Memo

To: All Faculty and Staff
From: Information Services: *Academic Computing, Acadian Archives, Audio-Visual Services, ITV/Distance Education and Nadeau Teleconferencing, Library, and Web Services*
Date: 3/9/04
Subject: Information Services User Survey

The Information Services staff would like your help in filling out the attached survey which will assist us in providing better services.

Please return the survey to the library, attention Sofia Birden, by no later than Friday, March 26th, 2004.

Thank you again to all for your continued help and support.

The Library Staff

University of Maine at Fort Kent
Information Services User Survey - Spring 2004
(**Includes**: Academic Computing, Acadian Archives, Audio-visual Services,
ITV/Distance Education and Teleconferencing, Library, and Web Services)

1.   Are you (circle one):   Faculty   Staff   Student   (**If you are faculty or staff, skip to number 5**)

2.   Student Status: A. Freshmen (less than 30 hours earned)   B. Sophomore (30-59 hours)   C. Junior (60-89 hours)
                            D. Senior (90+ hours)   E. Other _____

3.   Age: A. 20 or less   B. 21-25   C. 26-30   D. 31-35   E. 36-40   F. 40+

4.   Program of study: _____

5.   Purpose of Most Recent Library Visit:
        A. Academic/course research or reading   B. Personal interest research or reading
        C. Quiet study   D. Group study/class visit
        E. Other: _____

SERVICES

Please indicate your level of agreement by selecting one of the following choices [strongly agree (SA), agree (A), neutral (N), disagree (D), strongly disagree (SD), and not applicable (NA)] to describe whether **you received attentive, courteous, and helpful assistance from the following service areas**:

		SA	A	N	D	SD	NA
1.	Library circulation & Reserves personnel (checks in and out materials, etc.)						
2.	Library interlibrary Loan personnel (borrows hard to find books and articles from other libraries for patrons)						
3.	Library reference personnel (helps find books and articles, etc.)						
4.	Acadian Archives personnel						
5.	Audio-Visual personnel						
6.	ITV/distance education personnel						
7.	Computing technical Support personnel						
8.	Web Services personnel						
9.	Teleconferencing personnel						

Comments:_____

INSTRUCTION

10.   Has a librarian given a library user orientation or demonstration of library resources (print or online/databases) to any of your courses or workshops? ____Yes   ____No

If you answered No to question 10, please skip to question 15. If you answered Yes to question 10, please select one of the following choices to **evaluate whether the library/research instruction gave you an adequate understanding or skill in using the following**:

		SA	A	N	D	SD	NA
11.	The library catalog for locating resources in the library, as well as resources in the system libraries.						
12.	Licensed databases for locating citations and abstracts, and full text journal, magazine, newspaper, and reference sources.						
13.	General and specialized print sources located in the library reference area (e.g. almanacs, encyclopedias, dictionaries, etc.) for locating subject/discipline information, citations, abstracts, and bibliographies.						
14.	The internet for locating resources pertinent to course requirements.						

[strongly agree (**SA**), agree (**A**), neutral (**N**), disagree (**D**), strongly disagree (**SD**), and not applicable (**NA**)]

15. Has information services staff (includes library staff) given instruction on the use of software, equipment, and other services such as WebCT, Blackboard, PowerPoint, disk management, etc.? ____Yes ____No

If you answered No to question 15, please skip to question 20. If you answered Yes to question 15, please select one of the following choices to **evaluate whether the instruction gave you an adequate understanding or skill in using the following**:

		SA	A	N	D	SD	NA
16.	Campus software such as PowerPoint, Microsoft Office, etc.						
17.	Online courses software such as Blackboard and WebCT						
18.	Equipment such as the classroom multimedia stations, printers, scanners, etc.						
19.	Other campus computing issues such as Pcounter (printing account), campus account login, email account, disk management, etc.						

Comments:_____

ACCESS

Library:

20. How often do you use the library on weekdays, Monday through Friday?
    A. Daily/Almost Daily   B. Several times a week   C. Occasionally   D. Seldom/Never
    If you marked A or B, please skip to number 22.

21. Please indicate the reason for infrequent use of the library.
    A. My courses don't require library use.   B. I don't understand how to use library resources.
    C. I obtain needed materials elsewhere.   C. Other _____

22. Do you use the library on weekends?
    A. Frequently (at least two weekends per month)   B. Occasionally (approximately one weekend per month)
    C. Seldom or Never

23. When are you most likely to use the library during the weekend?
    A. Saturday afternoon   B. Sunday afternoon   C. Sunday evening   D. Don't use

24. When would you most likely use the library during the weekend **if it were open** (circle all that apply)?
    A. Saturday morning   B. Saturday afternoon   C. Saturday evening   D. Sunday afternoon
    E. Sunday evening   F. Don't use

25. Do you use the library during evening hours?
    A. Frequently (at least twice a week)   B. Occasionally (at least once a month)   C. Seldom or Never

26. In general, are the library hours adequate for you? _____Yes _____No

Computing:

27. How often do you use the computer labs on weekdays, Monday through Friday?
    A. Daily/Almost Daily   B. Several times a week   C. Occasionally   D. Seldom/Never
    If you marked A or B, please skip to number 29.

28. Please indicate the reason for infrequent use of the computer lab.
    A. My courses don't require computer use.   B. I don't understand how to use a computer.
    C. I use a computer at home.   D. I use a computer at the office   F. Other _____

29. Which computer lab do you use most often?
    A. GIS lab   B. Library lab   C. Music lab   D. Nadeau (109) lab   E. Nursing lab
    F. Old Model School lab   G. Don't use

30. Do you use the computer labs on weekends?
    A. Frequently (at least two weekends per month)   B. Occasionally (approximately one weekend per month)
    C. Seldom or Never

31. When are you most likely to use the computer labs during the weekend?
      A. Saturday morning   B. Saturday afternoon   C. Saturday evening   D. Sunday afternoon
      E. Sunday evening   F. Don't use

32. Do you use the computer labs during evening hours?
      A. Frequently (at least twice a week)   B. Occasionally (at least once a month) C. Seldom or Never

33. Are you aware the Nadeau computer lab (rm 109) is a 24 hour access lab? _____Yes _____No

34. Do you have a proximity card which allows you access to the 24 hour lab? _____Yes _____No

35. If no, why? _____

36. In general, are the computer labs hours adequate for you? _____Yes _____No

Please indicate your level of agreement by selecting one of the following choices to describe whether the **following items are generally satisfactory for meeting your needs**.

	SA	A	N	D	SD	NA
37. Sufficient # of library computers and software to do your work (**include** the library computer lab)						
38. Sufficient # of computers and software in the labs to do your work (**do not include** the library computer lab)						
39. Library catalog for locating library resources						
40. Online databases for locating academic resources and other information for your course requirements						
41. Library Web Page for accessing library services, research guides, catalog and journal databases, etc						
42. University Web Page for accessing campus services, documents, schedules, academic information, etc.						
43. Campus virtual (online) tour for learning about the campus						

Comments: _____

RESOURCES:
Please indicate your level of agreement by selecting one of the following choices to describe whether the **following items are generally satisfactory for meeting your needs**:

	SA	A	N	D	SD	NA
44. Library circulating book collection						
45. Library reference book collection						
46. Library newspapers, magazines, and journals in the library						
47. Library, newspapers, magazines, and journals full text online						
48. State Documents collections and online government resources						
49. Acadian Archives collection						
50. Campus software such as Microsoft Office, WordPerfect Office, etc.						
51. Equipment to check out such as tape recorders, digital camera (with faculty permission if you are a student), etc.						

Comments: _____

FACILITIES

Please indicate your level of agreement by selecting one of the following choices to describe whether the **following items are generally satisfactory for meeting your needs**:

	SA	A	N	D	SD	NA
52. General arrangement of library shelving and resources						
53. Campus black and white photocopiers and printers						
54. Library color photocopier and printers						
55. Library microfilm and microfiche reader/printer services						
56. Seating and desks in library (condition, comfort, etc...)						
57. Seating and desks in computer labs (condition, comfort, etc...)						
58. Private study areas in library						
59. Group study areas in library						
60. Bathrooms in library						
61. Lighting in library						
62. Heating/temperature control in library						
63. Computers, TV/VCR/DVD, etc. (such as usability, overall condition, etc.)						

Comments _____

We thank you for your time and effort. We want to do everything in our power to make information services work for you.

INFORMATION SERVICES SURVEY - Spring 2004

GENERAL

Question #	Total Number	Faculty Number	Percent	Staff Number	Percent	Students Number	Percent	
1 Are you	300	15	5.00%	16	5.33%	269	89.67%	100.00%

Question #	Total Number	Freshman Number	Percent	Sophomore Number	Percent	Junior Number	Percent	Senior Number	Percent	Other (CanEd) Number	Percent	
2 Student Status	262	59	22.52%	33	12.60%	23	8.78%	41	15.65%	106	40.46%	100.00%

Question #	Total Responses	<=20 Number	Percent	21-25 Number	Percent	26-30 Number	Percent	31-35 Number	Percent	36-40 Number	Percent	40+ Number	Percent	
3 Age	268	81	30.22%	117	43.66%	42	15.67%	9	3.36%	7	2.61%	12	4.48%	100.00%

Question #	Total Responses	Academic/Research Number	Percent	Personal Research Number	Percent	Quiet Study Number	Percent	Group/Class Number	Percent	Other Number	Percent	
4 Purpose of Most Recent Library Visit	300	151	50.33%	33	11.00%	28	9.33%	29	9.67%	59	19.67%	100.00%

SERVICES

Question #	Total Responses	Strongly Agree Number	Percent	Agree Number	Percent	Neutral Number	Percent	Disagree Number	Percent	Strongly Disagree Number	Percent	No Answer Number	Percent	
1 Circulation/Reserves Personnel	296	138	46.62%	111	37.50%	27	9.12%	3	1.01%	2	0.68%	15	5.07%	100.00%
2 Library Interlibrary Loan Personnel	295	90	30.51%	95	32.20%	56	18.98%	3	1.02%	7	2.37%	44	14.92%	100.00%
3 Library Reference Personnel	296	156	52.70%	95	32.09%	24	8.11%	2	0.68%	4	1.35%	15	5.07%	100.00%
4 Acadian Archives Personnel	295	52	17.63%	62	21.02%	68	23.05%	3	1.02%	0	0.00%	110	37.29%	100.00%
5 Audio-Visual Personnel	296	66	22.30%	73	24.66%	55	18.58%	1	0.34%	1	0.34%	100	33.78%	100.00%
6 ITV/Distance Education Personnel	296	57	19.26%	73	24.66%	50	16.89%	2	0.68%	2	0.68%	112	37.84%	100.00%
7 Computing/Technical Support Personnel	296	106	35.81%	84	28.38%	45	15.20%	2	0.68%	1	0.34%	58	19.59%	100.00%
8 Web Services Personnel	296	106	35.81%	76	25.68%	43	14.53%	3	1.01%	2	0.68%	66	22.30%	100.00%
9 Teleconferencing Personnel	297	51	17.17%	59	19.87%	62	20.88%	0	0.00%	1	0.34%	124	41.75%	100.00%

INSTRUCTION

Question #	Total Responses	Yes Number	Percent	No Number	Percent	
10 Librarian orientation/demo in class	300	245	81.67%	55	18.33%	100.00%

Question #	Total Responses	Strongly Agree Number	Percent	Agree Number	Percent	Neutral Number	Percent	Disagree Number	Percent	Strongly Disagree Number	Percent	No Answer Number	Percent	
11 Catalog/system resources	247	103	41.70%	113	45.75%	18	7.29%	3	1.21%	1	0.40%	9	3.64%	100.00%
12 Licensed databases	247	109	44.13%	104	42.11%	19	7.69%	3	1.21%	2	0.81%	10	4.05%	100.00%
13 Specialized print resources	248	95	38.31%	112	45.16%	24	9.68%	6	2.42%	0	0.00%	11	4.44%	100.00%
14 Internet for course requirements	247	112	45.34%	103	41.70%	19	7.69%	5	2.02%	1	0.40%	7	2.83%	100.00%

Question #	Total Responses	Yes Number	Percent	No Number	Percent	
15 Software/equipment instruction	300	200	66.67%	100	33.33%	100.00%

Question #	Total Responses	Strongly Agree Number	Percent	Agree Number	Percent	Neutral Number	Percent	Disagree Number	Percent	Strongly Disagree Number	Percent	No Answer Number	Percent	
16 Campus software	196	71	36.22%	73	37.24%	27	13.78%	5	2.55%	1	0.51%	19	9.69%	100.00%
17 Online course software	200	86	43.00%	77	38.50%	24	12.00%	4	2.00%	1	0.50%	8	4.00%	100.00%
18 Equipment	197	58	29.44%	73	37.06%	26	13.20%	11	5.58%	4	2.03%	25	12.69%	100.00%
19 Campus computing issues	196	69	35.20%	80	40.82%	23	11.73%	3	1.53%	1	0.51%	20	10.20%	100.00%

INFORMATION SERVICES SURVEY - Spring 2004

ACCESS

Question # Library

20 Library use on weekdays

Total Responses	Daily/Almost Daily		Several times week		Occasionally		Seldom/Never		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
297	66	22.22%	72	24.24%	97	32.66%	62	20.88%	100.00%

21 Reason - Infrequent

Total Responses	Not required		No understanding		Materials elsewhere		Other		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
159	48	30.19%	1	0.63%	83	52.20%	27	16.98%	100.00%

22 Library use on weekends

Total Responses	Frequently		Occasionally		Seldom/Never		
	Number	Percent	Number	Percent	Number	Percent	
294	82	27.89%	76	25.85%	136	46.26%	100.00%

23 When during weekend

Total Responses	Saturday Afternoon		Sunday Afternoon		Sunday Evening		Don't Use		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
294	74	25.17%	96	32.65%	27	9.18%	97	32.99%	100.00%

25 Library use evening hours

Total Responses	Frequently		Occasionally		Seldom/Never		
	Number	Percent	Number	Percent	Number	Percent	
294	79	26.87%	87	29.59%	128	43.54%	100.00%

26 Adequate library hours

Total Responses	Yes		No		
	Number	Percent	Number	Percent	
300	233	77.67%	67	22.33%	100.00%

Question # Computing

27 Computer lab weekday use

Total Responses	Daily/Almost Daily		Several times week		Occasionally		Seldom/Never		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
295	84	28.47%	60	20.34%	60	20.34%	91	30.85%	100.00%

28 Reason for infrequent use

Total Responses	Not required		No understanding		Home computer		Office computer		Other		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
163	1	0.61%	0	0.00%	126	77.30%	26	15.95%	10	6.13%	100.00%

29 Computer lab used most often

Total Responses	GIS lab		Library lab		Music lab		Nadeau 109 lab		Nursing lab		OMS lab		Don't use		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
299	51	17.06%	107	35.79%	1	0.33%	35	11.71%	16	5.35%	11	3.68%	78	26.09%	100.00%

30 Computer lab use on weekends

Total Responses	Frequently		Occasionally		Seldom/Never		
	Number	Percent	Number	Percent	Number	Percent	
295	69	23.39%	76	25.76%	150	50.85%	100.00%

31 Likely to use computer lab on weekends

Total Responses	Saturday morning		Saturday afternoon		Saturday evening		Sunday afternoon		Sunday evening		Don't use		
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
309	34	11.00%	46	14.89%	23	7.44%	65	21.04%	30	9.71%	111	35.92%	100.00%

32 Computer lab use during evening

Total Responses	Frequently		Occasionally		Seldom/Never		
	Number	Percent	Number	Percent	Number	Percent	
288	70	24.31%	84	29.17%	134	46.53%	100.00%

33 24 hour access lab?

Total Responses	Yes		No		
	Number	Percent	Number	Percent	
300	193	64.33%	107	35.67%	100.00%

34 Proximity card

Total Responses	Yes		No		
	Number	Percent	Number	Percent	
300	50	16.67%	250	83.33%	100.00%

36 Computer lab hours adequate

Total Responses	Yes		No		
	Number	Percent	Number	Percent	
300	268	89.33%	32	10.67%	100.00%

	Total Responses	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		No Answer		
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
37 Sufficient library computers	296	64	21.62%	116	39.19%	41	13.85%	35	11.82%	22	7.43%	18	6.08%	100.00%
38 Sufficient lab computers	293	72	24.57%	111	37.88%	40	13.65%	32	10.92%	16	5.46%	22	7.51%	100.00%
39 Library catalog	294	83	28.23%	146	49.66%	38	12.93%	5	1.70%	1	0.34%	21	7.14%	100.00%
40 Online databases	295	92	31.19%	155	52.54%	28	9.49%	3	1.02%	3	1.02%	14	4.75%	100.00%
41 Library web page	295	107	36.27%	147	49.83%	24	8.14%	4	1.36%	0	0.00%	13	4.41%	100.00%
42 University web page	295	116	39.32%	144	48.81%	24	8.14%	4	1.36%	0	0.00%	7	2.37%	100.00%
43 Campus virtual tour	295	65	22.03%	110	37.29%	47	15.93%	6	2.03%	3	1.02%	64	21.69%	100.00%

INFORMATION SERVICES SURVEY - Spring 2004

RESOURCES

Question #	Total Responses	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		No Answer		
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
44 Library circulating books	292	73	25.00%	141	48.29%	44	15.07%	10	3.42%	3	1.03%	21	7.19%	100.00%
45 Library reference books	295	74		145		40		8		3		25		0.00%
46 Library newspapers, etc. in library	294	80		149		31		7		5		22		0.00%
47 Library newspapers, etc. online	294	76		150		30		8		6		24		0.00%
48 State documents and online govt.	294	62		114		52		2		3		61		0.00%
49 Acadian Archives collection	293	50		100		49		3		3		88		0.00%
50 Campus software	293	109		134		31		2		3		14		0.00%
51 Equipment to checkout	294	56		111		51		5		3		68		6800.00%

FACILITIES

Question #	Total Responses	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		No Answer		
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
52 General arrangement	289	77	26.64%	156	53.98%	32	11.07%	6	2.08%	4	1.38%	14	4.84%	100.00%
53 Campus b/w copiers/printers	288	75	26.04%	145	50.35%	31	10.76%	12	4.17%	8	2.78%	17	5.90%	100.00%
54 Library color copier/printers	289	73	25.26%	111	38.41%	47	16.26%	15	5.19%	8	2.77%	35	12.11%	100.00%
55 Microfilm/fiche reader/printer	288	59	20.49%	85	29.51%	54	18.75%	4	1.39%	1	0.35%	85	29.51%	100.00%
56 Seating/desks in library	287	67	23.34%	130	45.30%	44	15.33%	24	8.36%	8	2.79%	14	4.88%	100.00%
57 Seating/desks in computer labs	287	70	24.39%	129	44.95%	35	12.20%	25	8.71%	9	3.14%	19	6.62%	100.00%
58 Private study areas in library	288	62	21.53%	115	39.93%	41	14.24%	34	11.81%	19	6.60%	17	5.90%	100.00%
59 Group study areas in library	289	75	25.95%	136	47.06%	40	13.84%	15	5.19%	10	3.46%	13	4.50%	100.00%
60 Bathrooms in library	289	61	21.11%	128	44.29%	47	16.26%	23	7.96%	14	4.84%	16	5.54%	100.00%
61 Lighting in library	288	71	24.65%	147	51.04%	42	14.58%	14	4.86%	7	2.43%	7	2.43%	100.00%
62 Heating/temperature in library	288	62	21.53%	116	40.28%	52	18.06%	24	8.33%	27	9.38%	7	2.43%	100.00%
63 Computers, TV/VCR/DVD	289	66	22.84%	114	39.45%	41	14.19%	7	2.42%	4	1.38%	57	19.72%	100.00%

INFORMATION SERVICES SURVEY - Spring 2004
Question 5 Purpose of Most Recent Library Visit Other

Count of PurpLibOther	
PurpLibOther	Total
A&B and scan photos	1
add money to account.	1
Add money to print account	1
all of above	1
art exhibit	1
art gallery	1
art show	2
book/video rental	1
class	2
collect work-related reference material	1
color printer/web services	1
color printing	1
computer	3
computer access	2
computer lab	2
computer use	3
computers	2
DVD	1
get help with computer issues	1
I work there	1
internet	3
internship work	2
interview	1
none	1
order books from of maine system	1
paid a fine for an overdue book	1
pay print account	1
photocopying	1
print papers	1
professional visit about university business	1
put $ on print account	1
Put money on print account	1
put money on printing account, photocopy	1
return books	1
returned a book	1
To find a fax machine.	1
to meet with other staff	1
UMS Website (transfer student)	1
use computer	1
web design	1
work	2
work related material collection	1
work there	1
(blank)	
Grand Total	56

INFORMATION SERVICES SURVEY - Spring 2004
Comments: Services

Count of ServicesComments	
ServicesComments	Total
#1 Some personnel are good, some are not	1
#4. wonderful	1
:)	1
always available when I need help	1
always feel welcomed and supported, library staff is excellent	1
always willing to help	2
Beautiful people to work with, always helpful	1
Computing support department people are really nice. Especially for Peter Cyr, he is great.	1
don't like librarians having to get journals	1
Don't use them.	1
excellent staff	1
Have not used services, I do enjoy the book discard.	1
haven't done all of this	1
I don't much read them books	1
I don't much read them books.	1
I have found everyone at the library to be helpful and courteous	1
I have nothing but praise and the greatest respect for library personnel	1
I haven't needed help, but when I do they are always very good.	1
I think indefinite book borrowing should be available to students(unless another student requests the book in which case an e-mail or phone call can be made to the student who has it). If someone isn't using the book for 2 months, why can't I? Also, Ion	1
I think my webmail was faulty for most of the year (webCT)	1
it is all good	1
leslie and sophia are wonderful helpers	1
librarians - sophia & leslie are great at helping out	1
Library staff is awesome, best I've ever encountered	1
need to change library hours	1
neutral meaning that I've never seen them	1
Pat W. & Don have provided truly exceptional assistance to my ITV courses.	1
SA & A are for those which I use; N are for the areas that I haven't utilized so far.	1
some topics never used before	1
Sophia does a wonderful job!	1
staff is always helpful and courteous	1
staff is very accomodating and helpful	1
staff very helpful	1
stephanie is great	1
the web guy is cute	1
very friendly helpful staff	1
very friendly/helpful	1
very helpful personnel	1
very well organized	1
whatever	1
wonderful	1
wonderful staff!	1
(blank)	
Grand Total	43

INFORMATION SERVICES SURVEY - Spring 2004
Comments: Instruction

Count of InstructionComments	
InstructionComments	Total
#15, thanks to Leslie Kelly :)	1
#15.very brief hard to follow	1
Again, wonderful service, advice and help	1
did not need help on 16 & 19.	1
had to figure it out by myself.	1
I had to go to three different computer labs in one day in order to find one that was in service.	1
it is all good	1
sophia gave us a great workshop in september	1
Teachers gave WebCT instructions.	1
very courteous	1
was present when students received orientation	1
Web CT and Docutek are great!	1
whatever	1
whatever I did not understand I was always able to find a librarian to help me find what I needed and even some things I didn't know I needed.	1
wish the library enforced the quiet rule, always too noisy there	1
you have to be too specific with searches. Database should be more sensitive	1
(blank)	
Grand Total	16

INFORMATION SERVICES SURVEY - Spring 2004

Question 21: Infrequent Use of Library Other

Count of AccLibInfOther	
AccLibInfOther	Total
access most articles order ILLS by Web	1
At home	1
have internet at home	1
Have my own computer at home	1
Haven't gotten a card yet	1
I don't like libraries	1
I go when I need resources.	1
I go when I need to.	1
I have internet access at home	1
I use it online to do research	1
I use library resources online	1
it's a far walk from home	1
just don't go	1
live in madawaska	1
My job does not require me to use the library a...	1
no need for it at the moment	1
not a good place to get work done, too small	1
old sources limited	1
seeking computer help	1
too busy	1
too hot	2
too social	1
use internet	1
(blank)	
Grand Total	24

Question 28: Infrequent Use of C. Lab Other

Count of AccCompInfOther	
AccCompInfOther	Total
dorm computers	1
dorm lab	1
full of people	1
I choose not to use a computer for many reasons.	1
it's too far to walk often	1
no time	1
Often they are being used by classes.	1
use dorm computers	1
use GIS lab	1
use nursing lab	1
Use the computer in my dorm room.	1
(blank)	
Grand Total	11

Question 24: Weekend Use

Count of AccLibraryWeekendIfOpen	
AccLibraryWeekendIfOpen	Total
A,B	2
A,B, D AND SUNDAY MORNINGS	1
A,B,C	2
A,B,C,D	1
A,B,C,D,E	14
A,B,D	2
A,B,D,E	5
A,B,E	1
A,C	2
A,D	1
A,D,E	2
A,E	4
A. Satruday morning	20
A.,B	1
B, D, E	1
B,C	1
B,C,D,E	3
B,D	9
B,D,E	6
B,E	1
B,E,C,D	1
B. Saturday afternoon	34
C,D,E	3
C,E	4
C. Saturday evening	23
D,E	7
D. Sunday afternoon	37
D. Sunday afternoon & E. Sunday Evenings	1
E. Sunday evening	25
F. Don't use	77
(blank)	
Grand Total	291

INFORMATION SERVICES SURVEY - Spring 2004
Comments: Access

AccessComments	Total
Count of AccessComments	
#22.need library open for summer session VIP	1
#22.want it open in May/June #26.open longer on Saturday and Friday	1
#24. Sunday morning 8am! #33. except that there are classes there and sometimes the school is locked	1
#26. library hours are adequate for now, for summer session not sure #31. If I am here on studying on the weekend I would use the computers. Note: More computers and another photocopier.	1
#26.open longer on weekends	1
#26.summer session	1
#33, just if the students have questions during evenings	1
#37. often no computers available. Note: Library should be open Sat. and Sun. evening	1
access to computer labs on weekends could be better	1
always very warm, should not have scheduled classes in computer lab	1
could use more computers in library or don't book room (lab) for classes	1
fine	1
I have always been able to locate what I was looking for	1
if I had known about the 24hr lab than #36 would be yes	1
it is all good	1
more computers please!!	1
more hours needed on weekends	1
need more computers	1
need more computers at the library. UMFK web page is hard to get around.	1
not enough computers	1
perhaps more computers in the library, especially for when there are classes in progress	1
should be open later on weekends, very little info available about campus and area for Canadian students	1
should be open on weekend mornings and Friday night. Should be more than three reference computers	1
Summer academic schedule online would have been good	1
The entry for the web page is inefficient	1
the library should never have scheduled classes	1
whatever	1
would like access to full text APA journal	1
Would like to use library until 6pm on Fridays. There should be a link to the library under "faculty" not just current students.	1
(blank)	
Grand Total	29

INFORMATION SERVICES SURVEY - Spring 2004
Comments: Resources

Count of ResourcesComments	
ResourcesComments	Total
#47.not enough #49.could always buy more	1
#51. didn't know it existed	1
archives are not handicapped accessible	1
charge too much for late books	2
equipment etc. should be made more available to students in a more obvious way	1
it is all good	1
more books please!!	1
more full text journals online would be helpful	1
more selection of books	1
n	1
Roger Paradis' collection should be put into the library	1
the book selection is pitiful. I cannot believe the books you don't have in stock	1
the small lab in Nadeau Hall does not have Word Perfect 9	1
whatever	1
(blank)	
Grand Total	15

Count of FacilitiesComments	
FacilitiesComments	Total
52) there are enormous numbers of books that can be removed allow	1
"We want to do everything in our power", Wow! Impressed. Are you being honest with me?	1
#56.need more dowtairs seating #57.more comfortable chairs needed	1
50 cents is too expensive for color printing; usually very HOT in library	1
a lot of these conditions need to be improved, too hot, too loud, late fees are too high, lighting is horrible, not enough space	1
always too hot & library computer lab should not be used for classes	1
bathrooms are very, very hot	1
Charging for paper is not right, we pay enough in tuition to go here, that it should be included. Students pay enough so reconsider paying for print outs, I understand color but black is cheap.	1
computer lab tables and chairs are not positioned in such a way that it is comfortable. They tend to cause strain when using them because they are not (I don't feel) ergonomically correct.	1
could use more comfortable seating and softer table lamp style lighting. Wish we had more group study areas (small groups 5-6 people)	1
crowded computer lab and too hot upstairs	1
Free photocopying, shouldn't have to pay for printing. I pay $10,000 a year to go here and I have to spend $20 to $30 a year for printing.	1
hour are ridiculous. Should be open 8:00 every morning and not close until 11:00pm on weekdays	1
I find that there is not enough quiet time. There are a lot of groups completing projects and are very loud.	1
I think information services does an outstanding job! I have always felt that I receive the necessary support from Information Services. Erin Soucy	1
it is all good	1
's good separating a quiet area my be a good thing, loved it!	1
library is too hot!	1
library is way too warm	1
library very hot all the time VERY hot	1
more copiers, bathroom stinks all the time, sometimes too hot in the library	1
more couches and better scanner and/or scanning software	1
need more b&w printers, copier and printers should have a lower cost, open the library longer on weekends and during summer session	1
need more photocopiers and seating/desks	1
Need more photocopiers in CYR Hall	1
need more than one b&w photocopier in library	1
need soda/food machine for people who are there for long periods of time.	1
no quiet area	1
NOT ENOUGH PHOTOCOPIERS!	1
not enough places to study, library is quite loud, computer seats are sort of uncomfortable, should be paper towel in bathroom, usually too hot	1
not enough private study area provided & library is extremely noisy!!	1
not enough private study areas	1
only one copier available in library, no access to color printing except in Nikki's office, many computers in Cyr 2nd floor classroom are "buggy" when using MS Publisher	1
should have more than one photocopier	1
The library is often too hot. There should be group study rooms available because the library is generally noisy, mostly due to large groups sitting together and staff.	1
The upstairs portion of the library is usually too warm.	1
there are not a lot of quiet spaces in the library as well as the heat upstairs (always hot)	1
too hot	1
too hot upstairs need air circulation, fresh air	1
oo hott	1
too warm	1
(blank)	
Grand Total	41