

Employee Survey Response Ratings						
Service Area	Question #	Question/Statement	Respondent Type	Mean	n	% of Overall Respondents
Library Services	1	The library staff are approachable upon entering the library.	ADJ	99.5	2	18.2%
			INST	89.8	12	52.2%
			STAFF	87.5	10	16.4%
			Student	88.9	92	40.9%
	2	The library is available for class or group study. <i>Library staff actively listen to meet your needs during the reference interview.</i>	ADJ	98.0	1	9.1%
			INST	92.6	11	47.8%
			STAFF	90.6	7	11.5%
			Student	89.1	#	34.2%
	3	Library resources are easy to access. <i>The library webpage is easy to navigate.</i>	ADJ	98.5	2	18.2%
			INST	85.1	12	52.2%
			STAFF	83.5	10	16.4%
			Student	80.7	#	37.3%
	4	Library staff members adequately demonstrate the use of technology services for class collaboration for faculty and their students, if needed. <i>Library staff are able to use a timely search process to get you information from either the print collection, eBook collection, or Interlibrary Loan.</i>	ADJ	98.5	2	18.2%
			INST	85.2	10	43.5%
			STAFF	85.6	9	14.8%
			Student	85.0	#	37.3%
	5	The library has an adequate number of materials, either print or electronic, to meet the needs for your course. <i>After the reference interview and the user receives materials, the librarian conducts a follow up and makes sure the user has everything.</i>	ADJ	99.5	2	18.2%
INST			81.7	12	52.2%	
STAFF			82.3	10	16.4%	
Student			80.8	#	34.2%	

*Student survey question