

## 2010 Library User Survey Importance of Services

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose "Don't Know" (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



Ugrads	#	Satisfaction	Don't Know	#	Importance	Don't Know
Library spaces	275	3.86	5	273	4.57	4
Equipment	267	3.88	13	267	4.52	9
Online catalog	244	3.68	36	250	4.49	26
Facilities	275	4.08	3	274	4.41	3
Online resources	232	3.95	51	244	4.41	33
Physical collections	240	4.18	39	251	4.26	25
Library websites	249	4.03	32	253	4.19	22
Circulation and reserve services	219	4.22	62	241	4.15	35
Information services/reference	206	4.16	75	234	3.97	41
Creation and use of digital content	143	3.88	138	188	3.68	86
Scanning by request	107	3.71	172	184	3.65	93
Interlibrary Loan & Document Delivery	122	3.84	155	195	3.52	76
Instruction	164	3.89	112	204	3.27	67
Public programming	122	3.72	155	194	3.09	77
<b>Grads</b>						
Online catalog	197	3.48	5	196	4.78	4
Online resources	189	3.84	13	194	4.75	7
Circulation and reserve services	182	4.23	22	187	4.45	11
Library websites	197	3.76	4	196	4.43	4
Physical collections	180	4.18	23	189	4.35	14
Interlibrary Loan & Document Delivery	139	4.28	65	163	4.28	33
Equipment	160	3.68	44	175	4.17	25
Library spaces	174	3.72	30	179	4.14	21
Information services/reference	162	4.28	43	177	4.07	21
Facilities	183	3.72	20	182	3.95	17
Creation and use of digital content	95	3.98	108	138	3.80	61
Scanning by request	69	3.83	133	121	3.77	79
Instruction	108	4.09	96	151	3.28	43
Public programming	96	3.92	107	140	2.98	56

## 2010 Library User Survey Importance of Services

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Faculty	#	Satisfaction	Don't Know	#	Importance	Don't Know
Online catalog	128	3.77	4	125	4.82	3
Online resources	126	4.11	6	121	4.80	4
Interlibrary Loan & Document Delivery	109	4.64	21	114	4.53	10
Circulation and reserve services	119	4.64	11	118	4.51	6
Physical collections	116	4.14	16	121	4.32	8
Library websites	119	3.86	12	123	4.31	3
Scanning by request	68	4.26	62	104	3.86	21
Information services/reference	99	4.50	31	108	3.82	13
Creation and use of digital content	63	3.89	65	101	3.64	22
Equipment	69	3.70	63	101	3.57	28
Facilities	101	4.06	32	114	3.54	13
Library spaces	78	3.88	55	101	3.53	25
Instruction	59	4.34	67	90	3.26	30
Public programming	57	4.12	70	88	2.89	29

## 2010 Library User Survey Satisfaction with Services

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