



Ingram Library User Satisfaction Survey, Fall 2002

This survey is designed to give you an opportunity to state your opinions on how well you think Ingram Library performs in relation to what you think is important. Your opinions are valuable and will help us understand how we can work together to make Ingram Library work for all concerned. This is a confidential document and your honest input will make it very worthwhile. Thank you for your assistance.

Part 1: Demographics

1. What is your class standing?

1. Freshman 2. Sophomore 3. Junior 4. Senior 5. Graduate 6. Other, please specify: _____

2. What is your major college?

1. College of Arts & Sciences 2. College of Business 3. College of Education 4. Undeclared major

3. Where do you attend classes?

1. WG Campus 2. Newnan Center 3. Floyd College 4. Dalton State College 5. WebCT

Part 2: Library Usage

4. How would you characterize your current use of Ingram Library? Do you visit the library in person, or remotely from a campus computer lab or dorm / home computer? Please mark the frequency for each type of use by circling the most appropriate response.

	Don't use	Once a semester	Monthly	Weekly	More than once a week	Daily
1. In person	0	1	2	3	4	5
2. Campus computer lab	0	1	2	3	4	5
3. Dorm / Home computer	0	1	2	3	4	5

5. Why do you use the Library? Please indicate how often you do the activities listed below by circling the most appropriate response for each type of activity listed.

	Don't use	Once a semester	Monthly	Weekly	More than once a week	Daily
1. Seek help from Library staff	0	1	2	3	4	5
2. Look for a book	0	1	2	3	4	5
3. Look for a journal article (print)	0	1	2	3	4	5
4. Look for a journal article (electronic)	0	1	2	3	4	5
5. Look for other materials	0	1	2	3	4	5
6. Use course reserves	0	1	2	3	4	5
7. Work on class assignment	0	1	2	3	4	5
8. Use the Library catalog (GIL)	0	1	2	3	4	5
9. Use GALILEO and other databases	0	1	2	3	4	5
10. Search the Internet	0	1	2	3	4	5
11. Use Library computers (email, etc.)	0	1	2	3	4	5
12. Use as a place for individual study	0	1	2	3	4	5
13. Use as a place for group study	0	1	2	3	4	5
14. Use the photocopiers	0	1	2	3	4	5
15. Other, please specify:	0	1	2	3	4	5

Part 3: Satisfaction with Library Service, Facilities, & Resources

6. There are a number of statements listed below which cover a variety of areas relating to library services. Keeping in mind the context of each statement, please rate each one by first asking how important it is and then asking how well Ingram Library is performing.

Please indicate your answer to each part of the question by circling only one number on each scale of 1 to 5. If you cannot answer a question, circle NA. For example, you may think that having appropriate signage in the Library is not important, therefore ranking it low in importance, although you may think the Library is performing well on this issue, thus ranking it relatively high in performance.			Answer this column first					Then answer this column						
			How important is each factor to you personally					How well are we performing in relation to each factor?						
			IMPORTANCE					PERFORMANCE						
Service			Less					More						
			NA	1	2	3	4	5	NA	1	2	3	4	5
Service	1	Library staff are readily available to assist me	NA	1	2	3	4	5	NA	1	2	3	4	5
	2	Library staff acknowledge my presence when I ask for help	NA	1	2	3	4	5	NA	1	2	3	4	5
	3	Library staff listen to my needs	NA	1	2	3	4	5	NA	1	2	3	4	5
	4	Library staff give my enquiries appropriate time and attention	NA	1	2	3	4	5	NA	1	2	3	4	5
	5	Library staff provide clear and useful feedback to my queries	NA	1	2	3	4	5	NA	1	2	3	4	5
	6	Requests for information are followed through in a timely manner	NA	1	2	3	4	5	NA	1	2	3	4	5
	7	Interlibrary loan requests are followed through in a timely manner	NA	1	2	3	4	5	NA	1	2	3	4	5
	8	Library staff inform me about services	NA	1	2	3	4	5	NA	1	2	3	4	5
	9	Library staff handle problems in a timely manner	NA	1	2	3	4	5	NA	1	2	3	4	5
	10	Circulation staff check out and process materials correctly	NA	1	2	3	4	5	NA	1	2	3	4	5
	11	Circulation records are accurate and error free	NA	1	2	3	4	5	NA	1	2	3	4	5
	12	Library hours are adequate for my needs	NA	1	2	3	4	5	NA	1	2	3	4	5
Facilities & Equipment	13	Adequate signage exists within the Library	NA	1	2	3	4	5	NA	1	2	3	4	5
	14	Individual study space is adequate to support my needs	NA	1	2	3	4	5	NA	1	2	3	4	5
	15	Group study space is adequate	NA	1	2	3	4	5	NA	1	2	3	4	5
	16	Number of computer workstations is adequate	NA	1	2	3	4	5	NA	1	2	3	4	5
	17	Library environment is conducive to study	NA	1	2	3	4	5	NA	1	2	3	4	5
	18	Library has adequate technology to support my needs	NA	1	2	3	4	5	NA	1	2	3	4	5
Resources	19	It is easy to find the materials I need in the library	NA	1	2	3	4	5	NA	1	2	3	4	5
	20	Books and journals are reshelved quickly	NA	1	2	3	4	5	NA	1	2	3	4	5
	21	Library's collections are shelved accurately with few materials out of place	NA	1	2	3	4	5	NA	1	2	3	4	5
	22	Prompt corrective action is taken regarding missing items	NA	1	2	3	4	5	NA	1	2	3	4	5
	23	It is easy to find what I need from the Library Web site	NA	1	2	3	4	5	NA	1	2	3	4	5
	24	The Library Web site provides useful information	NA	1	2	3	4	5	NA	1	2	3	4	5
	25	It is easy to find what I need using the Library catalog	NA	1	2	3	4	5	NA	1	2	3	4	5
	26	The Library's book collection is adequate for my needs	NA	1	2	3	4	5	NA	1	2	3	4	5
	27	The Library's periodical collection is adequate for my needs	NA	1	2	3	4	5	NA	1	2	3	4	5
	28	Electronic resources (databases) are adequate for my needs	NA	1	2	3	4	5	NA	1	2	3	4	5

7. Overall, how satisfied are you with Ingram Library's performance in the following categories?

	Don't use or NA	Very dissatisfied	Dissatisfied	Neutral / Undecided	Satisfied	Very satisfied
1. Library services	0	1	2	3	4	5
2. Library staff	0	1	2	3	4	5
3. Library resources / collection	0	1	2	3	4	5
4. Library equipment	0	1	2	3	4	5
5. Overall satisfaction level	0	1	2	3	4	5

8. Additional comments: