

User Satisfaction Survey Report

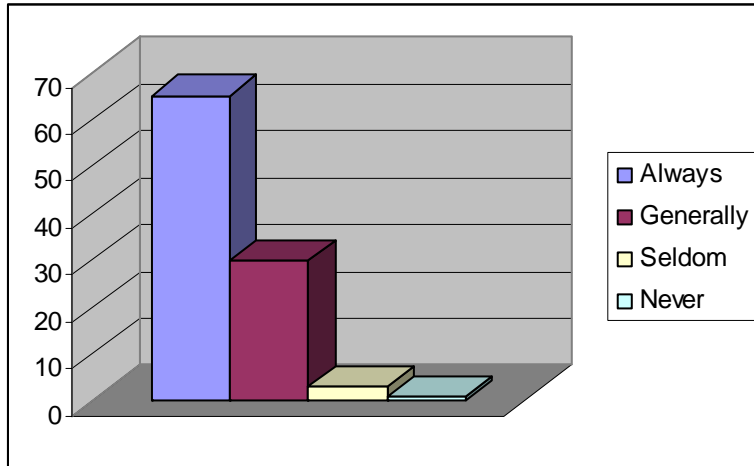
Summer 2004

Steve Shaw, Reference and Instruction Librarian

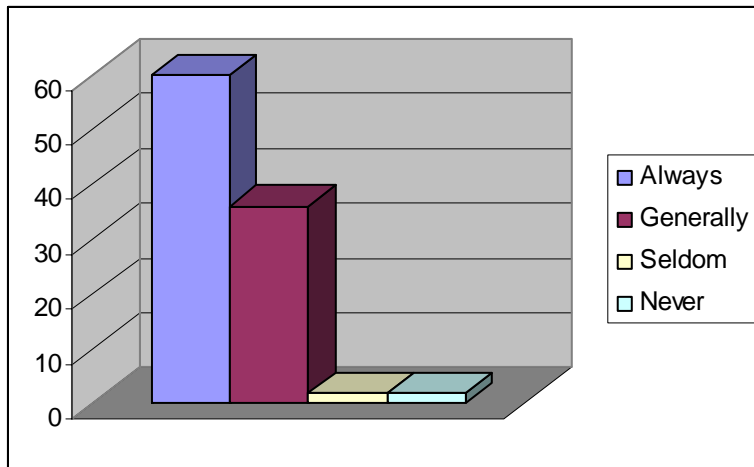
The library staff conducted our Library User Satisfaction Survey during June 7th-August 3rd 2004, trying to reach a broad spectrum of library users. This was our initial effort after an unknown period of time. We had a single survey box placed at the Reference Desk, and patrons were requested to fill surveys out while they waited for printouts.

The numbers were disappointingly low, but considering the lack of aggressive 'campaigning,' the season, the length of the survey window, and lack of staff involvement, the return of 87 is not that upsetting.

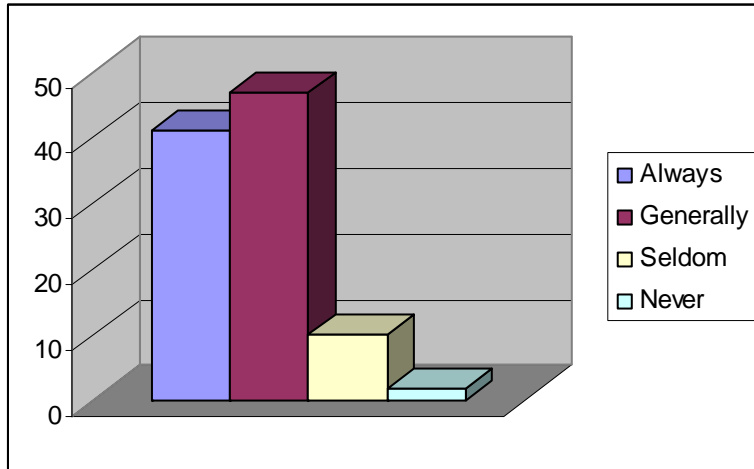
Is the Library staff friendly and courteous in their interactions with you?



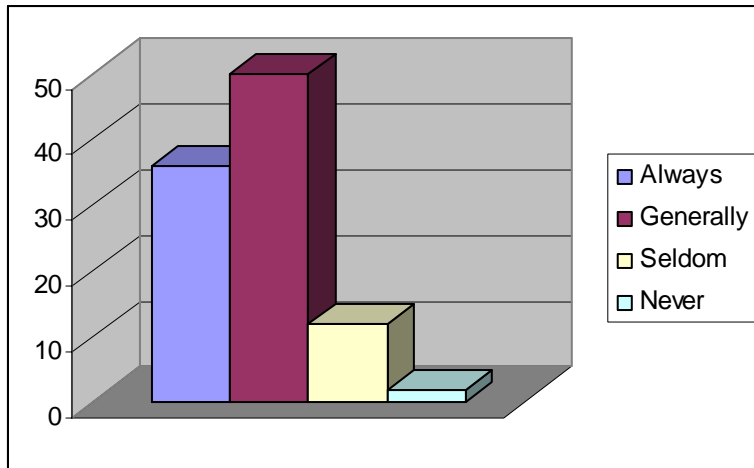
Does the Library staff have the knowledge and expertise to help you?



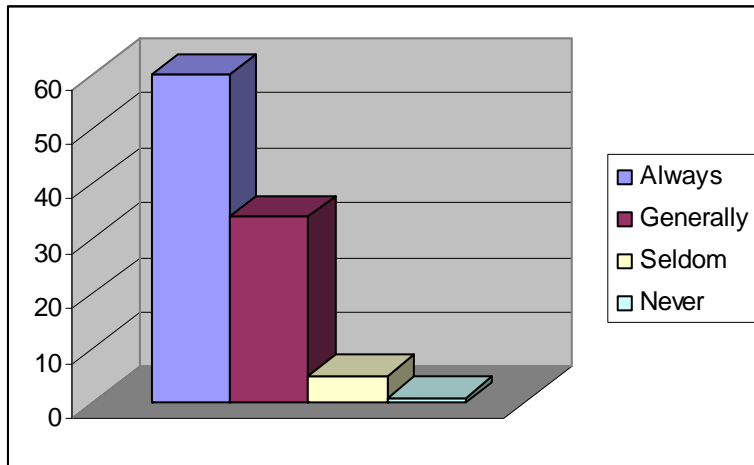
Are the Library's collections (books, journals, etc.) useful to you?



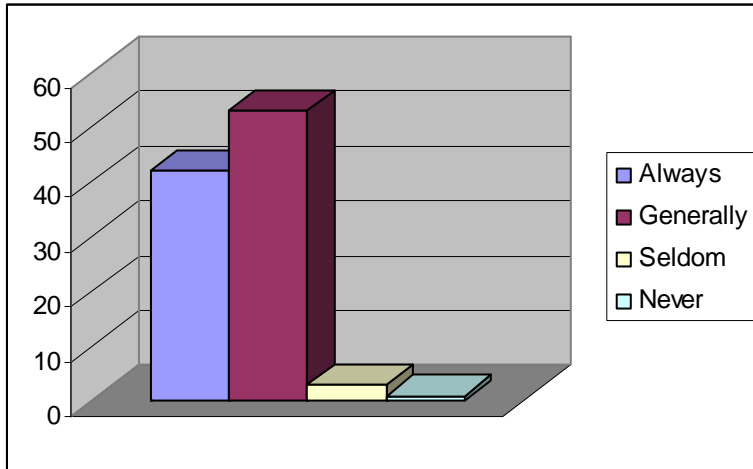
Is it easy for you to find and use the materials you need?



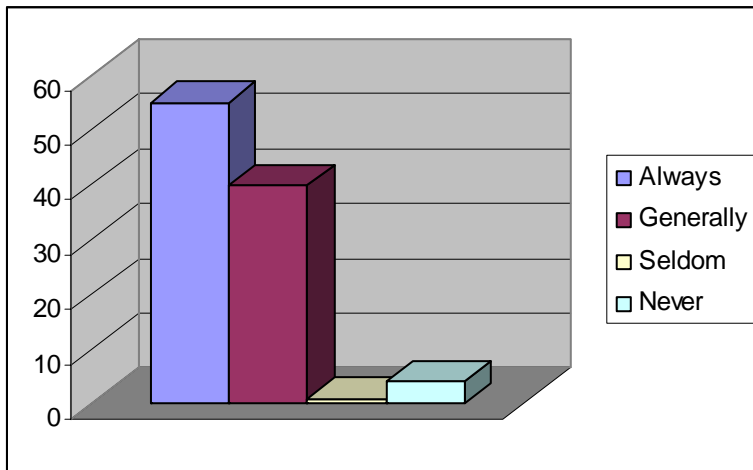
Are the Library's electronic resources easy to find and use?



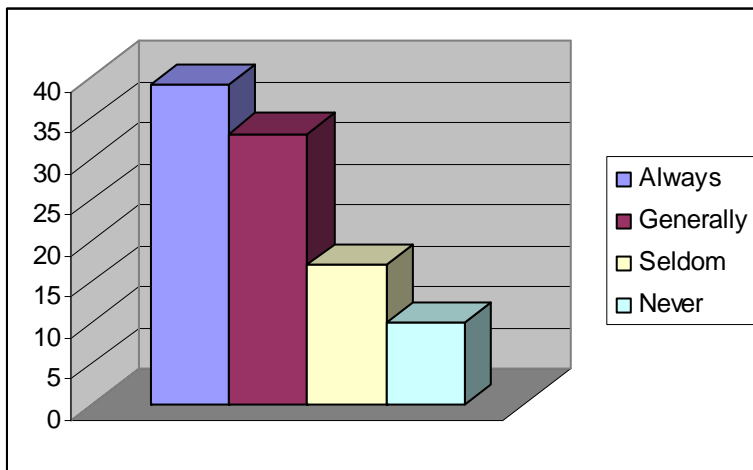
Do these resources provide the information you need?



Is the equipment (copiers, printers, computers) working to your satisfaction?



Are the hours the Library is open useful to you?



Which of the following do you use when researching a topic? Circle all that apply:

Expressed as percentage of respondents (total = 100%):

