

Jul 17-23-2008

TROY UNIVERSITY LIBRARY

Survey Questions

1. What is your status? Please circle: Freshman; Sophomore; Junior; Senior
Faculty; Graduate; Other 7
31
2. What is your major: _____ minor: _____
3. I use the library: (Check all that apply)
184 To study 137 For research 53 To read journals 24 For reserve materials
77 To get books and materials 25 To get help from a librarian
108 To check email 96 To use electronic databases
16 Other (describe) _____
4. Select the number of hours you spend in the library in a week.
68 1-3 59 4-6 31 7-9 43 10+
5. FOR THE FOLLOWING CIRCLE THE ANSWER WHICH MOST CLOSELY DESCRIBES YOUR FEELINGS ABOUT VARIOUS SERVICES IN THE LIBRARY:
- | | | | | |
|-------------------------------|--------------|-----------------------|----------------|------------|
| a. Copy Machines | <u>103</u> | <u>50</u> | <u>13</u> | <u>31</u> |
| | Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion |
| b. Card Vending Machines | <u>85</u> | <u>50</u> | <u>8</u> | <u>53</u> |
| | Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion |
| c. Reference Service | <u>111</u> | <u>43</u> | <u>8</u> | <u>32</u> |
| | Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion |
| d. Circulation Desk Service | <u>130</u> | <u>37</u> | <u>2</u> | <u>28</u> |
| | Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion |
| e. Library Check-out Policies | <u>134</u> | <u>25</u> | <u>3</u> | <u>35</u> |
| | Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion |
6. Can you usually find what you need in the library?
86 Always 117 Sometimes 0 Never
7. Was the library staff available when you needed assistance?
161 Always 39 Sometimes 0 Never 7 N/A
8. Was the library staff helpful?
156 Always 41 Sometimes 0 Never 9 N/A
9. Did you know the library has online databases available?
179 Yes 26 No
10. Have you used these databases?
140 Yes 63 No.

11. Did you find these databases to be helpful?

142 Yes 33 No N/A - 4

12. Did you use the WebCat (Online Library Catalog) for your information needs?

120 Yes 76 No N/A - 3

13. Did you find the materials you needed?

151 Yes 30 No N/A - 7

14. Did you ask a librarian for help?

118 Yes 81 No N/A - 3

15. FOR THE FOLLOWING PLEASE CIRCLE THE ANSWER WHICH MOST CLOSELY DESCRIBES YOUR FEELINGS ABOUT THE LIBRARY:

a. The library's weekday hours are convenient.

100 Strongly agree 75 Agree 13 Disagree 2 No opinion

b. The library's weekend hours are convenient.

54 Strongly agree 71 Agree 13 Disagree 7 No opinion

c. It was easy to find books and materials on the shelves.

36 Strongly agree 403 Agree 25 Disagree 35 No opinion

16. How long did you have to wait for a computer:

75 Available 75 1-5 minutes 42 6-10 minutes 15 Over 10 minutes

THANK YOU FOR PARTICIPATING IN THIS SURVEY!

What can we do to provide more effective service?
