

Feb. 18-24 2007

TROY UNIVERSITY LIBRARY
Survey Questions

1. What is your status? Please circle: Freshman; Sophomore; Junior; Senior
0-Faculty; Graduate; Other 1
34 31 51 49
27
2. What is your major: _____ minor: _____
3. I use the library: (Check all that apply)
174 To study 153 For research 52 To read journals 22 For reserve materials
89 To get books and materials 21 To get help from a librarian
116 To check email 90 To use electronic databases
16 Other (describe) _____
4. Select the number of hours you spend in the library in a week.
8 1-3 52 4-6 25 7-9 32 10+
5. FOR THE FOLLOWING CIRCLE THE ANSWER WHICH MOST CLOSELY DESCRIBES YOUR FEELINGS ABOUT VARIOUS SERVICES IN THE LIBRARY:
- | | | | | |
|-------------------------------|-----------------------|----------------|------------|-----|
| a. Copy Machines | <u>47</u> | <u>18</u> | | |
| <u>96</u> Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion | -38 |
| b. Card Vending Machines | <u>38</u> | <u>14</u> | | |
| <u>76</u> Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion | -67 |
| c. Reference Service | <u>42</u> | <u>5</u> | <u>25</u> | |
| <u>124</u> Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion | |
| d. Circulation Desk Service | <u>29</u> | <u>7</u> | | |
| <u>133</u> Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion | -25 |
| e. Library Check-out Policies | <u>31</u> | <u>7</u> | | |
| <u>127</u> Satisfactory | Somewhat satisfactory | Unsatisfactory | No opinion | -29 |
6. Can you usually find what you need in the library?
93 Always 109 Sometimes 1 Never
7. Was the library staff available when you needed assistance?
151 Always 45 Sometimes 1 Never 4 N/A
45
8. Was the library staff helpful?
142 Always 52 Sometimes 2 Never 3 N/A
9. Did you know the library has online databases available?
180 Yes 20 No
10. Have you used these databases?
151 Yes 48 No.

11. Did you find these databases to be helpful?

152 Yes 29 No

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

152 Yes 45 No

13. Did you find the materials you needed?

174 Yes 23 No

14. Did you ask a librarian for help?

119 Yes 77 No

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.

66 Strongly agree ⁷⁹ Agree ³⁴ Disagree No opinion — 1

b. The library's weekend hours are convenient.

40 Strongly agree ³² Agree ⁶⁷ Disagree No opinion — 7

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

31 Strongly agree ¹¹⁴ Agree ³⁸ Disagree No opinion — 16

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

61 Available 78 1-5 minutes 30 6-10 minutes 32 Over 10 minutes

THANK YOU FOR PARTICIPATING IN THIS SURVEY!

What can we do to provide more effective service?
