

Responses to 2008 Student Survey

<b>Type of student</b>	Frequency	Percent	Cum.
Undergraduate	168	98.82	98.82
Law Student	2	1.18	100.00
Total	170	100.00	

<b>Class year</b>	Frequency	Percent	Cum.
2008	38	22.35	22.35
2009	41	24.12	46.47
2010	49	28.82	75.29
2011	42	24.71	100.00
Total	170	100.00	

<b>Primary library</b>	Frequency	Percent	Cum.
Leyburn	137	82.53	82.53
Telford	15	9.04	91.57
Both	14	8.43	100.00
Total	166	100.00	

<b>Hours per week spent in library</b>	Frequency	Percent	Cum.
< 1 hr/wk	40	24.10	24.10
1 - 5 hrs/wk	60	36.14	60.24
5 - 10 hrs/wk	38	22.89	83.13
> 10 hrs/wk	28	16.87	100.00
Total	166	100.00	

<b>How often have you used Library resources/services</b>	Frequency	Percent	Cum.
Never	2	1.18	1.18
12 x term	41	24.12	25.29
1 x month	59	34.71	60.00
1 x week	68	40.00	100.00
Total	170	100.00	

<b>Ever borrowed a library laptop?</b>	Frequency	Percent	Cum.
Yes	23	13.86	13.86
No	143	86.14	100.00
Total	166	100.00	

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<b>Satisfaction level with laptop borrowing process</b>	Frequency	Percent	Cum.
Dissatisfied	1	4.35	4.35
Neutral	5	21.74	26.09
Satisfied	9	39.13	65.22
Very Satisfied	8	34.78	100.00
Total	23	100.00	

<b>Preferred loan period for books</b>	Frequency	Percent	Cum.
Current system	17	77.27	77.27
90 day	1	4.55	81.82
8 week	1	4.55	86.36
No preference	3	13.64	100.00
Total	22	100.00	

**Which help you learn about the library?**

Library Website	139
Circulation Staff	111
Other Students	94
Reference Staff	60
Librarian Presentations	49
Course Guides	40
Library Tours	26
Flyers	24
Appointment w/ Librarian	14
Other	11
Blogs	2

<b>Journal preference: print versus electronic</b>	Frequency	Percent	Cum.
Print	35	21.34	21.34
Electronic	105	64.02	85.37
No Preference	24	14.63	100.00
Total	164	100.00	

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<b>Reference book preference: print versus electronic</b>	Frequency	Percent	Cum.
Print	30	18.29	18.29
Electronic	115	70.12	88.41
No Preference	19	11.59	100.00
Total	164	100.00	

<b>Book preference: print versus electronic</b>	Frequency	Percent	Cum.
Print	127	77.44	77.44
Electronic	21	12.80	90.24
No Preference	16	9.76	100.00
Total	164	100.00	

**Which library resources have you used this academic year?**

Books	158
Electronic Journals	126
Videos	104
Reference Books	89
Print Journals	76
Newspapers	56
Music CDs	28
Audio Books	18
Special Collections	17

**Leyburn**

<b>Satisfaction with Facilities Satisfaction with wireless internet access in Leyburn</b>	Frequency	Percent	Cum.
Don't Use	20	12.50	12.50
Very Dissatisfied	5	3.13	15.63
Dissatisfied	5	3.13	18.75
Neutral	7	4.38	23.13
Satisfied	43	26.88	50.00
Very Satisfied	80	50.00	100.00
Total	160	100.00	

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<b>Satisfaction with number of computer workstations in Leyburn</b>	Frequency	Percent	Cum.
Don't Use	12	7.55	7.55
Very Dissatisfied	9	5.66	13.21
Dissatisfied	43	27.04	40.25
Neutral	28	17.61	57.86
Satisfied	51	32.08	89.94
Very Satisfied	16	10.06	100.00
Total	159	100.00	

<b>Satisfaction with comfort of study carrels and tables in Leyburn</b>	Frequency	Percent	Cum.
Don't Use	20	12.50	12.50
Very Dissatisfied	15	9.38	21.88
Dissatisfied	50	31.25	53.13
Neutral	29	18.13	71.25
Satisfied	33	20.63	91.88
Very Satisfied	13	8.13	100.00
Total	160	100.00	

<b>Satisfaction with comfort and variety of seating in Leyburn</b>	Frequency	Percent	Cum.
Don't Use	7	4.38	4.38
Very Dissatisfied	9	5.63	10.00
Dissatisfied	50	31.25	41.25
Neutral	35	21.88	63.13
Satisfied	44	27.50	90.63
Very Satisfied	15	9.38	100.00
Total	160	100.00	

<b>Satisfaction with usability of private study rooms in Leyburn</b>	Frequency	Percent	Cum.
Don't Use	46	28.75	28.75
Very Dissatisfied	10	6.25	35.00
Dissatisfied	36	22.50	57.50
Neutral	21	13.13	70.63
Satisfied	34	21.25	91.88
Very Satisfied	13	8.13	100.00
Total	160	100.00	

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**Satisfaction with The Book Nook in Leyburn**

	Frequency	Percent	Cum.
Don't Use	48	30.00	30.00
Very Dissatisfied	4	2.50	32.50
Dissatisfied	19	11.88	44.38
Neutral	26	16.25	60.63
Satisfied	38	23.75	84.38
Very Satisfied	25	15.63	100.00
Total	160	100.00	

**Telford**

**Satisfaction with wireless internet access in Telford**

	Frequency	Percent	Cum.
Don't Use	107	67.30	67.30
Very Dissatisfied	4	2.52	69.81
Dissatisfied	3	1.89	71.70
Neutral	2	1.26	72.96
Satisfied	10	6.29	79.25
Very Satisfied	33	20.75	100.00
Total	159	100.00	

**Satisfaction with number of computer workstations in Telford**

	Frequency	Percent	Cum.
Don't Use	90	56.60	56.60
Very Dissatisfied	14	8.81	65.41
Dissatisfied	19	11.95	77.36
Neutral	12	7.55	84.91
Satisfied	14	8.81	93.71
Very Satisfied	10	6.29	100.00
Total	159	100.00	

**Satisfaction with comfort of study carrels and tables in Telford**

	Frequency	Percent	Cum.
Don't Use	104	65.41	65.41
Very Dissatisfied	3	1.89	67.30
Dissatisfied	9	5.66	72.96
Neutral	12	7.55	80.50
Satisfied	22	13.84	94.34
Very Satisfied	9	5.66	100.00
Total	159	100.00	

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<b>Satisfaction with comfort and variety of seating in Telford</b>	Frequency	Percent	Cum.
Don't Use	95	59.75	59.75
Very Dissatisfied	2	1.26	61.01
Dissatisfied	13	8.18	69.18
Neutral	12	7.55	76.73
Satisfied	25	15.72	92.45
Very Satisfied	12	7.55	100.00
Total	159	100.00	

<b>Satisfaction with usability of private study rooms in Telford</b>	Frequency	Percent	Cum.
Don't Use	125	79.11	79.11
Very Dissatisfied	7	4.43	83.54
Dissatisfied	5	3.16	86.71
Neutral	9	5.70	92.41
Satisfied	6	3.80	96.20
Very Satisfied	6	3.80	100.00
Total	158	100.00	

**Satisfaction with Circulation and Reserves**

<b>Satisfaction with checking out library materials</b>	Frequency	Percent	Cum.
Don't Use	5	3.16	3.16
Very Dissatisfied	7	4.43	7.59
Dissatisfied	2	1.27	8.86
Neutral	6	3.80	12.66
Satisfied	28	17.72	30.38
Very Satisfied	110	69.62	100.00
Total	158	100.00	

<b>Satisfaction with using materials on reserve</b>	Frequency	Percent	Cum.
Don't Use	27	17.20	17.20
Very Dissatisfied	4	2.55	19.75
Dissatisfied	13	8.28	28.03
Neutral	18	11.46	39.49
Satisfied	42	26.75	66.24
Very Satisfied	53	33.76	100.00
Total	157	100.00	

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<b>Satisfaction with appropriateness of library fines</b>	Frequency	Percent	Cum.
Don't Use	53	33.33	33.33
Very Dissatisfied	9	5.66	38.99
Dissatisfied	18	11.32	50.31
Neutral	31	19.50	69.81
Satisfied	26	16.35	86.16
Very Satisfied	22	13.84	100.00
Total	159	100.00	

<b>Satisfaction with follow up with locating missing items</b>	Frequency	Percent	Cum.
Don't Use	89	56.33	56.33
Very Dissatisfied	2	1.27	57.59
Dissatisfied	10	6.33	63.92
Neutral	11	6.96	70.89
Satisfied	22	13.92	84.81
Very Satisfied	24	15.19	100.00
Total	158	100.00	

<b>Satisfaction with using Interlibrary Loan</b>	Frequency	Percent	Cum.
Don't Use	87	55.06	55.06
Very Dissatisfied	2	1.27	56.33
Neutral	4	2.53	58.86
Satisfied	20	12.66	71.52
Very Satisfied	45	28.48	100.00
Total	158	100.00	

<b>Satisfaction with competence / knowledge of library staff</b>	Frequency	Percent	Cum.
Don't Use	16	10.13	10.13
Very Dissatisfied	2	1.27	11.39
Dissatisfied	5	3.16	14.56
Neutral	17	10.76	25.32
Satisfied	48	30.38	55.70
Very Satisfied	70	44.30	100.00
Total	158	100.00	

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<b>Satisfaction with courtesy of library staff</b>	Frequency	Percent	Cum.
Don't Use	4	2.53	2.53
Very Dissatisfied	4	2.53	5.06
Dissatisfied	3	1.90	6.96
Neutral	14	8.86	15.82
Satisfied	53	33.54	49.37
Very Satisfied	80	50.63	100.00
Total	158	100.00	

<b>Satisfaction with quality of library service</b>	Frequency	Percent	Cum.
Don't Use	2	1.27	1.27
Very Dissatisfied	3	1.90	3.16
Dissatisfied	4	2.53	5.70
Neutral	12	7.59	13.29
Satisfied	59	37.34	50.63
Very Satisfied	78	49.37	100.00
Total	158	100.00	

**Satisfaction with Annie Features**

<b>Satisfaction with ease of finding materials in Annie</b>	Frequency	Percent	Cum.
Don't Use	3	1.90	1.90
Very Dissatisfied	4	2.53	4.43
Dissatisfied	14	8.86	13.29
Neutral	13	8.23	21.52
Satisfied	60	37.97	59.49
Very Satisfied	64	40.51	100.00
Total	158	100.00	

<b>Satisfaction with ease of viewing books checked out to you</b>	Frequency	Percent	Cum.
Don't Use	20	12.66	12.66
Very Dissatisfied	3	1.90	14.56
Dissatisfied	3	1.90	16.46
Neutral	15	9.49	25.95
Satisfied	45	28.48	54.43
Very Satisfied	72	45.57	100.00
Total	158	100.00	



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<b>Satisfaction with ease of locating reserve materials in Annie</b>	Frequency	Percent	Cum.
Don't Use	40	25.32	25.32
Very Dissatisfied	3	1.90	27.22
Dissatisfied	9	5.70	32.91
Neutral	14	8.86	41.77
Satisfied	41	25.95	67.72
Very Satisfied	51	32.28	100.00
Total	158	100.00	

<b>Satisfaction with ease of renewing library material</b>	Frequency	Percent	Cum.
Don't Use	48	30.38	30.38
Very Dissatisfied	3	1.90	32.28
Dissatisfied	3	1.90	34.18
Neutral	6	3.80	37.97
Satisfied	27	17.09	55.06
Very Satisfied	71	44.94	100.00
Total	158	100.00	

<b>Satisfaction with ease of recalling checked out library material</b>	Frequency	Percent	Cum.
Don't Use	62	38.99	38.99
Very Dissatisfied	3	1.89	40.88
Dissatisfied	4	2.52	43.40
Neutral	11	6.92	50.31
Satisfied	33	20.75	71.07
Very Satisfied	46	28.93	100.00
Total	159	100.00	

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**Satisfaction with Library Website**

<b>Satisfaction with Website: ease of learning about library</b>	Frequency	Percent	Cum.
Don't Use	16	10.13	10.13
Very Dissatisfied	3	1.90	12.03
Dissatisfied	9	5.70	17.72
Neutral	27	17.09	34.81
Satisfied	56	35.44	70.25
Very Satisfied	47	29.75	100.00
Total	158	100.00	

**Satisfaction with Website: ease of finding library resources**

	Frequency	Percent	Cum.
Don't Use	11	6.96	6.96
Very Dissatisfied	3	1.90	8.86
Dissatisfied	10	6.33	15.19
Neutral	22	13.92	29.11
Satisfied	59	37.34	66.46
Very Satisfied	53	33.54	100.00
Total	158	100.00	

**Satisfaction with Website: ease of using resources off campus**

	Frequency	Percent	Cum.
Don't Use	39	24.68	24.68
Very Dissatisfied	5	3.16	27.85
Dissatisfied	9	5.70	33.54
Neutral	17	10.76	44.30
Satisfied	43	27.22	71.52
Very Satisfied	45	28.48	100.00
Total	158	100.00	

**Satisfaction with Website: ease of using WebBridge**

	Frequency	Percent	Cum.
Don't Use	57	35.85	35.85
Very Dissatisfied	5	3.14	38.99
Dissatisfied	14	8.81	47.80
Neutral	18	11.32	59.12
Satisfied	28	17.61	76.73
Very Satisfied	37	23.27	100.00
Total	159	100.00	

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**Importance of change or improvements**

**Group study spaces**

	Frequency	Percent	Cum.
Not Very Important	11	6.96	6.96
Low / Unimportant	7	4.43	11.39
No Opinion	33	20.89	32.28
Important	55	34.81	67.09
Very Important	52	32.91	100.00
Total	158	100.00	

**Increased staffing evenings & weekends**

	Frequency	Percent	Cum.
Not Very Important	35	22.15	22.15
Low / Unimportant	31	19.62	41.77
No Opinion	66	41.77	83.54
Important	17	10.76	94.30
Very Important	9	5.70	100.00
Total	158	100.00	

**More computers**

	Frequency	Percent	Cum.
Not Very Important	5	3.16	3.16
Low / Unimportant	12	7.59	10.76
No Opinion	20	12.66	23.42
Important	68	43.04	66.46
Very Important	53	33.54	100.00
Total	158	100.00	

**More hardwired network access for laptops**

	Frequency	Percent	Cum.
Not Very Important	25	15.82	15.82
Low / Unimportant	20	12.66	28.48
No Opinion	56	35.44	63.92
Important	37	23.42	87.34
Very Important	20	12.66	100.00
Total	158	100.00	

**Improved wireless network access for laptops**

	Frequency	Percent	Cum.
Not Very Important	4	2.55	2.55
Low / Unimportant	11	7.01	9.55
No Opinion	15	9.55	19.11

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Important	63	40.13	59.24
Very Important	64	40.76	100.00
Total	157	100.00	

**More power access for laptops**

	Frequency	Percent	Cum.
Not Very Important	3	1.90	1.90
Low / Unimportant	2	1.27	3.16
No Opinion	11	6.96	10.13
Important	46	29.11	39.24
Very Important	96	60.76	100.00
Total	158	100.00	

**New study carrels**

	Frequency	Percent	Cum.
Not Very Important	7	4.40	4.40
Low / Unimportant	12	7.55	11.95
No Opinion	34	21.38	33.33
Important	55	34.59	67.92
Very Important	51	32.08	100.00
Total	159	100.00	

**Having own study carrel**

	Frequency	Percent	Cum.
Not Very Important	8	5.10	5.10
Low / Unimportant	9	5.73	10.83
No Opinion	33	21.02	31.85
Important	43	27.39	59.24
Very Important	64	40.76	100.00
Total	157	100.00	

**More / redesigned study tables**

	Frequency	Percent	Cum.
Not Very Important	6	3.80	3.80
Low / Unimportant	7	4.43	8.23
No Opinion	29	18.35	26.58
Important	61	38.61	65.19
Very Important	55	34.81	100.00
Total	158	100.00	

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### **Lockers**

	Frequency	Percent	Cum.
Not Very Important	18	11.39	11.39
Low / Unimportant	16	10.13	21.52
No Opinion	40	25.32	46.84
Important	39	24.68	71.52
Very Important	45	28.48	100.00
Total	158	100.00	

### **Overall Satisfaction with the libraries**

#### **Satisfaction with Leyburn Library**

	Frequency	Percent	Cum.
Don't Use	1	0.63	0.63
Very Dissatisfied	4	2.52	3.14
Dissatisfied	10	6.29	9.43
Neutral	20	12.58	22.01
Satisfied	68	42.77	64.78
Very Satisfied	56	35.22	100.00
Total	159	100.00	

#### **Satisfaction with Telford Science Library**

	Frequency	Percent	Cum.
Don't Use	90	56.60	56.60
Very Dissatisfied	1	0.63	57.23
Dissatisfied	1	0.63	57.86
Neutral	10	6.29	64.15
Satisfied	24	15.09	79.25
Very Satisfied	33	20.75	100.00
Total	159	100.00	