Jul 17  23-2008
TROY UNIVERSITY LIBRARY
Survey Questions

1. What is your status? Please circle: Freshman; Sophomore; Junior; Senior  
\[\text{Faculty; Graduate; Other}\]

2. What is your major? ___________ minor: ___________

3. I use the library: (Check all that apply)
\[\text{To study} 1/2 \text{To research} 5/2 \text{To read journals} 24/7 \text{To reserve books} 25/7 \text{To get help from a librarian} 16/8 \text{To check email} 4/6 \text{To use electronic databases} 16/6 \text{Other (describe)}\]

4. Select the number of hours you spend in the library in a week.
6/8 1-3 5-9 3/17-9 4/3/10+

5. For the following circle the answer which most closely describes your feelings about various services in the library:

   a. Copy Machines 4/3 satisfactory 5/0 somewhat satisfactory 1/3 unsatisfactory 3/1 no opinion
   b. Card Vending Machines 5/8 satisfactory 5/0 somewhat satisfactory 8/ no opinion 5/3
   c. Reference Service 4/3 satisfactory 4/3 somewhat satisfactory 9/ unsatisfactory 3/2 no opinion
   d. Circulation Desk Service 4/3 satisfactory 4/3 somewhat satisfactory 2/ unsatisfactory 2/8 no opinion
   e. Library Check-out Policies 4/3 satisfactory 4/3 somewhat satisfactory 3/ unsatisfactory 3/5 no opinion

6. Can you usually find what you need in the library?
   4/6 Always 11/7 Sometimes 4/0 Never

7. Was the library staff available when you needed assistance?
   4/6 Always 3/9 Sometimes 4/0 Never 7/1 N/A

8. Was the library staff helpful?
   4/6 Always 4/1 Sometimes 0/0 Never 9/1 N/A

9. Did you know the library has online databases available?
   4/7 Yes 2/6 No

10. Have you used these databases?
    4/0 Yes 3/3 No.
11. Did you find these databases to be helpful?
   Yes  No  N/A
   142  23  4

12. Did you use the WebCat (Online Library Catalog) for your information needs?
   Yes  No  N/A
   120  76  3

13. Did you find the materials you needed?
   Yes  No  N/A
   151  26  7

14. Did you ask a librarian for help?
   Yes  No  N/A
   118  21  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.
      Strongly agree  Agree  Disagree  No opinion
      100  12  2

   b. The library’s weekend hours are convenient.
      Strongly agree  Agree  Disagree  No opinion
      54  7  7

   c. It was easy to find books and materials on the shelves.
      Strongly agree  Agree  Disagree  No opinion
      36  25  35

16. How long did you have to wait for a computer:
   Available  5-15 minutes  15-20 minutes  Over 10 minutes
   25  25  15

THANK YOU FOR PARTICIPATING IN THIS SURVEY!

What can we do to provide more effective service?

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