging area and for soliciting participation from patrons (see Appendix B). The survey coordinator spoke with each volunteer personally to stress the importance of the survey and to answer any questions.

Student assistants were assigned times consistent with their regular work schedules; staff either suggested a time slot that would be suitable for them or agreed to fill in a time slot that had not yet been covered. The time slots were basically the same as those used in previous years, with slight modification due to the availability of student workers and staff to administer the survey. [The schedule in Appendix C shows the actual times students, staff, and faculty stood in the lobby and distributed surveys.] Circulation staff also agreed to keep unnumbered surveys at the Circulation Desk and to encourage patrons to fill them out.

Survey Distribution

Seven student assistants, four staff members, and the survey coordinator distributed surveys (alone or in pairs) for a total of 28.5 hours for the week and an average of 4.1 hours per day. Because most student assistants and staff worked from Monday through Friday, distribution was heavier on those days and tapered off considerably over the weekend. The average number of hours of distribution for Monday through Friday was 5.5 hours. Over the weekend, when fewer staff and students were available to distribute surveys, a stack of

surveys was kept at the Circulation Desk, for students to pick up on their own or for Circulation staff to distribute.

Initially, 1000 surveys were printed and numbered for distribution. By the fifth day of the survey period, the last initial surveys were distributed, and student and staff workers began numbering and distributing surveys left over from the 2001 General Satisfaction Survey. By the end of the week, 1122 surveys were distributed.

Following are the actual days and hours that student assistants and staff (not including Circulation staff) distributed surveys, and the total number of surveys distributed during each time period. Hours are rounded to the nearest quarter hour. [See the sign-in/sign-out sheet in Appendix D for the exact times volunteers checked out and returned surveys to the 2nd floor staging area.]

DAY	TIME	TOTAL SURVEYS DISTRIBUTED EACH TIME PERIOD	TOTAL SURVEYS DISTRIBUTED EACH DAY
Monday (Mar 11)	8:00–10:00	86	243
	1:00–2:00	100	
	2:00–3:00	57	
Tuesday (Mar 12)	8:30–10:00	92	314
	11:00–12:30	85	
	1:30–2:45	64	
	3:15–4:30	73	
Wednesday (Mar 13)	8:15–10:00	33	171
	1:30–3:00	55	
	3:00–4:15	83	
Thursday (Mar 14)	8:00–12:30	177	235
	1:30–3:15	58	
Friday (Mar 15)	8:00–9:00	12	125
	9:00–10:30	29	
	11:00–12:00	12	
	12:00–1:30	57	
	2:00–2:45	15	
Saturday (Mar 16)	1:00–2:20	34	34
TOTAL NUMBER OF SURVEYS DISTRIBUTED (not including distribution by Circulation staff)			1122

During the weekday evening hours (5:00–11:00) and over the weekend (Saturday, 9:00–5:00, and Sunday, 3:00–11:00), unnumbered surveys were left on the Circulation Desk. The Circulation staff was encouraged to distribute surveys to patrons. However, the staff was not given explicit instructions on how to solicit participation in the survey and no attempt was made to track the number of surveys distributed through the Circulation Desk.

Completed Surveys

Return boxes for the completed surveys were prominently displayed in the lobby—one at each entrance and one in front of the elevators. Student workers and staff, including Circulation staff, directed patrons to put the completed surveys in the boxes. Completed surveys that were returned to a student worker or staff person were also placed in the return boxes. The survey coordinator emptied the return boxes each morning before the library opened and collected the surveys for analysis. At the end of the survey period, 820 completed surveys were returned, for a response rate of 73%.

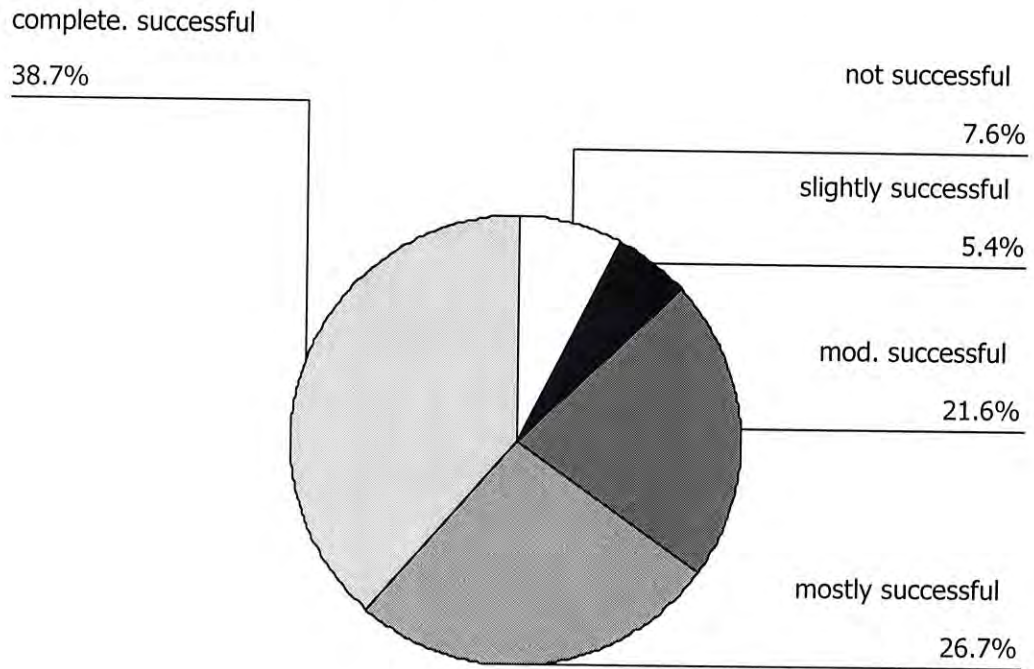
Survey Results and Analysis

Information from the returned surveys was entered into a Microsoft Excel spreadsheet by library staff. The survey coordinator then analyzed and graphed the results using Statistical Package for the Social Sciences (SPSS).

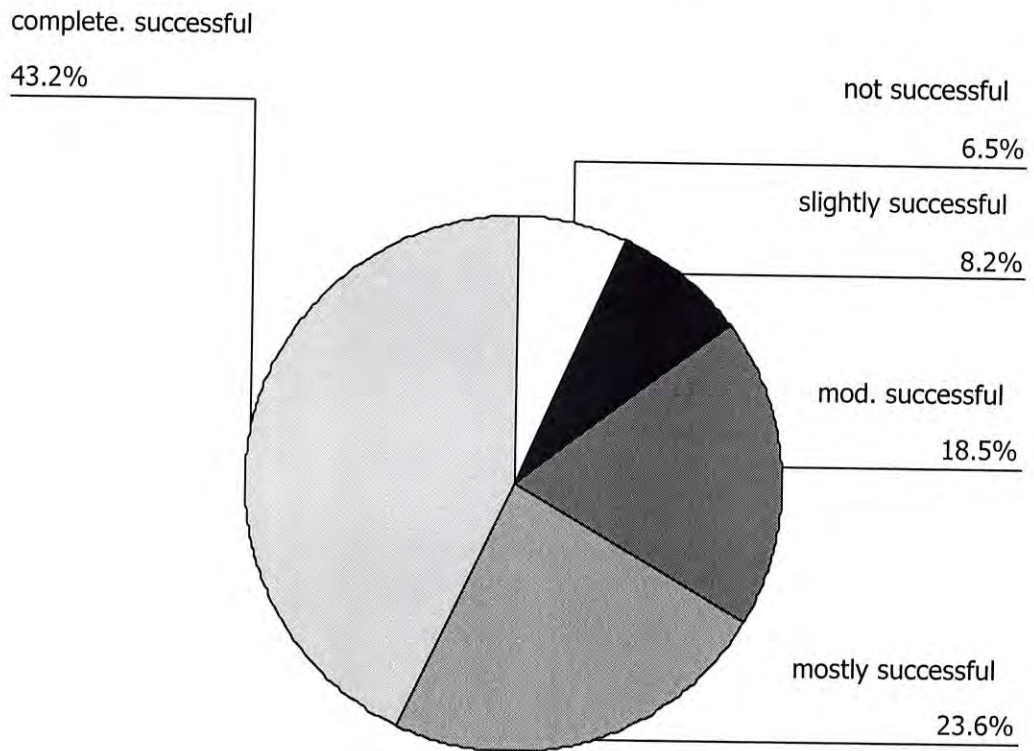
Overall, a majority of the patrons surveyed found the library easy to use and were satisfied with their library experience. The following pages offer more detailed discussion and analysis of the survey responses.

Question 1—What did you do in the library today? For this question, participating patrons were asked to circle a number (from 1 to 5) that best reflected how successful they were in a specified activity that day. If the activity was not done that day, the patron could circle 0 (zero) for “Did not do today.” If the activity the patron attempted that day was not specified, the patron could write in that activity then indicate degree of success by circling the appropriate number. [See Appendix E for a complete listing of library activities written in by patrons.] The following charts give the reported rates of success for each activity attempted. Data for this indicator were collected using a 5-point thermometer scale ranging from 1 (not at all successful) to 5 (completely successful). The middle ranges were similarly ranked by degree: 2 (slightly successful), 3 (moderately successful), and 4 (mostly successful). In an effort to accurately illustrate degrees of success in a certain activity, “Did not do today” responses were omitted from the graphs.

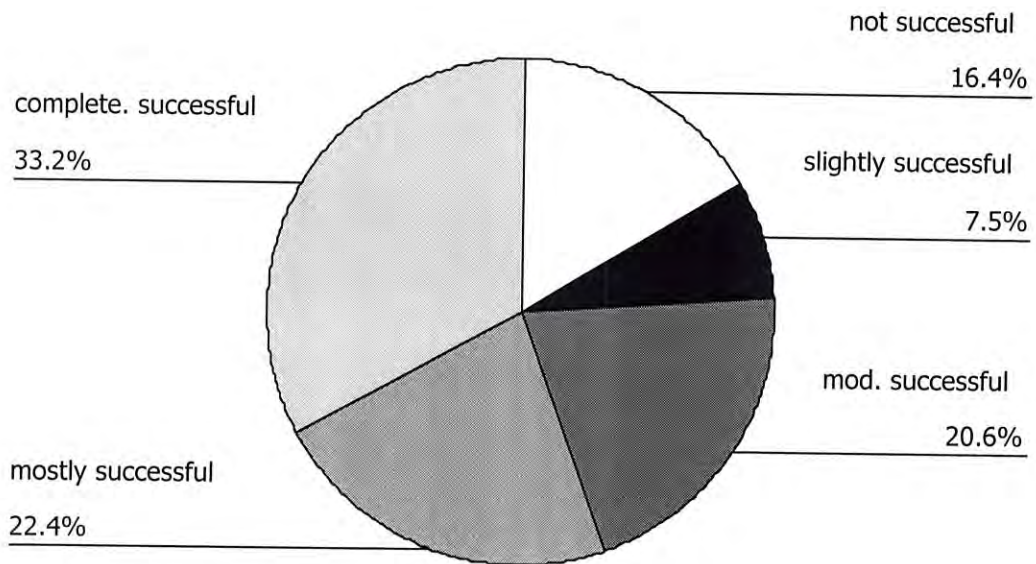
Reported Success Rates of Those Looking for Books or Journals



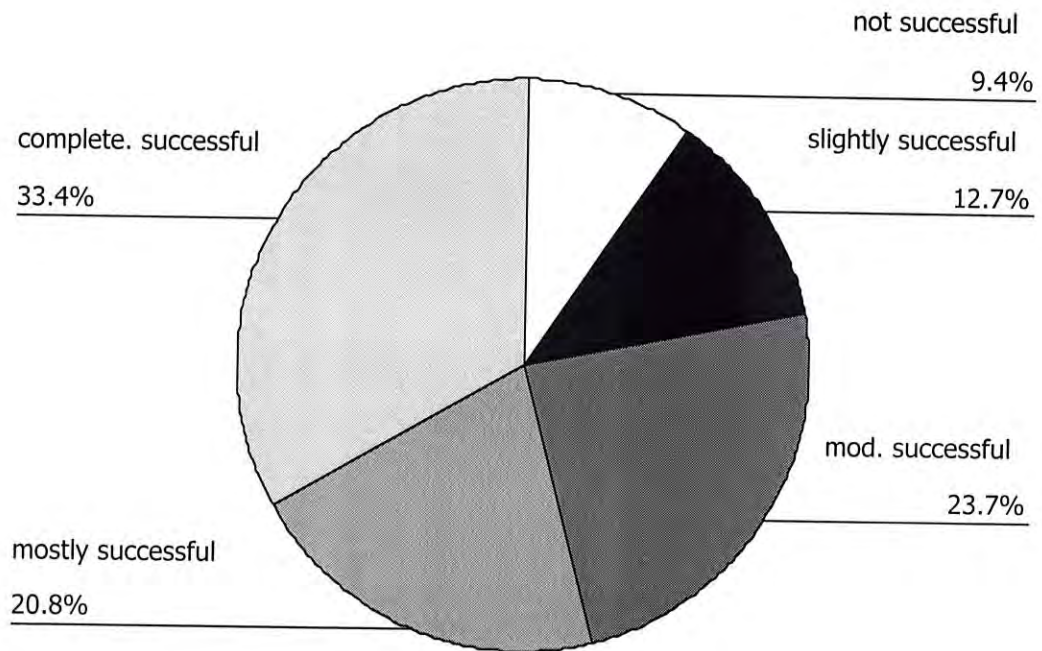
Reported Success Rates of Those Trying to Study



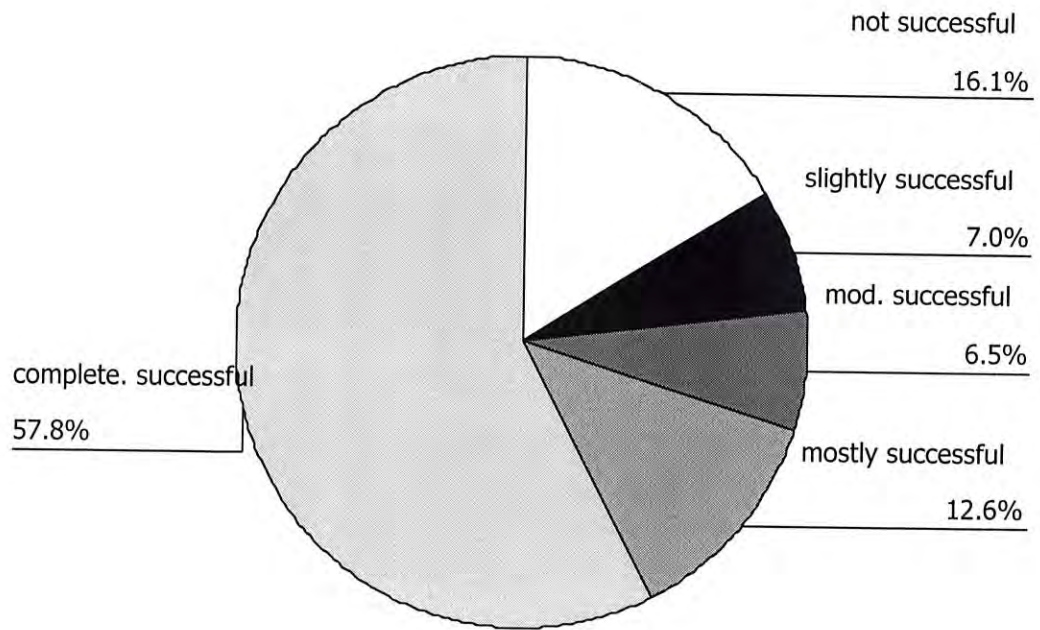
Reported Success Rates of Those Reading Magazines/Newspapers



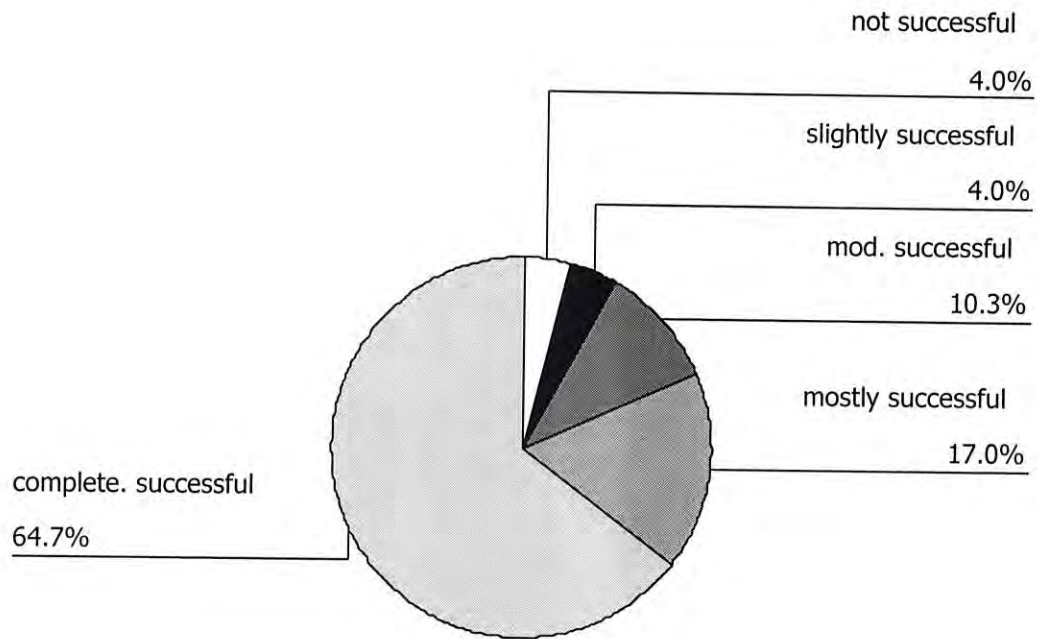
Reported Success Rates of Those Just Browsing



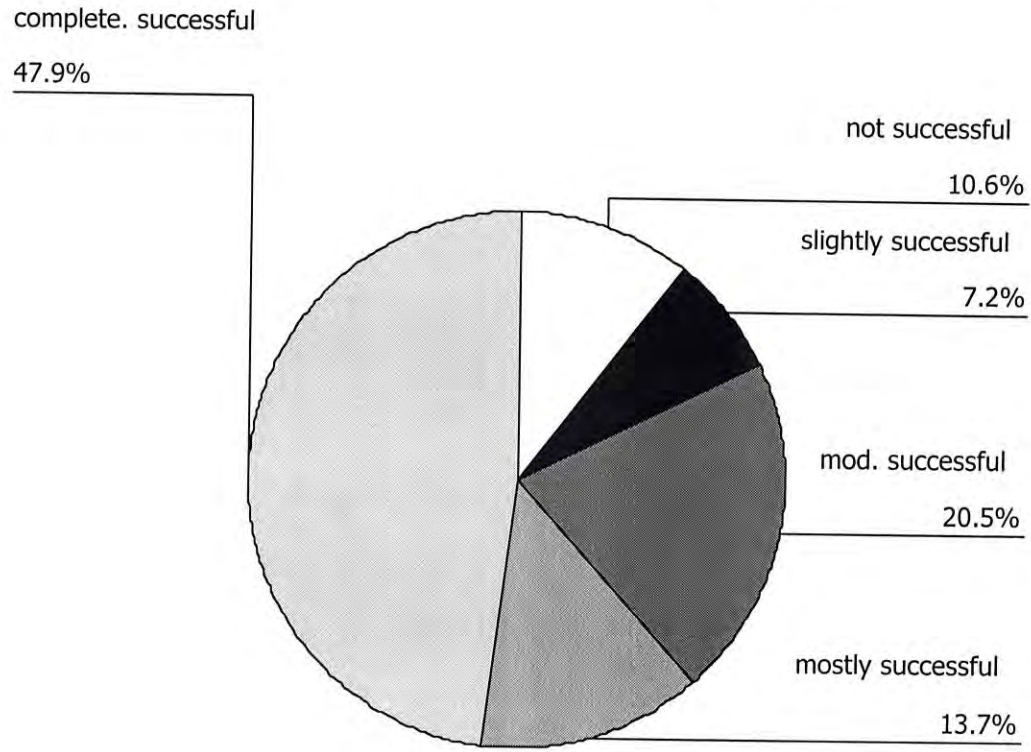
Reported Success Rates of Those Returning Books



Reported Success Rates of Those Using the Library's Print or Computer Resources



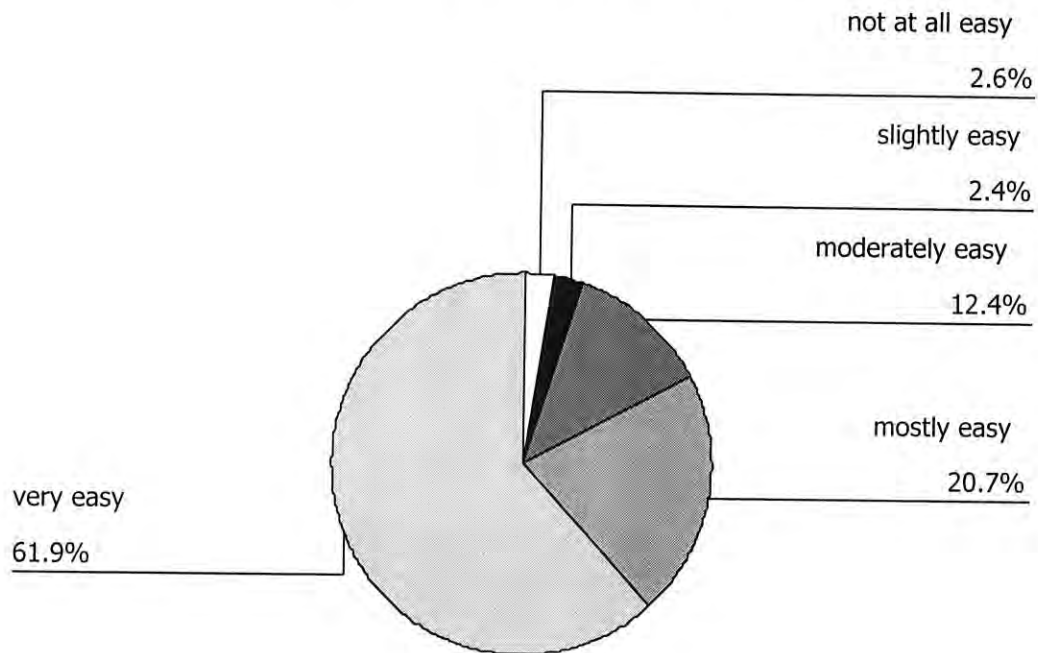
Reported Success Rates of Those Asking a Question



Question 2—How easy was the library to use today? For this question, participating patrons were asked to circle a number (from 1 to 5) that best reflected how easy the library was to use that day. Data for this indicator were collected using a 5-point thermometer scale ranging from 1 (not at all easy) to 5 (very easy). The middle ranges were similarly ranked by degree: 2 (slightly easy), 3 (moderately easy), and 4 (mostly easy). Patrons were also asked to explain why they gave the library's ease of use a particular rank.

Ease-of-use rankings are graphed below. Overall, a majority of patrons reported that the library was very easy to use. Less than 20% expressed average to below-average ease of use. A complete list of comments for this question is found in Appendix F.

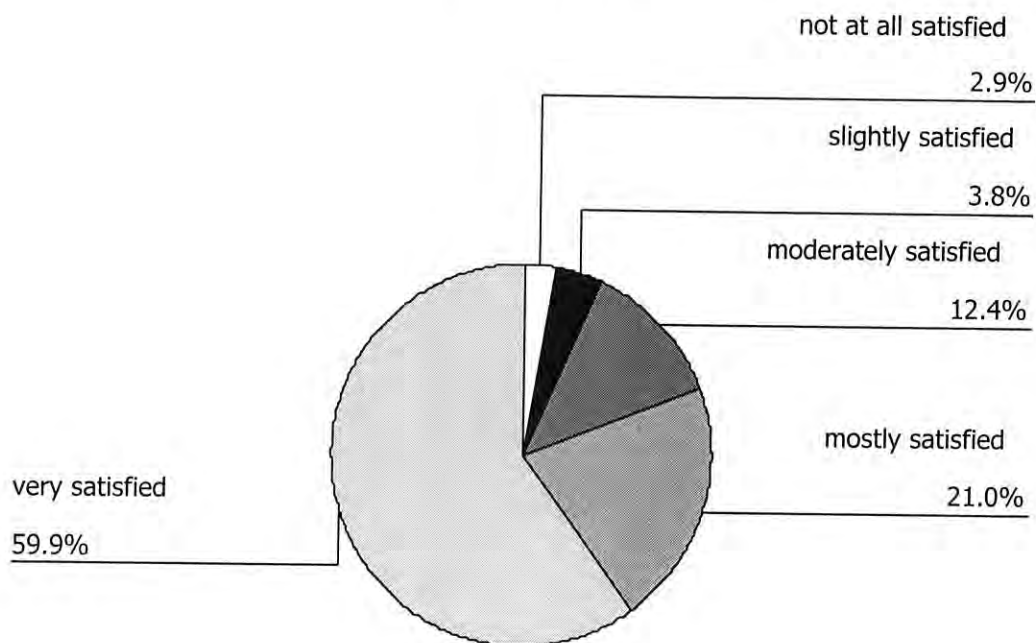
The Library's Overall Ease of Use as Reported by Patrons



Question 3—Overall, how *satisfied* are you with *today's* library visit? For this question, participating patrons were asked to circle a number (from 1 to 5) that best reflected how satisfied they were with their visit to the library that day. Data for this indicator were collected using a 5-point thermometer scale ranging from 1 (not at all satisfied) to 5 (very satisfied). The middle ranges were similarly ranked by degree: 2 (slightly satisfied), 3 (moderately satisfied), and 4 (mostly satisfied). Patrons were also asked to give a reason why the library received that particular ranking.

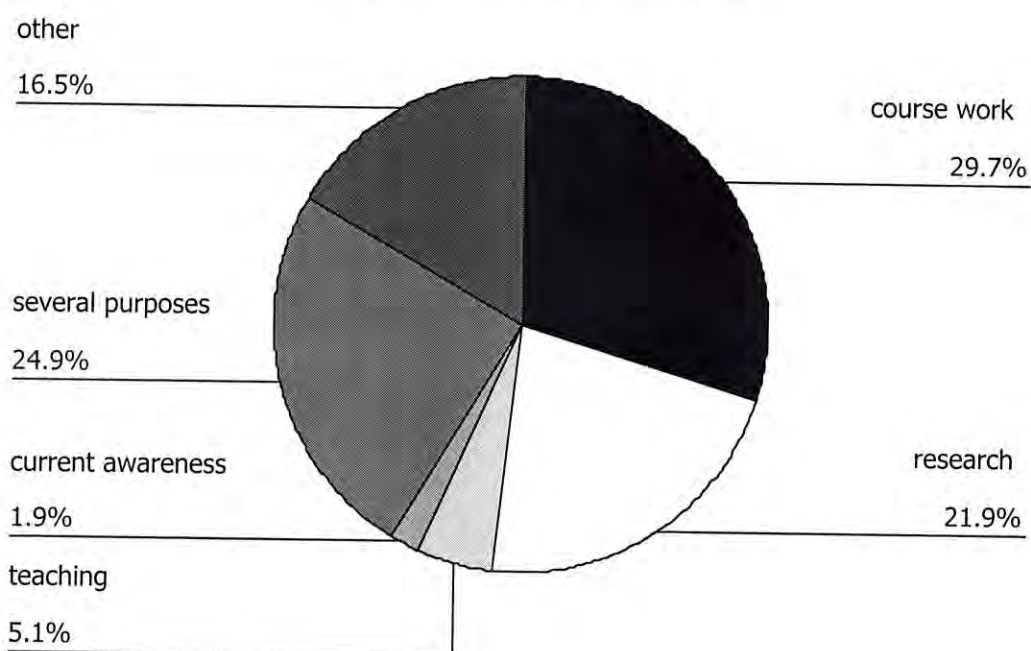
Satisfaction rankings are graphed below. Overall, a majority of patrons reported that they were very satisfied with their library visit. Less than 20% expressed average to below-average satisfaction with their library visit. A complete list of comments for this question is found in Appendix G.

Overall Satisfaction with Library as Reported by Patrons



Question 4—Today’s visit was primarily in support of.... Surveyed patrons were asked to indicate what educational activity was supported by that day’s visit to the library. Specific purposes listed were 1 (course work), 2 (research), 3 (teaching), and 4 (current awareness). If several activities were supported by the visit, patrons could select 5 (a mix of several purposes). If the activity supported by the visit was not listed, patrons could select 6 (other) and specify what that day’s visit primarily supported. Although patrons were instructed on the survey to select only one of the variables, some patrons selected more than one. If a patron marked more than one variable, it was assumed that the patron’s visit supported several activities and the number 5 (a mix of several purposes) was entered in place of the numbers originally indicated. The purposes for visiting the library are graphed below. “Other” purposes or activities supported by the library visit are listed in Appendix H.

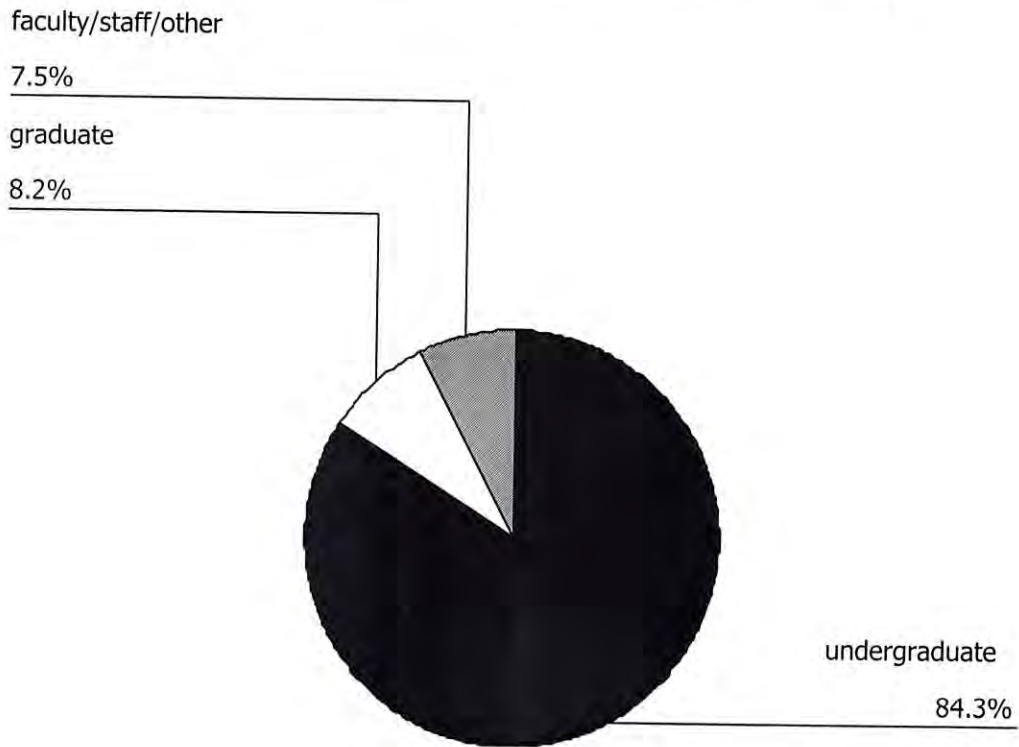
Purpose for Library Visit as Reported by Patrons



Question 5—You are.... Surveyed patrons were asked to indicate their university status: 1 (undergraduate), 2 (graduate), 3 (faculty), 4 (research staff), 5 (other staff), or 6 (other). For variable 6 (other), patrons were prompted to indicate “what” their status is. Although patrons were instructed on the survey to select only one of the variables, some patrons selected more than one. If a patron marked more than one variable, the number 6 (other) was entered in place of the numbers originally indicated and the multiple statuses indicated by the patron were listed.

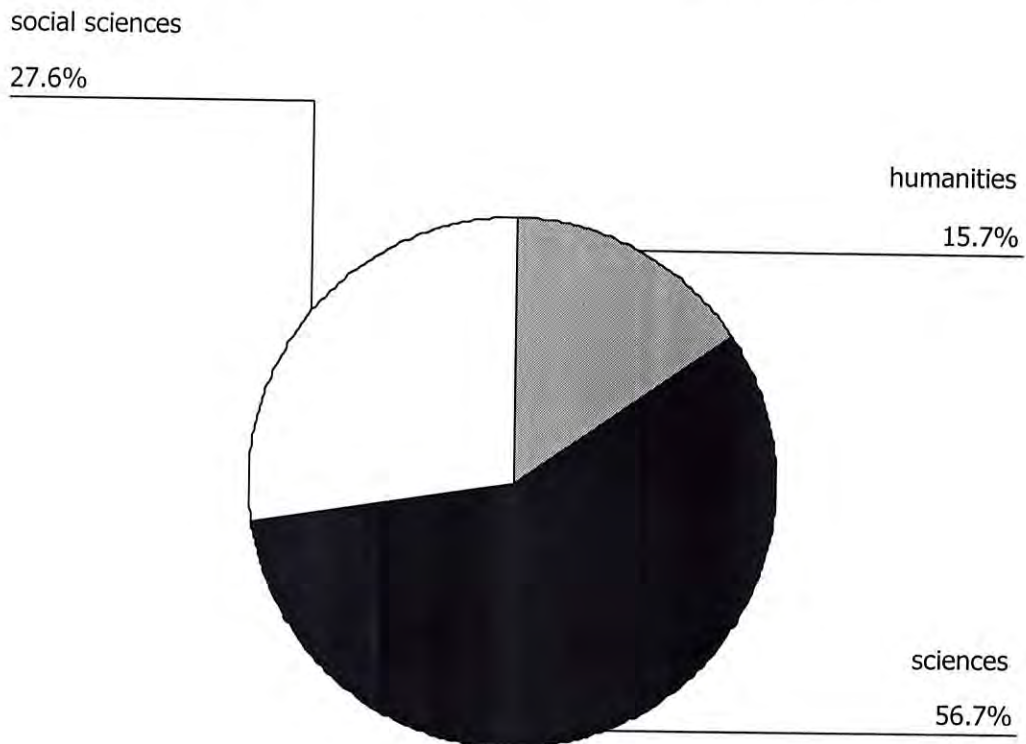
According to the survey results, library patrons are overwhelmingly undergraduate: 84.3%. The next largest category of users was graduate students. When collapsed into one category, the remaining variables almost equaled the number of graduate students (see graph below). Individually, the university status of library patrons, as reported in the surveys, was 3.5% other, 2.5% faculty, 1% other staff, and 0.6% research staff.

University Status as Reported by Patrons



Question 6—Your field. Surveyed patrons were asked to indicate their field of study: 1 (humanities), 2 (sciences), 3 (social sciences), or 4 (other). For variable 4 (other), patrons were prompted to specify their field of study. As in the previous annual survey, this question apparently confused many patrons, who chose “other” and then listed their major. For this reason, the “other” category is omitted from the graph. Below are the reported fields of study for library patrons (n=541). “Other” fields of study are listed in Appendix I.

Field of Study as Reported by Patrons



OTHER COMMENTS? Patrons were invited to add additional comments to the back of the form. A complete listing of these comments may be found Appendix J. Some common themes were assistance provided (or not provided) by library staff, and ability to use resources (computers, copiers, on-line catalog, and so forth).

Comparisons & Conclusions

In order to measure survey results consistently over time, the same survey instrument was used for this survey as for the previous annual survey. The survey instrument was modeled after Form 1-1 in the manual *Measuring Academic Library Performance: A Practical Approach*, by Nancy Van House (1990), with slight modifications. Some survey questions were reworded for the 2001 survey, so there are slight differences between the surveys used for these years.

Library Ease of Use and Satisfaction: 3-Year Trend

	2000	2001	2002
Total number of surveys distributed	540	736	1122
Number returned completed (completion rate)	347 (64%)	348 (47%)	820 (73%)
Average rating of library's ease of use	4.19	4.31	4.36
Average rating of satisfaction with library	4.15	4.18	4.01

Because the manual used for constructing this survey is out of date and because some questions elicited erroneous responses, it is recommended that the survey instrument be revised for the 2003 annual survey. Given the extent of the electronic resources available to the university community, as well as the library instruction courses offered, the revised survey should address patrons' experiences with these library services. Additionally, more pointed or specifically worded questions might eliminate the disparity in responses.

APPENDIX A
Survey Instrument, 2002 General Satisfaction Survey

General Satisfaction Survey

PLEASE HELP US IMPROVE LIBRARY SERVICE BY ANSWERING A FEW QUESTIONS.

1. What did you do in the library today? For each, circle the number that **best reflects how successful** you were.

Successful?

	Did not do today	Not at All				Completely
Looked for books or journals	0	1	2	3	4	5
Studied	0	1	2	3	4	5
Read magazine or newspaper	0	1	2	3	4	5
Browsed	0	1	2	3	4	5
Returned books	0	1	2	3	4	5
Used library's resources (print or computer)	0	1	2	3	4	5
Asked a question	0	1	2	3	4	5
Other (What?)	0	1	2	3	4	5

2. How easy was the library to use today? (*Circle one*):

1 2 3 4 5

Not at all easy

Very easy

Why? _____

3. Overall, how satisfied are you with today's library visit? (*Circle one*):

1 2 3 4 5

Not at all satisfied

Very satisfied

Why? _____

4. Today's visit was primarily in support of (*Check one*):

1. Course work 3. Teaching 5. A mix of several purposes
 2. Research 4. Current awareness 6. Other: _____

5. You are (*Check one*):

1. Undergraduate 3. Faculty 5. Other staff
 2. Graduate 4. Research staff 6. Other (what?) _____

6. Your field (*Check one*):

1. Humanities 2. Sciences 3. Social Sciences 4. Other (What?) _____

OTHER COMMENTS? Please use back of form.

APPENDIX B
Written Instructions for Student Assistants and Staff Volunteers

GENERAL SATISFACTION SURVEY

instructions

Thank you for agreeing to help out with this year's survey. Your time and enthusiasm will help to make this successful. Following are the basic guidelines for picking up, handing out, collecting, and returning the surveys. If you have any questions, please contact me (Elizabeth Milewicz, 782. 5245 or 5th floor) or John-Bauer Graham (782. 5252 or 2nd floor). Good luck!

BASIC INSTRUCTIONS:

1. Pick up surveys from 2nd floor. If you are picking up surveys, SIGN-IN your name, the time, and the number of the survey on top of the stack. Carry the entire box of blank surveys to the lobby.
2. Stand in the lobby between the two entrances. Make sure students receive the surveys, fill them out, and turn them in.
3. If no one is there to hand out surveys when your shift ends, return the remaining blank surveys to the 2nd floor. SIGN-OUT your name, the time, and the number of the survey on top of the remaining stack.

Picking Up Surveys

Blank surveys are located on the 2nd floor, just in front of the librarian's office. If you are picking up the surveys, make sure you write the next survey's number on the SIGN-IN sheet. (see upper right-hand corner of the survey on top of the stack)

Handing Out Surveys

Please be cheerful and friendly but also insistent. It is very important that we find out whether people are having a positive and beneficial experience in the library. For instance, you might say:

We're conducting a survey to help us evaluate our library services. Please take the time to fill out this survey after you have completed your work in the library today. Feel free to make comments at the end of the survey.

Survey Return Boxes will be located in the lobby. As students leave the library, remind them to return their surveys or to complete them if they haven't yet.

Returning Surveys

When your shift ends, if no one else is there to take over, you will need to return the blank surveys to the 2nd floor. Be sure to write the number of the next survey on the SIGN IN sheet, the time, and your name.

APPENDIX C
Survey Distribution Schedule

GENERAL SATISFACTION SURVEY 2002 Schedule

	11 Monday	12 Tuesday	13 Wednesday	14 Thursday	15 Friday	16 Saturday	17 Sunday
8:00	Dawn		Dawn	Linda/Elizabeth	Ann		
8:30	Dawn	Elizabeth/Pam	Dawn	Linda/Elizabeth	Ann		
9:00	Dawn/Tamera	Elizabeth/Pam	Dawn/Tamera	Linda/Elizabeth	Kaye	(circulation)	(circulation)
9:30	Dawn/Tamera	Elizabeth	Dawn/Tamera	Linda	Kaye	9:30	3:00
10:00				Linda		10:00	3:30
10:30				Pam		10:30	4:00
11:00		Elizabeth		Pam/Elizabeth	Tenesha	11:00	4:30
11:30		Elizabeth		Pam/Elizabeth	Tenesha	11:30	5:00
12:00		Elizabeth		Pam/Elizabeth	Monica	12:00	5:30
12:30					Monica	12:30	6:00
1:00	Pam/Tamera				Monica/Kelly	1:00	6:30
1:30	Pam/Tamera	Tamera/Shea	Shea	Tamera/Shea	Monica/Kelly	1:30	7:00
2:00	Pam/Kelly	Tamera/Shea	Shea/Kelly	Tamera/Shea	Kelly	2:00	7:30
2:30	Pam/Kelly	Tamera/Shea	Shea/Kelly	Tamera/Shea	Kelly	2:30	8:00
3:00		Kelly/Elizabeth	Pam			3:00	8:30
3:30		Kelly/Elizabeth	Pam			3:30	9:00
4:00		Kelly		Kelly		4:00	9:30
4:30				Kelly		4:30	10:00
							10:30

STUDENTS

Tamera Mostella (5th floor)
 Pamela Maneice (5th floor)
 Shea Mitchell (4th floor)
 Adrienne Royster (3rd floor)
 Kelly Summers (2nd floor)
 Monica Hubbard (Computer Lab)
 Tenesha Wright (Technical Services)

FACULTY/STAFF

Elizabeth Milewicz (5th floor)
 Dawn Isaacs (6th floor music room)
 Kaye Batchelor (Technical Services)
 Linda McCrelles (Technical Services)
 Ann Smail (Technical Services)

APPENDIX D
Sign In/Sign Out Sheet

GENERAL SATISFACTION SURVEY

sign-in / sign-out

Write your **name**, the **time**, and the **number of the survey** on top of the stack.

		SIGN-IN			SIGN-OUT		
		NAME	TIME	#	NAME	TIME	#
MON		Dawn Isaacs	8:05	1	Dawn Isaacs	10:07	81
		Tamera Mostella	9:00	1	Tamera Mostella	10:07	87
		Pamela Maneice	1:00pm	87	Pamela Maneice	2:00	187
		Tamera Mostella	1:00pm	87	Tamera Mostella	2:00	187
		Kelly Summers	1:55pm	188	Kelly Summers	3:50	216
TUE		Pamela Maneice	2:00pm	219	Pamela Maneice	3:00	249
		Elizabeth J. Milewicz	8:30	244	Elizabeth J. Milewicz	9:56	336
		Elizabeth J. Milewicz	11:08	336	Elizabeth J. Milewicz	12:30	421
		Tamera Mostella	1:30	421	Tamera Mostella	2:40	485
		Shea Mitchell	1:30	421	Shea Mitchell	2:30	485
WED		Elizabeth J. Milewicz	3:10	485	Elizabeth J. Milewicz	4:24	558
		Dawn Isaacs	8:10	558	Dawn Isaacs	9:54	591
		Tamera Mostella	8:30	558	Tamera Mostella	9:54	591
		Shea Mitchell	1:30	591	Shea Mitchell	2:52	646
		Pamela Maneice	3:00	646	Pamela Maneice	4:10	728
Thu		Monica D. Hubbard	3:00	646	Monica D. Hubbard	4:10	729
		Elizabeth J. Milewicz	8:04	729	Elizabeth J. Milewicz	12:31	906
		Pamela Maneice	8:00	729	Elizabeth J. Milewicz	12:31	906
		Shea Mitchell	1:30	906	Shea Mitchell	3:10	964
FRIDAY		Tamera Mostella	1:35	906	Tamera Mostella	3:10	964
		C. M. Snail	8:10am	964	C. M. Snail	9:00	970
		Kaye Batchelor	9:00	976	Kaye Batchelor	10:30	1008
		Jenisha Wright	11:00	1005	Jenisha Wright	12:00	1017
		Monica D. Hubbard	12:00	1017	Monica D. Hubbard	1:30	1074
		Pamela Maneice	12:10	1017	Pamela Maneice	1:30	1074
		Kelly Summers	2:00	1074	Kelly Summers	2:50	1089
		Kelly Summers	2:00	1074	Kelly Summers	2:50	1089

APPENDIX E

Other Activities Attempted in the Library

Survey #	Other Activities Attempted in Library	Degree of Success
circ desk	wrote on computer	completely successful
14	worked	[no data available]
16	class	completely successful
19	had class	[no data available]
20	class LS104	completely successful
22	Had LS104 class	mostly successful
26	097 Math in basement	completely successful
32	Class	completely successful
38	read a book and relaxed	completely successful
43	Took a class	completely successful
48	class	completely successful
65	class	completely successful
69	copied	completely successful
72	study	completely successful
79	work (shelving books)	completely successful
81	Had class	completely successful
92	Rechecked books	completely successful
94	checked out book	completely successful
96	Used the internet	completely successful
102	class	completely successful
106	help	completely successful
111	class	completely successful
112	class	completely successful
115	Took a class	completely successful
119	Extra credit for class	completely successful
120	went to class	completely successful
121	Used comp	[no data available]
133	had a class	completely successful
137	Make copies	completely successful
146	class	[no data available]
149	class	completely successful
153	meeting	completely successful
158	taking a class	completely successful
160	go to class	[no data available]
163	went to class	[no data available]
167	Basement Math	[no data available]
168	taking a class	completely successful

Survey #	Other Activities Attempted in Library	Degree of Success
173	nothing	[no data available]
182	check out film	completely successful
183	Class	[no data available]
213	check out and talk to females	completely successful
215	went to class	completely successful
223	worked	completely successful
238	learning center	not at all successful
251	copier	completely successful
252	tutoring	completely successful
260	went to class	[no data available]
262	class	completely successful
263	Paid late fee	completely successful
282	Built website	completely successful
285	class	moderately successful
302	class	completely successful
303	Nothing	completely successful
304	had a class	completely successful
313	Had class	completely successful
337	class	completely successful
349	Computer program in basement for a class	completely successful
369	browsed online	completely successful
370	ECE Remediation	[no data available]
374	Read	completely successful
380	find SK dictionary	moderately successful
383	visiting	mostly successful
396	Learning services	completely successful
409	Finished homework	[no data available]
412	Checked out books	completely successful
416	class	completely successful
422	got out of rain	[no data available]
450	class	[no data available]
452	group meeting	completely successful
480	class	[no data available]
484	group meeting	completely successful
485	Academic Success class	completely successful
487	ACE tutor for ECE	[no data available]
490	copy	completely successful
499	magazines	[no data available]
500	ACE	completely successful
501	graduate office	completely successful
505	Made a copy	completely successful

Survey #	Other Activities Attempted in Library	Degree of Success
517	read book	completely successful
524	Registered for camps	completely successful
528	class	completely successful
536	Math Class	completely successful
548	class	[no data available]
551	Looked for articles	completely successful
556	copied notes	completely successful
606	Bio Lab group project	completely successful
607	learning	not at all successful
612	Checked out AV equipment	completely successful
613	picked up AV resource	completely successful
622	meeting	[no data available]
627	logged into JSU website	[no data available]
628	Picked up essay from Dr. McDade	completely successful
635	make copies	completely successful
644	find my way around	not at all successful
645	Went to class	completely successful
660	looked for a video	completely successful
680	reserves	completely successful
696	worked on project	[no data available]
697	class	slightly successful
712	Work	completely successful
722	Copier	completely successful
726	attended class	completely successful
728	Math class	completely successful
968	Used Internet	completely successful
969	Typed paper	completely successful
975	Tutoring	completely successful
976	Copies, Newspaper	moderately successful
977	Class Mth098	[no data available]
980	Used Learning Center	[no data available]
1017	class	[no data available]
1044	met with study group	[no data available]
1047	class	completely successful
1050	Class LS104	[no data available]
1053	used xerox	completely successful
1064	computer test in basement	completely successful
1079	How to find an information	completely successful
1080	had a class	completely successful
1083	picked up portfolio	completely successful
1087	copied	completely successful

Survey #	Other Activities Attempted in Library	Degree of Success
1089	microfilm	completely successful
1102	research via internet	completely successful
1115	job search on-line	completely successful
1121	jogged steps	completely successful

APPENDIX F

Reasons Given for Ease-of-Library-Use Ranking

Survey #	Ease-of-Use Ranking	Reasons Given for Ranking
circ desk	very easy	comfortable & quiet
circ desk	very easy	it's Saturday and it wasn't busy
circ desk	very easy	well informed librarian
8	very easy	Small amount of people, and computers ran faster
14	very easy	I didn't really do anything
22	very easy	Because of the computers
36	very easy	I have been shown how to use the computer sys.
38	very easy	All I did is read.
47	very easy	I'm familiar w/the resources
49	very easy	Just went to computer lab
58	very easy	use to it
71	very easy	Copy machine is very reliable
77	very easy	Resources were available
87	very easy	Because I know how to use computer
91	very easy	had help
94	very easy	didn't have much to do
97	very easy	went straight to computer and went to work
102	very easy	My class is in the basement
112	very easy	I just went to class
119	very easy	Materials are easily accessible
120	very easy	Because I did not have to do anything but go to class
139	very easy	I knew exactly what I needed.
149	very easy	sat in a classroom
157	very easy	Always plenty of help if needed
166	very easy	People were very helpful
174	very easy	Come here often
183	very easy	Walked in and directly to class
194	very easy	I used the computer
203	very easy	helpful staff
204	very easy	very quiet
229	very easy	Because it is the best
231	very easy	What I needed was at reserve desk
232	very easy	Everything in order

Survey #	Ease-of-Use Ranking	Reasons Given for Ranking
245	very easy	I had help
263	very easy	The circulation desk staff was helpful, as usual.
275	very easy	Great help
277	very easy	The computer database
303	very easy	cause
304	very easy	all resources were here that needed.
320	very easy	Not many students present
322	very easy	all I did was study
323	very easy	people are nice
337	very easy	I only had to go to class
339	very easy	quite sometimes noisy
340	very easy	They are easy to talk to
349	very easy	Do it all the time
361	very easy	Very helpful Personnel
369	very easy	used computer
374	very easy	quiet
382	very easy	Alumni
382	very easy	lots of assistance
389	very easy	I had help from the librarian assistant
391	very easy	Everything I need was available on hand
399	very easy	Staff were very helpful
404	very easy	it is very quiet
406	very easy	everything is user friendly
409	very easy	I use to work here
412	very easy	Books have easy to find (call#)
413	very easy	know how
421	very easy	the librarians are very helpful
423	very easy	because the computer tells me everything
430	very easy	Not too many in computer lab.
440	very easy	people were helpful
454	very easy	I do not know everything is easy
455	very easy	good service
476	very easy	just printing
490	very easy	There are copiers on every floor
497	very easy	didn't do much
503	very easy	It was easy!
506	very easy	Knew already who to go to
507	very easy	Book was on reserve
511	very easy	Had library orientation from Mrs. Windsor about 2 yrs ago

Survey #	Ease-of-Use Ranking	Reasons Given for Ranking
514	very easy	very organized
520	very easy	I know how to use copier.
522	very easy	people helped me
531	very easy	Knowledgeable staff, good signage
532	very easy	primarily due to helpfulness (Ms. McAbee)
546	very easy	Because Tessa helped
565	very easy	Easily accessible - easy to use
571	very easy	knew what I wanted
576	very easy	Staff was very helpful
599	very easy	comfortable & relaxing
604	very easy	Assistants know their job.
613	very easy	very helpful staff
619	very easy	it had quiet place to sit
622	very easy	came to study and read newspaper
627	very easy	I used to work here
636	very easy	I was able to go straight to info
649	very easy	I just came to study
654	very easy	help is very good
656	very easy	It's a library
688	very easy	quiet
691	very easy	just typing
699	very easy	Because I'm familiar with it.
704	very easy	I only used the copier
707	very easy	I found what I needed
708	very easy	found everything I needed
969	very easy	Only used computer
978	very easy	Librarians very helpful
988	very easy	I took a history coarse & they taught the class how to use the library resources.
989	very easy	I just studied
994	very easy	had no trouble finding a place to study
1004	very easy	floor plan of each floor
1014	very easy	Because the library catalog was self-explanatory
1026	very easy	just cause
1050	very easy	fun class
1052	very easy	it was easy
1060	very easy	there's lots of help
1062	very easy	student copies should not be charged
1072	very easy	students need not be charged
1080	very easy	my routine MWF

Survey #	Ease-of-Use Ranking	Reasons Given for Ranking
1086	very easy	my task is simple
1099	very easy	been here several times as undergrad therefore knew layout of materials fairly well
1113	very easy	employee gave library orientation
circ desk	mostly easy	nice librarian
12	mostly easy	I just used the computer
13	mostly easy	It just is
57	mostly easy	Good help
62	mostly easy	I knew where the book was
73	mostly easy	asked for assistance
83	mostly easy	It just is
184	mostly easy	because of the vastness of material
197	mostly easy	librarians will help you if necessary
211	mostly easy	The organization is a little confusing
212	mostly easy	everyone was helpful
269	mostly easy	Computer lab available and easy to use
387	mostly easy	convenience
397	mostly easy	New where it was
410	mostly easy	Helpful librarians!
419	mostly easy	the help
425	mostly easy	I knew what I was looking for
428	mostly easy	could not find any hint of the one book for which I looked.
436	mostly easy	just studying
467	mostly easy	computers
489	mostly easy	Because of the computer technology
530	mostly easy	computers
541	mostly easy	Put together easily
542	mostly easy	well organized helpful staff
564	mostly easy	quiet, not very crowded
574	mostly easy	I had a class downstairs
626	mostly easy	I've been here 3 years
664	mostly easy	assistance in lab
977	mostly easy	I was helped by my teacher
1071	mostly easy	simple, easy to find
1073	mostly easy	students should not be charged for copies
1078	mostly easy	nice librarians
1111	mostly easy	I have been trained how to research by most of the librarians!
1112	mostly easy	know the layout
50	moderately easy	everything is accessible

Survey #	Ease-of-Use Ranking	Reasons Given for Ranking
136	moderately easy	because no one was on the floor
137	moderately easy	time of day
161	moderately easy	Most of the books are in order
199	moderately easy	Some are not easy to find
207	moderately easy	For the most part, the library is well set up.
260	moderately easy	Difficult to find books once you reach the right floor.
270	moderately easy	I had a librarian help me
307	moderately easy	I looked for a book and had to look for 10 min.
357	moderately easy	not a clear understanding where things are
380	moderately easy	never used it much before
439	moderately easy	I don't know
492	moderately easy	document was massive
509	moderately easy	Slowly & rude
516	moderately easy	Because I did know I had a test today
517	moderately easy	I had to go to a diff floor
585	moderately easy	The computers were running extremely slow and it was not quiet enough in the library. I had trouble finding what I needed, too.
621	moderately easy	not familiar w/library
644	moderately easy	Not at all easy. It is just so big it is hard to find things.
696	moderately easy	need more assistance
1029	moderately easy	just lots of books
1118	moderately easy	it was easier when someone was on the floor to help
198	slightly easy	noise on 10th floor
471	slightly easy	I didn't use anything
521	slightly easy	Had to find a worker to help
739	slightly easy	no one to help on 5th floor
1019	slightly easy	It's alright
146	not at all easy	to hard to find books and other sources
223	not at all easy	Because it is complecated to use. I didn't use today but last week.
238	not at all easy	the lerning center is terrible
362	not at all easy	I don't know how to look for stuff
528	not at all easy	Because I was in class
660	not at all easy	Couldn't find any books on the shelf that were listed on the electronic catalog
669	not at all easy	Newspaper indexes aren't good at all

Survey #	Ease-of-Use Ranking	Reasons Given for Ranking
1031	not at all easy	the database students printing should not be charged
1091	not at all easy	online catalog too complicated
680	[no data available]	very easy good service
694	[no data available]	Didn't find books. Librarian need to be fired.
1033	[no data available]	students shouldn't be charged for printing

APPENDIX G

Reasons Given for Satisfaction Ranking

Survey #	Satisfaction Ranking	Reasons Given for Ranking
circ desk	very satisfied	found info needed
circ desk	very satisfied	nice librarian
circ desk	very satisfied	as above
22	very satisfied	Because it's a great place to study.
36	very satisfied	I found wht I needed
37	very satisfied	Found numerous articles needed for a paper
38	very satisfied	Its very comfortable and quiet.
47	very satisfied	All services are accessible (easily)
49	very satisfied	Just went to computer lab
50	very satisfied	Got studing done
71	very satisfied	Was able to get what I needed am get pit fast
83	very satisfied	I got everything I needed
87	very satisfied	Because I read the news on the computer and checked my e-mail
94	very satisfied	I got done what I needed
139	very satisfied	I was able to get what I needed
157	very satisfied	No problems doing anything
174	very satisfied	quiet
183	very satisfied	does it every M,T,W. and Friday
203	very satisfied	found what I needed
204	very satisfied	peaceful
212	very satisfied	I did what I needed to do with no problems
215	very satisfied	learned something
229	very satisfied	It's the best
231	very satisfied	Was in and out in no time
245	very satisfied	I had help
275	very satisfied	Great help
277	very satisfied	easy to find
303	very satisfied	cause
323	very satisfied	people are nice
349	very satisfied	I mastered the level due Fri
369	very satisfied	accomplished what I wanted to
375	very satisfied	Excellent Staff!!
380	very satisfied	finished a project
382	very satisfied	easy access

Survey #	Satisfaction Ranking	Reasons Given for Ranking
382	very satisfied	pleasant help
387	very satisfied	Good study area
399	very satisfied	I got all the help I needed in a short time.
406	very satisfied	sams
412	very satisfied	found all books needed
413	very satisfied	didn't do too much
423	very satisfied	got everything accomplished
430	very satisfied	Everyone is pleasant, kind, and helpful.
439	very satisfied	just was
454	very satisfied	always satisfied because of everything
455	very satisfied	very satisfied with service
489	very satisfied	Because the people are very nice
495	very satisfied	Got completed
497	very satisfied	Got what I needed
503	very satisfied	all my tasks for the day are acomplished.
506	very satisfied	had what we needed
507	very satisfied	easy to do research
520	very satisfied	I could use copier.
522	very satisfied	they explained everything
530	very satisfied	I did not have any trouble.
541	very satisfied	Pleasant experience
546	very satisfied	Because Tessa helped
565	very satisfied	completed my task quickly and easily
576	very satisfied	Because I got help right away
580	very satisfied	Everyone is so nice
599	very satisfied	got a lot of homework done
604	very satisfied	It didn't take long
613	very satisfied	staff performance
636	very satisfied	I found exactly what I was looking for
645	very satisfied	b/c I did good
649	very satisfied	It is easy
653	very satisfied	couches were "comfy"
654	very satisfied	got my schedule done
656	very satisfied	accomplished what I was going to do
688	very satisfied	quiet, friendly people
691	very satisfied	easy to do things
699	very satisfied	I needed a computer
708	very satisfied	I get a lot of stuff done
712	very satisfied	Yes, I'm working
724	very satisfied	I rely on this library for books on library service & television production

Survey #	Satisfaction Ranking	Reasons Given for Ranking
988	very satisfied	I didn't do much today.
989	very satisfied	I just studied
994	very satisfied	had quietness while studing
1004	very satisfied	completed my work
1026	very satisfied	cause I got it done
1030	very satisfied	people are nice
1052	very satisfied	it was easy
1054	very satisfied	Because I work here
1078	very satisfied	I got a lot done
1080	very satisfied	J.B. was the teacher
1113	very satisfied	found everything I needed
circ desk	mostly satisfied	get what I needed
12	mostly satisfied	I found what I was looking for.
97	mostly satisfied	No hassels
149	mostly satisfied	cause I had to go to class
180	mostly satisfied	learned
184	mostly satisfied	would have been 5, but computers are outdated
194	mostly satisfied	I was able to find what I wanted
200	mostly satisfied	Because I did everything
214	mostly satisfied	Very satisfied
269	mostly satisfied	same as above
307	mostly satisfied	I found the book and extra ones on the same subject.
340	mostly satisfied	Because it was quick and
410	mostly satisfied	I was able to find what I needed
419	mostly satisfied	I got what I needed
428	mostly satisfied	rain
440	mostly satisfied	very satisfied
467	mostly satisfied	found what I needed
487	mostly satisfied	I got information I needed
518	mostly satisfied	Didn't get all info I wanted
621	mostly satisfied	got my project done
622	mostly satisfied	accomplished what I came to do
644	mostly satisfied	Very satisfied. Because they have everything I need.
664	mostly satisfied	able to use lab
689	mostly satisfied	Some journals are hard to find.
707	mostly satisfied	I had to do work!
1064	mostly satisfied	The person I asked a question to was not knowledgeable of the answer(info)
1112	mostly satisfied	I was in a hurry (fast)

Survey #	Satisfaction Ranking	Reasons Given for Ranking
13	moderately satisfied	They have good reading material
58	moderately satisfied	normal visit
73	moderately satisfied	had trouble (books were not here)
137	moderately satisfied	time of day
207	moderately satisfied	Everyone is always helpful
270	moderately satisfied	I can find all books easily
304	moderately satisfied	not interested in my class
409	moderately satisfied	I know everyone
445	moderately satisfied	Books are out of date.
471	moderately satisfied	because I found one of the 2 magazines I looked for
492	moderately satisfied	it was on reserve so easy to research
509	moderately satisfied	Same as above
516	moderately satisfied	I think I did OK on my test
517	moderately satisfied	I didn't do what I came to do, but I read 50 pgs.
585	moderately satisfied	I could have been much better.
661	moderately satisfied	Too many people
1006	moderately satisfied	there is usually no one to help you in the computer labs like there wasn't today
1014	moderately satisfied	Because the employees were helpful
1050	moderately satisfied	usual
1073	moderately satisfied	computer lab should be ran 24 hrs.
198	slightly satisfied	noise on 10th floor
260	slightly satisfied	Difficult finding necessities.
542	slightly satisfied	just got here
660	slightly satisfied	I found substitute books
669	slightly satisfied	Couldn't find articles
136	not at all satisfied	She didn't know all the resources
255	not at all satisfied	All the books I needed were checked out
362	not at all satisfied	I don't know how to look for stuff
569	not at all satisfied	I don't like having to pay for copies. I think that should be covered in my tution.
694	not at all satisfied	librarian was late
1119	not at all satisfied	rude workers
1062	[no data available]	computer need to better update, make computer lab bigger

APPENDIX H

Other Purposes or Activities Supported by Library Visit

Survey #	Other Purposes or Activities
circ desk	Course work & scheduling classes
13	wasting time
14	work
16	class
20	class
22	Class & to study
38	reading for class
43	took a class downstairs
45	check e-mail /study
47	Classes
49	computer lab
50	Studing
52	Study
57	Return of books
72	studying
79	work
84	class
85	I had a class in the basement
87	e-mail
102	class
112	class
126	Register
133	class
138	work
146	class
149	class
157	work
158	class
160	didn't do anything
168	class
180	class
181	studying
202	admissions
215	class
223	work
228	Admissions
238	ECE tutoring

Survey #	Other Purposes or Activities
246	checking a class
256	finding lost umbrella
263	personel
290	copy machine
320	computer search
337	class
339	studing
357	book return
363	use internet
369	use computer
382	cut & paste brocure for business
386	college basketball@espn.com
391	class
392	check e-mail
416	class
420	Study time
424	class
440	project
446	computer lab
454	for class
457	study
471	ECE
474	reading
476	printing
487	Tutoring
494	Study & Internet
496	using copy machine
497	personal
505	notes
520	applying visa
528	class
554	My personal project
574	Academic Success
578	Return book
580	work related
599	getting essay finished & enjoy peace & quiet
607	ECE
609	Reading
612	computer work
622	meeting

Survey #	Other Purposes or Activities
653	study
654	registration
712	Tutoring
720	turning books
727	Studying
975	tutoring
984	copier
989	studied
993	Internet use
997	study
1014	work
1030	renew books
1040	tests in basement
1063	Reading in a quiet place
1083	portfolio
1114	working
1116	study
1117	study

APPENDIX I

Other Fields of Study Reported by Patrons

Survey #	Other Fields of Study
308	? Adm
574	??
181	Accounting
393	Accounting
16	art
38	art
175	Art
190	Art
191	Art
279	Art
400	Art
536	Arts
720	Arts
728	Arts
571	arts drama
246	Athletics & education
1030	BA
563	Behavior Science
409	Biology
659	BS
1080	BS
1084	BS
984	BSN
535	Bus
510	Bus Mgt/Mkt
249	Bus.
circ desk	business
12	Business
64	Business
84	business
130	business
161	Business
270	Business
321	Business
338	Business
451	Business
490	Business

Survey #	Other Fields of Study
513	Business
649	Business
701	Business
702	Business
975	Business
997	Business
1008	Business
1020	Business
1075	business
1036	Business Management
c	buss.
51	cj
447	CJ
639	CJ
714	CJ
1089	CJ
629	Com
281	COMM
973	Communication
1035	communication
1121	communication
996	Communication (Public Rel.
50	Communications
59	Communications
322	Communications
371	Communications
462	Communications
485	Communications
622	Communications
282	Communications/Art
285	computer science
353	Computer Science
647	Computer Science
546	Computers
983	Computers & Math
384	Criminal Justice
697	CS
554	Drama/English
260	ECE
605	ECE
479	Econ. Development

Survey #	Other Fields of Study
533	Economics
14	Ed
651	Ed
1107	ed.
469	Edu.
1021	edu.
c	education
57	Education
69	education
77	education
111	Education
137	Education
245	Education
254	Education
401	education
410	Education
501	Education
515	Education
537	Education
671	Education
680	Education
722	Education
941	education
977	Education
980	Education
1076	education
1086	education
1118	education
1006	Education & Prof. Studies
80	Educational health
612	Education-Language arts field
289	EED
626	EH
553	Elem Ed
678	Elem. Ed.
715	Elementary Ed/Ed Admin
113	Elementary Education
116	Elementary Education
514	Elementary Education
691	Elementary Education
231	English

Survey #	Other Fields of Study
439	English
440	English
541	English
570	English
699	English
circ desk	family
972	family and consumer sciences
606	Finance
711	Finance
552	Health & Human Performance
269	History
707	HS
1079	Information System
726	Instructional media
1099	law
531	Learning Servicers
724	Library Science
81	Marketing
118	marketing
313	Marketing
45	math education
302	mathmetics
551	Medicine
138	Merchandising
1014	Merchandising
214	Music
968	Music
102	Music Ed
132	music ed
420	Music Ed
1060	music education
1077	music education
1078	music education
1091	music education
719	Music major
517	N/A
133	Nursi ng
172	Nursing
223	Nursing
232	Nursing
273	Nursing

Survey #	Other Fields of Study
395	Nursing
599	Nursing
657	Nursing
706	Nursing
1113	nursing
511	P.A. Ed.
534	P.E.
976	P.S.
173	PE
213	Physical Ed
39	Physical Education
412	Physical Education
1025	physical education
1045	Pol.Sci.
627	Political Science
160	Pre-business marketing
184	Pre-law
349	Psychology
505	Psychology
673	Psychology
1054	psychology
645	Respiratory therapy
215	respiratory therapy
356	Retired military officer
382	Small business
665	Social Work
424	Sp Ed
682	Special Education
557	still deciding
549	Tech
329	Technology
432	technology
43	undecided
65	undecided
121	undecided
136	undecided
219	undecided
262	undecided
369	Undecided
382	Undecided
454	undecided

Survey #	Other Fields of Study
495	Undecided
522	undecided
383	X com

APPENDIX J

Other Comments

Survey #	Other Comments
11	The library has a poor selection of Zoological journals, and access to the Alabama collection is also poor.
43	This library is always clean & neat. Glad this is here for us to use. God bless you!
49	very successful
64	I came to math class in the basement.
67	I think there should be classes given by the library to teach students how to look for articles, books, etc. properly and more Productive.[sic]
93	The photocopiers are pieces of crap!!! Constant breakdowns.
119	I have been using this library since I was a Sophomore at JHS and have never had a problem finding what I need.
158	Some of the staff particularly the women on the first floor are very rude and nasty.
164	You should charge more for late fees!
166	Reserve Successful? Yes
167	I was successful
193	I was very disturbed that somebody talked on the cell phone all the time in the study area.
207	For an Institution the size of JSU, the library is undersized and is lacking some major journals in the fields of psychology and education
217	Keep up the good work!
249	Looking up subject - Very successful
254	Some where wonderful help others were rude.
256	looked for my umbrella
258	Quit spending \$ on exterior of building and do it right 1st time.
272	I got the material I was searching for.
275	Look for books on leadership
304	very successful
349	I was doing a program in the basement that is required for my Theories of Personality class. (McDade)
392	use internet
402	Printed powerpoint slides offblackboard/rechecked books
420	Class Study
422	They need to sell lemonade
423	Successful research of English authors
446	nice

Survey #	Other Comments
452	Typically the library is not stressful as long as there are librarians here. Unfortunately I am usually here after 7:00 and these people are scarce. The Internet has seen much improvement since I began utilizing the library in 1998. This resource has multiplied in ease of use each year. I do, however, recommend more courses on library usage for students that may have been missed during freshman English or for old students trying to use the new systems.
470	I like very much coming to the JSU library because it's comfortable and peaceful. The only complain [sic] I have is that sometimes it gets very cool in here and nobody at the library is able to do anything about it.
476	Cathy is very helpful & polite!
513	Library should have areas to study that don't close at 11:00 p.m. These areas should be available for studying after 11:00.
518	Library should have designated areas to study 24 hrs or at least after 11:00.
521	I find being able to fill out ILL forms online very helpful. The library's online catalog (now viewable by me at home on WWW) facilitates my research & teaching.
557	The library is the greatest place in the world
574	Went class in the basement
580	Delivered packages. Nice lady up front told me how to get where I needed to be.
596	The mouse in the computer lab was not working good.
599	Copy machines need to be checked on more regularly. I have had problems recently involving - out of order- out of paper- out of ink- not accepting change. Regular maintenance of these machines would help to improve satisfaction of students.
622	We need lemonade
627	Internet access - somewhat successful
656	Checked E-mail, rad, studied, checked newspapers
663	Better access to the Alabama collection. I couldn't get into it today. It was waste of time to come here.
715	Get cards for the copier to eliminate going back and forth to get change. They have it at UAB Birmingham.
724	Everyone here has been helpful and friendly. I like the atmosphere here.
725	I enjoy coming to the library to study.
726	Love the library and have always found materials accessible and the staff friendly!
1014	The library is very helpful and easy to use, but I think that the library should offer more books and information dealing with merchandising, textiles, etc. Although, they do offer a few the few that are offered are old and out of date.

Survey #	Other Comments
1019	Need to have more books to read for pleasure.
1030	need more parking spaces
1031	drinking water nasty, we need some cable for lobby T.V., we need some excitement, more parking space, new furniture old is ugly, we need more black librarians, circulation staff, That's discrimination, we need some black art
1033	7th floor library is rude plus he needs to change wardrobe
1040	I am very glad for this opportunity to complain about the indifference and rudeness of the staff of the circulation desk. The daytime staff(they are older people) never smile, never speak, don't acknowledge my presence, and when I speak to them they ignore me. They, an older man and an older woman, are the only employees I've come in contact w/on this campus that are RUDE!!!!!!!
1062	make computer lab should be open 24 hour service also
1073	also the 7th floor teacher is rude, incompetent, non-friendly
1079	When books are returned, please make sure the returned books are log in before returning to shelf.
1099	need update law reporters/digests since students don't have access to westlaw or lexis to do research - I also noticed a few students with laptop computers-there needs to thought put into having internet plug-ins available so that students can use their computers outside of the lab areas. This would make research easier by having books & web resources
1111	In the past, the librarians have been very helpful. In fact, if one librarian couldn't find the info he/she would forward me to someone who could. I am very satisfied with the library staff. Though no one librarian knew the info I was searching for, their combine synergies could find the smallest particle in this library.
1119	Library personel are rude and unprofessional
1121	very good library with friendly workers and assistants