

Report on the 2010-2011 Survey of Faculty & Staff

Results for Sims Memorial Library



Southeastern Louisiana University
Office of Institutional Research

Table of Contents

| | |
|--|----|
| Background | 1 |
| Survey Method | 1 |
| Results | 2 |
| The Library provides an atmosphere helpful to my study, research, and reading. | 2 |
| Library personnel are professional | 3 |
| Services and resources of the Library support the programs of Southeastern | 4 |
| How satisfied are you with Homecoming? | 10 |
| How satisfied are you with Rock-N-Roar? | 12 |
| How satisfied are you with Golden Silence? | 14 |
| Have you joined the Alumni Association at the faculty/staff reduced price? | 16 |
| Potential Programs | 18 |
| Overall Satisfaction | 19 |
| Appendix A - 2007-2008 Survey of Faculty and Staff | 21 |
| Appendix B - Main reason for not joining Alumni Association at faculty/staff rate | 24 |
| Appendix C - What programs would you like to see offered by the Alumni Association? | 33 |

Background

During the Spring of 2011, the Office of Institutional Research conducted a survey of faculty and staff. The purposes of the survey were 1) to assess progress toward meeting the University's strategic planning benchmarks; and 2) to evaluate certain non-instructional units. The non-instructional units included in this year's survey were: Sims Memorial Library, Administrative Computing, Records & Registration, Athletics, and Lion's Roar. This report will provide the results of the section regarding Sims Memorial Library.

Survey Method

The 2010-2011 Survey of Faculty and Staff, along with a cover letter from the Provost and the Chair of the Institutional Effectiveness Committee, was sent to all full-time faculty and staff, with the exception of the President, the Vice Presidents, and the IR Director. A total of 1,206 faculty and staff were included in the survey and received survey forms via campus mail. The information provided by the respondents was treated with strict confidentiality. A master list was maintained for purposes of follow-up only, this list was securely maintained. The master list was destroyed after data was collected. The information gained from the survey is reported for the entire survey group and individuals can not be identified with any response. Reminders to return the survey was distributed via e-mail. A second mailing was then sent to those faculty and staff who had not returned the survey. A total of 817 faculty and staff completed the survey and returned it to IR for a return rate of 68%.

Results

The Library provides an atmosphere helpful to my study, research, and reading.

- Of the 750 faculty and staff who responded, 1% (n=10) indicated that they strongly disagreed and 33% (n=266) strongly agreed.
- The average rating across all faculty and staff (not including those who indicated Not Applicable) was 4.32.

Figure 1

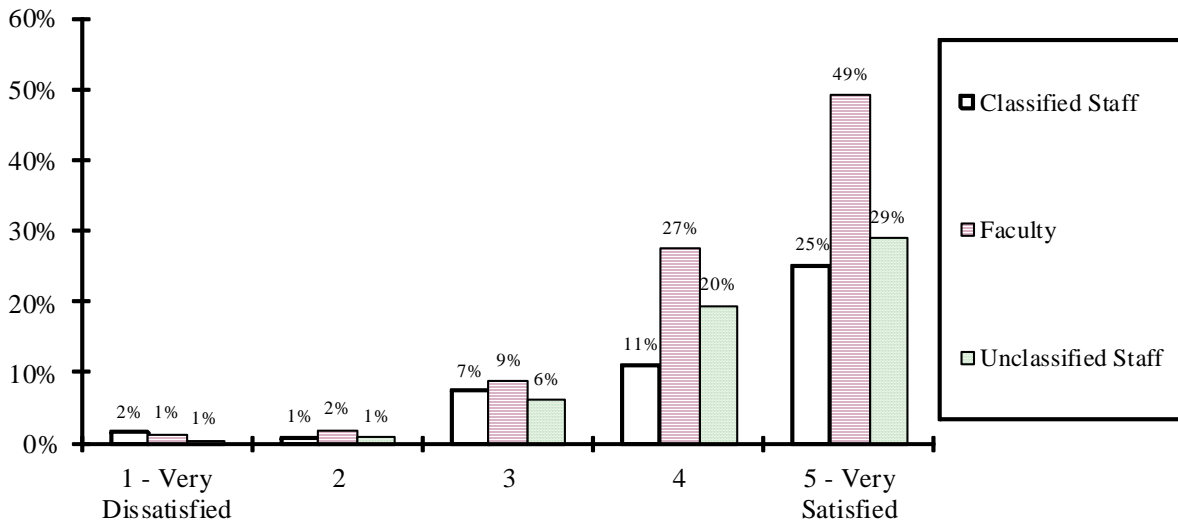


Table 2

| | 1 - Strongly Disagree | 2 | 3 | 4 | 5 - Strongly Agree | Not Applicable | Mean* |
|--------------------|-----------------------|-----------|-----------|-------------|--------------------|----------------|-------|
| Classified Staff | 1.6% (4) | 0.8% (2) | 7.4% (18) | 11.1% (27) | 25.1% (61) | 53.9% (131) | 4.24 |
| Faculty | 1.4% (4) | 2.0% (6) | 8.8% (26) | 27.4% (81) | 49.0% (145) | 11.5% (34) | 4.36 |
| Unclassified Staff | 0.5% (1) | 1.0% (2) | 6.2% (12) | 19.6% (38) | 28.9% (56) | 43.8% (85) | 4.34 |
| Total | 1.2% (9) | 1.4% (10) | 7.6% (56) | 19.9% (146) | 35.7% (262) | 34.1% (250) | 4.33 |

* Mean does not include NA responses.

Library personnel are professional

- Of the 733 faculty and staff who responded, 2% (n=11) indicated that they strongly disagree and 21% (n=152) strongly agree.
- The average rating across all faculty and staff was 4.51.

Figure 2

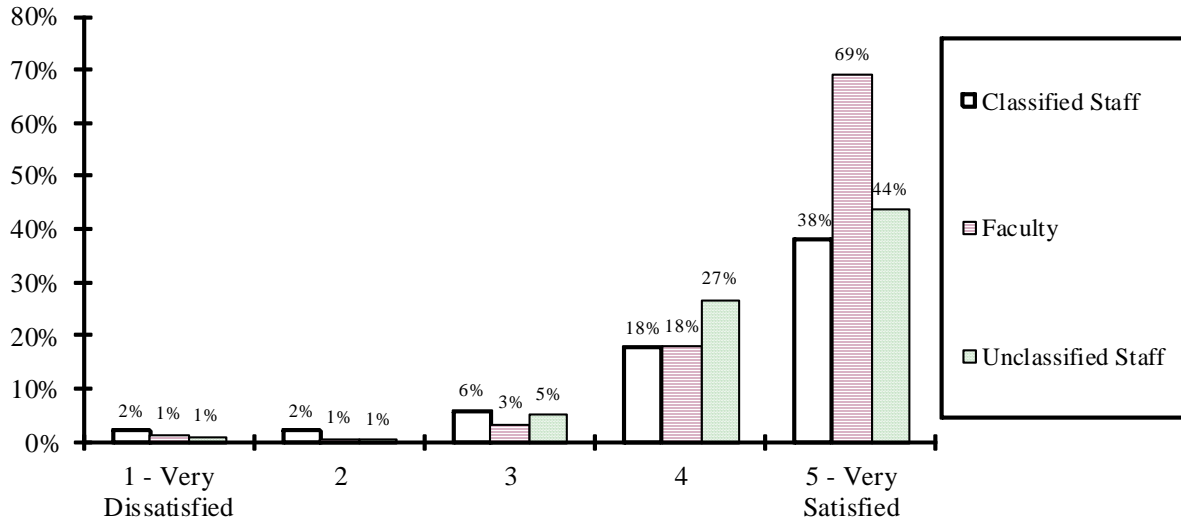


Table 3

| | 1 - Strongly Disagree | 2 | 3 | 4 | 5 - Strongly Agree | Not Applicable | Mean* |
|--------------------|-----------------------|----------|-----------|-------------|--------------------|----------------|-------|
| Classified Staff | 2.1% (5) | 2.1% (5) | 5.8% (14) | 17.7% (43) | 37.9% (92) | 34.6% (84) | 4.33 |
| Faculty | 1.4% (4) | 0.7% (2) | 3.4% (10) | 18.0% (53) | 68.8% (203) | 7.8% (23) | 4.65 |
| Unclassified Staff | 1.0% (2) | 0.5% (1) | 5.1% (10) | 26.7% (52) | 43.6% (85) | 23.1% (45) | 4.45 |
| Total | 1.5% (11) | 1.1% (8) | 4.6% (34) | 20.2% (148) | 51.8% (380) | 20.7% (152) | 4.51 |

* Mean does not include NA responses.

Services and resources of the Library support the programs of Southeastern

- Of the 723 faculty and staff who responded, 2% (n=17) indicated that they strongly disagree and 42% (n=302) strongly agree.
- The average rating across all faculty and staff was 4.30.

Figure 3

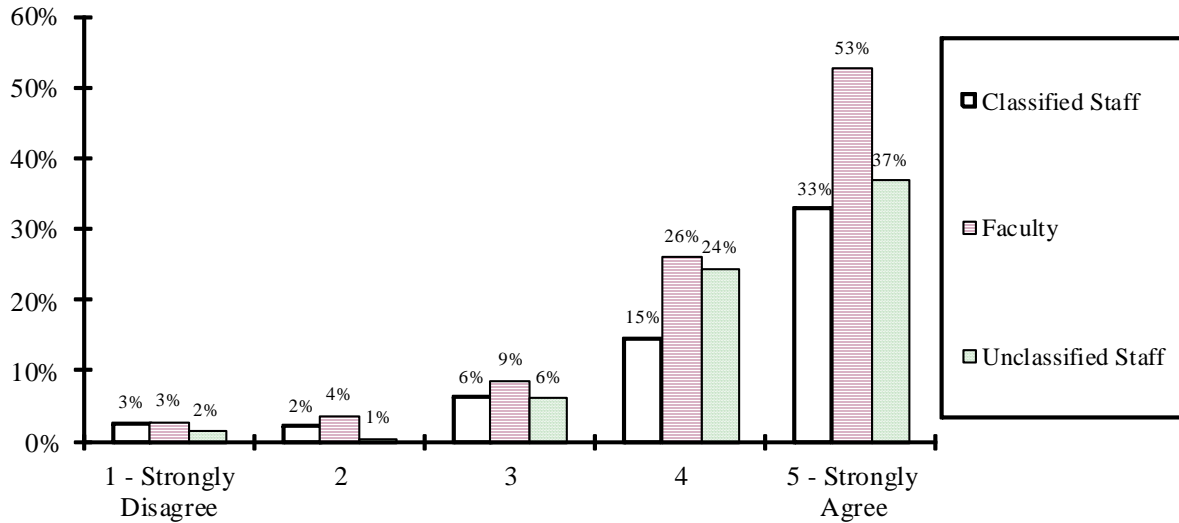


Table 4

| | 1 - Strongly Disagree | 2 | 3 | 4 | 5 - Strongly Agree | Not Applicable | Mean* |
|--------------------|-----------------------|-----------|-----------|-------------|--------------------|----------------|-------|
| Classified Staff | 2.5% (6) | 2.1% (5) | 6.2% (15) | 14.5% (35) | 32.8% (79) | 41.9% (101) | 4.26 |
| Faculty | 2.8% (8) | 3.8% (11) | 8.7% (25) | 26.0% (75) | 52.6% (152) | 6.2% (18) | 4.30 |
| Unclassified Staff | 1.6% (3) | 0.5% (1) | 6.2% (12) | 24.4% (47) | 36.8% (71) | 30.6% (59) | 4.36 |
| Total | 2.4% (17) | 2.4% (17) | 7.2% (52) | 21.7% (157) | 41.8% (302) | 24.6% (178) | 4.30 |

* Mean does not include NA responses.

The next section of the survey asked respondents to rate their satisfaction with various aspects of the Sims Memorial Library's webpage.

Access to resources

- Of the 627 faculty and staff who responded, 1% (n=9) indicated that they were Very Dissatisfied and 45% (n=281) were Very Satisfied.
- The average rating across all faculty and staff was 4.18.

Figure 4

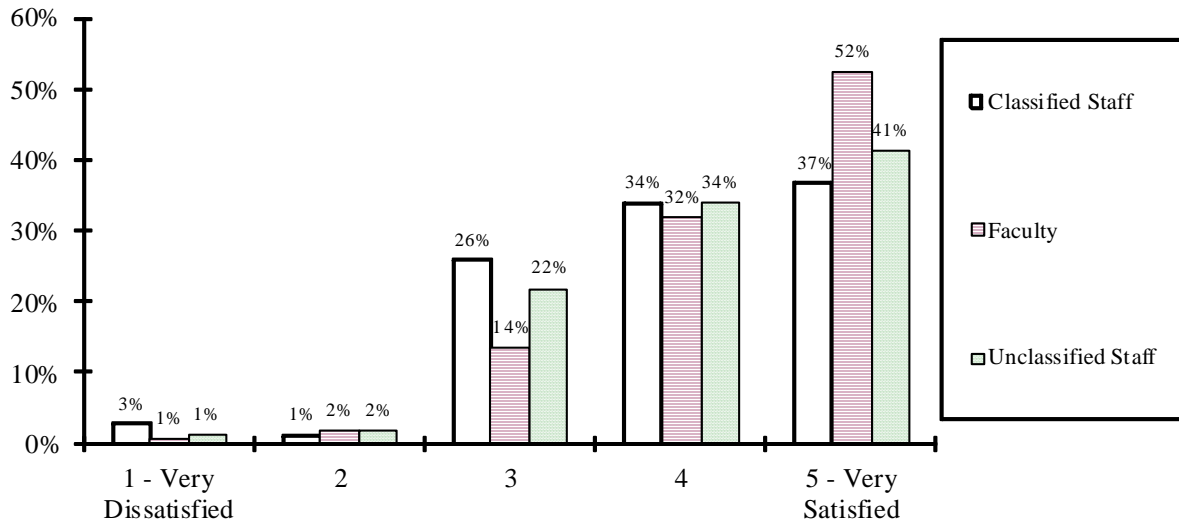


Table 5

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 2.7% (5) | 1.1% (2) | 25.8% (48) | 33.9% (63) | 36.6% (68) | 4.01 |
| Faculty | 0.7% (2) | 1.8% (5) | 13.5% (38) | 31.7% (89) | 52.3% (147) | 4.33 |
| Unclassified Staff | 1.2% (2) | 1.9% (3) | 21.9% (35) | 33.8% (54) | 41.2% (66) | 4.12 |
| Total | 1.4% (9) | 1.6% (10) | 19.3% (121) | 32.9% (206) | 44.8% (281) | 4.18 |

Access to services

- Of the 625 faculty and staff who responded, 1% (n=9) indicated that they were Very Dissatisfied and 43% (n=271) were Very Satisfied.
- The average rating across all faculty and staff was 4.17.

Figure 5

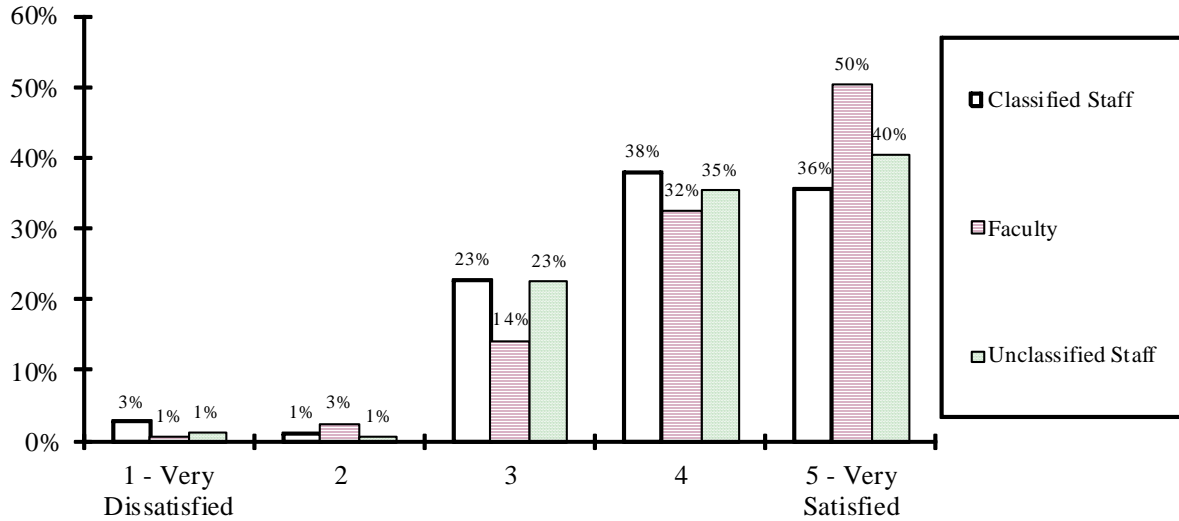


Table 6

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 2.7% (5) | 1.1% (2) | 22.7% (42) | 37.8% (70) | 35.7% (66) | 4.03 |
| Faculty | 0.7% (2) | 2.5% (7) | 14.2% (40) | 32.4% (91) | 50.2% (141) | 4.29 |
| Unclassified Staff | 1.3% (2) | 0.6% (1) | 22.6% (36) | 35.2% (56) | 40.3% (64) | 4.13 |
| Total | 1.4% (9) | 1.6% (10) | 18.9% (118) | 34.7% (217) | 43.4% (271) | 4.17 |

Access to help pages

- Of the 627 faculty and staff who responded, 2% (n=11) indicated that they were Very Dissatisfied and 44% (n=275) were Very Satisfied.
- The average rating across all faculty and staff was 4.15.

Figure 6

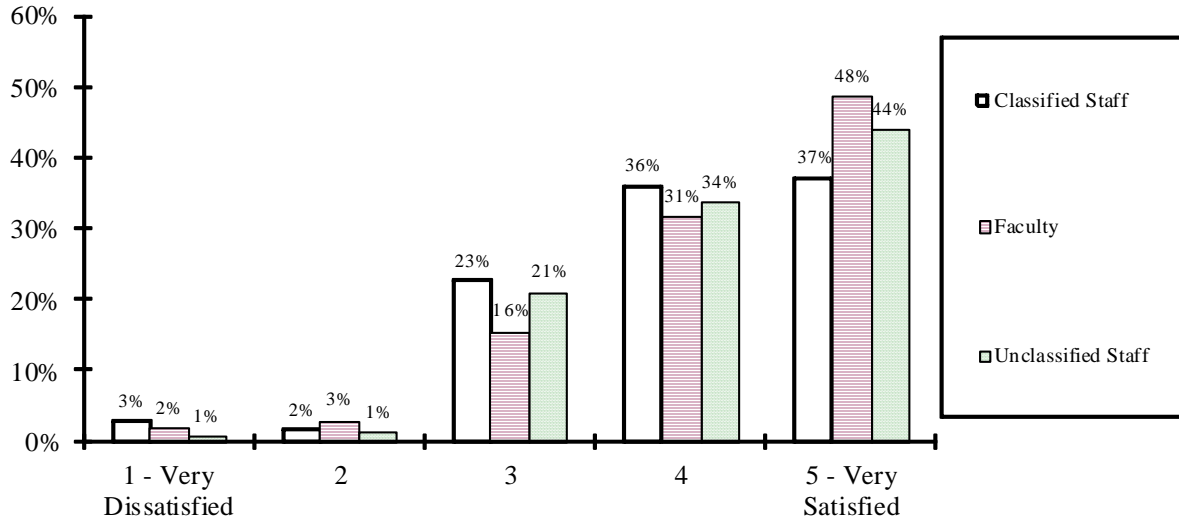


Table 7

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 2.7% (5) | 1.6% (3) | 22.6% (42) | 36.0% (67) | 37.1% (69) | 4.03 |
| Faculty | 1.8% (5) | 2.8% (8) | 15.5% (44) | 31.4% (89) | 48.4% (137) | 4.22 |
| Unclassified Staff | 0.6% (1) | 1.3% (2) | 20.9% (33) | 33.5% (53) | 43.7% (69) | 4.18 |
| Total | 1.8% (11) | 2.1% (13) | 19.0% (119) | 33.3% (209) | 43.9% (275) | 4.15 |

Access to personnel/departments

- Of the 624 faculty and staff who responded, 1% (n=8) indicated that they were Very Dissatisfied and 47% (n=290) were Very Satisfied.
- The average rating across all faculty and staff was 4.23.

Figure 7

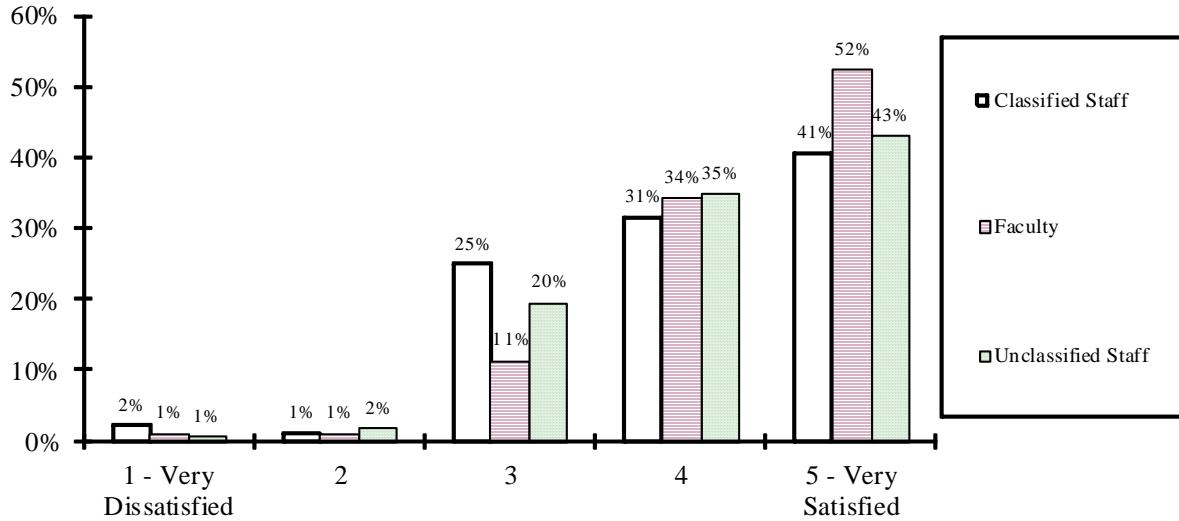


Table 8

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|----------|-------------|-------------|--------------------|-------|
| Classified Staff | 2.2% (4) | 1.1% (2) | 24.9% (46) | 31.4% (58) | 40.5% (75) | 4.07 |
| Faculty | 1.1% (3) | 1.1% (3) | 11.4% (32) | 34.2% (96) | 52.3% (147) | 4.36 |
| Unclassified Staff | 0.6% (1) | 1.9% (3) | 19.6% (31) | 34.8% (55) | 43.0% (68) | 4.18 |
| Total | 1.3% (8) | 1.3% (8) | 17.5% (109) | 33.5% (209) | 46.5% (290) | 4.23 |

Overall usability of site

- Of the 613 faculty and staff who responded, 1% (n=6) indicated that they were Very Dissatisfied and 43% (n=262) were Very Satisfied.
- The average rating across all faculty and staff was 4.17.

Figure 8

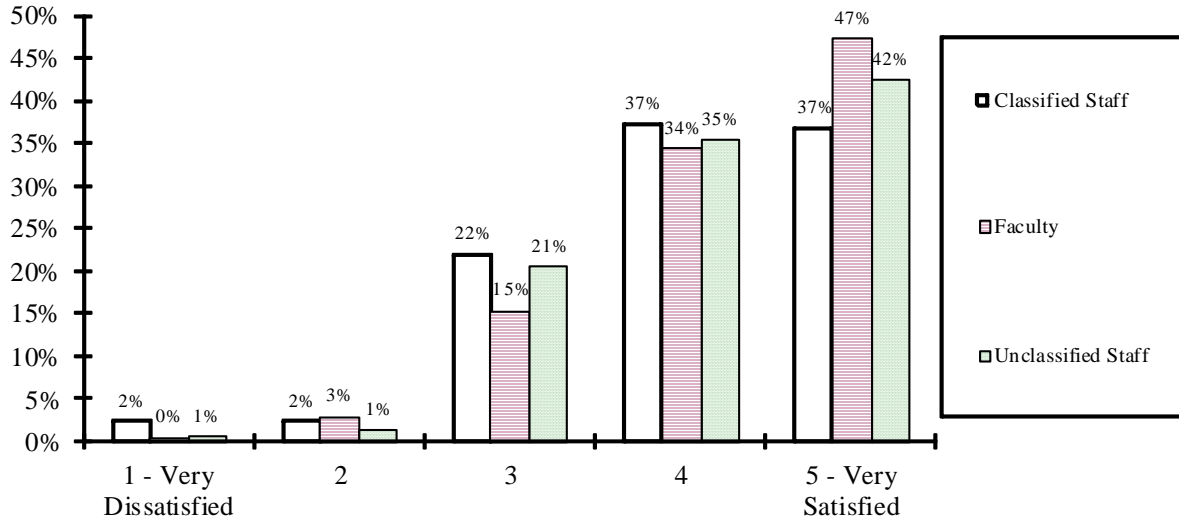


Table 9

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 2.2% (4) | 2.2% (4) | 21.9% (40) | 37.2% (68) | 36.6% (67) | 4.04 |
| Faculty | 0.4% (1) | 2.9% (8) | 15.3% (42) | 34.3% (94) | 47.1% (129) | 4.25 |
| Unclassified Staff | 0.6% (1) | 1.2% (2) | 20.5% (32) | 35.3% (55) | 42.3% (66) | 4.17 |
| Total | 1.0% (6) | 2.3% (14) | 18.6% (114) | 35.4% (217) | 42.7% (262) | 4.17 |

Print resources (Books, Journals, Government Docs, Etc.)

- Of the 544 faculty and staff who responded, 1% (n=7) indicated that they were Very Unsatisfied and 31% (n=167) were Very Satisfied.
- The average rating across all faculty and staff was 3.94.

Figure 9

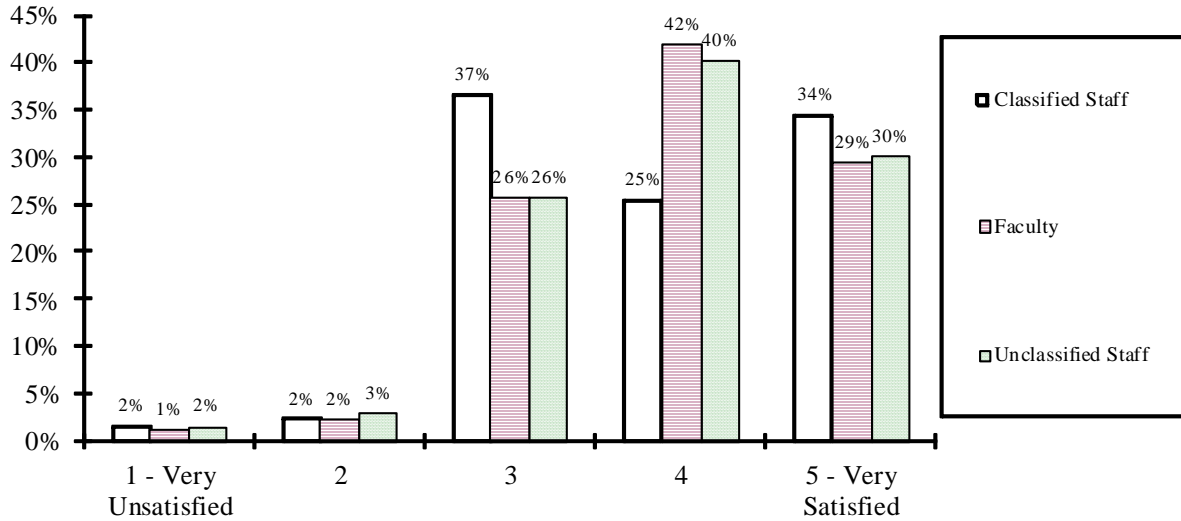


Table 10

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 1.5% (2) | 2.2% (3) | 36.6% (49) | 25.4% (34) | 34.3% (46) | 3.89 |
| Faculty | 1.1% (3) | 2.2% (6) | 25.6% (70) | 41.8% (114) | 34.3% (46) | 3.96 |
| Unclassified Staff | 1.5% (2) | 2.9% (4) | 25.5% (35) | 40.1% (55) | 29.9% (41) | 3.94 |
| Total | 1.3% (7) | 2.4% (13) | 28.3% (154) | 37.3% (203) | 30.7% (167) | 3.94 |

Library Catalog

- Of the 544 faculty and staff who responded, 0.4% (n=1) indicated that they were Very Unsatisfied and 34.4% (n=177) were Very Satisfied.
- The average rating across all faculty and staff was 3.98.

Figure 10

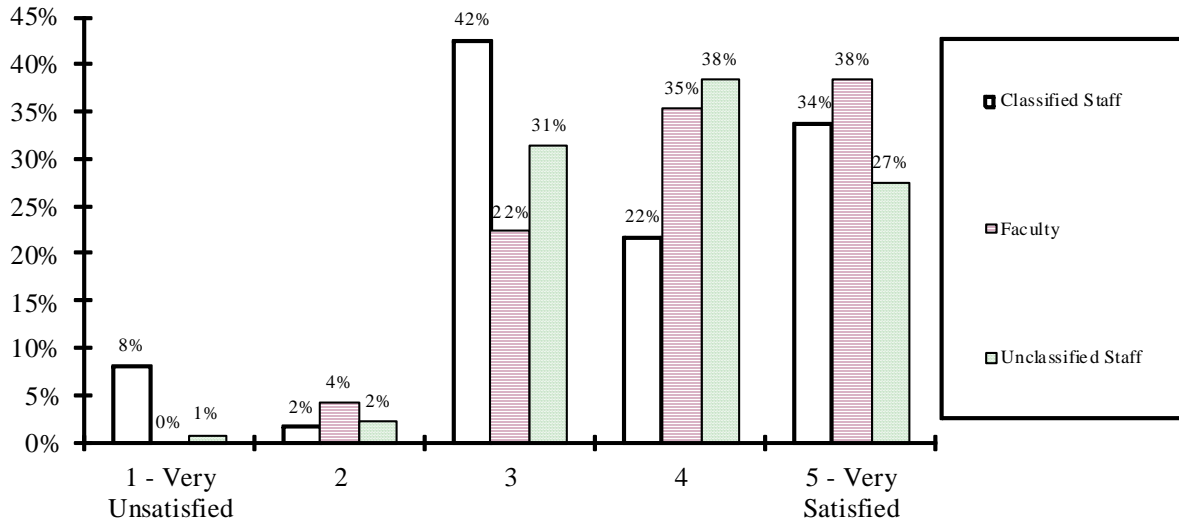


Table 11

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 0.8% (1) | 1.6% (2) | 42.4% (53) | 21.6% (27) | 33.6% (42) | 3.86 |
| Faculty | 0.0% (0) | 4.2% (11) | 22.2% (58) | 35.2% (92) | 38.3% (100) | 4.08 |
| Unclassified Staff | 0.8% (1) | 2.3% (3) | 31.2% (40) | 38.3% (49) | 27.3% (35) | 3.89 |
| Total | 0.4% (2) | 3.1% (16) | 29.4% (151) | 32.7% (168) | 34.4% (177) | 3.98 |

Electronic databases (EBSCO, Proquest, etc.)

- Of the 504 faculty and staff who responded, 2.0% (n=10) indicated that they were Very Unsatisfied and 39.3% (n=198) were Very Satisfied.
- The average rating across all faculty and staff was 4.01.

Figure 11

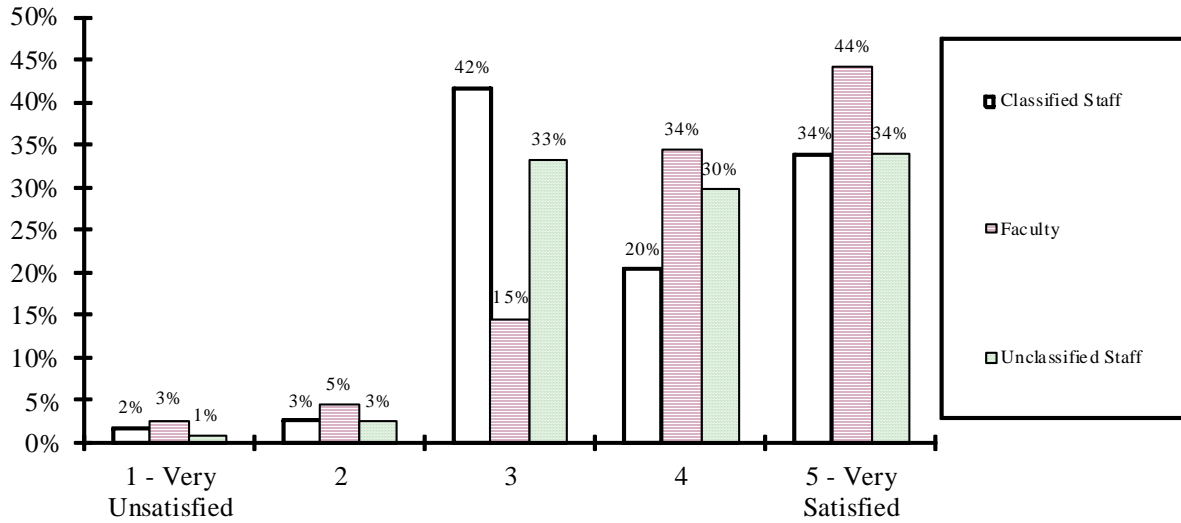


Table 12

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 1.7% (2) | 2.5% (3) | 41.5% (49) | 20.3% (24) | 33.9% (40) | 3.82 |
| Faculty | 2.6% (7) | 4.5% (12) | 14.6% (39) | 34.3% (92) | 44.0% (118) | 4.13 |
| Unclassified Staff | 0.8% (1) | 2.5% (3) | 33.1% (39) | 29.7% (35) | 33.9% (40) | 3.93 |
| Total | 2.0% (10) | 3.6% (18) | 25.2% (127) | 30.0% (151) | 39.3% (198) | 4.01 |

Electronic journals

- Of the 495 faculty and staff who responded, 2.0% (n=10) indicated that they were Very Unsatisfied and 38.0% (n=188) were Very Satisfied.
- The average rating across all faculty and staff was 3.95.

Figure 12

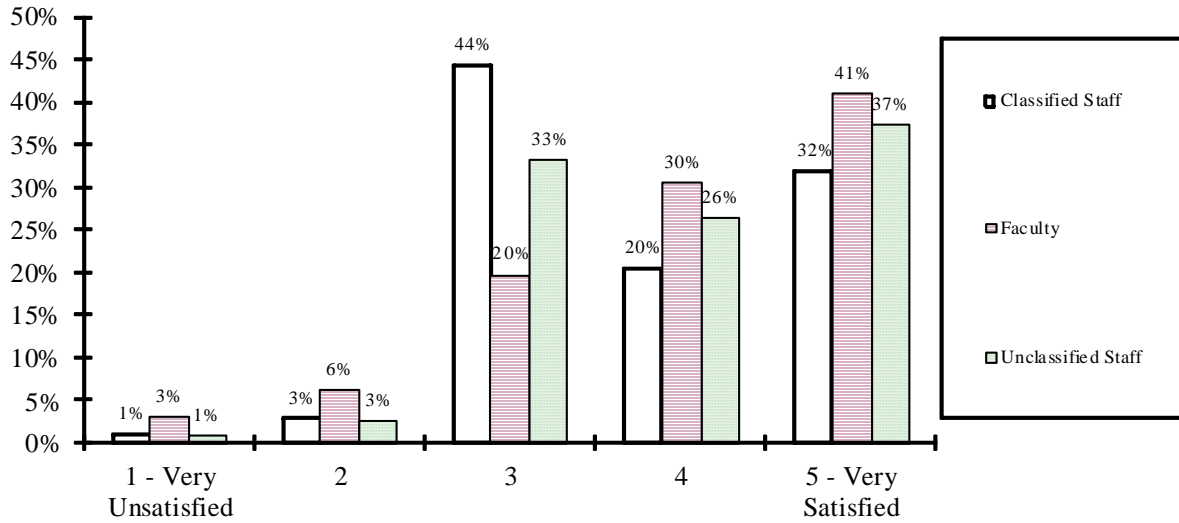


Table 13

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 0.9% (1) | 2.7% (3) | 44.2% (50) | 20.4% (23) | 31.9% (36) | 3.80 |
| Faculty | 3.0% (8) | 6.1% (16) | 19.7% (52) | 30.3% (80) | 40.9% (108) | 4.00 |
| Unclassified Staff | 0.8% (1) | 2.5% (3) | 33.1% (39) | 26.3% (31) | 37.3% (44) | 3.97 |
| Total | 2.0% (10) | 4.4% (22) | 28.5% (141) | 27.4% (134) | 37.3% (188) | 3.95 |

Electronic books

- Of the 455 faculty and staff who responded, 1.1% (n=5) indicated that they were Very Unsatisfied and 31.4% (n=143) were Very Satisfied.
- The average rating across all faculty and staff was 3.85.

Figure 13

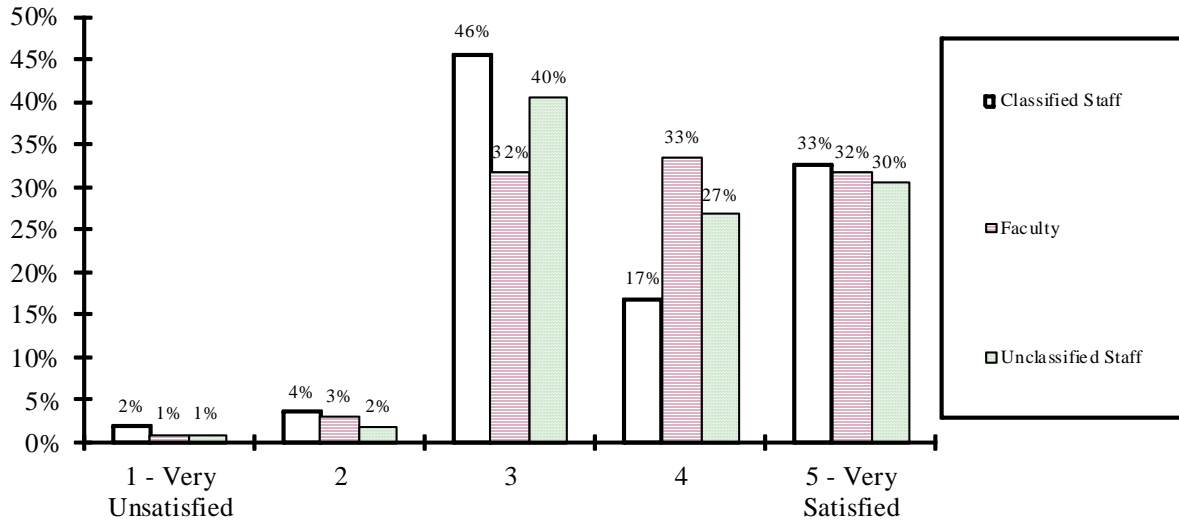


Table 14

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 1.8% (2) | 3.5% (4) | 45.6% (52) | 16.7% (19) | 32.5% (37) | 3.75 |
| Faculty | 0.9% (2) | 3.0% (7) | 31.5% (73) | 33.2% (77) | 31.5% (73) | 3.91 |
| Unclassified Staff | 0.9% (1) | 1.8% (2) | 40.4% (44) | 26.6% (29) | 30.3% (33) | 3.83 |
| Total | 1.1% (5) | 2.9% (13) | 37.1% (169) | 27.5% (125) | 31.4% (143) | 3.85 |

Microforms (microfilms, micro fiche)

- Of the 434 faculty and staff who responded, 0.7% (n=3) indicated that they were Very Unsatisfied and 29.7% (n=129) were Very Satisfied.
- The average rating across all faculty and staff was 3.81.

Figure 14

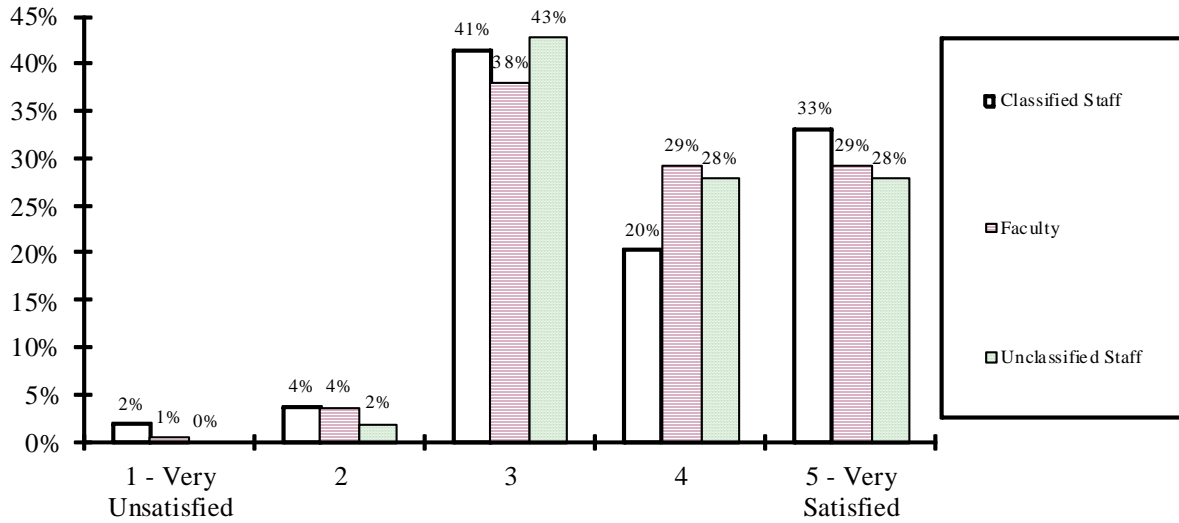


Table 15

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 1.8% (2) | 3.7% (4) | 41.3% (45) | 20.2% (22) | 33.0% (36) | 3.79 |
| Faculty | 0.5% (1) | 3.7% (8) | 37.8% (82) | 29.0% (63) | 29.0% (63) | 3.82 |
| Unclassified Staff | 0.0% | 1.9% (2) | 42.6% (46) | 27.8% (30) | 27.8% (30) | 3.81 |
| Total | 0.7% (3) | 3.2% (14) | 39.9% (173) | 26.5% (115) | 29.7% (129) | 3.81 |

Videos, CDs

- Of the 444 faculty and staff who responded, 1.4% (n=6) indicated that they were Very Unsatisfied and 25.9% (n=115) were Very Satisfied.
- The average rating across all faculty and staff was 3.73.

Figure 15

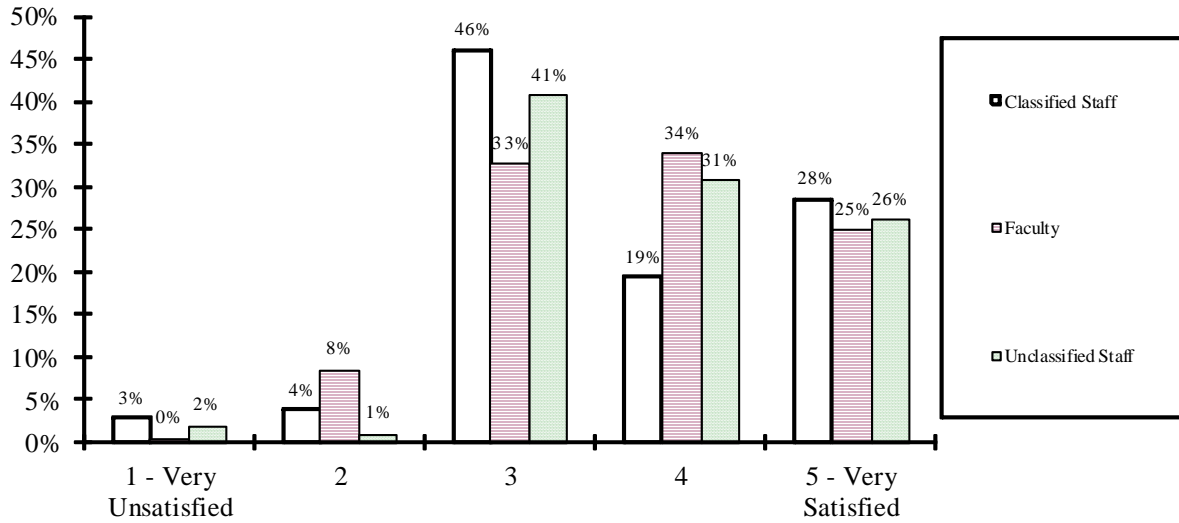


Table 16

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 2.8% (3) | 3.7% (4) | 45.9% (50) | 19.3% (21) | 28.4% (31) | 3.67 |
| Faculty | 0.4% (1) | 8.4% (19) | 32.8% (74) | 33.9% (77) | 24.7% (56) | 3.74 |
| Unclassified Staff | 1.9% (2) | 0.9% (1) | 40.7% (44) | 30.6% (33) | 25.9% (28) | 3.78 |
| Total | 1.4% (6) | 5.4% (24) | 37.8% (168) | 29.5% (131) | 25.9% (115) | 3.73 |

Interlibrary Loan Services

- Of the 478 faculty and staff who responded, 1.0% (n=5) indicated that they were Very Unsatisfied and 46.2% (n=221) were Very Satisfied.
- The average rating across all faculty and staff was 4.10.

Figure 16

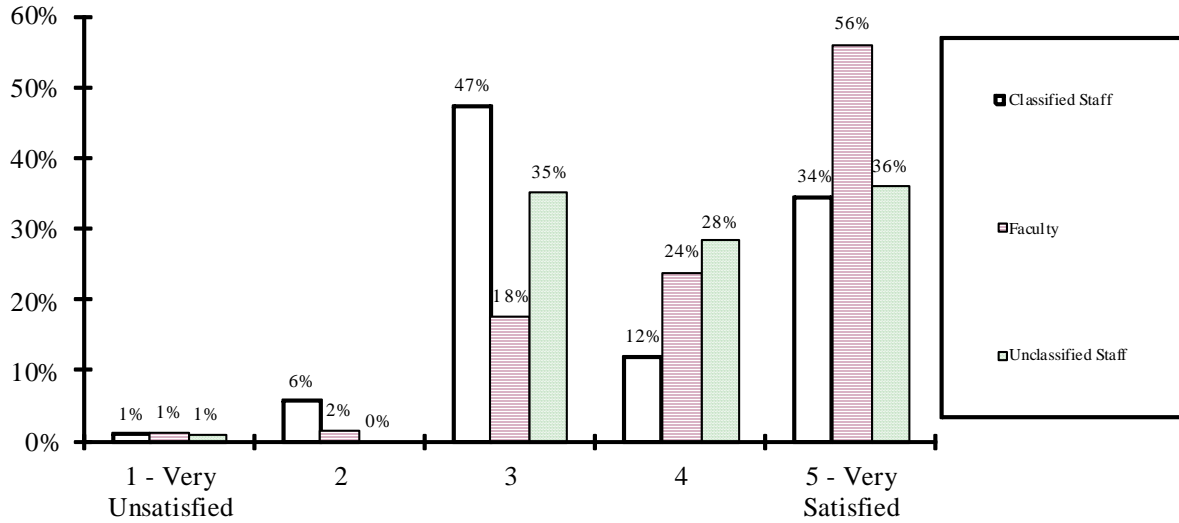


Table 17

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|-------------|--------------------|-------|
| Classified Staff | 0.9% (1) | 5.6% (6) | 47.2% (51) | 12.0% (13) | 34.3% (37) | 3.73 |
| Faculty | 1.2% (3) | 1.6% (4) | 17.6% (45) | 23.8% (61) | 55.9% (143) | 4.32 |
| Unclassified Staff | 0.9% (1) | 0.0% | 35.1% (40) | 28.1% (32) | 36.0% (41) | 3.98 |
| Total | 1.0% (5) | 2.1% (10) | 28.5% (136) | 22.2% (106) | 46.2% (221) | 4.10 |

Library instruction classes and tours

- Of the 432 faculty and staff who responded, 0.5% (n=2) indicated that they were Very Unsatisfied and 39.4% (n=170) were Very Satisfied.
- The average rating across all faculty and staff was 3.96.

Figure 18

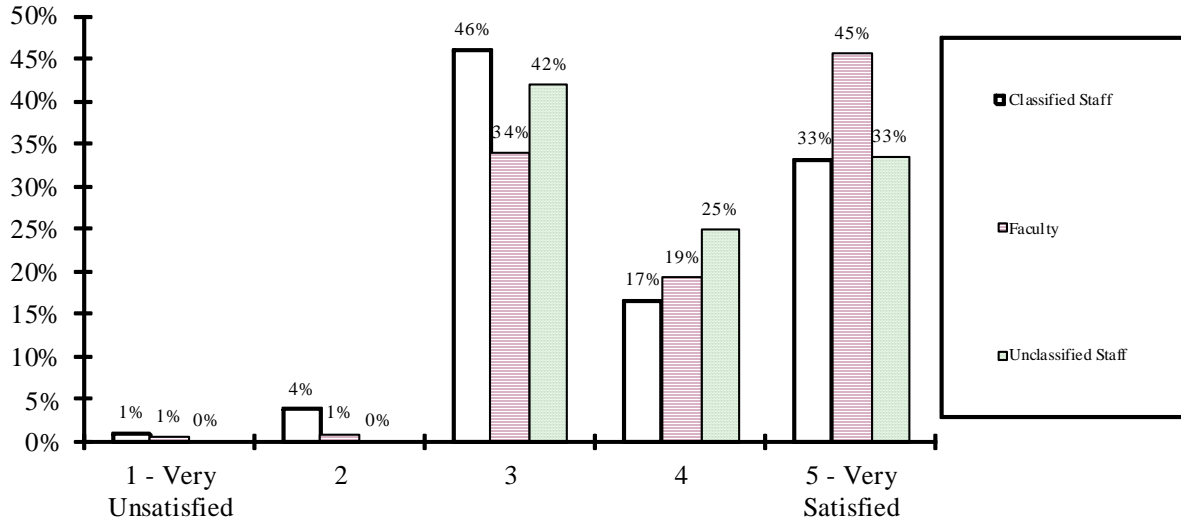


Table 19

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|----------|-------------|------------|--------------------|-------|
| Classified Staff | 0.9% (1) | 3.7% (4) | 45.9% (50) | 16.5% (18) | 33.0% (36) | 3.77 |
| Faculty | 0.0% | 0.9% (2) | 33.9% (74) | 19.3% (42) | 45.4% (99) | 4.08 |
| Unclassified Staff | 0.0% | 0.0% | 41.9% (44) | 24.8% (26) | 33.3% (35) | 3.91 |
| Total | 0.5% (2) | 1.4% (6) | 38.9% (168) | 19.9% (86) | 39.4% (170) | 3.96 |

Libguides

- Of the 393 faculty and staff who responded, 0.5% (n=2) indicated that they were Very Unsatisfied and 30.5% (n=120) were Very Satisfied.
- The average rating across all faculty and staff was 3.77.

Figure 19

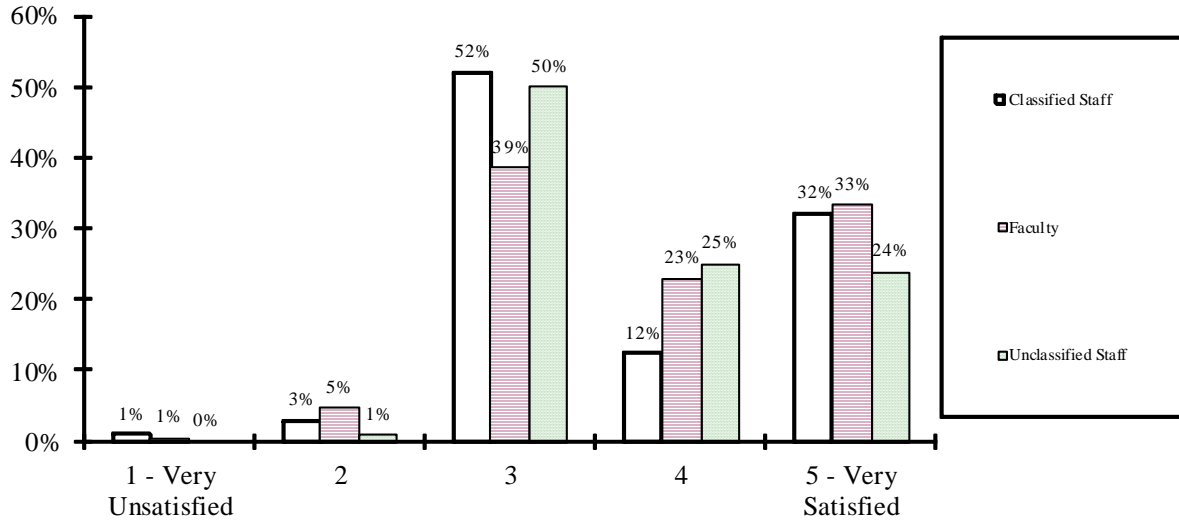


Table 20

| | 1 - Very Dissatisfied | 2 | 3 | 4 | 5 - Very Satisfied | Mean* |
|--------------------|-----------------------|-----------|-------------|------------|--------------------|-------|
| Classified Staff | 0.9% (1) | 2.8% (3) | 51.9% (55) | 12.3% (13) | 32.1% (34) | 3.72 |
| Faculty | 0.5% (1) | 4.8% (9) | 38.5% (72) | 23.0% (43) | 33.2% (62) | 3.83 |
| Unclassified Staff | 0.0% | 1.0% (1) | 50.0% (50) | 25.0% (25) | 24.0% (24) | 3.72 |
| Total | 0.5% (2) | 3.3% (13) | 45.0% (177) | 20.6% (81) | 30.5% (120) | 3.77 |

Use of Print Resources (Books, Journals, Government Docs, etc.)

- Of the 737 faculty and staff who responded, 27.8% indicated that they Never used the resource, and 13.0% Very Often used it.

Table 21

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|-------------|------------|------------|
| Classified Staff | 47.5% (112) | 32.2% (76) | 4.2% (10) | 6.4% (15) | 9.7% (23) |
| Faculty | 8.1% (25) | 39.4% (121) | 28.7% (88) | 22.8% (70) | 1.0% (3) |
| Unclassified Staff | 35.1% (68) | 44.3% (86) | 10.8% (21) | 5.7% (11) | 4.1% (8) |
| Total | 27.8% (205) | 38.4% (284) | 16.1% (119) | 13.0% (96) | 4.6% (34) |

Library Catalogue

- Of the 731 faculty and staff who responded, 34.2% indicated that they Never used the resource, and 15.6% Very Often used it.

Table 22

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|-------------|-------------|------------|
| Classified Staff | 53.1% (123) | 23.4% (56) | 6.3% (15) | 7.5% (18) | 9.6% (23) |
| Faculty | 11.7% (35) | 31.8% (95) | 26.4% (79) | 28.8% (86) | 1.3% (4) |
| Unclassified Staff | 45.6% (88) | 35.8% (69) | 9.3% (18) | 5.2% (10) | 4.1% (8) |
| Total | 34.2% (250) | 30.1% (220) | 15.3% (112) | 15.6% (114) | 4.8% (35) |

Electronic databases (EBSCO, Proquest, etc.)

- Of the 736 faculty and staff who responded, 35.9% indicated that they Never used the resource, and 24.6% Very Often used it.

Table 23

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|-------------|------------|
| Classified Staff | 58.6% (139) | 19.4% (46) | 5.1% (12) | 5.9% (14) | 11.0% (26) |
| Faculty | 8.8% (27) | 19.3% (59) | 20.9% (64) | 49.3% (151) | 1.6% (5) |
| Unclassified Staff | 50.8% (98) | 24.4% (47) | 10.4% (20) | 8.3% (16) | 6.2% (12) |
| Total | 35.9% (264) | 20.7% (152) | 13.0% (96) | 24.6% (181) | 5.8% (43) |

Electronic Journals

- Of the 732 faculty and staff who responded, 37.6% indicated that they Never used the resource, and 23.1% Very Often used it.

Table 24

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|-------------|------------|
| Classified Staff | 61.6% (146) | 17.3% (41) | 5.9% (14) | 4.6% (11) | 10.5% (25) |
| Faculty | 9.9% (30) | 22.2% (67) | 19.9% (60) | 45.7% (138) | 2.3% (7) |
| Unclassified Staff | 51.3% (99) | 25.9% (50) | 7.3% (14) | 10.4% (20) | 5.2% (10) |
| Total | 37.6% (275) | 21.6% (158) | 12.0% (88) | 23.1% (169) | 5.7% (42) |

Electronic Books

- Of the 731 faculty and staff who responded, 47.2% indicated that they Never used the resource, and 6.4% Very Often used it.

Table 25

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|------------|------------|
| Classified Staff | 62.8% (150) | 18.8% (45) | 4.2% (10) | 3.3% (8) | 10.9% (26) |
| Faculty | 27.0% (81) | 42.0% (126) | 15.3% (46) | 10.7% (32) | 5.0% (15) |
| Unclassified Staff | 59.4% (114) | 23.4% (45) | 7.8% (15) | 3.6% (7) | 5.7% (11) |
| Total | 47.2% (345) | 29.5% (216) | 9.7% (71) | 6.4% (47) | 7.1% (52) |

Microforms (microfilms, micro fiche)

- Of the 732 faculty and staff who responded, 60.9% indicated that they Never used the resource, and 2.0% Very Often used it.

Table 26

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|-----------|------------|------------|
| Classified Staff | 67.6% (161) | 15.5% (37) | 2.5% (6) | 2.5% (6) | 11.8% (28) |
| Faculty | 48.5% (146) | 37.9% (114) | 7.0% (21) | 2.3% (7) | 4.3% (13) |
| Unclassified Staff | 72.0% (139) | 21.8% (42) | 0.5% (1) | 1.0% (2) | 4.7% (9) |
| Total | 60.9% (446) | 26.4% (193) | 3.8% (28) | 2.0% (15) | 6.8% (50) |

Videos, CDs

- Of the 735 faculty and staff who responded, 57.0% indicated that they Never used the resource, and 4.9% Very Often used it.

Table 27

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|------------|------------|
| Classified Staff | 69.3% (165) | 15.5% (37) | 2.1% (5) | 2.5% (6) | 10.5% (25) |
| Faculty | 40.6% (123) | 35.3% (107) | 12.5% (38) | 8.6% (26) | 3.0% (9) |
| Unclassified Staff | 67.5% (131) | 20.6% (40) | 4.6% (9) | 2.1% (4) | 5.2% (10) |
| Total | 57.0% (419) | 25.0% (184) | 7.1% (52) | 4.9% (36) | 6.0% (44) |

Reference Services (face-to-face, chat, text messaging, etc.)

- Of the 731 faculty and staff who responded, 48.3% indicated that they Never used the resource, and 7.0% Very Often used it.

Table 28

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|------------|------------|
| Classified Staff | 65.3% (154) | 15.3% (36) | 5.5% (13) | 3.0% (7) | 11.0% (26) |
| Faculty | 28.7% (87) | 40.6% (123) | 14.9% (45) | 12.9% (39) | 3.0% (9) |
| Unclassified Staff | 58.3% (112) | 26.6% (51) | 6.8% (13) | 2.6% (5) | 5.7% (11) |
| Total | 48.3% (353) | 28.7% (210) | 9.7% (71) | 7.0% (51) | 6.3% (46) |

Interlibrary Loan Services

- Of the 738 faculty and staff who responded, 48.1% indicated that they Never used the resource, and 8.9% Very Often used it.

Table 29

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|------------|------------|
| Classified Staff | 70.7% (169) | 12.1% (29) | 2.5% (6) | 2.9% (7) | 11.7% (28) |
| Faculty | 20.0% (61) | 72.0% (128) | 19.7% (60) | 17.4% (53) | 1.0% (3) |
| Unclassified Staff | 64.4% (125) | 23.2% (45) | 3.6% (7) | 3.1% (6) | 5.7% (11) |
| Total | 48.1% (355) | 27.4% (202) | 9.9% (73) | 8.9% (66) | 5.7% (42) |

Electronic Reserves Services

- Of the 738 faculty and staff who responded, 55.7% indicated that they Never used the resource, and 4.7% Very Often used it.

Table 30

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|------------|------------|
| Classified Staff | 70.9% (168) | 14.8% (35) | 0.8% (2) | 2.5% (6) | 11.0% (28) |
| Faculty | 34.1% (104) | 37.7% (115) | 14.8% (45) | 8.2% (25) | 5.2% (16) |
| Unclassified Staff | 70.9% (139) | 18.4% (36) | 3.6% (7) | 2.0% (4) | 5.1% (10) |
| Total | 55.7% (411) | 25.2% (186) | 7.3% (54) | 4.7% (35) | 7.0% (52) |

Library instruction classes and tours

- Of the 735 faculty and staff who responded, 62.7% indicated that they Never used the resource, and 5.3% Very Often used it.

Table 31

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|------------|------------|------------|
| Classified Staff | 71.7% (170) | 14.3% (34) | 1.7% (4) | 1.7% (4) | 10.5% (25) |
| Faculty | 47.5% (145) | 26.2% (80) | 11.5% (35) | 10.2% (31) | 4.6% (14) |
| Unclassified Staff | 75.6% (146) | 13.0% (25) | 2.6% (5) | 2.1% (4) | 6.7% (13) |
| Total | 62.7% (461) | 18.9% (139) | 6.0% (44) | 5.3% (39) | 7.1% (52) |

Libguides

- Of the 735 faculty and staff who responded, 62.4% indicated that they Never used the resource, and 3.3% Very Often used it.

Table 32

| | Never | Occasionally | Often | Very Often | Unaware of |
|--------------------|-------------|--------------|-----------|------------|-------------|
| Classified Staff | 71.0% (169) | 9.7% (23) | 1.3% (3) | 2.9% (7) | 15.1% (36) |
| Faculty | 47.7% (144) | 19.5% (59) | 6.6% (20) | 4.3% (13) | 21.9% (66) |
| Unclassified Staff | 74.9% (146) | 4.6% (9) | 1.5% (3) | 2.1% (4) | 16.9% (33) |
| Total | 62.4% (459) | 12.4% (91) | 3.5% (26) | 3.3% (24) | 18.4% (135) |

Overall Satisfaction

- Of the 766 faculty and staff who responded, 0.1% (n=1) indicated that they are very dissatisfied with Sims Memorial Library and 39% (n=300) are very satisfied.
- The average rating across all faculty and staff was 4.35.

Figure 19

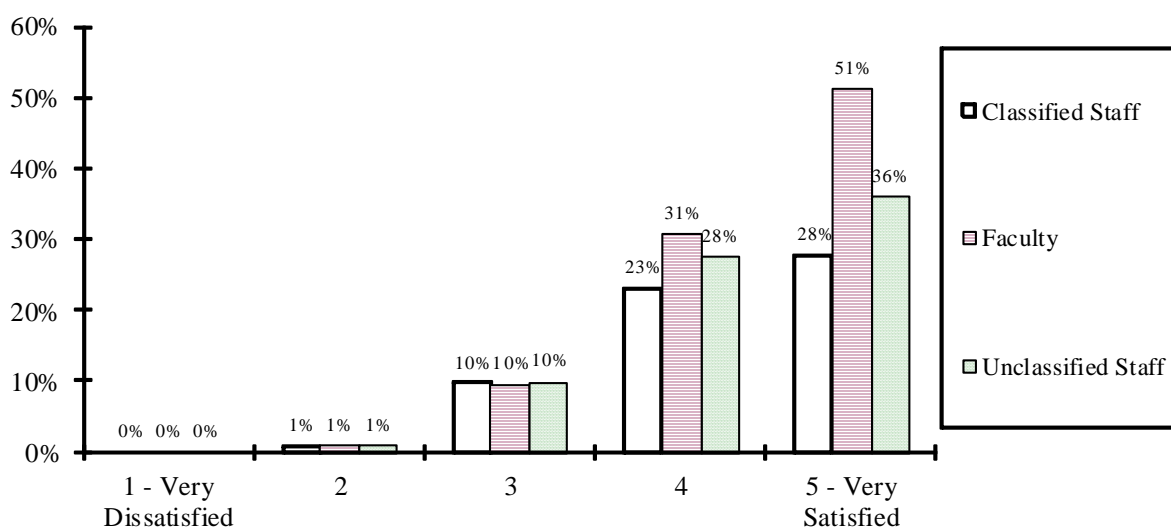


Table 8

| | 1 - Strongly Disagree | 2 | 3 | 4 | 5 - Strongly Agree | NA | Mean* |
|--------------------|-----------------------|----------|-----------|-------------|--------------------|-------------|-------|
| Classified Staff | 0.0% | 0.8% (2) | 9.7% (25) | 23.0% (59) | 27.6% (71) | 38.9% (100) | 4.27 |
| Faculty | 0.3% (1) | 1.0% (3) | 9.5% (29) | 30.5% (93) | 51.1% (156) | 7.5% (23) | 4.42 |
| Unclassified Staff | 0.0% | 1.0% (2) | 9.8% (20) | 27.5% (56) | 35.8% (73) | 26.0% (53) | 4.32 |
| Total | 0.1% (1) | 0.9% (7) | 9.7% (74) | 27.2% (208) | 39.2% (300) | 23.0% (176) | 4.35 |

* Mean does not include NA responses.