

2014 Carleton Satisfaction Survey for Students

Library

Library	
% Using Service	Number of Users
86.1%	470

Mean of Responses

	Library		
	Yes		
	N	Avg.	Std. Dev.
My overall experience with the Library	467	8.6	1.5
Library facilities accessible at hours that are convenient to me	461	8.5	1.9
Accessibility of staff to users (via telephone, e-mail, web, etc.)	338	8.6	1.7
Understanding of my needs and requirements	395	8.4	1.7
Response to requests or problems within a reasonable time	315	8.5	1.7
Suitability of the Library collection	394	8.3	1.9
Professional and helpful staff	403	8.7	1.7

	N	Avg.	Std. Dev.
Availability of study space in the library	484	7.1	2.4
Suitability of study space in the library	476	7.7	2.2

Percentage of Responses

	Library		
	Yes		
	Low	Med.	High
My overall experience with the Library	2.1%	18.4%	79.4%
Library facilities accessible at hours that are convenient to me	5.4%	17.4%	77.2%
Accessibility of staff to users (via telephone, e-mail, web, etc.)	3.6%	18.6%	77.8%
Understanding of my needs and requirements	3.8%	21.3%	74.9%
Response to requests or problems within a reasonable time	3.8%	19.7%	76.5%
Suitability of the Library collection	5.3%	20.3%	74.4%
Professional and helpful staff	2.7%	14.6%	82.6%

	Low	Med.	High
Availability of study space in the library	16.1%	33.1%	50.8%
Suitability of study space in the library	9.7%	28.4%	62.0%

Source: Carleton Satisfaction Survey for Students, 2014

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