

2015 Carleton Satisfaction Survey for Employees

Library

Library	
% Using Service	Number of Users
49.7%	404

Mean of Responses

	Library		
	N	Avg.	Std. Dev.
My overall experience with the Library	389	8.6	1.4
Accessibility of library facilities at hours that are convenient to me	365	8.9	1.4
Accessible to users (via telephone, e-mail, web, etc.)	335	8.8	1.4
Response to requests or problems within an acceptable time	280	8.8	1.6
Professional and helpful staff	369	9.1	1.3
Ability of library facilities to meet my needs	363	8.6	1.6
Ability of library resources and collections to meet my needs	346	8.1	2.1
Understanding of my needs and requirements	325	8.4	1.9
Usefulness of the information on the Library website	349	8.1	1.9
Ease of use of the Library website	355	7.8	2.1

Percentage of Responses

	Library		
	Low	Med.	High
My overall experience with the Library	1.3%	15.7%	83.0%
Accessibility of library facilities at hours that are convenient to me	1.9%	11.2%	86.8%
Accessible to users (via telephone, e-mail, web, etc.)	2.1%	10.4%	87.5%
Response to requests or problems within an acceptable time	2.5%	12.5%	85.0%
Professional and helpful staff	.8%	8.4%	90.8%
Ability of library facilities to meet my needs	2.8%	14.6%	82.6%
Ability of library resources and collections to meet my needs	7.2%	20.2%	72.5%
Understanding of my needs and requirements	4.0%	18.5%	77.5%
Usefulness of the information on the Library website	5.4%	23.8%	70.8%
Ease of use of the Library website	7.6%	28.7%	63.7%

Source: Carleton Satisfaction Survey for Employees, 2015

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.