		Count	Percent
1. Over the past six months, have you contacted the R	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 %
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 %
3. About how long did it take the Library staff to resporequest?	ond to your		
(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 %
. Did the time required to complete your request mee	t your needs?		
(Not Answered)		14	17.50 %
My request was completed more quickly than I required	b	56	70.00 %
I really had no specific time requirements		10	12.50 %
-	Total Responses	80	100 %
5. How satisfied were you with the service you receive	ed?		
(Not Answered)		27	33.75 %
Very satisfied		49	61.25 %
Satisfied		4	5.00 %
_	Total Responses	80	100 %

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	C	ount	Percent
How useful have these services been? - Robe	erts 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? - Robe and resources	erts Library collection		
(Not Answered)		4	5.00 %
Always Useful		45	56.25 %
Often Useful		23	28.75 %
		6	7.50 %
Occasionally Useful			
Occasionally Useful Never Useful		2	2.50 %
•	Total Responses	2 80	2.50 % 100 %
•			
Never Useful			
Never Useful How useful have these services been? - Robe		80	100 %
Never Useful How useful have these services been? - Robe (Not Answered)		80	100 % 7.50 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful		80 6 42	7.50 % 52.50 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful		6 42 22	7.50 % 52.50 % 27.50 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful		6 42 22 7	7.50 % 52.50 % 27.50 % 8.75 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful	erts Library web page Total Responses	6 42 22 7 3	7.50 % 52.50 % 27.50 % 8.75 % 3.75 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful Never Useful	erts Library web page Total Responses	6 42 22 7 3	7.50 % 52.50 % 27.50 % 8.75 % 3.75 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful Never Useful How useful have these services been? - GALI	erts Library web page Total Responses	6 42 22 7 3 80	7.50 % 52.50 % 27.50 % 8.75 % 3.75 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful Never Useful How useful have these services been? - GALI (Not Answered)	erts Library web page Total Responses	80 6 42 22 7 3 80	7.50 % 52.50 % 27.50 % 8.75 % 3.75 % 100 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful Never Useful How useful have these services been? - GALI (Not Answered) Always Useful	erts Library web page Total Responses	80 6 42 22 7 3 80 8	7.50 % 52.50 % 27.50 % 8.75 % 3.75 % 100 % 53.75 %
Never Useful How useful have these services been? - Robe (Not Answered) Always Useful Often Useful Occasionally Useful Never Useful How useful have these services been? - GALI (Not Answered) Always Useful Often Useful	erts Library web page Total Responses	80 6 42 22 7 3 80 8 43 15	100 % 7.50 % 52.50 % 27.50 % 8.75 % 3.75 % 100 % 10.00 % 53.75 % 18.75 %

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		Count	Percent
How useful have these services been? - Roberts Libra	ry 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 r	equests 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 Libi	rary 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 a	nd 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 %
	. J.u. Nooponoes	30	100 /0

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	C	ount	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 %
Use Occasionally			
Never Use		12	15.00 %

	С	ount	Percent
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 %
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 %
Use Occasionally			
Never Use		37	46.25 %
·	Total Responses	37 80	46.25 % 100 %
Never Use	•		
Never Use How often do you use each of these services?	•		
Never Use How often do you use each of these services? Instruction for your classes	•		
Never Use How often do you use each of these services?	•	80	100 %
Never Use How often do you use each of these services? Instruction for your classes (Not Answered)	•	80	100 % 5.00 %
Never Use How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently	•	80 4 6	100 % 5.00 % 7.50 %
Never Use How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often	•	4 6 12	5.00 % 7.50 % 15.00 %
Never Use How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally	•	4 6 12 20	5.00 % 7.50 % 15.00 % 25.00 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally	- Request Library Total Responses	4 6 12 20 38	5.00 % 7.50 % 15.00 % 25.00 % 47.50 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally Never Use	- Request Library Total Responses	4 6 12 20 38	5.00 % 7.50 % 15.00 % 25.00 % 47.50 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally Never Use How often do you use each of these services?	- Request Library Total Responses	4 6 12 20 38	5.00 % 7.50 % 15.00 % 25.00 % 47.50 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally Never Use How often do you use each of these services? or Interlibrary Loan services	- Request Library Total Responses	80 4 6 12 20 38 80	5.00 % 7.50 % 15.00 % 25.00 % 47.50 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally Never Use How often do you use each of these services? or Interlibrary Loan services (Not Answered)	- Request Library Total Responses	80 4 6 12 20 38 80	100 % 5.00 % 7.50 % 15.00 % 25.00 % 47.50 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally Never Use How often do you use each of these services? or Interlibrary Loan services (Not Answered) Use Frequently	- Request Library Total Responses	80 4 6 12 20 38 80	100 % 5.00 % 7.50 % 15.00 % 25.00 % 47.50 % 100 %
How often do you use each of these services? Instruction for your classes (Not Answered) Use Frequently Use Often Use Occasionally Never Use How often do you use each of these services? or Interlibrary Loan services (Not Answered) Use Frequently Use Often	- Request Library Total Responses	80 4 6 12 20 38 80 2 6 14	100 % 5.00 % 7.50 % 15.00 % 25.00 % 47.50 % 100 % 2.50 % 7.50 % 17.50 %

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