

2018 Carleton Satisfaction Survey for Students

Library

	% Using Service	Number of Users
	88.0%	381

Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the Library	371	8.2	1.7
Library facilities accessible at hours that are convenient to me	362	8.4	1.8
Accessibility of staff to users (via telephone, e-mail, web, etc.)	276	8.3	1.8
Understanding of my needs and requirements	306	8.2	1.8
Response to requests or problems within a reasonable time	252	8.3	1.8
Suitability of the Library's collection	298	8.2	1.8
Professional and helpful staff	308	8.4	1.6
Ease of use of the Library website	341	8.1	1.9
Availability of study space in the Library	359	6.5	2.8
Suitability of study space	359	7.3	2.5

Percentage of Responses

	Low	Med.	High
My overall experience with the Library	2.2%	28.6%	69.3%
Library facilities accessible at hours that are convenient to me	3.6%	20.2%	76.2%
Accessibility of staff to users (via telephone, e-mail, web, etc.)	2.9%	25.0%	72.1%
Understanding of my needs and requirements	4.2%	23.2%	72.5%
Response to requests or problems within a reasonable time	3.2%	23.8%	73.0%
Suitability of the Library's collection	2.7%	26.2%	71.1%
Professional and helpful staff	2.6%	21.1%	76.3%
Ease of use of the Library website	4.7%	24.6%	70.7%
Availability of study space in the Library	26.2%	30.1%	43.7%
Suitability of study space	14.8%	32.6%	52.6%

Source: 2018 Carleton Satisfaction Survey for Students

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