

2016 Carleton Satisfaction Survey for Students

Library

Library	
% Using Service	Number of Users
84.6%	368

Mean of Responses

	Library		
	N	Avg.	Std. Dev.
My overall experience with the Library	364	8.5	1.6
Library facilities accessible at hours that are convenient to me	357	8.4	1.8
Accessibility of staff to users (via telephone, e-mail, web, etc.)	286	8.4	1.7
Understanding of my needs and requirements	315	8.2	1.9
Response to requests or problems within a reasonable time	247	8.4	1.7
Suitability of the Library's collection	301	8.4	1.9
Professional and helpful staff	311	8.6	1.7
Ease of use of the Library website	323	8.1	2.0

Percentage of Responses

	Library		
	Low	Med.	High
My overall experience with the Library	3.6%	19.2%	77.2%
Library facilities accessible at hours that are convenient to me	3.9%	20.2%	75.9%
Accessibility of staff to users (via telephone, e-mail, web, etc.)	3.1%	20.6%	76.2%
Understanding of my needs and requirements	4.8%	22.5%	72.7%
Response to requests or problems within a reasonable time	3.6%	18.6%	77.7%
Suitability of the Library's collection	4.3%	21.3%	74.4%
Professional and helpful staff	2.9%	16.1%	81.0%
Ease of use of the Library website	6.8%	24.5%	68.7%

Source: 2016 Carleton Satisfaction Survey for Students

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