

2010-2011 Library Effectiveness Evaluation

Count and Percent

Count Percent

1. Over the past six months, have you contacted the Roberts Library staff for assistance or information?

(Not Answered)	2	2.50 %
Yes	66	82.50 %
No (Skip to Question 6)	12	15.00 %

Total Responses	80	100 %
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2. To which of the following groups do you belong?

(Not Answered)	14	17.50 %
Administration	9	11.25 %
Faculty	33	41.25 %
Staff	24	30.00 %

Total Responses	80	100 %
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3. About how long did it take the Library staff to respond to your request?

(Not Answered)	14	17.50 %
Immediately	38	47.50 %
In one hour or less	18	22.50 %
Two to four hours	7	8.75 %
One day	3	3.75 %

Total Responses	80	100 %
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4. Did the time required to complete your request meet your needs?

(Not Answered)	14	17.50 %
My request was completed more quickly than I required	56	70.00 %
I really had no specific time requirements	10	12.50 %

Total Responses	80	100 %
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5. How satisfied were you with the service you received?

(Not Answered)	27	33.75 %
Very satisfied	49	61.25 %
Satisfied	4	5.00 %

Total Responses	80	100 %
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	Count	Percent
How useful have these services been? - Roberts Library facilities		
(Not Answered)	3	3.75 %
Always Useful	55	68.75 %
Often Useful	17	21.25 %
Occasionally Useful	3	3.75 %
Never Useful	2	2.50 %
Total Responses	80	100 %

How useful have these services been? - Roberts Library collection and resources

(Not Answered)	4	5.00 %
Always Useful	45	56.25 %
Often Useful	23	28.75 %
Occasionally Useful	6	7.50 %
Never Useful	2	2.50 %
Total Responses	80	100 %

How useful have these services been? - Roberts Library web page

(Not Answered)	6	7.50 %
Always Useful	42	52.50 %
Often Useful	22	27.50 %
Occasionally Useful	7	8.75 %
Never Useful	3	3.75 %
Total Responses	80	100 %

How useful have these services been? - GALILEO databases

(Not Answered)	8	10.00 %
Always Useful	43	53.75 %
Often Useful	15	18.75 %
Occasionally Useful	7	8.75 %
Never Useful	7	8.75 %
Total Responses	80	100 %

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How useful have these services been? - Roberts Library Media collection (VHS & DVD)

(Not Answered)	6	7.50 %
Always Useful	33	41.25 %
Often Useful	17	21.25 %
Occasionally Useful	16	20.00 %
Never Useful	8	10.00 %
Total Responses	80	100 %

How useful have these services been? - Response to requests for purchases for the Library Collection

(Not Answered)	13	16.25 %
Always Useful	34	42.50 %
Often Useful	14	17.50 %
Occasionally Useful	8	10.00 %
Never Useful	11	13.75 %
Total Responses	80	100 %

How useful have these services been? - Quality of Library Instruction

(Not Answered)	13	16.25 %
Always Useful	44	55.00 %
Often Useful	14	17.50 %
Occasionally Useful	4	5.00 %
Never Useful	5	6.25 %
Total Responses	80	100 %

How useful have these services been? - GIL Express and Interlibrary Loan services

(Not Answered)	12	15.00 %
Always Useful	34	42.50 %
Often Useful	15	18.75 %
Occasionally Useful	10	12.50 %
Never Useful	9	11.25 %
Total Responses	80	100 %

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	Count	Percent
How often do you use each of these services? - Visit the Roberts Library		
(Not Answered)	2	2.50 %
Use Frequently	17	21.25 %
Use Often	23	28.75 %
Use Occasionally	35	43.75 %
Never Use	3	3.75 %
Total Responses	80	100 %

How often do you use each of these services? - Use books, newspapers, periodicals, computers on Roberts Library premises		
(Not Answered)	3	3.75 %
Use Frequently	12	15.00 %
Use Often	13	16.25 %
Use Occasionally	41	51.25 %
Never Use	11	13.75 %
Total Responses	80	100 %

How often do you use each of these services? - Use the Roberts Library web page		
(Not Answered)	3	3.75 %
Use Frequently	19	23.75 %
Use Often	16	20.00 %
Use Occasionally	34	42.50 %
Never Use	8	10.00 %
Total Responses	80	100 %

How often do you use each of these services? - Access and search GALILEO databases		
(Not Answered)	2	2.50 %
Use Frequently	16	20.00 %
Use Often	19	23.75 %
Use Occasionally	31	38.75 %
Never Use	12	15.00 %
Total Responses	80	100 %

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	Count	Percent
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How often do you use each of these services? - Check out Library videos for instruction

(Not Answered)	2	2.50 %
Use Frequently	12	15.00 %
Use Often	9	11.25 %
Use Occasionally	27	33.75 %
Never Use	30	37.50 %

Total Responses	80	100 %
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How often do you use each of these services? - Submit requests for purchases for the Library collection

(Not Answered)	4	5.00 %
Use Frequently	4	5.00 %
Use Often	11	13.75 %
Use Occasionally	24	30.00 %
Never Use	37	46.25 %

Total Responses	80	100 %
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How often do you use each of these services? - Request Library Instruction for your classes

(Not Answered)	4	5.00 %
Use Frequently	6	7.50 %
Use Often	12	15.00 %
Use Occasionally	20	25.00 %
Never Use	38	47.50 %

Total Responses	80	100 %
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How often do you use each of these services? - Request GIL Express or Interlibrary Loan services

(Not Answered)	2	2.50 %
Use Frequently	6	7.50 %
Use Often	14	17.50 %
Use Occasionally	28	35.00 %
Never Use	30	37.50 %

Total Responses	80	100 %
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