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ABSTRACT

This report summarizes data from surveys of users at the Georgia College library from 1989 to 1992. Results in the following areas are presented for each fiscal year (i.e., 1990, 1991, and 1992): (1) affiliation with the college and academic major; (2) status (i.e., faculty, staff, student class); (3) whether the library visit was in support of one particular class; (4) purposes in using the library; (5) the friendliness and efficiency of library service, including checking out and returning materials, using reserve materials, paying overdue fines, using microfilm readers and photocopiers, locating books and periodical articles, using the library catalog, participating in library tours or instruction programs, using interlibrary loan, using government documents, and using special collections; (6) whether the collection met user needs; (7) the ease of using the library catalog and periodicals list, as well as the ease of locating materials; (8) the adequacy of library hours; and (9) overall opinions of the library service, collection, and facilities. Qualitative comments regarding library staff, collection development, the study environment, the library catalog and CD-ROM systems, photocopy machines, hours, availability of computers and other equipment, and circulation procedures are listed. A copy of the questionnaire is included. (MES)

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LIBRARY USER SURVEY

Summary Report FY 1990 - FY 1992

**Russell Library
Georgia College**

Prepared by:

**R. Neil Scott
Associate Professor &
Coordinator of Information Services**

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**Russell Library
Library User Survey
Summary Report FY 1990 - FY 1992**

Brief History:

The goal of the Russell Library's "Library User Survey" project is to assist the Library's faculty, staff and administrators in improving services by providing an assessment of who the Library's users are, their status, their purpose of use, their perceptions of the friendliness and efficiency of the Library's services and how well they believe the Library's collections meet their needs. In addition, the survey is an excellent communication medium for conveying user comments and suggestions to appropriate administrators.

Developed by R. Neil Scott, Coordinator of Information Services, the Russell Library has been using versions of the printed survey instrument illustrated in Exhibit 2 to conduct random surveys of its users since March, 1989. An earlier prototype survey was developed in December, 1988 based upon Southern Association of Colleges and Schools (SACS) "should" and "must" statements, however this survey was not approved for dissemination. The next attempt, based upon principles of consumer marketing research, was developed in January, 1989. After thorough testing and revision using comments and suggestions from several groups of library users, student workers, Library faculty, staff and administrators, the "Library User Survey" was implemented in March, 1989. As the Library has added new technology-based indexes and catalogs, categories for these have been added to the survey form.

Methodology:

The Russell Library's "Library User Surveys" are handed to all users who enter the Russell Library (Milledgeville) for two hour time periods on preselected random dates during each fiscal year (July 1 - June 30). The survey time periods are pre-selected to reflect the variety of times that users may use the Library: mornings, afternoons, evenings, Saturdays, Sundays, breaks, and so forth. Statistical results are then tabulated and summarized using a dBase program and cross-checked using a hand calculator. Comments and suggestions are converted into complete sentences and typed using Word Perfect.

The Library does not consider these survey results to be statistically valid but believes they are useful as approximations of Library user's perceptions. (To be statistically valid, the survey project would require continuous sampling on a schedule that most Library users would find to be a nuisance.)

The information from the Library's quantitative "Library User Surveys" is further supported with data contained in the Library's departmental user surveys (used by departments with fewest users, e.g. Special Collections, Inter-Library Loan, and Government Documents) and focus group interviews which have provided useful qualitative results.

R. Neil Scott
June 1, 1992



RUSSELL LIBRARY
MILLEDGEVILLE, GEORGIA 31061

LIBRARY USER SURVEY

The Russell Library is conducting a random survey of its users to obtain information that will be used to improve services. We would appreciate your responses and comments to the following questions. Thank you!

NOTE: Please answer the following questions for this visit only.
Return this survey form to the front desk as you leave.

1. Date: _____
2. Please check your affiliation (check one)
 - ☐ Georgia College School of Education
 - ☐ Georgia College School of Arts and Sciences
 - ☐ Georgia College School of Business
 - ☐ Georgia College School of Nursing
 - ☐ Georgia College Developmental Studies
 - ☐ Georgia College - Undecided Major
 - ☐ Georgia College Continuing Education/Elderhostel
 - ☐ Georgia College Alumni
 - ☐ Georgia Military College
 - ☐ Local School Student (name of school): _____
 - ☐ Milledgeville Community
 - ☐ Other (please specify): _____
3. Please check your status for this visit only (check one)
 - ☐ Georgia College Faculty
 - ☐ Georgia College Staff
 - ☐ Georgia College Graduate Student
 - ☐ Georgia College Senior
 - ☐ Georgia College Junior
 - ☐ Georgia College Sophomore
 - ☐ Georgia College Freshman
 - ☐ Continuing Education/Elderhostel Student
 - ☐ Other (GMC, Local Community Borrower, or other Non Georgia College, etc.) Please specify: _____
4. Is this visit to the Library in support of one particular course? ☐ No ☐ Yes
If yes, which course? _____
5. Which of the following best describe(s) your purpose(s) in using the Library today? **Check all that apply:**
 - ☐ To use the services of the Circulation Desk area (e.g., check out books, reserves, etc.)
 - ☐ To ask the Librarian at the Information Desk for help
 - ☐ To use the services of the Interlibrary Loan Department
 - ☐ To use the Reference Collection
 - ☐ To use the Government Documents Collection
 - ☐ To locate a magazine or journal article
 - ☐ To use the **Library Catalog**
 - ☐ To study
 - ☐ To meet a friend
 - ☐ To use the restroom
 - ☐ Other (please describe): _____
 - ☐ To use the photocopy machine
 - ☐ To use one of the Library's computer based periodical indexes (Circle the one(s) used)
 - InfoTrac** (General)
 - CINAHL** (Nursing)
 - ABI-INFORM** (Business)
 - ERIC** (Education)
 - PsycLIT** (Psychology)
 - ☐ To work on the English 102 Library Workbook
 - ☐ To work on the Political Science Workbook
 - ☐ To attend a class meeting in the Library

SERVICE

6. Please help us rate our service. For each of the services used during this visit, please rate the **friendliness and efficiency** of the library in meeting your needs.

Use the following scale:

Yes, Very Friendly
and Efficient

No, Not Very Friendly
and Efficient

Services:

- (A) Did you check material in or out?

☐ No ☐ Yes (If Yes, Please Rate)

Yes, Very ☐ ☐ ☐ ☐ ☐ No, Not Very

- (B) Did you use reserve materials?

☐ No ☐ Yes (If Yes, Please Rate)

Yes, Very ☐ ☐ ☐ ☐ ☐ No, Not Very

(PLEASE TURN OVER)

- (C) Did you pay an overdue fine?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (D) Did you ask for assistance in using the microfilm readers and/or photocopiers?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (E) Did you ask for assistance in locating a book?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (F) Did you ask for assistance in locating a magazine or journal article?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (G) Did you ask for assistance in using the **Library Catalog**?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (H) Were you given an orientation to the Library or did you participate in a Library tour or Library instruction program?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (I) Did you request/receive a book or journal article from another library via Inter Library Loan?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (J) Did you ask for assistance in using the Government Documents Collection?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (K) Did you use Special Collections (e.g., O'Connor Room, Bonner Collection, College Archives, etc.)?
☐ No ☐ Yes (If Yes, Please Rate:
Yes, Very _____ No, Not Very _____
- (L) Did you use other services (e.g., check on a book order, obtain a joint borrowers card, etc.)? If so, please list and rate

Yes, Very _____ No, Not Very _____

COLLECTION DEVELOPMENT AND ORGANIZATION

Thinking back over your use of the Library's collection during **this and other visits**, please answer the following questions:

7. Does the Library's collection of **books** meet your needs?
Yes, Very Much _____ No, Not Really _____
8. Have you used the **Library Catalog** as a guide to locating books in the Russell Library?
☐ No ☐ Yes
If yes: (a) Was the **Library Catalog** easy to use?
Yes, Very Much _____ No, Not Really _____
(b) Were the **books** easy to locate?
Yes, Very Much _____ No, Not Really _____
9. Does the Library's collection of **magazines and journals** meet your needs?
Yes, Very Much _____ No, Not Really _____
10. Have you used the **Periodicals List** as a guide to locating magazines and journals in the Russell Library?
☐ No ☐ Yes
If yes: (a) Was the **Periodicals List** easy to use?
Yes, Very Much _____ No, Not Really _____
(b) Were the **magazines and journals** easy to locate?
Yes, Very Much _____ No, Not Really _____
11. Are the Russell Library's hours adequate to meet your needs?
Yes, Very Much _____ No, Not Really _____

COMMENTS AND SUGGESTIONS

12. All things considered, what is your **overall** opinion of the friendliness and efficiency of the service offered and the collection and facilities of the Russell Library?

Yes, Very Friendly
and Efficient

No, Not Very Friendly
and Efficient

Comments

13. Do you have any **suggestions** to help the library services and collection can be improved?

Survey Results:

Responses to the following questions were solicited from users via the Library's printed "Library User Survey."

1. FY 1990 - FY 1992 Survey Dates:

<u>FY 1990</u>	<u>FY 1991</u>	<u>FY 1992</u>
August 7, 1989	July 10, 1990	October 10, 1991
November 14, 1989	July 31, 1990	October 22, 1991
November 27, 1989	September 24, 1990	November 10, 1991
December 4, 1989	October 23, 1990	November 13, 1991
	November 7, 1990	January 24, 1992
	November 14, 1990	January 28, 1992
	February 26, 1991	February 18, 1992
	April 2, 1991	March 16, 1992
	April 21, 1991	

2. Please Check Your Affiliation (check one):

Number Of Responses:	225	316	452
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Education	16%	17%	14%
Arts And Sciences	32	35	39
Business	36	25	23
Nursing	4	6	10
Developmental Studies	1	2	1
Undecided Major	6	10	10
Continuing Education	0	0	1
Alumnus of Ga College	0	1	0
Georgia Military College	0	0	0
Milledgeville Community	3	2	0
Local School	0	0	1
Other	<u>2</u>	<u>2</u>	<u>1</u>
	100%	100%	100%

3. Please check your status for this visit only (check one):

Number Of Responses:	205	292	433
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Faculty	1%	2%	1%
Staff	0	0	0
Graduate Student	6	14	7
Senior	30	19	21
Junior	20	24	21
Sophomore	20	17	24
Freshman	20	20	25
Continuing Education	0	1	0
Other	<u>3</u>	<u>3</u>	<u>1</u>
	100%	100%	100%

4. Is this visit to the Library in support of one particular course?

Number of Responses:	208	292	NA
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
No	45%	45%	NA
Yes	55%	55%	NA

5. Which of the following best describe(s) your purpose(s) in using the Library today? Check all that apply:

<u>Academic Year</u>	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
To use the services of the Circulation desk area (e.g. check out books, reserves, etc.)	20%	18%	20%
To ask the Librarian at the Information desk for help	12%	17%	11%
To use the services of the Inter-Library Loan Department	1%	4%	4%
To use the Reference Collection	19%	28%	26%
To use the Government Documents Collection	3%	4%	6%
To locate a magazine or journal article	23%	33%	27%
To use the <u>Library Catalog</u>	12%	15%	14%
To Study	62%	68%	69%
To meet a friend	16%	13%	16%
To use the restroom	10%	9%	11%
To use the photocopy machine	17%	23%	23%
To use one of the Library's computer-based periodical indexes	NA	(n=25) 9%	(n=79) 18%
Of the number using a Computer-based index:			
InfoTrac	NA	80%	85%
CINAHL	NA	24%	13%
ERIC	NA	24%	19%
ABI/Inform	NA	36%	31%
PsychLIT	NA	52%	18%
To work on the English 102 Library Workbook	1%	2%	3%
To work on the Political Science Workbook	7%	7%	7%
To attend a class meeting in the Library	1%	2%	1%
Other	7%	NA	NA

6. Please help us rate our service. For each of the services used during this visit, please rate the friendliness and efficiency of the Library in meeting your needs:

Use the following scale:

Yes, Very Friendly
and Efficient

No, Not Very Friendly
and Efficient

Services:

(A) Did you check materials in or out?

Number Of Responses:	37	44	76
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	65%	39%	49%
Second 20%	22	39	22
Third 20%	10	14	16
Fourth 20%	3	4	8
No, Not Very Friendly and Efficient	<u>0</u>	<u>4</u>	<u>5</u>
	100%	100%	100%

(B) Did you use Reserve Materials?

Number Of Responses:	20	61	80
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	65%	49%	51%
Second 20%	25	38	21
Third 20%	10	7	15
Fourth 20%	0	1	4
No, Not Very Friendly and Efficient	<u>0</u>	<u>5</u>	<u>9</u>
	100%	100%	100%

(C) Did you pay an overdue fine?

Number Of Responses:	5	2	13
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	100%	50%	38%
Second 20%	0	50	16
Third 20%	0	0	0
Fourth 20%	0	0	8
No, Not Very Friendly and Efficient	<u>0</u>	<u>0</u>	<u>38</u>
	100%	100%	100%

(D) Did you ask for assistance in using the microfilm readers and/or photocopiers?

Number Of Responses:	21	41	32
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	52%	68%	53%
Second 20%	19	20	22
Third 20%	19	5	3
Fourth 20%	10	5	12
No, Not Very friendly and Efficient	<u>0</u>	<u>2</u>	<u>10</u>
	100%	100%	100%

(E) Did you ask for assistance in locating a book?

Number Of Responses:	21	43	47
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	61%	77%	64%
Second 20%	29	9	21
Third 20%	0	7	2
Fourth 20%	5	7	2
No, Not Very Friendly and Efficient	<u>5</u>	<u>0</u>	<u>11</u>
	100%	100%	100%

(F) Did you ask for assistance in locating a magazine or journal article?

Number Of Responses:	16	27	43
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	51%	71%	53%
Second 20%	37	7	26
Third 20%	6	7	7
Fourth 20%	0	11	7
No, Not Very Friendly and Efficient	<u>6</u>	<u>4</u>	<u>7</u>
	100%	100%	100%

(G) Did you ask for assistance in using the Library Catalog?

Number of Responses:	7	11	22
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	43%	82%	50%
Second 20%	43	0	27
Third 20%	0	0	14
Fourth 20%	0	18	0
No, Not Very Friendly and Efficient	<u>14</u>	<u>0</u>	<u>9</u>
	100%	100%	100%

(H) Were you given an orientation to the Library or did you participate in a Library tour or Library instruction program?

Number of Responses:	14	23	70
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	60%	48%	50%
Second 20%	20	44	27
Third 20%	20	4	16
Fourth 20%	0	0	4
No, Not Very Friendly and Efficient	<u>0</u>	<u>0</u>	<u>3</u>
	100%	100%	100%

(I) Did you request/receive a book or journal article from another Library via Inter-Library Loan?

Number Of Responses:	2	9	20
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	50%	67%	45%
Second 20%	50	33	15
Third 20%	0	0	15
Fourth 20%	0	0	5
No, Not Very Friendly and Efficient	<u>0</u>	<u>0</u>	<u>20</u>
	100%	100%	100%

(J) Did you ask for assistance in using the Government Documents Collection?

Number Of Responses:	4	6	10
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	50%	83%	10%
Second 20%	25	0	50
Third 20%	25	17	10
Fourth 20%	0	0	0
No, Not Very Friendly and Efficient	<u>0</u>	<u>0</u>	<u>30</u>
	100%	100%	100%

(K) Did you use Special Collections (e.g. O'Connor Room, Bonner Collection, College Archives)?

Number Of Responses:	2	9	10
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	50%	34%	50%
Second 20%	0	11	10
Third 20%	0	33	10
Fourth 20%	0	0	0
No, Not Very Friendly and Efficient	<u>50</u>	<u>22</u>	<u>30</u>
	100%	100%	100%

(L) Did you use other services (e.g. check on book order, obtain a joint borrowers card, etc.)?

Number Of Responses:	-NA-	-NA-	12
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Friendly and Efficient	-NA-	-NA-	75%
Second 20%	-NA-	-NA-	17
Third 20%	-NA-	-NA-	0
Fourth 20%	-NA-	-NA-	0
No, Not Very Friendly and Efficient	<u>-NA-</u>	<u>-NA-</u>	<u>8</u>
	-NA-	-NA-	100%

Collection Development and Organization:

Thinking back over your use of the Library's collection during this and other visits:

7. Does the Library's collection of books meet your needs?

Number Of Responses:	189	297	403
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	26%	25%	30%
Second 20%	35	34	32
Third 20%	25	23	25
Fourth 20%	9	10	9
No, Not Really	<u>5</u>	<u>8</u>	<u>4</u>
	100%	100%	100%

8 (a) Was the Library Catalog easy to use?

Number Of Responses:	146	192	280
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	53%	47%	41%
Second 20%	31	33	40
Third 20%	12	15	14
Fourth 20%	2	3	3
No, Not Really	<u>2</u>	<u>2</u>	<u>2</u>
	100%	100%	100%

(b) Were the books easy to locate?

Number Of Responses:	142	191	285
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	41%	33%	36%
Second 20%	30	41	37
Third 20%	18	16	19
Fourth 20%	6	5	6
No, Not Really	<u>5</u>	<u>5</u>	<u>2</u>
	100%	100%	100%

(9) Does the Library's collection of magazines and journals meet your needs?

Number Of Responses:	192	285	379
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	26%	22%	28%
Second 20%	28	29	27
Third 20%	23	27	26
Fourth 20%	12	11	11
No, Not Really	<u>11</u>	<u>11</u>	<u>8</u>
	100%	100%	100%

(10) If you used the Periodicals List as a guide to locating magazines and journals in the Russell Library:

(a) Was the Periodicals List easy to use?

Number Of Responses:	116	189	249
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	50%	48%	41%
Second 20%	31	35	36
Third 20%	13	13	16
Fourth 20%	3	2	5
No, Not Really	<u>3</u>	<u>2</u>	<u>2</u>
	100%	100%	100%

(b) Were magazines and journals easy to locate?

Number Of Responses:	125	194	254
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	37%	39%	32%
Second 20%	32	34	39
Third 20%	18	16	17
Fourth 20%	8	7	7
No, Not Really	<u>5</u>	<u>4</u>	<u>5</u>
	100%	100%	100%

(11) Are the Russell Library's hours adequate to meet your needs?

Number Of Responses:	-NA-	160	425
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Very Much	NA	21%	50%
Second 20%	NA	16	27
Third 20%	NA	55	11
Fourth 20%	NA	4	4
No, Not Really	-	<u>4</u>	<u>8</u>
	NA	100%	100%

(12) All things considered, what is your overall opinion of the friendliness and efficiency of the service offered and the collection and facilities of the Russell Library?

Number Of Responses:	206	292	419
Academic Year:	<u>FY90</u>	<u>FY91</u>	<u>FY92</u>
Yes, Friendly and Efficient	43%	44%	47%
Second 20%	38	41	35
Third 20%	16	12	14
Fourth 20%	2	2	2
No, Not Very Friendly and Efficient	<u>1</u>	<u>1</u>	<u>2</u>
	100%	100%	100%

Section 4 of the Library User Survey: Comments and Suggestions, FY 1991 - FY 1992

Comments and suggestions were converted into complete sentences and typed using Word Perfect.

- I. Comments Regarding Library Faculty and Staff
- II. Collection Development: Books and Periodicals
- III. Study Environment: Noise, Lighting, Space, etc.
- IV. Library Catalog and CD-ROM Systems
- V. Photocopy Machines
- VI. Hours of Operation
- VII. Availability of Computers, Typewriters, etc.
- VIII. Circulation Procedures

I. Comments Regarding Library Faculty and Staff

- The librarians are very helpful and have been readily available. They are very nice and go out of their way to help students. 2/91
- The friendliness and efficiency of the library staff is fine. The staff is friendly and easy to work with. 2/91
- There is no argument about the friendliness and efficiency of the people working in the library. 2/91
- The library personnel are all very friendly and helpful. 2/91
- Reference people in the library are always very friendly and helpful. 2/91
- I did not have reason to interact with the library staff on this visit. In the past, they have been very helpful. 2-91
- Some of the staff are very helpful, other members seem to think you are nuisance unless you're a graduate student or faculty member. 2-91
- The staff is very courteous. Keep up the good job. 4-91
- The library staff is quite knowledgeable about the library and its information, but a few staff members can be very rude. 4-91
- The service is outstanding. The librarians are extremely patient and courteous. Also, they are very helpful. 10-91
- Design a floor plan for students to use. Freshmen and transfer students would appreciate this service. 10-91
- The friendliness is usually great but this library is slow. The interlibrary loan department takes a long time to receive information. 10-91
- I've spent very little time in the library, but so far so good. 10-91
- Keep up the good work! 10-91
- From what I have observed the quality of the staff and the library is great! Keep up the good work. 10-19
- The facility of the Russell library is very efficient and the staff is very friendly as well. 10-91
- Very friendly and efficient staff members. Keep up the good work. 10-91

- Some of the librarians are not very friendly or cooperative. Please remind them that they are in the library to assist the students and not be insulting. 10-91
- The staff is very friendly, keep up the good work. 10-91
- There are never enough people working in the library for the number of students who attend Georgia College. 10-91
- Today was my first day in the library and the atmosphere was great to work in. 10-91
- One of the librarians is rude and hateful at times. His attitude needs improvement. 10-91
- Some of the employees of the library are not very helpful. 10-91
- The librarians are very helpful. 10-91
- The service at the library is very acceptable and it helps make Georgia College a more enjoyable place to be. 10-91
- The library staff needs to be better trained, sometimes they act as if they don't know what's going on. 10-91
- One of the librarians is very rude. This makes students shy away from asking them for assistance. 10-91
- Keep up the good work! 11-91
- The people seem friendly and interesting. 11-91
- I think the library is very well-organized and has a very friendly staff. Keep up the good work. 11-91
- I have no complaints with the library. 11-91
- I have come to the library in the past and found that some of the librarians were not willing to help me. I have to add that I have received excellent help by other staff members. I avoid the one who is arrogant and uncooperative. 1-92
- It is intimidating to come into a library and not be able to find something that you need, and when you ask for help you are made to feel stupid. I have left the library upset about this before. I think a little more caring and thoughtfulness would be appreciated and be an improvement to the library. 1-92
- The library staff could be a little more courteous. 1-92
- There is not as much material in this library as compared to

other libraries, but the staff does well with the materials that they have. 1-92

- Mr. X gave wonderful information on this particular trip for my business paper. Staff members like Mr. X make the library a nice place to do research and study. 2-92

- I appreciated someone being around; I did not have to "look" for someone to help me, because she was already there. Good Customer Service!!! 2-92

- Georgia College has few minority personnel. There need to be more hired, especially in the library where there are no minorities employed. 2-92

- I appreciated being allowed to use the library during the Elderhostel Program. 2-92

- The library staff is doing a fine job. 2-92

- I greatly enjoy using the library to study and do research. The library usually has anything I need and the staff is very friendly and the services are very efficient. I can't think of one thing that needs improving. 1-92

- The service I received was friendly and helpful. The workers were there to answer my questions and were quite helpful. 2-92

- I've enjoyed using this facility since I returned to school. During my younger years in the 70's, I didn't see very much of this building except during registration. If I had spent as much time in this facility back then as I do now, I probably would have graduated in 1977 instead of 1992. It is a very pleasant atmosphere and helpful employees. 2-92

- On a few occasions I have asked the librarian at the desk to assist me and they seemed just too busy to help me. 4-92

II. Collection Development: Books and Periodicals

- The engineering department is growing steadily every year (i.e. the number of students) so why not develop ways to serve the needs of this department, possibly with some type of engineering magazine or journal, etc. 2/91
- The major drawback to the library here at Georgia College is research materials. The computers that you have are very helpful, but once you locate an article that you would like to use, 60% of the time the library doesn't have that periodical. It would be nice to see the school take a stand at the state level for more money to improve the contents of the library. 2/91
- In certain areas, specifically on Middle East or Central Asia the Library has very few books. In addition, the Microfilm system is out of date and a real hassle to use. Some of the machines are not in good working condition. Keep the journals in unbound or bound form! Also, the Library should subscribe to newspapers from different countries. 2/91
- The collection and facilities are poor. While perhaps appropriate for an institution this size, is not what I'm used to and requires me to adjust to it more than anything else. 2/91
- Posting a list of journals subscribed to by the library indexes, that is less cumbersome than the Periodicals list. 2/91
- Change the procedure for book checkouts so a person does not have to write so much personal information on each card for books. 2-91
- Not enough books are available to the students. 2/91
- Friendliness is excellent, but the Catalog is horrible! Instruction on how to use the catalog would be nice. 2-91
- Need more books and journals. A computerized index for Arts and Sciences would be very much appreciated. 2-91
- I have no suggestions; the only comment I have is to keep up the good work. 2-91
- Increase the number of books on Physics, Chemistry, and Biology. 2-91
- A larger selection of books and periodicals would be helpful. 2-91
- For this to be a four-year college, the library's collection seems paltry; needs to be updated on magazines and journals. 4-91

- I wish they would devote more money into resources to develop an exceptional library. I am of the opinion that nothing can beat a good library in helping someone have a successful college career. It is a valuable resource to have. 4-91
- There is a serious lacking in the collection of books and magazines. 4-91
- I would like to see Greek magazines added to the collection of magazines. 4-91
- Find a better way to organize the magazines. They require a lot of effort to track down. Some are unbound, some bound, some downstairs, some out on tables, Ugh! And, lots of times they just aren't anywhere! 4-91
- The new computers that are to help locate books are very difficult to use. You can't browse through to find related topics. I also find this very time consuming. It may be easy for the trained librarians, but not for the average student. 4-91
- A more varied selection of journals and periodicals would greatly help graduate students. 4-91
- Please expand the periodicals section. 4-91
- Please subscribe to Rolling Stone and/or get Spin Magazine. 4-91
- Please get more updated books (materials) on topics such as pollution and environmental conservation. 4-91
- The library resources should be updated as well as multi-issues of an item. 10-91
- The magazine section needs to be more organized and easier to use. None of the magazines that I have ever needed have been here. 10-91
- The library needs more periodicals. 10-91
- The library needs to subscribe to more professional journals and periodicals. 10-91
- The newspaper rack needs to be updated and the magazines need to be moved to a better location. 10-91
- The services are excellent, but this library doesn't have a wide collection of references in certain areas. 10-91
- Get some more publications of materials dealing with black people. 10-91

- I suggest the library decrease it's subscription to trendy magazines and shift more to the research periodicals. 10-91
- Add more books to the collection. 10-91
- More attention should be given to the newspaper and magazine sections. 10-91
- There needs to be more attention paid to the reference section. It is sometimes very unorganized. 10-91
- The service is excellent with the few workers, more workers would improve the service. 10-91
- The periodicals list does not have easily read type and it makes it bothersome to use. 10-91
- Sure wish you weren't so quick to put the journals on microfilm- at \$.25 a page I've found it more profitable to drive to Macon where they have the actual journals and only charge \$.10 a page for copies. They also have more copiers and they do not seem to break down as quickly as these at Georgia College. 10-91
- One thing worthy of praise is the Shakespeare section. It is super-wonderful!
- The books need to be updated, there are few available published after the early 1980's. 10-91
- Coordination of materials with classes would be extremely helpful to students. Some classes request things which can not be completed in this library. Several students make the trip to Macon due to the availability of materials. 10-91
- The library needs to up date it's business reference section. There needs to be a wider variety of business subjects and more statistical information for Milledgeville available to the students for research projects. 10-91
- The business journals the library subscribes to do not aid the students in the MBA program. 10-91
- The supply of newspapers is not sufficient. 11-91
- The books need to be upgraded somehow. I am an English major; therefore the books I need do not necessarily need to be new. However, math and science majors need to have new books. I understand the position the library is in with financing this suggestion. 11-91
- The library should get more than one copy of magazines like the Macon Telegraph and the Atlanta Journal/Constitution. 1-92

- The library needs more subscriptions to various periodicals. 1-92
- A wider selection of "reading" periodicals would be a welcome addition. 2-92
- You subscribe to a lot of women's magazines; get more periodicals for men, like GO, Men's Health, Motor Trend, etc. 2-92
- Update the information in the computer. I found some books that were not listed in the computer. 2-92
- The magazine and periodical section of the library have not met my needs. Although the books and microfilm collections have been wonderful aids in research. 2-92
- Georgia College needs to subscribe to a larger selection of magazines. 4-92
- Georgia College is growing, please allow the library to grow with it. Expand the resources like books and periodicals. 4-92
- This library needs more journals on Special Education. 4-92
- The collection of books in the library need to be updated. As a transfer student this seems to be the poorest library I've come in contact with. 3-92
- Need more materials for international studies and other countries. 3-92
- Make sure the magazines are listed as either bound or on microfilm correctly. 3-92
- There should be a Fax system available to the students because Inter-library loan takes too much time. 3-92
- The size of the library is the key to the success of a school. We need more money put into books and less into gyms and swimming pools. 3-92

III. Study Environment: Noise, Lighting, Space, etc.

- It is always hot in the library making it difficult when trying to study. 2-91
- The lower floor is really noisy at times. I suggest the students or people be reminded of some consideration.
- The tables in the front area are so crammed together, it is hard for students to work together in large groups. 4-91
- I think that they should have more tables so that students can work more in groups. 4-91
- The library is a very unique place. There is room to sleep upstairs or just be alone. I like the way the library is set up. 4-91
- Everyone is so helpful, but I would suggest to the librarians to remind the people who make so much noise to calm down a bit. 4-91
- The library should be more quiet downstairs. 4-91
- I like the hands on experience of the English 102 class. Some teachers do not care much about the library portion of the course. 4-9
- Ban noisy students from using the library 10-91
- Try to keep the library quiet! I know it is hard but it would be nice to have it at least a little quiet. 10-91
- The library should be kept more quiet: The library is for study not for meeting friends. 10-91
- The library needs to make sure the area is quiet so students may study. 10-91
- The library should have more group study areas and less individual study areas. 10-91
- There need to be more parking spaces made available around the library. 10-91
- The library should be kept more quiet than it has in the past. 10-91
- There needs to be more room made available for group study. 10-91
- The service is wonderful, but the collection of books and

periodicals makes the library useless. 10-91

- Need more reference books and periodicals. 10-91]
- There should be space made available for snacks and drinks. 10-91
- The library needs more seating area and study areas. 11-91
- The library should have padded seats. 11-91
- The library should be more quiet. The different groups should have a separate place to go so they will not distract the students who are trying to study. 11-91
- Please try to control the noise in the quiet study area. 11-91
- The librarians should monitor the quiet study room more often. 11-91
- The library is an excellent place for me to get some peace and quiet time to study. 1-92
- The library should have more group study rooms besides the open tables on the 2nd floor. 1-92
- There should be a Conference room for the students with a sign-in schedule for the availability of the room. This would be great for group study! 2-92
- The library is not very quiet. 2-92
- A study break room with a Coke machine and a place for groups of 4-6 students to discuss projects and not bother others would be helpful.
- Until Georgia College provides the student body with the environment conducive to studying the rating for the whole school will seem mediocre. 1-92
- The library is too loud on the nights that the frats and sororities meet in the library. 3-92
- Everything is great but we need a snack room inside the library. It would be a lot safer for students at night. 3-92
- Handicapped students are at a disadvantage because this school has failed to make areas such as these accessible to them. This is a very sad reality about our school. 3-92

IV. Library Catalog and CD-ROM Systems

- It would be nice if somehow the catalog could be up dated to show if the book that has been requested is checked out or available. 10-91
- The Microfiche system is very outdated. 10-91
- The Microfiche system needs to be updated. 10-91
- The library needs to purchase more microfilm readers. The old ones are out dated and difficult to use. 11-91
- The subjects in the catalog are to broad, it would be helpful to students for the topics to be narrowed. 2-92
- The microfilm projectors are impossible! The new one works the best. 2-92

V. Photocopy Machines

- Please keep the printers in good working order at all times.
10-91
- Please implement a third photocopier for the students to use.
10-91
- Enable the color photocopy machines so the students may use them. 10-91
- Access to the photocopy machines either have long lines or are always out of order. 1-92

VI. Hours of Operation

- I feel that the library's hours should be extended at least up to 12:00 midnight. A 24 hours service would be most appreciated but I believe the availability of funds are an impediment to the service. Nevertheless, at least 12:00 am is quite a possibility. 2/91
- Try to stay open later for at least a few nights a week. 2/91
- The services are great but it could better if the library was open later at night. 2/91
- Would prefer longer hours Monday through Friday and Sunday. 2-91
- At most other colleges, libraries stay open until midnight. Georgia College should adopt this policy. 4-91
- I think the library should extend it's hours later into the night. 4-91
- I think the library needs to have a drop box near the library, close to the street so that students may return books more easily. 4-91
- Extend hours during Monday-Thursday nights until 11 pm. 4-91
- Extend the library hours by at least one hour every night. 4-91
- It would be greatly appreciated if the library could stay open until 2 am during the week of finals. 10-91
- Open the library at 7 am instead of 8 am. 10-91
- I understand that the library must close but I wish the library was open later at night. I work and I'm in class all day. The library is usually a good quiet place to study. 10-91
- Lengthen the hours to allow the library to stay open until 11 pm or 12 pm. 10-91
- An extension of the library hours would be a big help. The weekend hours would also help if they were extended as well. 10-91
- I would advise that the library stay open later hours especially around the time of mid-terms and final exams. 10-91
- It is hard, if not impossible to locate places on campus to study that compare with the library's quiet study area. In lieu of budget cuts, it does not seem a likely possibility that the library could extend it's hours. This would be an appreciated change, if it could be arranged. 10-91

- I believe it would be to an advantage to most Georgia College students if the library were open later on week nights. 10-91
- Open the library at 7:30 am or 8:30-12:00 midnight. 10-91
- The library closes before I get out of class thus making it difficult for me to use it's services. 10-91
- The library needs to be open at later hours on Friday and Saturday. 10-91
- The library needs to stay open later.10-91
- Stay open later hours. 10-91
- I think the library hours should be extended, especially around mid-terms. 10-91
- Longer hours during the week would help the students. 10-91
- I think that the library should kept open till 12:00 midnight on weekdays because many students have continuous classes during the day and work in the afternoons as well. Therefore, we miss the opportunity to use the library for research and for studying. 11-91
- If it is possible please extend the library hours till about 12:00 midnight, and the hours on Saturday and Sunday as well. 11-91
- Please extend the library hours from Sunday through Thursday nights. 11-91
- Keep later hours during the week; lots of students work and by the time they finish working the library has closed and these students are unable to use the library's services. 2-92
- I think the library should extend it's hours from Monday through Thursday until 12:00 midnight. 2-92
- I hope that the library will extend the hours from 9:00 to 5:00 on Saturday. 1-92
- Library should have a 24-hour quiet room. 3-92

VII. Availability of Computers, Typewriters, etc.

- There should be typewriters and computers available to the students for use in the library in assistance in collecting information. 1-92
- I think the school should have used some of the money it wasted on an enormous gym and swimming pool and invested it in more books for the school. 3-92

VIII. Circulation Procedures

- The Inter-Library Loan Department takes much to long. By the time I receive the information it is too late to write the paper.
10-91
- The Inter-Library Loan Department seems to take to much time.
10-91
- A computerized checkouts that just scans the books and the student ID's would make checking out books quicker and more quiet too. 2-92