Table of contents 1

List of tables 2

Methodology 10

The questionnaire 11

How to use the data 11

Summary of main findings 13

Chapter one: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library 18

Chapter two: Level of student satisfaction with library services: the range of databases provided by the library 25

Chapter three: Level of student satisfaction with library services: library training in use of the library's databases 32

Chapter four: Level of student satisfaction with library services: the range of periodicals available at the library 39

Chapter five: Level of student satisfaction with library services: ease of using the library catalog 46

Chapter six: Level of student satisfaction with library services: ease of using the library website 53

Chapter seven: Level of student satisfaction with library services: availability of reference staff 60

Chapter eight: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library 67

Chapter nine: Level of student satisfaction with library services: functionality and performance of the library's photocopiers 74

Chapter ten: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases 81

LIST OF TABLES

Table 1.1: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library 18

Table 1.2: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by age of the student 18

Table 1.3: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by population intensity of the place of origin 19

Table 1.4: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by geographic region of origin of the student 19

Table 1.5: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by freshmen, sophomores, juniors & seniors 19

Table 1.6: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by income level of the student's family of origin 20

Table 1.7: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by level of religiosity of the student 20

Table 1.8: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by political views of the student 21

Table 1.9: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by grade point average or equivalent 21

Table 1.10: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by academic major or focus 21

Table 1.11: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by gender of the student 22

Table 1.12: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by public and private college students 22

Table 1.13: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by type of college living arrangement 22

Table 1.14: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by student employment 23

Table 1.15: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by type of college 23

Table 1.16: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by size of enrollment of college 23

Table 1.17: Level of student satisfaction with library services: the availability and provision of items on electronic reserve at the library, broken out by publicly claimed mean sat acceptance score of the college attended 24

Table 2.1: Level of student satisfaction with library services: the range of databases provided by the library 25

Table 2.2: Level of student satisfaction with library services: the range of databases provided by the library, broken out by age of the student 25

Table 2.3: Level of student satisfaction with library services: the range of databases provided by the library, broken out by population intensity of the place of origin 26

Table 2.4: Level of student satisfaction with library services: the range of databases provided by the library, broken out by geographic region of origin of the student 26

Table 2.5: Level of student satisfaction with library services: the range of databases provided by the library, broken out by freshmen, sophomores, juniors & seniors 26

Table 2.6: Level of student satisfaction with library services: the range of databases provided by the library, broken out by income level of the student's family of origin 27

Table 2.7: Level of student satisfaction with library services: the range of databases provided by the library, broken out by level of religiosity of the student 27

Table 2.8: Level of student satisfaction with library services: the range of databases provided by the library, broken out by political views of the student 28

Table 2.9: Level of student satisfaction with library services: the range of databases provided by the library, broken out by grade point average or equivalent 28

Table 2.10: Level of student satisfaction with library services: the range of databases provided by the library, broken out by academic major or focus 28

Table 2.11: Level of student satisfaction with library services: the range of databases provided by the library, broken out by gender of the student 29

Table 2.12: Level of student satisfaction with library services: the range of databases provided by the library, broken out by public and private college students 29

Table 2.13: Level of student satisfaction with library services: the range of databases provided by the library, broken out by type of college living arrangement 29

Table 2.14: Level of student satisfaction with library services: the range of databases provided by the library, broken out by student employment 30

Table 2.15: Level of student satisfaction with library services: the range of databases provided by the library, broken out by type of college 30

Table 2.16: Level of student satisfaction with library services: the range of databases provided by the library, broken out by size of enrollment of college 30

Table 2.17: Level of student satisfaction with library services: the range of databases provided by the library, broken out by publicly claimed mean sat acceptance score of the college attended 31

Table 3.1: Level of student satisfaction with library services: library training in use of the library's databases 32

Table 3.2: Level of student satisfaction with library services: library training in use of the library's databases, broken out by age of the student 32

Table 3.3: Level of student satisfaction with library services: library training in use of the library's databases, broken out by population intensity of the place of origin 33

Table 3.4: Level of student satisfaction with library services: library training in use of the library's databases, broken out by geographic region of origin of the student 33

Table 3.5: Level of student satisfaction with library services: library training in use of the library's databases, broken out by freshmen, sophomores, juniors & seniors 33

Table 3.6: Level of student satisfaction with library services: library training in use of the library's databases, broken out by income level of the student's family of origin 34

Table 3.7: Level of student satisfaction with library services: library training in use of the library's databases, broken out by level of religiosity of the student 34

Table 3.8: Level of student satisfaction with library services: library training in use of the library's databases, broken out by political views of the student 35

Table 3.9: Level of student satisfaction with library services: library training in use of the library's databases, broken out by grade point average or equivalent 35

Table 3.10: Level of student satisfaction with library services: library training in use of the library's databases, broken out by academic major or focus 35

Table 3.11: Level of student satisfaction with library services: library training in use of the library's databases, broken out by gender of the student 36

Table 3.12: Level of student satisfaction with library services: library training in use of the library's databases, broken out by public and private college students 36

Table 3.13: Level of student satisfaction with library services: library training in use of the library's databases, broken out by type of college living arrangement 36

Table 3.14: Level of student satisfaction with library services: library training in use of the library's databases, broken out by student employment 37

Table 3.15: Level of student satisfaction with library services: library training in use of the library's databases, broken out by type of college 37

Table 3.16: Level of student satisfaction with library services: library training in use of the library's databases, broken out by size of enrollment of college 37

Table 3.17: Level of student satisfaction with library services: library training in use of the library's databases, broken out by publicly claimed mean sat acceptance score of the college attended 38

Table 4.1: Level of student satisfaction with library services: the range of periodicals available at the library 39

Table 4.2: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by age of the student 39

Table 4.3: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by population intensity of the place of origin 40

Table 4.4: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by geographic region of origin of the student 40

Table 4.5: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by freshmen, sophomores, juniors & seniors 40

Table 4.6: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by income level of the student's family of origin 41

Table 4.7: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by level of religiosity of the student 41

Table 4.8: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by political views of the student 42

Table 4.9: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by grade point average or equivalent 42

Table 4.10: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by academic major or focus 42

Table 4.11: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by gender of the student 43

Table 4.12: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by public and private college students 43

Table 4.13: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by type of college living arrangement 43

Table 4.14: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by student employment 44

Table 4.15: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by type of college 44

Table 4.16: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by size of enrollment of college 44

Table 4.17: Level of student satisfaction with library services: the range of periodicals available at the library, broken out by publicly claimed mean sat acceptance score of the college attended 45

Table 5.1: Level of student satisfaction with library services: ease of using the library catalog 46

Table 5.2: Level of student satisfaction with library services: ease of using the library catalog, broken out by age of the student 46

Table 5.3: Level of student satisfaction with library services: ease of using the library catalog, broken out by population intensity of the place of origin 47

Table 5.4: Level of student satisfaction with library services: ease of using the library catalog, broken out by geographic region of origin of the student 47

Table 5.5: Level of student satisfaction with library services: ease of using the library catalog, broken out by freshmen, sophomores, juniors & seniors 47

Table 5.6: Level of student satisfaction with library services: ease of using the library catalog, broken out by income level of the student's family of origin 48

Table 5.7: Level of student satisfaction with library services: ease of using the library catalog, broken out by level of religiosity of the student 48

Table 5.8: Level of student satisfaction with library services: ease of using the library catalog, broken out by political views of the student 49

Table 5.9: Level of student satisfaction with library services: ease of using the library catalog, broken out by grade point average or equivalent 49

Table 5.10: Level of student satisfaction with library services: ease of using the library catalog, broken out by academic major or focus 49

Table 5.11: Level of student satisfaction with library services: ease of using the library catalog, broken out by gender of the student 50

Table 5.12: Level of student satisfaction with library services: ease of using the library catalog, broken out by public and private college students 50

Table 5.13: Level of student satisfaction with library services: ease of using the library catalog, broken out by type of college living arrangement 50

Table 5.14: Level of student satisfaction with library services: ease of using the library catalog, broken out by student employment 51

Table 5.15: Level of student satisfaction with library services: ease of using the library catalog, broken out by type of college 51

Table 5.16: Level of student satisfaction with library services: ease of using the library catalog, broken out by size of enrollment of college 51

Table 5.17: Level of student satisfaction with library services: ease of using the library catalog, broken out by publicly claimed mean sat acceptance score of the college attended 52

Table 6.1: Level of student satisfaction with library services: ease of using the library website 53

Table 6.2: Level of student satisfaction with library services: ease of using the library website, broken out by age of the student 53

Table 6.3: Level of student satisfaction with library services: ease of using the library website, broken out by population intensity of the place of origin 54

Table 6.4: Level of student satisfaction with library services: ease of using the library website, broken out by geographic region of origin of the student 54

Table 6.5: Level of student satisfaction with library services: ease of using the library website, broken out by freshmen, sophomores, juniors & seniors 54

Table 6.6: Level of student satisfaction with library services: ease of using the library website, broken out by income level of the student's family of origin 55

Table 6.7: Level of student satisfaction with library services: ease of using the library website, broken out by level of religiosity of the student 55

Table 6.8: Level of student satisfaction with library services: ease of using the library website, broken out by political views of the student 56

Table 6.9: Level of student satisfaction with library services: ease of using the library website, broken out by grade point average or equivalent 56

Table 6.10: Level of student satisfaction with library services: ease of using the library website, broken out by academic major or focus 56

Table 6.11: Level of student satisfaction with library services: ease of using the library website, broken out by gender of the student 57

Table 6.12: Level of student satisfaction with library services: ease of using the library website, broken out by public and private college students 57

Table 6.13: Level of student satisfaction with library services: ease of using the library website, broken out by type of college living arrangement 57

Table 6.14: Level of student satisfaction with library services: ease of using the library website, broken out by student employment 58

Table 6.15: Level of student satisfaction with library services: ease of using the library website, broken out by type of college 58

Table 6.16: Level of student satisfaction with library services: ease of using the library website, broken out by size of enrollment of college 58

Table 6.17: Level of student satisfaction with library services: ease of using the library website, broken out by publicly claimed mean sat acceptance score of the college attended 59

Table 7.1: Level of student satisfaction with library services: availability of reference staff 60

Table 7.2: Level of student satisfaction with library services: availability of reference staff, broken out by age of the student 60

Table 7.3: Level of student satisfaction with library services: availability of reference staff, broken out by population intensity of the place of origin 61

Table 7.4: Level of student satisfaction with library services: availability of reference staff, broken out by geographic region of origin of the student 61

Table 7.5: Level of student satisfaction with library services: availability of reference staff, broken out by freshmen, sophomores, juniors & seniors 61

Table 7.6: Level of student satisfaction with library services: availability of reference staff, broken out by income level of the student's family of origin 62

Table 7.7: Level of student satisfaction with library services: availability of reference staff, broken out by level of religiosity of the student 62

Table 7.8: Level of student satisfaction with library services: availability of reference staff, broken out by political views of the student 63

Table 7.9: Level of student satisfaction with library services: availability of reference staff, broken out by grade point average or equivalent 63

Table 7.10: Level of student satisfaction with library services: availability of reference staff, broken out by academic major or focus 63

Table 7.11: Level of student satisfaction with library services: availability of reference staff, broken out by gender of the student 64

Table 7.12: Level of student satisfaction with library services: availability of reference staff, broken out by public and private college students 64

Table 7.13: level of student satisfaction with library services: availability of reference staff, broken out by type of college living arrangement 64

Table 7.14: Level of student satisfaction with library services: availability of reference staff, broken out by student employment 65

Table 7.15: Level of student satisfaction with library services: availability of reference staff, broken out by type of college 65

Table 7.16: Level of student satisfaction with library services: availability of reference staff, broken out by size of enrollment of college 65

Table 7.17: Level of student satisfaction with library services: availability of reference staff, broken out by publicly claimed mean sat acceptance score of the college attended 66

Table 8.1: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library 67

Table 8.2: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by age of the student 67

Table 8.3: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by population intensity of the place of origin 68

Table 8.4: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by geographic region of origin of the student 68

Table 8.5: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by freshmen, sophomores, juniors & seniors 68

Table 8.6: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by income level of the student's family of origin 69

Table 8.7: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by level of religiosity of the student 69

Table 8.8: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by political views of the student 70

Table 8.9: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by grade point average or equivalent 70

Table 8.10: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by academic major or focus 70

Table 8.11: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by gender of the student 71

Table 8.12: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by public and private college students 71

Table 8.13: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by type of college living arrangement 71

Table 8.14: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by student employment 72

Table 8.15: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by type of college 72

Table 8.16: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by size of enrollment of college 72

Table 8.17: Level of student satisfaction with library services: availability of technical help in using computers and software provided by the library, broken out by publicly claimed mean sat acceptance score of the college attended 73

Table 9.1: Level of student satisfaction with library services: functionality and performance of the library's photocopiers 74

Table 9.2: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by age of the student 74

Table 9.3: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by population intensity of the place of origin 75

Table 9.4: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by geographic region of origin of the student 75

Table 9.5: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by freshmen, sophomores, juniors & seniors 75

Table 9.6: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by income level of the student's family of origin 76

Table 9.7: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by level of religiosity of the student 76

Table 9.8: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by political views of the student 77

Table 9.9: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by grade point average or equivalent 77

Table 9.10: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by academic major or focus 77

Table 9.11: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by gender of the student 78

Table 9.12: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by public and private college students 78

Table 9.13: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by type of college living arrangement 78

Table 9.14: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by student employment 79

Table 9.15: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by type of college 79

Table 9.16: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by size of enrollment of college 79

Table 9.17: Level of student satisfaction with library services: functionality and performance of the library's photocopiers, broken out by publicly claimed mean sat acceptance score of the college attended 80

Table 10.1: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases 81

Table 10.2: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by age of the student 81

Table 10.3: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by population intensity of the place of origin 82

Table 10.4: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by geographic region of origin of the student 82

Table 10.5: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by freshmen, sophomores, juniors & seniors 82

Table 10.6: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by income level of the student's family of origin 83

Table 10.7: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by level of religiosity of the student 83

Table 10.8: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by political views of the student 84

Table 10.9: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by grade point average or equivalent 84

Table 10.10: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by academic major or focus 85

Table 10.11: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by gender of the student 85

Table 10.12: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by public and private college students 85

Table 10.13: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by type of college living arrangement 86

Table 10.14: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by student employment 86

Table 10.15: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by type of college 87

Table 10.16: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by size of enrollment of college 87

Table 10.17: Level of student satisfaction with library services: functionality and performance of the library's facilities for printing out articles, websites, etc., found online or in databases, broken out by publicly claimed mean sat acceptance score of the college attended 87