

HOW WOULD YOU RATE EARLHAM'S LIBRARIES?

Are you a: First Year____ Sophomore____ Junior____ Senior____
 ESR Student ____ Bethany Student____?

What is your major? _____

Which libraries do you use? Lilly_____ Wildman_____ Friends/Archives_____

To help us evaluate Earlham's libraries please rate both the IMPORTANCE to you of each item and the libraries' PERFORMANCE (quality of library service) in each.

Use 1 as the lowest rating and 5 as the highest. You may circle DK for Don't Know if you have no opinion about or experience with that item.

	IMPORTANCE		PERFORMANCE	
	low	high	low	high
1. Materials available in the libraries				
Adequate books to support your <u>major</u>	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.52		3.80	
General books supporting your <u>interests</u>	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.04		3.69	
Journals and magazines supporting your <u>major</u>	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.44		3.71	
Journals and magazines supporting your <u>interests</u>	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.20		4.17	
Adequate out of town newspapers.....	1	2 3 4 5	DK	1 2 3 4 5
Mean	3.70		3.73	
Access to local newspapers.....	1	2 3 4 5	DK	1 2 3 4 5
Mean	3.66		4.36	
Adequate reference collection.....	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.47		4.19	
Adequate map collection.....	1	2 3 4 5	DK	1 2 3 4 5
Mean	3.78		3.88	
Interlibrary loan service is <u>able to provide</u> needed materials.....	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.55		4.36	
Interlibrary loan service provides material <u>promptly</u>	1	2 3 4 5	DK	1 2 3 4 5
Mean	4.58		3.99	

	IMPORTANCE						PERFORMANCE					
	low			high			low			high		
2. Finding materials in the Libraries												
Online library catalog (PALNI) is easy to use.....	1	2	3	4	5	DK	1	2	3	4	5	D
Mean				4.61						4.01		
Books are shelved <u>correctly</u> in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.61						4.13		
Books are shelved <u>correctly</u> in <u>Wildman Science Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.63						4.39		
Books and journals are reshelved <u>quickly</u> in <u>Lilly</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.44						4.01		
Books and journals are reshelved <u>quickly</u> in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.44						4.01		
3. Electronic resources												
Libraries' web page leads to useful resources for research.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.33						4.25		
Libraries provide adequate electronic indexes to journal articles..	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.53						4.17		
Software used by electronic indexes is easy to learn.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.43						3.90		
Enough workstations for electronic indexes to print journal articles available in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.47						4.04		
Enough workstations for internet searching available in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.37						4.05		
Workstations and software function properly in <u>Lilly</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.62						4.00		
Printers are available and functioning in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.53						3.90		
Enough workstations for electronic indexes to print journal articles available in <u>Wildman</u> reference area.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.42						3.96		
Enough workstations for internet searching in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean				4.51						4.25		

	IMPORTANCE						PERFORMANCE					
	low				high	DK	low				high	DK
Workstations and software function properly in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.57						4.11					
Printers are available and functioning in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.59						3.88					

4. Help available from library staff

<u>Lilly Library</u> professional staff available and able to help when needed.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	N/A						N/A					
Lilly <u>student</u> staff responsive and courteous.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.43						4.11					
<u>Wildman Science Library</u> professional staff available and able to help when needed.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.63						4.37					
Wildman <u>student</u> staff responsive and courteous.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.43						4.11					
<u>Friend Collection/Archives</u> professional staff available and able to help when needed.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.30						4.35					
Friends Collection/Archives <u>student</u> staff responsive and courteous.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.35						4.22					

5. Instruction in library use

Instruction sessions make research easier.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.20						4.17					
Instruction adequate for understanding and using <u>print resources</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.38						4.13					
Instruction adequate for understanding and using <u>on-line Resources</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.38						4.16					
Library instruction is a worthwhile use of class time.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.01						3.98					

	IMPORTANCE						PERFORMANCE					
	low				high	DK	low				high	DK
6. Circulation of materials												
Check-out procedure is handled efficiently in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.50						4.56					
Check-out procedure is handled efficiently in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.45						4.49					
Loan period is long enough.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.46						3.53					

7. Library facilities

Adequate <u>variety</u> of seating and work areas in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.49						4.15					
Adequate control of noise in <u>Lilly Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.43						4.01					
Conference and group study areas are available in <u>Lilly</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.36						4.20					
Temperature in <u>Lilly Library</u> is comfortable.....	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.23						3.90					
Adequate <u>variety</u> of seating and work areas in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.31						3.58					
Adequate control of noise in <u>Wildman Science Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.27						3.74					
Conference and group study areas are available in <u>Wildman</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.26						3.52					
Temperature is comfortable in <u>Wildman Science Library</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.31						3.86					

8. Library hours

Libraries are open sufficient hours during the <u>weekdays</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.76						4.34					
Libraries are open sufficient hours on <u>weekends</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.55						3.67					
Libraries are open sufficient hours during <u>breaks</u>	1	2	3	4	5	DK	1	2	3	4	5	DK
Mean	4.32						3.33					

COMMENTS: