

## 2019 Carleton Satisfaction Survey for Employees

### Library

	% Using Service	Number of Users
	43.4%	404

### Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the Library	392	8.7	1.5
Accessibility of library facilities at hours that are convenient to me	373	9.0	1.1
Accessible to users (via telephone, e-mail, web, etc.)	332	8.9	1.3
Response to requests or problems within an acceptable time	272	8.7	1.6
Professional and helpful staff	370	9.1	1.3
Ability of library facilities to meet my needs	373	8.5	1.7
Ability of library resources and collections to meet my needs	361	8.0	2.1
Understanding of my needs and requirements	312	8.4	1.8
Usefulness of the information on the Library website	362	8.1	2.0
Ease of use of the Library website	368	7.8	2.1

### Percentage of Responses

	Low	Med.	High
My overall experience with the Library	1.8%	14.3%	83.9%
Accessibility of library facilities at hours that are convenient to me	.5%	9.4%	90.1%
Accessible to users (via telephone, e-mail, web, etc.)	1.5%	9.6%	88.9%
Response to requests or problems within an acceptable time	1.5%	14.7%	83.8%
Professional and helpful staff	1.4%	5.9%	92.7%
Ability of library facilities to meet my needs	3.8%	16.6%	79.6%
Ability of library resources and collections to meet my needs	6.6%	27.1%	66.2%
Understanding of my needs and requirements	4.5%	17.9%	77.6%
Usefulness of the information on the Library website	6.6%	22.1%	71.3%
Ease of use of the Library website	8.2%	28.8%	63.0%

**Source:** 2019 Carleton Satisfaction Survey for Employees

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