

University Library

2004 Customer Satisfaction Survey

April 26, 2004

REGENT UNIVERSITY LIBRARY
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Spring 2004

2004 Customer Service Satisfaction Survey

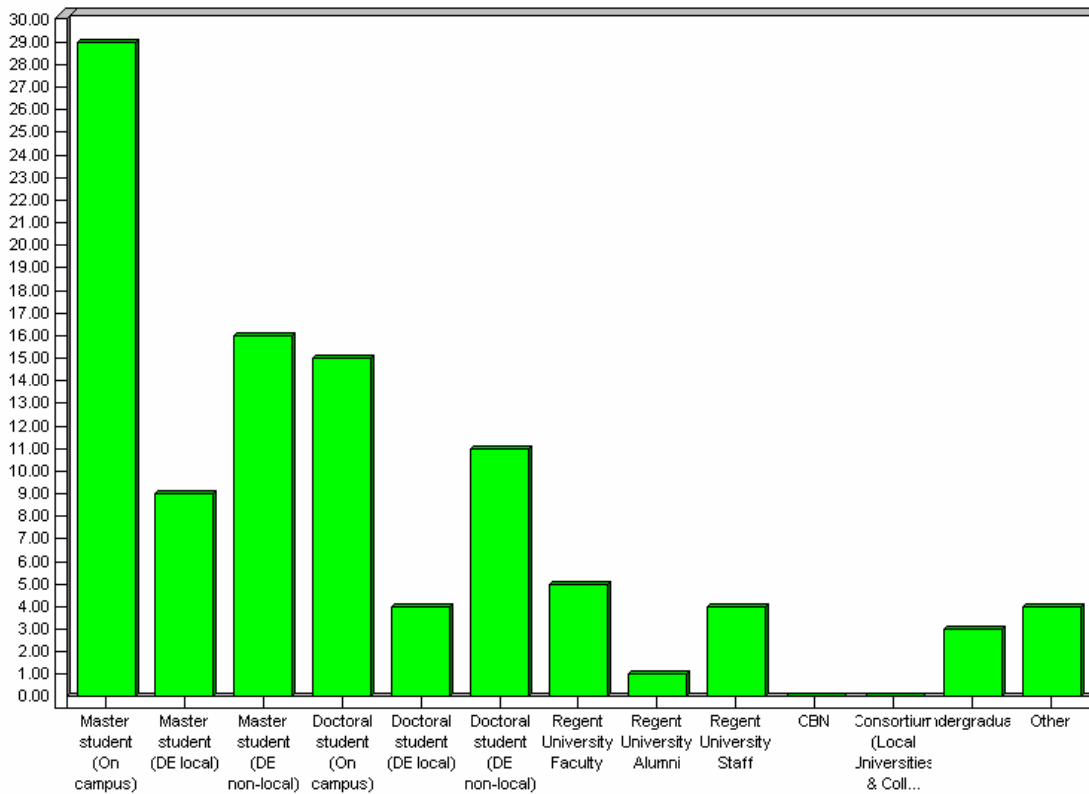
Analyzing 591 responses

Presentation generated on April 26, 2004

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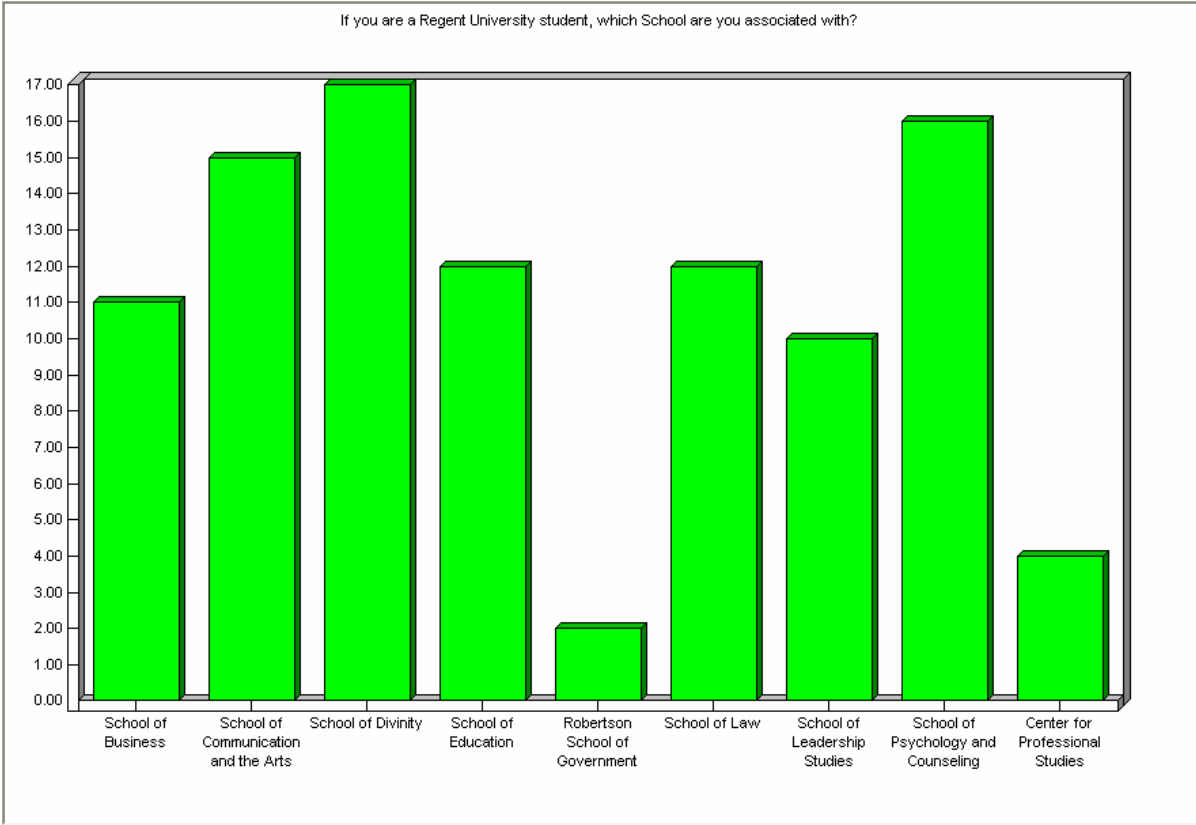
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Please select which best describes you:



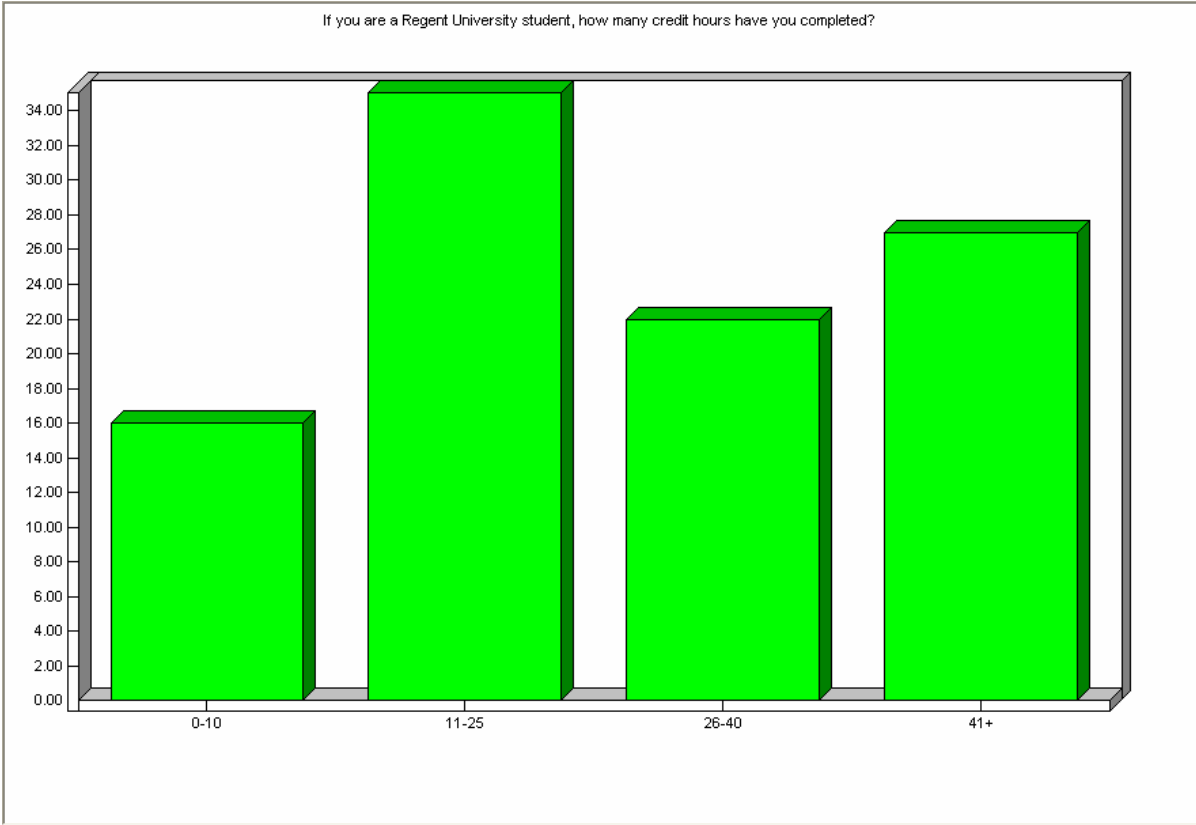
Q.1 Please select which best describes you:

Choice	Count	Percentage Answered
Master student (On campus)	172	29.2%
Master student (DE local)	51	8.6%
Master student (DE non-local)	92	15.6%
Doctoral student (On campus)	87	14.7%
Doctoral student (DE local)	24	4.1%
Doctoral student (DE non-local)	62	10.5%
Regent University Faculty	28	4.7%
Regent University Alumni	3	0.5%
Regent University Staff	26	4.4%
CBN	0	0.0%
Consortium (Local Universities & Colleges)	0	0.0%
Undergraduate	19	3.2%
Other	26	4.4%



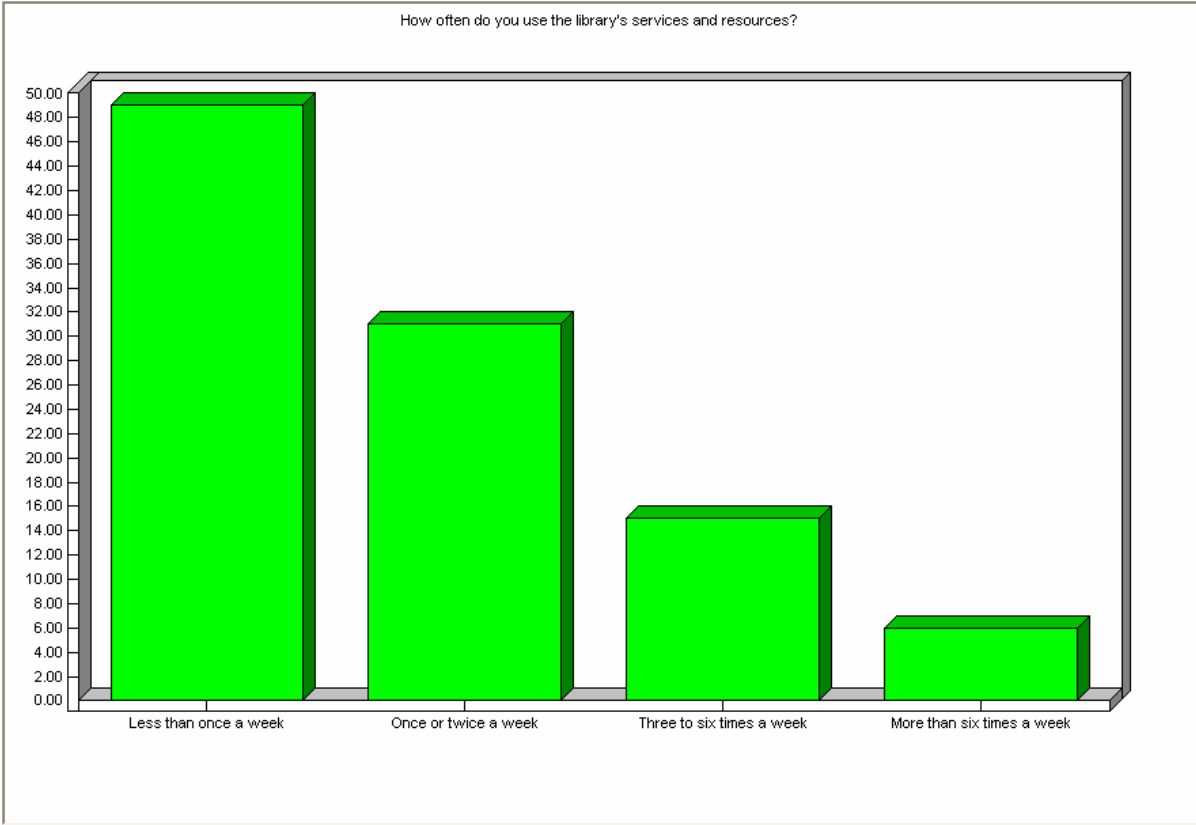
Q.2 If you are a Regent University student, which School are you associated with?

Choice	Count	Percentage Answered
School of Business	61	11.3%
School of Communication and the Arts	81	15.1%
School of Divinity	91	16.9%
School of Education	64	11.9%
Robertson School of Government	13	2.4%
School of Law	67	12.5%
School of Leadership Studies	53	9.9%
School of Psychology and Counseling	88	16.4%
Center for Professional Studies	20	3.7%



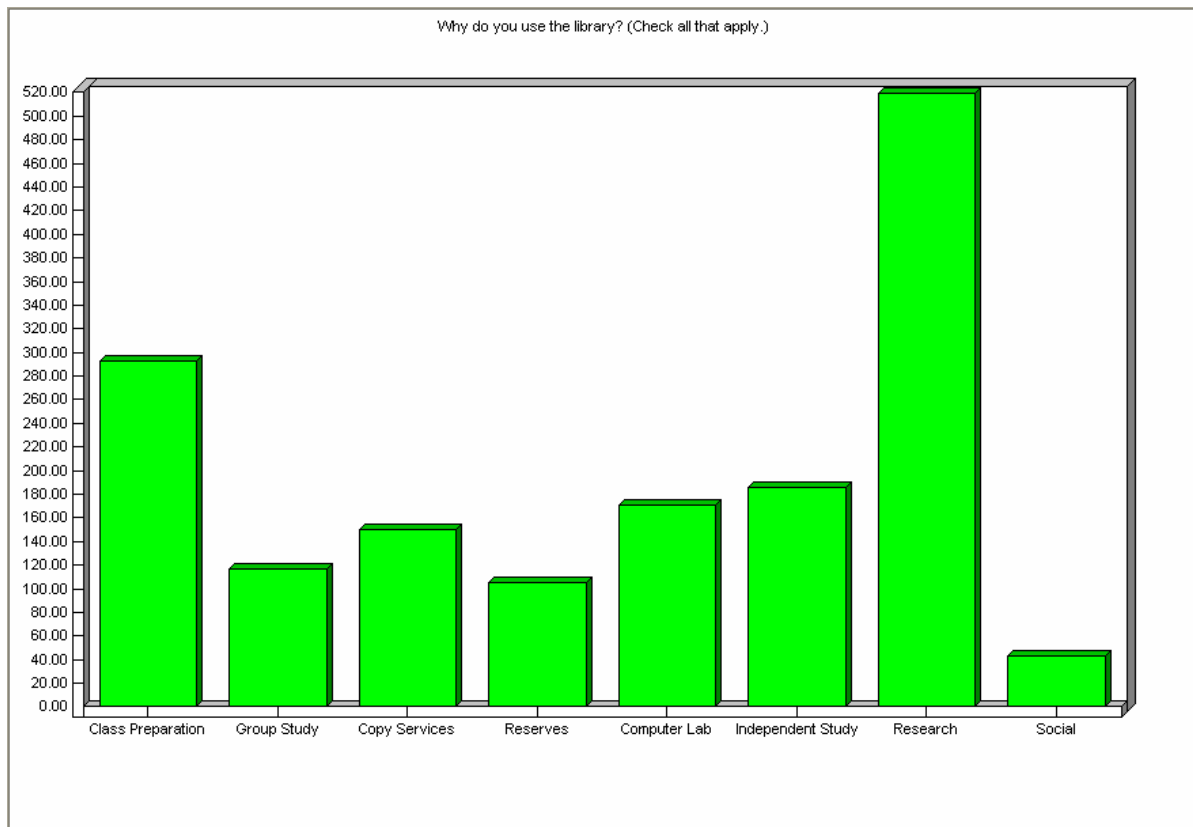
Q.3 If you are a Regent University student, how many credit hours have you completed?

Choice	Count	Percentage Answered
0-10	87	16.2%
11-25	186	34.7%
26-40	117	21.8%
41+	146	27.2%



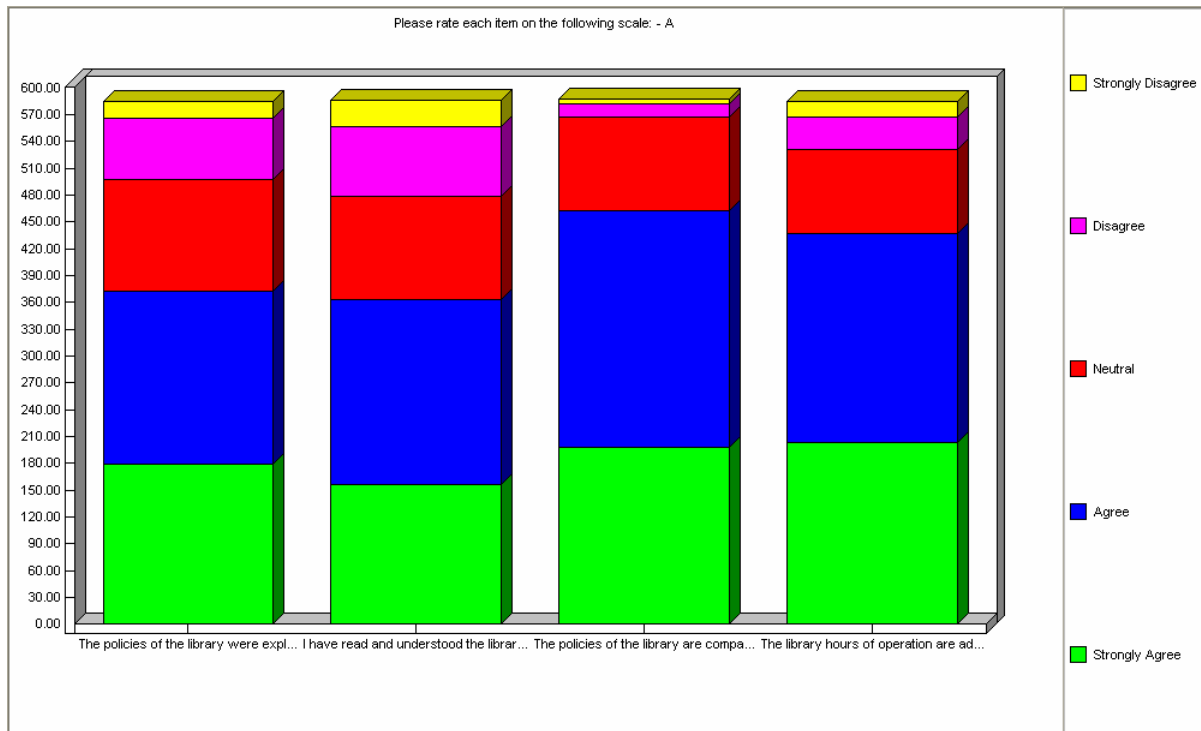
Q.4 How often do you use the library's services and resources?

Choice	Count	Percentage Answered
Less than once a week	285	48.6%
Once or twice a week	179	30.5%
Three to six times a week	87	14.8%
More than six times a week	35	6.0%



Q.5 Why do you use the library? (Check all that apply.)

Choice	Count	Percent of Sample
Class Preparation	293	49.6%
Group Study	117	19.8%
Copy Services	150	25.4%
Reserves	105	17.8%
Computer Lab	171	28.9%
Independent Study	186	31.5%
Research	519	87.8%
Social	43	7.3%



Q.Q6 Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The policies of the library were explained to me by either a librarian or library staff.	179	194	124	69	18
I have read and understood the library policies online.	156	207	115	78	30
The policies of the library are compatible with my needs.	198	264	105	15	5
The library hours of operation are adequate for my needs.	203	234	94	36	18

Q.6a Comments on Library Policies and Procedures:

- Cell phone usage is a problem. Since students are not abiding by the 'NO cell/mobile phone' policy, more attention, and therefore stricter enforcement should be instituted as soon as possible.
- I wish that the library would stay open later in the evenings since many students work it during the day and study at night it would be more reasonable to extend the hours to 2am because too many people are being kicked out at midnite and midnight is just too early to stop working for all of the work that they give us in graduate school!
- I think DC students should be allowed longer check-out times (especially with videos, etc.) due to travel time (mail) and the hassle of checking things out via ILL and returning items through the mail.
- I would be helpful if the library would stay on open later on Friday nights and open earlier on Sundays.
- Close on the Lord's Day.
- I do all distance research since I am from the DC Campus
- Need to be open longer hours into the evenings.
- I was aware of library policies when I was a student here years ago. I signed up for an orientation when I came on staff in August, but the session was canceled (actually no one showed up to lead it) and I never rescheduled.
- I wish the library was open later during the end of the semester. I also would like to see the library open earlier on Sunday.
- It is inconvenient that the library is not open on Sunday, due to those who work full time not being able to access the library during the week.
- N/A
- It is incomprehensible that a Christian university should have the library open on Sundays. That the students request it is hardly the point. We ought to be training our students in the habit of keeping a day of rest, not to mention the need of staff!
- I don't remember being made aware officially of the the policies
- I am sorry to suggest this for library staff, because, bless your hearts, you are already there so late at night, but it seriously would be helpful to me if you opened at 7 or 7:30 so I could get some work done in the mornings before I have to be at work at 8:00 every day. (I'm sorry to suggest it...it is just me, but it is true, for me, at least. It would be very helpful.) Also, Sunday afternoons right after morning church services would be helpful...although I am very grateful that you're open on Sundays at all, Sunday nights are good. Thank you for all you do already! These are just things I have encountered since I've come to Regent.
- Great support!
- need more hours on Sunday and later hours during the week Sun - Thurs 6/7 am - 2 am, Fri-Sat 10 am - midnight get more students working and paid
- Wish the library was opened later on Fridays
- Most policies i know about were from signs in the library or info. I found out as I used the services. I wish you were open sunday afternoon. I have driven there at least 5 times this semester forgetting you were closed then. very inconvenient. Maybe you could open at 2 or 3 pm.
- Enjoyed the library online Orientation sessions...very beneficial.
- Wish the library opened at an earlier time. We are in Graduate school which takes a lot of work. It would be nice to get into the library at 7am rather than 8am.
- The closed hours on Fri. afternoons, Sundays, holidays, and at the end of the semesters are frustrating. I need a quiet place to study, and those hours are at crucial times that students need to study.
- Not what you want to hear...but I'm not sure precisely what you're asking about. We had an intro session to the library when we went through residency. that's all i've gotten.

- I put neutral because I did the Library course at the beginning of my term here, and I think I know the policies and procedures, but I'm not sure I completely remember them.
- None
- I feel that the library being closed and on shorten hours during our spring break was very inconvenient. I know that many students like myself use Spring break to catch up and get ahead on work, and with the library closed it was difficult.
- None
- I am a distance student.
- Closing early on Friday makes it difficult for working students who do most of their study on the weekends.
- Could be open earlier in the morning
- -
- Everytime that I enter the library, before I can ask for help...they always come to me to help. Very thankful.
- I don't know where they are or what they are.
- Very dicrete and understandable. Always been very helpful.
- Afternoon hours on Sunday would be helpful, as would later hours on Friday night.
- It should be easier for DC students to return books through Regent. It is too time consuming to have to mail the books back, stand on the long lines at the post office and deal with traffic when one is working and going to school. There should be a drop off at the DC Campus.
- It would be great to have the library open more often. Since this is a graduate school with many degree programs that require research, then it would be nice to have more opportunity to do that research.
- Policies and procedures are OK but students should be allowed to have snacks in designated areas and the AC could be regulated so the temperature is not so cold.
- where can I find those
- I think that students in the Study Rooms should be permitted to eat in their rooms.
- I'm only able to do most of my work on Sundays and the library is never open at this time.
- Would like to see more hours of operation. Suggestion would be to tie it in with campus hours - 7:00 AM to Midnight/7 days per week
- I like that is great that there is a class offered to graduate students to learn the library policies and how to use the library more effectively.
- Not a big factor to me. I would like more hours on Friday and Sunday close to finals, but otherwise the policies are straightforward and agreeable
- I wish it was open on Friday night.
- When on campus, I would prefer to have access to the Library on Sundays.
- I agree that a few sunday hours would be very beneficial
- i guess i haven't ever really thought about them
- They were explained and I took the course
- What is the reason for the library closing early on Fridays?
- The only comment I have is in regard to the required library course. I do feel that many of the questions asked are totally irrelevant to the pertinent facts of utlizing the library and it's services.
- The online orientation was very helpful!
- Earlier hours during modular weeks would help.
- The library should extent its hours during the week and on the weekends
- Earlier hours during the semester would be helpful: Opening at 7 or maybe 6:30 AM, especially for Carrel access and use; on Sunday, if possible the hours could be expanded to start at 2 PM or 3 PM instead of 5 PM.
- I am not close to the library. Therefore, I utilize the services of The Library of Congress.
- Easy access and very unstandable as far as moving around the various databases

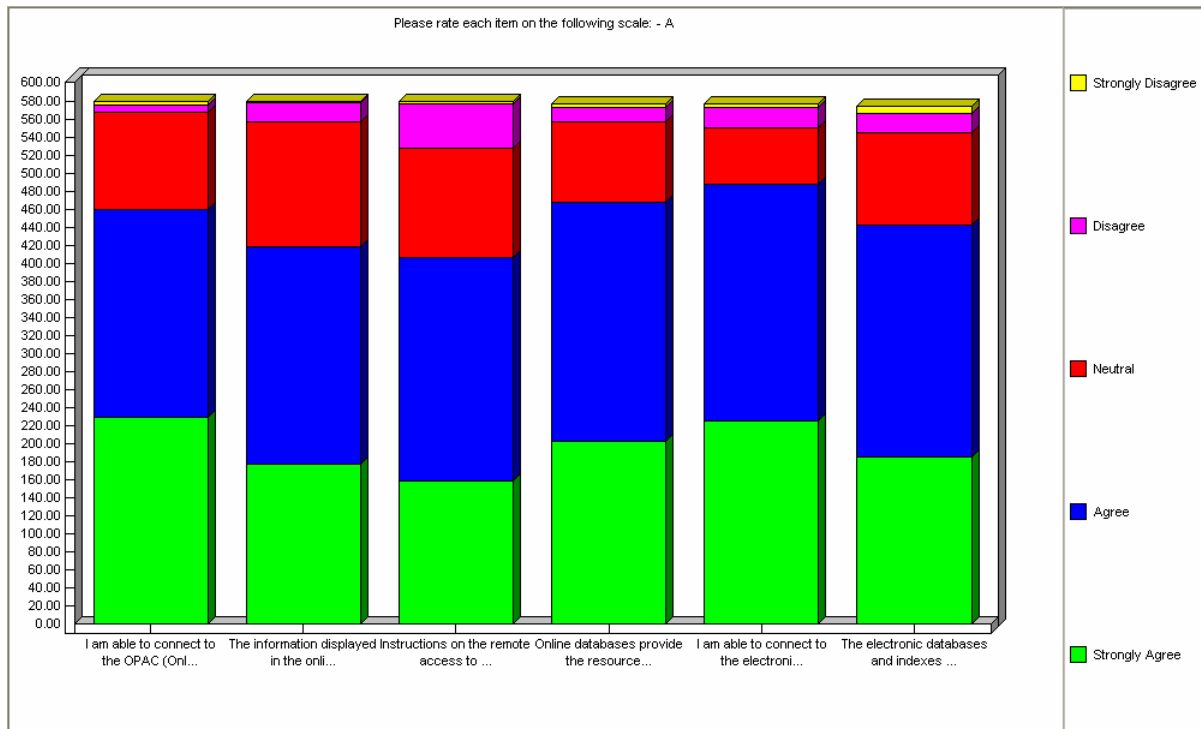
- ILL is excellent!
- N/A
- As a distance ed student, hours of operation don't affect me.
- Bogus - they are enforced selectively, if at all. There is way too much favoritism at work, and the collections are very stale.
- N/A
- Thank you for having Sunday hours now and for keeping the Law Library open before classes in the morning (7:30am).
- I do still miss it being open on Friday nights.....
- I took the online intro course for the library and found it very effective. However, I feel that for a distance education student some of the information was not necessary and a waste of time.
- Some of these don't apply bc I'm not local.
- This is note about the Sunday closure time. I personally do not care, but I know many (and when I say many, I mean A LOT) of people who are bothered by it. This is the thrust of their complaints. Why open at 5:00 and close at 11:00? Why not open at 2:00 and close at 12:00? or if you are going to close the library for Sunday, close the library the ENTIRE day on Sunday. - the latter makes the most sense. The arbitrary hours of operation that were chosen is most interesting and disturbing. Many of my friends attend church on Saturday night and then have Sunday to study should they choose. They therefore miss library hours on Saturday AND Sunday because they go to church on Saturday but the library is closed so you can attend church on Sunday. Either have a policy of NO library or expand the hours beyond just 5 hours on Sunday.
- I have found them very efficient
- The library is not open enough hours, especially on Sunday afternoons and at night. Also the library should not shut down for school functions.
- I really wish the library was open even earlier on Sundays, like 3.
- I would love for the University Library to have the same kind of connection that the Law Library has in that we can receive our printer balance each time we print. This would eliminate questions about whether we're just out of money on our account or whether it is a technical problem.
- You should not be open on Easter. Of all days, it is the day we celebrate the resurrection of our Lord.
- Last semester, the library was often closed during a crucial time - final exams. How very inconvenient.
- I am very thankful that you are open on Sunday evenings--I hope that this continues--mostly as an emergency basis for myself, but important non-the-less.
- I am satisfied with the Library Policies and Procedures.
- As a PhD student it would be helpful to be able to get the copies of journal articles free like distance students get them.
- They need to allow us to eat.
- Very satisfied with these.
- They are easy and clear to follow.
- The library does not need to be open on Sunday.
- I appreciate Regent's Policy on the Law Library being closed until 5pm on Sunday.
- great
- Need more clarity and to be put upfront
- Law library access closed down for a coffee house social two days before a major Legal Research and Writing paper was due creating a major inconvenience for 1L students this semester.
- Seem fair
- I feel I should be using the library even more.

- I think the library should open earlier on Sunday. For those of us who go to church on Saturday, we need a place to do school work on Sundays so it would be extremely helpful if the library opened at 2 or 3 pm.
- great library. what a blessing to have a Christian library
- I don't think that I have read them. For easier access maybe they should be placed at the Circulation desk if not already there.
- I've sometimes tried to go to the library on Friday night only to find it closed and that has been frustrating, but only on a few occasions.
- Often, I go to checkout videos related to counseling and psychology and they are already checked out for the entire semester. I think you should only be able to check those out for a few weeks. I think this should apply to faculty as well
- We need a snack area for coffee and breaks to eat similar to the Law Library snack area. We spend long hours in the library and more couches/chairs to sit in would make study time more comfortable.
- Sometimes don't have enough help to find a book, or a book is out of place when the computer says it should be on a shelf. Otherwise, the staff is mostly very friendly and helpful.
- would love to see the library open a little earlier during the week. some of us are not night owls!
- Seem simple and easy to follow
- They are fine. Being a DE student, I have never had a problem with return policies, etc.
- The policies are acceptable for DE students. I however find that I can get most of my resources at local libraries without having to pay the return shipping fees.
- The law library should open earlier on weekdays. Multiple times it was to open at 7:30 and opened 10 minutes late. That is frustrating when you have to make it to class.
- Library staff is generally very helpful
- The library procedures are more than sufficient to meet the needs of the students here at Regent University. They are adequate to ensure the security of the books and materials that we as students will need to complete our assignments. I especially love the interlibrary loan process and the fact that they will courteously call you when a requested library book or material is actually received into the library.
- The library hours are simply not sufficient on Sundays. Most churches are finished with service by 2. It would seem to me that the library could open at 3 or 4 instead of 5. Simply adding one or two more hours of operation would be sufficient.
- I would like greater operating hours on weekends. That would be helpful.
- I miss the library being open Friday night.
- 1. I would like access to the library facilities on Sundays. Early church is out at 9:30, and I have to study mostly on weekends and could use the access to computer lab, research, and copier.
- 2. The books and resources listed in a course's syllabus should be on reserve, or on a 2-day limited check-out. The same for resources that are going to be needed by most of the students in a course -- like commentaries, etc. on Thessalonians for the Greek Exegesis students, or the Jeremiah commentaries and studies for Era of the Writing Prophets.
- Clear, fair and easy to understand.
- Keep up the great work!!
- I do not remember reading the policies and procedures and I do not remember hearing them during Residency. The library hours should be extended - especially on holidays. Yes, I know that holiday's are special, but I have off from work on holidays and I need to get the work done when I have the time.
- none
- Adequate
- DE Student
- None

- Longer Sunday hours would be nice.
- Online library services are beneficial to me. I enjoy being able to access a wealth of information to be used in my papers from my home computer.
- These questions are pretty hard to answer from a DE perspective.
- My biggest complaint with the library is the Sunday operating hours. The Law Library would be much more helpful to me if it would open at 2:00 on Sunday afternoons. My wife and I go to church on Saturday night, and having to wait until 5pm to get into the library hurts our productivity. (she is a law student as well) Other than that, I enjoy coming here to work and the staff is friendly.
- be open later and more hours on Sunday
- The Regent Library is an excellent resource for me as a distance student. The available resources are excellent. The Library staff is courteous and very responsive to my requests for articles and texts. When I am in residence for classes the hours the Library is open are suitable to the time I need access.
- Staff is extremely helpful and friendly. Internet services are good.
- Staff is extremely helpful and friendly. Internet services are good.
- nothing to comment
- None. I use it online and have had no problems.
- I continue to disagree with the Sunday evening opening of the library because it requires personnel to work. If students planned properly, they would not need this & if they found themselves in a situation where they did need resources on Sunday, there are several other libraries where they could access these (ODU, NSU, W & M). Speaking from both an alumni & a faculty position, this is the student's responsibility.
- none
- The library is inconvenient for the distance learning student. Although the library has the policy to reimburse up to \$100 for a local library card, the policy is inflexible that it only covers one library card regardless of the amount. For example, I was able to get a local library card for \$45, but it is only for one semester. Two semesters would cost \$90, which is below the \$100 maximum limit, but the library would only reimburse me for \$45 because the policy only covers one card per year. I feel that this policy is inflexible, especially considering the fact that distance learning students are paying the same tuition but not utilizing the resources since we are not on campus.
- We are told doctoral students can check out books for 6 months, but not told those books can be recalled on rather short notice. This is understandable, but was not clearly communicated. Also, please extend Friday hours to midnight. These weekend times are crucial for those of us who work.
- Regent's library's policies and procedures are very helpful. The orientation was great.
- The Library is not very good when it concerns theatre and that is the reason I have not been in the library in two years. I do all my research online or at other schools.
- research support staff is fantastic.
- Library hours should be extended on Sundays being 1 or 2pm until close.
- If someone books a study room and does not use it at the designated time, it should be made available on a first-come first-serve basis.
- I fully agree with the policies and procedures.
- fine.
- I would prefer the library to be open more on Sundays.
- I do not believe I know what these are? I did take the library info class in 2000 when I began my ph.d. - but not sure it included anything on the p & p.
- Keep up the good work!
- They are extremely fair and fit the same rules and regs as my undergrad. I appreciate all of your hard work.

- It's somewhat inconvenient when you need a video and you have to fill out paperwork, have it signed, then looked for. or when you look up a video, are told that it's available and then the videos aren't there that you need
- Since I most of my work is from a great distance - I have no problem with the procedures. I'm still learning how to obtain certain documents.
- Great!
- As a distance student, I use my own library and have never used the library services online. I only used them when I was in my pre-doctoral seminar.
- none
- I have used the Regent Library (in person) on very few occasions. However I have used the library online and will use the library extensively during the summer when I will be on campus for my classes. It would have been better for me to take this survey after the summer classes.
- For those of us who work full time, it would be nice to have extended hours on Friday nights.
- Why are you closed on Sundays and Holidays? Just because I love Jesus doesn't mean I don't have homework to do. I am a graduate student--I have a lot to do and when you close I can't do my work. Open on Sundays and Holidays.
- I feel very compassionate towards personel who has to work on Sunday evenings/nights. I was told that Sunday evening work was initiated at the request of students who felt like the library should be open for use. If I could change anything on the library policies and Procedures it would be to eliminate sunday from the hours of operations.
- For distance students in the area, it is difficult to order a book from the inter-library loan. Why can distance students not get these? I did get helpful staff that ordered for me.
- None.
- its kool az iz
- There needs to be better communication with Distant Students.
- None
- THE LIBRARY SHOULD BE OPEN DURING FINALS/EXAMS FOR LONGER HOURS, IT SHOULD ALSO BE OPEN ON SUNDAY BEFORE 6
- they're fine
- They are very good and the staff is always helpful
- To me, they are clear and fair.
- Electronic reserve now = scan articles/chapters one page at a time and post each as a separate document. With our increase in elearning students, we really need to have updated software that allows us to scan the entire article into one large, but fast downloading capcity for the elearning students.
- Nice job having a variety of resources. Please alert us when you have the trial databases so we can make full use of them.
- None

Sample Answering: 156 responses



Q.Q7 Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am able to connect to the OPAC (Online Public Access Catalog) when needed.	230	230	108	8	3
The information displayed in the online catalog (OPAC) is clear and easy to understand.	178	241	138	21	2
Instructions on the remote access to the electronic databases and indexes are clear and easy to follow.	159	247	122	49	2
Online databases provide the resources relevant to my area of study.	203	264	90	16	4
I am able to connect to the electronic resources when needed.	226	262	62	23	4
The electronic databases and indexes have the resources I need.	185	258	102	21	8

Q.7a Comments on the Library Catalog and Online Databases:

- full-text newspaper and journal access is something that I could not 'live without' as a student!!!
- Haven't used the online databases yet.
- Some of the databases are extremely confusing to navigate through.
- It was pretty confusing as to how to download the online documents.
- excellent
- All is well, just keep subscribing to all that you can.
- Several times I have tried to look up things on the databases and it does not recognize that Regent has an account with them. (IIPA, Com abstracts are a couple of examples)
- While it appears there is a wealth of information for other Regent schools, it seems the online database information on plays, playwrights, and other theatre-related subjects are lacking.
- Excellent!
- make the interface more efficient and user-friendly
- I still find many articles that I need that cannot get through regent, however I can use interlibrary loan.
- CommAbstract is the most common resource for communication research, but there is no full text for that. There is too few resources about Entertainment Education which area now more and more students are interested.
- Although the online resources for case studies and articles is helpful it is cumbersome sometimes not knowing which source to pick to find the resources I need. Would love to see a global search that covers all of the databases.
- There need to be more full text articles available on-line. Certain journals do not open when I using the library resources from home. This is frustrating.
- Outstanding!!
- I don't know anything about the OPAC.
- The web interface for accessing library databases from off campus looks very unprofessional. It gets the job done but it doesn't mesh with the rest of the university web site.
- From the library's resources the instructions to log onto the electronic databases are clear and easy to follow, but some of the databases are really confusing and make it hard to find the information I'm looking for or I'm not sure if I'm using the right source or database.
- Never used it.
- I loved that new additions were made during the last term.
- None
- The databases have been excellent sources of research for my studies.
- Anything that can be done to make the databases more user-friendly (i.e., where to go for what resources and how to most effectively use them) is always appreciated.
- I still feel uncertain of exactly how to find information I need - which databases are most useful. I suspect this will become more obvious through trial and error as I do more research.
- Great system
- -
- It is almost impossible to really tell which database to look in for which item. They are not clear.
- Have been very helpful
- I seldom use this service but it seems to be a valuable resource.
- None
- Fine.
- I don't have extensive experience with the online apps but when I have used them I've had problems.

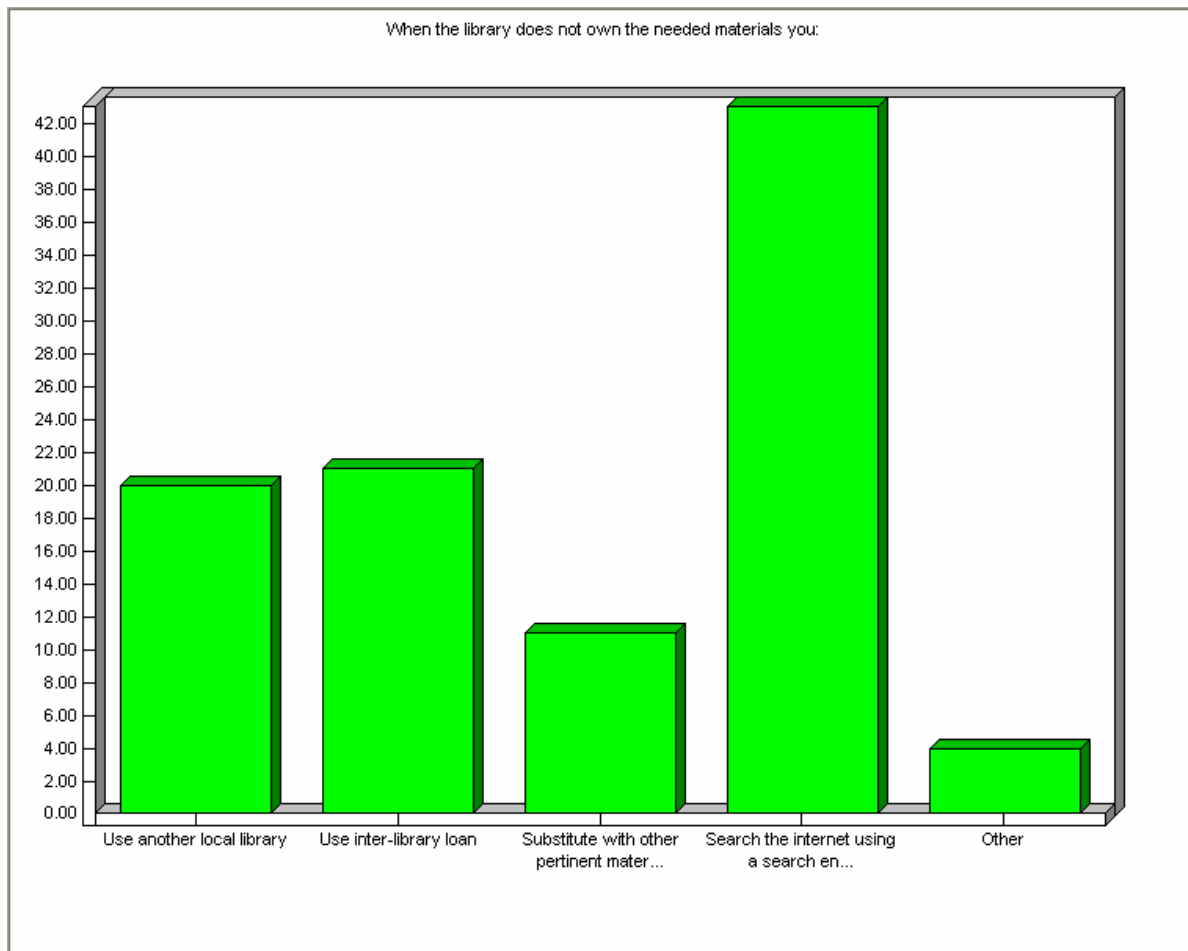
- hard to use the databases. Unclear even after getting instruction. Need easier way to lookup material.
 - Research would be much quicker if all the databases were synthesized into one search engine.
 - Atla is great! Good search engine and generally good availability of articles either on line or on site.
 - Sometimes the full-text options "say" they exist but actually can't be found, but that's not our library's fault don't think
 - I find that i often need to go elsewhere to get some of what I need. I understand that its impossible to have everything, but I seem to scramble for things that should be more readily available.
 - I don't know what I would do w/o the online resources for research!
 - Didn't know there was an OPAC, but I'm a new student. Were you planning to tell us by email?
 - I know we are limited by what is out there online but I wish I had more journal articles available online. I must say that when I have requested an article it has come incredibly fast. I am very pleased with this service.
 - n/a
 - It's a great way to research. Thank you for making this available.
 - It would be great to get more full text online journals in the areas of psychology and counseling
 - They're great
 - N/A
 - ALways down when needed - where are the IT specialists?
 - Confusing
 - Pleased with variety and number of databases available.
 - The business databases are AWESOME. Without them I would honestly be in trouble.
- Thanks for all of the hard work on gaining access to them.
- I don't feel the new layout is that much better...
 - I use the online data bases strictly for class preperation and requirements as well as research. I have always been able to find the information I needed when using this service.
 - Sometimes it is difficult to obtain copies of the online resources. Perhaps better instructions are in order.
 - Sometimes I have experience using the databases being kicked out of the system and having to reboot. This has been annoying.
 - excellent selection and availability
 - I have had a hard time getting on outside databases. They ask for an ID and the ones I enter never work.
 - I have not learned to use it; training has been made available-- I just have not yet made time to take advantage of it.
 - It is often difficult to find specific research that contains full text for psychology and counseling
 - I am often frustrated by the databases not having full text materials.
 - My needs revolve around scripts--I know that the library has had a problem with scripts being stolen in the past, but if at all possible, it would be helpful to enlarge your supply.
 - I found myself using mostly the ABS/Inform and WorldCat.
 - The online databases are a huge frustration for me. They are extremely hard to use and I rarely find what I am looking for. On a couple occassions the research librarians have assisted me but we really have not been able to find much of what I am looking for.
 - Need to be more understandable
 - Very helpful for researach

- Good selection of resources.
- There seems to be more computers dedicated for the catalogs than are needed.
- Need a comprehensive database search instead of having to go into each database and search individually.
- It would be nice to have more scholarly research databases that apply specifically to cinema and filmmaking. This would be of great assistance to us students in the Cinema-Television major. Thank you. Keep up the great work!
- very helpful
- it provides unlimited information
- I am satisfied in this area though there is always room for more databases in this information age
- At times it is hard to understand how to use the OPAC or the electronic databases accurately, so I do not fully receive all the information that is probably there.
- Good resources available
- I really wish there were more full-text resources available for communication research online.
- None
- great resource
- The library catalog helps me, but sometimes I still need help from the reference desk and they are very helpful.
- There are several big film journals that keep popping up in my topic searches that the library does not have. For example, "Cineaste" I believe is one the library doesn't hold.
- I know, from distance students that there are other psychology/counseling databases available that I would like to see regent add.
- In some cases, I have located articles and other material, using the appropriate full-text database search engines, that I would like to use for references/background material for papers but discover, after spending time actually searching for the article, that it is not on the list of material to which the library is subscribed or is in a time period not included in the Regent Library holdings. While I recognize the cost to subscribe to every database article retrieval system would be prohibitively expensive (and I can normally obtain the information through the interlibrary loan system), I keep wondering if there would not be some way of marking the articles returned by these search engines so that a person could easily determine if they can access the information by locating the appropriate journal, magazine, newspaper, etc. (i.e., continue refining the search and branch to the appropriate source document) or whether the material is not accessible through the available database holdings and the person should at that point switch to the interlibrary loan system to request the document. I know I must have spent over 4 hours of time searching the various databases for articles only to discover they were actually not available (outside the time period for which the articles were available or in a database to which Regent was not subscribed) and had to be requested. While 4 hours may not seem excessive, this time was associated with the research for one minor paper. I do not wish to think of the time that may be lost in researching a major paper requirement, much less a dissertation.
- Sometimes it's hard to get into some databases, you need special instructions, which is frustrating. However, the main librarian is always open to help which is encouraging.
- Since I am doing a tremendous amount of research for my dissertation, it would be nice to be able to access these databases remotely. Also, many books I need are checked out and never returned or there is just one copy of the book. With so many students doing research, I think you need multiple copies of books related to research.
- These are great databases. I have never had a problem finding what I needed.
- Good access to resources, but the system is still a bit confusing and intimidating, even after taking the library course.

- I use the online databases frequently because I live in Missouri and do not have hands-on access
- They are more than adequate as well. I love the ATLA when I am looking for statistics and other research material for some of my School of Divinity assignments. Up to this point I have had no problems with finding what I needed on the online Databases and in the Library Catalog.
- Need more journals relevant to Film, Video & Pop Culture
- The databases are perfectly suited to my needs.
- more material (especially articles and reviews) needs to be full-text online
- add more journalism-related databases
- I have had trouble, i.e. I have not been able to download any number of documents. I find the electronic library at ECU, where I work, much easier to maneuver. It seems most documents I find at Regent are not available for downloading but rather I have to ask for a copy of it. I have given up using Regent electronic library.
- Excellent services, which are designed to meet both the needs of on-Campus and Distance Education Students.
- Sometimes usernames/passwords are requested for re-entry into ATLA that are not the same as regent login/password. I don't recall ever having been informed regarding additional logins/passwords.
- Not much if any experience with this
- Navigating through the electronic databases is easy until there is a reference that you need and the library does not have it. The ensuing chase through the internet is very frustrating and often leads nowhere. the interlibrary loan process is still confusing.
- none
- The new system format has been difficult to access at times and finding the major search engines has been difficult.
- None
- Since a change apparently has taken place after the fall semester, finding the articles I need seems a little confusing.
- Locating the materials is very easy, however, printing them is often challenging.
- I am grateful for ILLiad, the service has saved me countless trips to a local university library.
- More help navigating online databases would be helpgul.
- More help navigating online databases would be helpgul.
- Online resources have improved greatly during the past five years. Online journals are much appreciated. So is librarian assistance. Thank you.
- nothing to comment
- Difficult to access ERIC
- The prior web pages were much easier to follow than those currently used.
- none
- This is always an area welcoming expansion and improvement. Full text databases are crucial to my research needs.
- I never use the library. It is a waste of my time there when it concerns theatre.
- The Online databases should be available to alumni including the Electronic Resource Center.
- I didn't know we had an OPAC.
- Regent needs to add more psychological databases, such as Psychology and Behavioral Science Collections
- Great service which is available to the students.
- helpful
- no comments except to say I haven't had any trouble
- The service is satisfactory

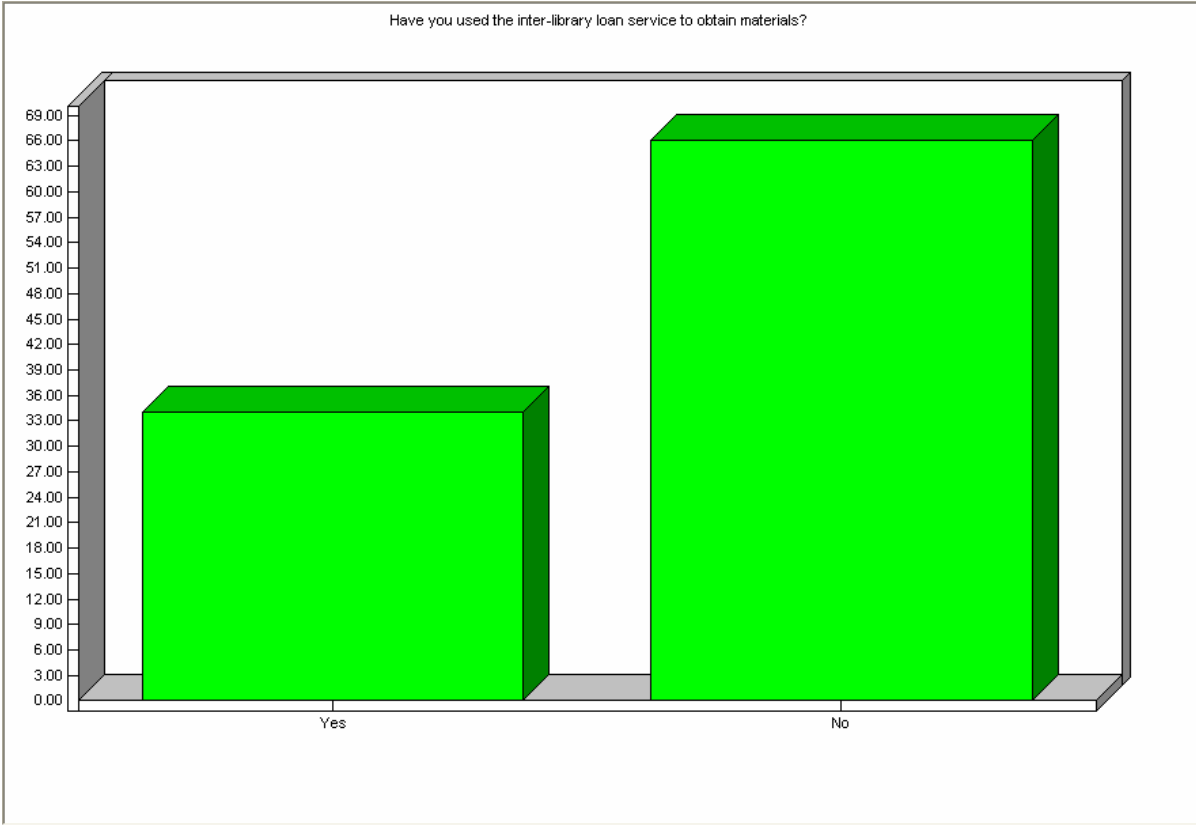
- Sometimes I am unable to get to the resources that I need.
 - I love how easy this program is to use!
 - The online catalog works great for me. Thanks.
 - If we could get more journals and things online or more journals in the library.
 - The OPAC is not clear. There is some searching involved in order to locate what is needed and can be confusing at times.
 - I am sure I do not use the resources to their greatest benefit but, I am so thankful for what I have been able to find and utilize.
 - Great!
 - none
 - I have had a big problem trying to access the library apparently I need a log on name and password. No one has explained that to me. However, I was able to get to other areas of the online library and do what I needed. Although I still don't know what my logon name and password is for the main library section.
 - I like.
 - Many of the resources that I need are available via regent's online databases, however there is still room for improvement. There are many occasions when my classmates and I are searching desparately for information that we cannot retrieve from the data bases.
 - The old swbsite format was MUCH clearer to understand. I use the full-text databases ALL the time because I am a distance learning student but I STILL have to take 5 wrong turns before I get to the right page. I'm quite technosavvy, but I still have a problem.
 - I need some osrt of index to thse on-line indexes-Like the old reader's guide to periodical literature. Where do we find this? I can spend hours looking thourgh these resources and not "hit the mark". I prefer browsing through the stacks.
 - It is sometimes hard to find the databases I need. I have to search sometimes or go in circles. It's sometimes confusing.
 - its kool az iz
 - It is difficult to find the electronic databases initially when starting at the Library Homepage
 - Again better connection and easy directions need to be established for Distant students
 - I have trouble connecting when I'm off campus.
 - Lexis Nexis rocks.
 - can always expand
 - These resources are lifesavers and really save time!
 - With added training, I was able to better access the materials that I need for my course work.
 - I hope we can subscribe to the Communication & Mass Media Complete database.
- I also would like to see the "show all databases" link more clearly. I used to look through all, then when the Web site was redesigned by discipline, I had to look for a while before finding the link.
- Several of the links from the full text search page do not operate correctly and should be fixed (email's have been sent to tech support when this occurred)
 - Online database resources are essential to my program of study and I appreciate their easy access.
 - Some of the databases are difficult to search and finding film research information can be tedious.

Sample Answering: 142 responses



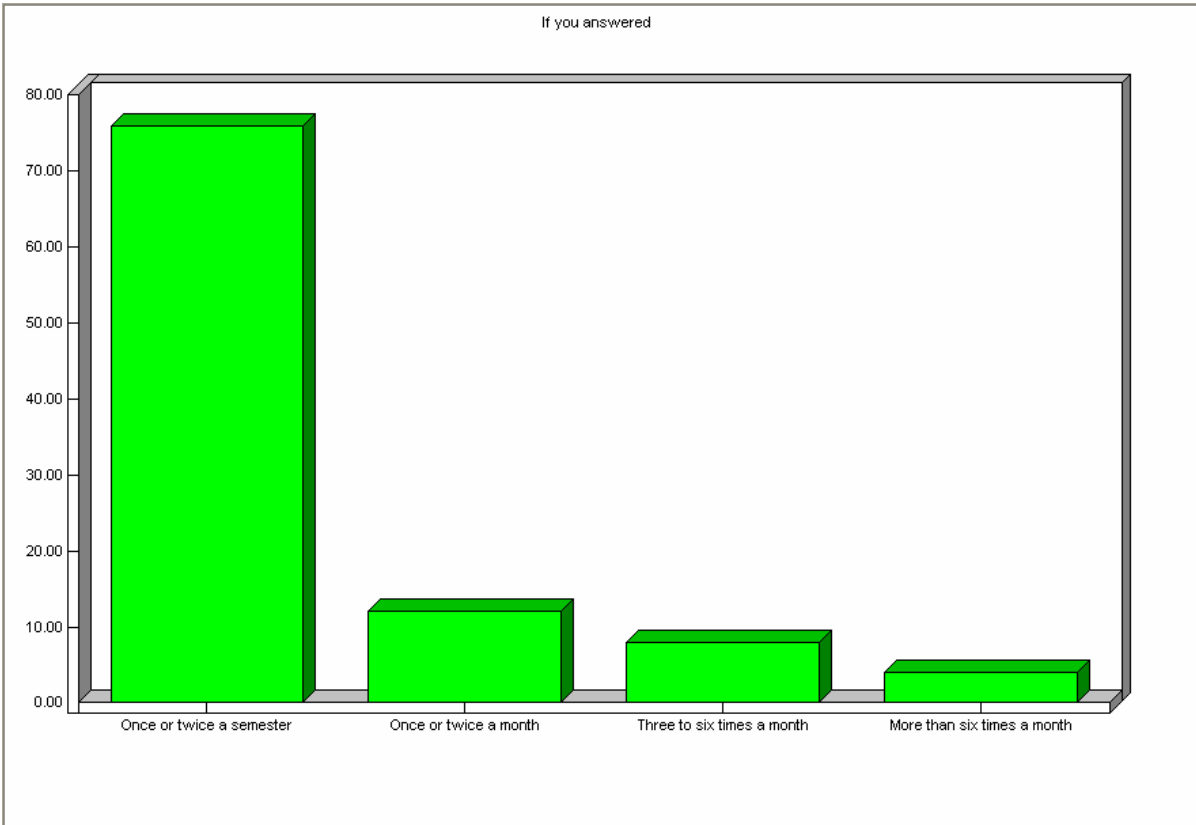
Q.8 When the library does not own the needed materials you:

Choice	Count	Percentage Answered
Use another local library	117	20.3%
Use inter-library loan	122	21.2%
Substitute with other pertinent materials	66	11.5%
Search the internet using a search engine	247	42.9%
Other	24	4.2%



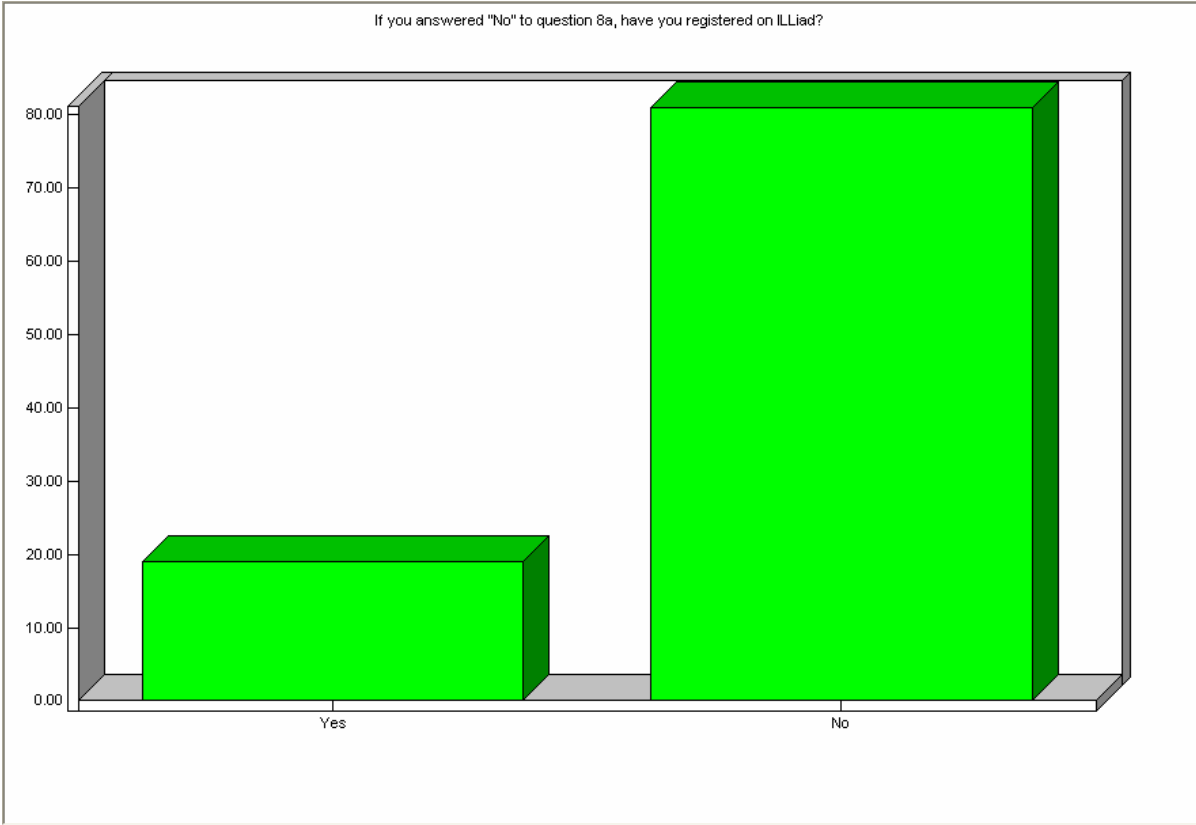
Q.8a Have you used the inter-library loan service to obtain materials?

Choice	Count	Percentage Answered
Yes	201	34.4%
No	384	65.6%



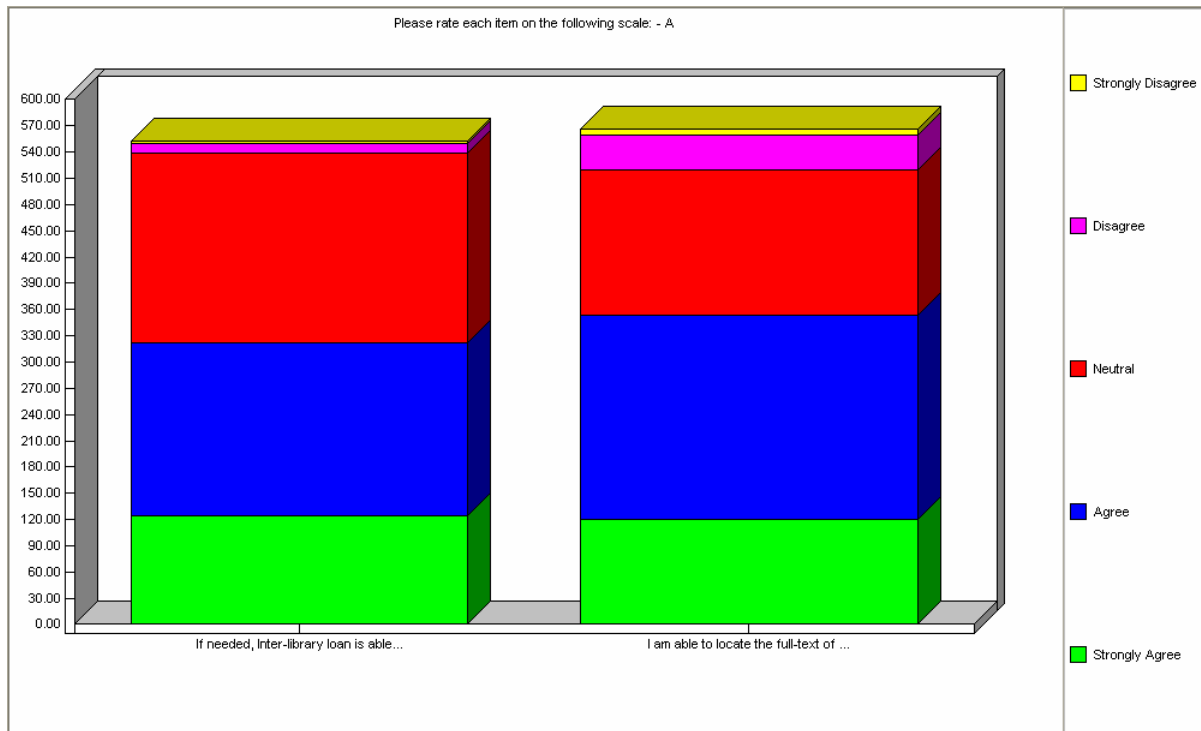
Q.8b If you answered

Choice	Count	Percentage Answered
Once or twice a semester	154	75.9%
Once or twice a month	24	11.8%
Three to six times a month	16	7.9%
More than six times a month	9	4.4%



Q.8c If you answered “No” to question 8a, have you registered on ILLiad?

Choice	Count	Percentage Answered
Yes	75	18.9%
No	322	81.1%



Q.Q8d Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
If needed, Inter-library loan is able to supply the necessary materials.	124	198	217	11	2
I am able to locate the full-text of articles through databases via the Electronic Reference Center.	120	233	166	41	7

Q.8e Comments on Document Delivery:

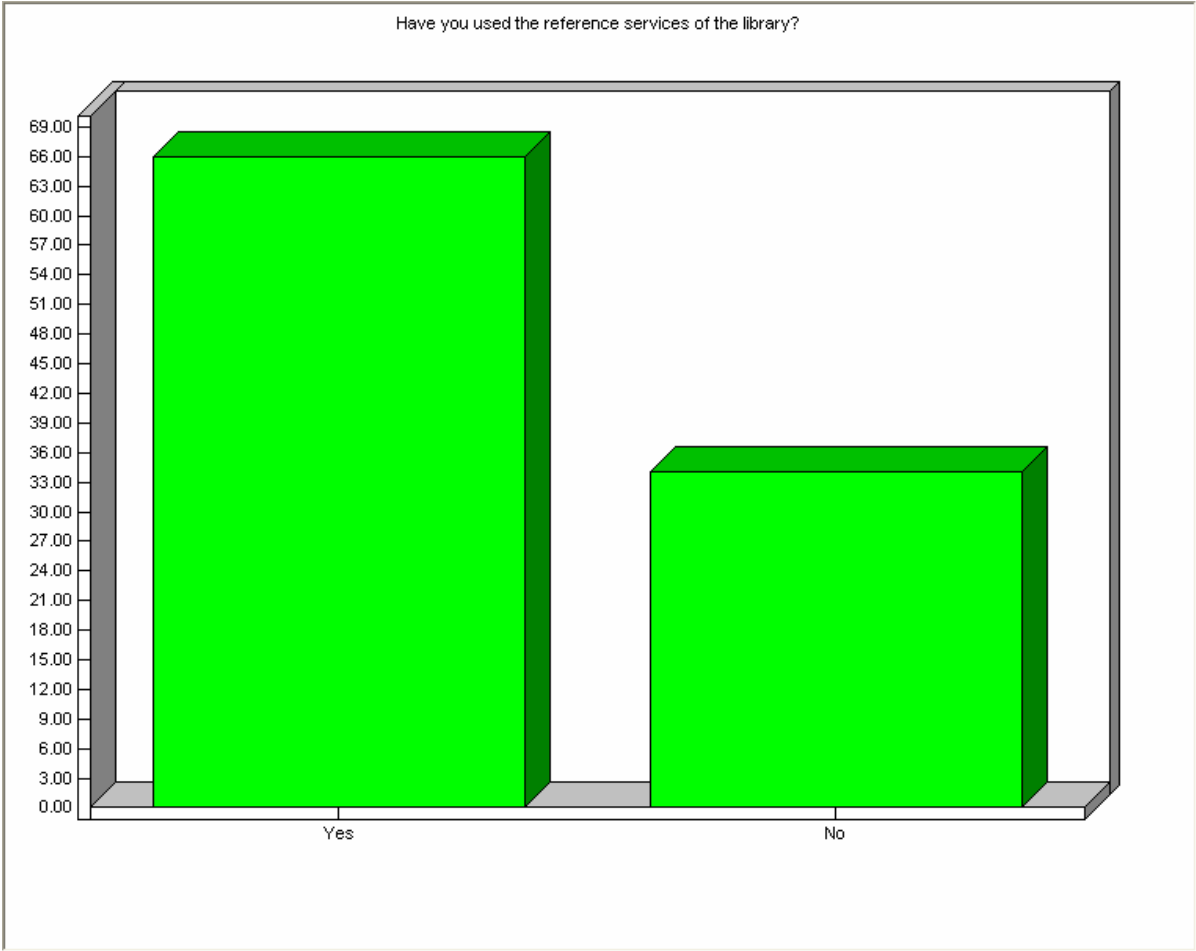
- Documents are sent very rapidly which is great. However, I think Regent should pay for return shipping for DC students since we don't have our own library (that has anything worthwhile).
- Haven't used it yet.
- I have found interlibrary loan to be very helpful!
- I've not used full-text electronic delivery searches at Regent (like Ovid).
- It frustrating that some of the journals only go through 1996.
- There seems to be something awry with the system in that a returned book was not always registered as such.
- It would be nice to have more full-text documents available online. I've had problems with Interlibrary Loan not finding resources I know are out there and available.
- I wish I could access MORE full-text articles through the databases.
- can not read Electronic books off campus.
- Please do something to make access to the ILL forms easier so I don't have to remember one more code
- I've tried to get into ILLiad, but for some reason, I have not been able to do so. That is why I have not used ILL this year.
- NA
- we should have a system like Ohio liberal arts schools have with Ohio link, where the local schools have more than one copy of books, so we can lend them out and other schools can send our students what we need in a matter of 3 days, students can use for 3.5 weeks, renew once, then re-order after returning, this would be an efficient use of our tuition money
- Sometimes we only have one week to finish the assignment, so library loan can not fit the needs we have. Usually I will change the material.
- The full-text databases contain copius (albeit exhaustive) resources making it somewhat difficult to use a database quickly / efficiently. Perhaps a type of online "wizard" could help the researcher narrow the choices to make searches more relevant and faster.
- I was never given instruction on how to register for the ILLiad or how to use it. Sometimes there are articles I want that are not available in full text, but I didn't know the ILLiad would help me with that or how quickly I could get an article that way.
- None
- The databases offer many full texts!
- I have been able to locate full-text articles, but it is not intuitive and it does take me a long time to find articles I need.
- I was very satisfied with the inter-library loan system.
- I've made it a personal policy to only use locally available materials for my papers.
- The ILL staff is wonderful! They have helped with my dissertation research tremendously!
- I find it difficult to know what journals are available to me and how to integrate that with a database search. Maybe I am just uninformed or unskilled in the use of the electronic resources. Pretty much I stick to the full text databases or I order from ILLiad.
- none
- No comments.
- usually the items i need are able to be retrieved. there were some items that were difficult to locate this semester.
- I rarely get to see a full-text article.
- It took too long to get some of the materials I needed
- Didn't know there was an Electronic Reference Center, but I'm a new student. Were you planning to tell us about that by emailing us?
- I sometimes have trouble getting full-text articles when the references says they are full text.

- ILL works great! I have used it to obtain 20+ books on a given topic several times, and I have been consistently surprised at how quickly the books come in and the generous amount of time I am allowed to borrow them. ILL is an excellent and well-coordinated service!!
- Not as easy and obvious as I would like to locate the material
- n/a
- N/A
- Excellent. Very fast and accurate.
- n/a
- Sometimes the full-text articles are difficult to find without a lot of time, energy, and patience.
- I use my university's libraries, including their ILL system.
- These librarians are EXCELLENT!
- It would be great if it were easier to know which articles are "full text". Too often understanding which are full text is after having opened several screens.
- Our studies are broken down into 3 week increments. Usually we work 3 weeks ahead of the schedule, so any delay in access to the materials is critical to success or failure.
- This has been a life saver for those outside the country.
- excellent service, fast and efficient at all times! zero complaints and extensive thanks and kudos to the entire staff.
- What is ILLiad
- Adequate--though I did not receive the help I needed to follow through on locating some articles.
- I can't use ILLIAD - even though I want to. Going through the Law library is a much harder process - my boyfriend sometimes requests things for me because as a law student, it tells me I have to go through the law library, but their interlibrary loan process seems dated and very hard to navigate. I haven't tried this in some time - it may have been fixed.
- I have the experience of requesting books and articles, but when I check the status of my request there is no record of the item. This has happened a number of times, and it is very frustrating.
- not effective for distance students
- N/A
- I was impressed with how quickly I received Regent materials through ILLIAD.
- I am neutral
- No comments
- ILL is a great program!
- needs a littlework; could be easier to handle
- The ILL department has been doing an excellent job - they are prompt and efficient
- Fast
- What is the Electronic Reference Center? I've never seen/heard of that label before.
- None
- Patty does a great job for me!
- ILL seems confused about my preferred delivery method.
- Sometimes I am able to find full-text docs, but I seem to be able to find full-text/hard copies of only about half the articles I find references for.
- Some documents I need are not found on the electronic database, however, I can usually obtain them through Inter-Library Loan. The exception are new books on research (2004). Oftentimes, Inter-Library Loan will not loan out new books.
- I have never used this.
- Good system, but the Electronic Reference Center is a tad confusing.
- Delivery of books is always prompt.

- The document delivery is a very timely one. The material is sent and received always in time for the completion of my assignments. Not only that I am notified if the material will not be accessible.
- More full-text articles and sources need to be accessible via ERC.
- I had trouble registering with ILLiad.
- Have not yet used this service.
- Sometimes, file does not download properly.
- Inter-library loan is an invaluable resource that I hope remains available to students for many moons to come.
- No experience with this
- the interlibrary loan process is very confusing and I have not used it because it is difficult and I have not registered (I do not know how to register). full-text articles are often difficult to acquire as the "internet chase" often leads nowhere. when i am able to use it, i love it!
- Excellent service. Got articles in a timely manner.
- none
- Much, but not all of the time.
- It has been excellent.
- None
- Rapid response to my requests, often the same day. This is a great service for distance students, many of whom, I do not think are not aware of it. Keep up the good work.
- Done at library closer to my home for convenience.
- Done at library closer to my home for convenience.
- Usually very timely and efficient. Staff are very helpful.
- nothing to comment
- ILL does a marvelous job in obtaining requested materials - rapidly & w/ a wonderful attitude!
- none
- I have used ILL and area libraries (which is a big pain). Because of cost, I have been reluctant to utilize ILL to the extent I actually need it.
- Of no use to me.
- These services should be available to alumni.
- It would be great if there was a way that would transfer all the pertinent info from abstract to the ILLiad document request so you don't have to type the whole thing into the request..
- Fast delivery, Great! However, one time my article was not readable.
- none
- fine
- No comments
- Some interlibrary loan times are too short.
- Many times full-text is not available. I give up.
- Fabulous!
- Inter-lib. loan makes my life so much easier. I know I can get whatever I need. Thanks so much.
- I have not tried ILLiad yet but I plan to find out more about it this summer when I am on campus.
- Great!
- none
- Interlibrary loan, used it once, very good experience but for my needs...too time consuming compared to searching for full-text articles.
- I had my requests cancelled, because I am a distance student. Fortunately I was able to over-ride the cancellation and get needed materials.
- None.

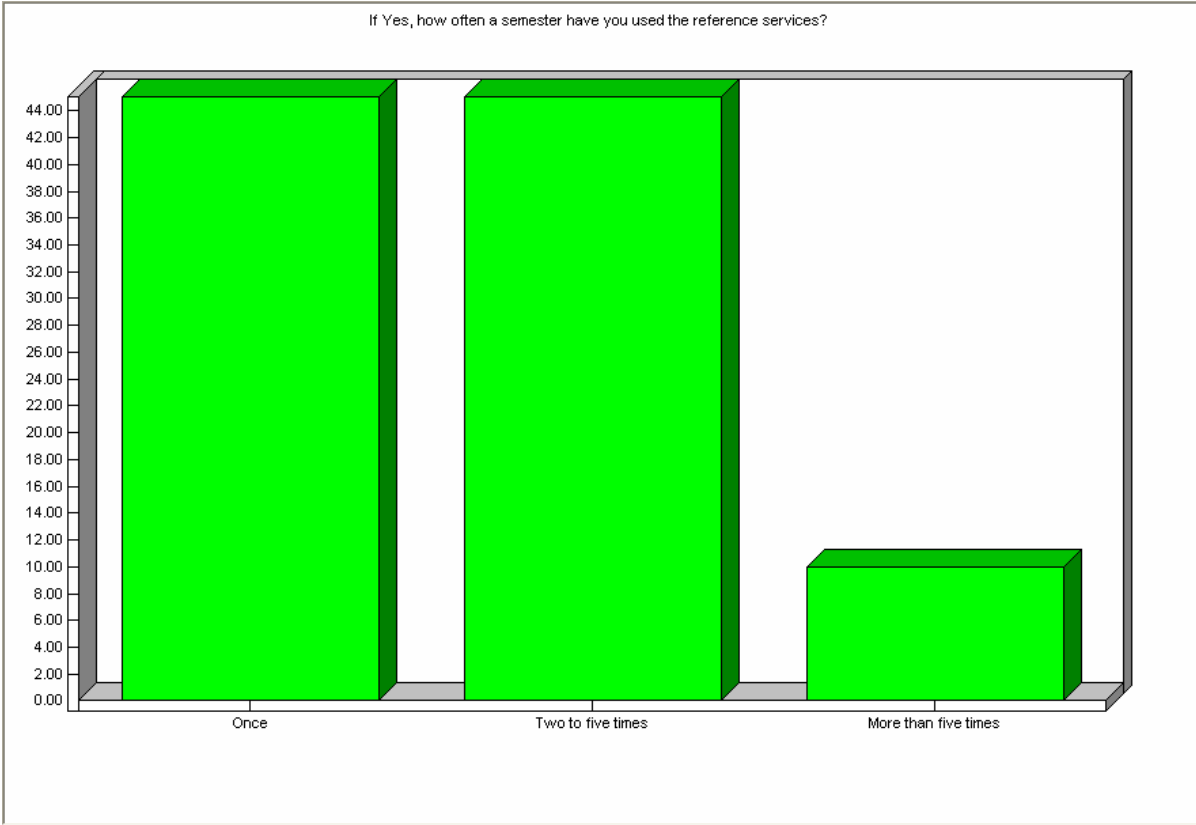
- dont uze dont no
- I am sure Inter-Library loan is a great resource, but what I needed was not available.
- Need to add an "other" column for question 8
- The Electronic Reference Center has some helpful information, but more full text articles would be even more helpful.
- None
- Fast and prompt
- I don't use the Inter-library loan system because I usually need the book ASAP and it is faster for me to go directly to the library that has the book.
- Document delivery is great! Of course I would like to access the full text all the time, preferably in pdf format.
- This is great for on-going research, but not when instant results are needed.
- I often don't have the time for interlibrary loan since we are expected to write research articles each week.

Sample Answering: 113 responses



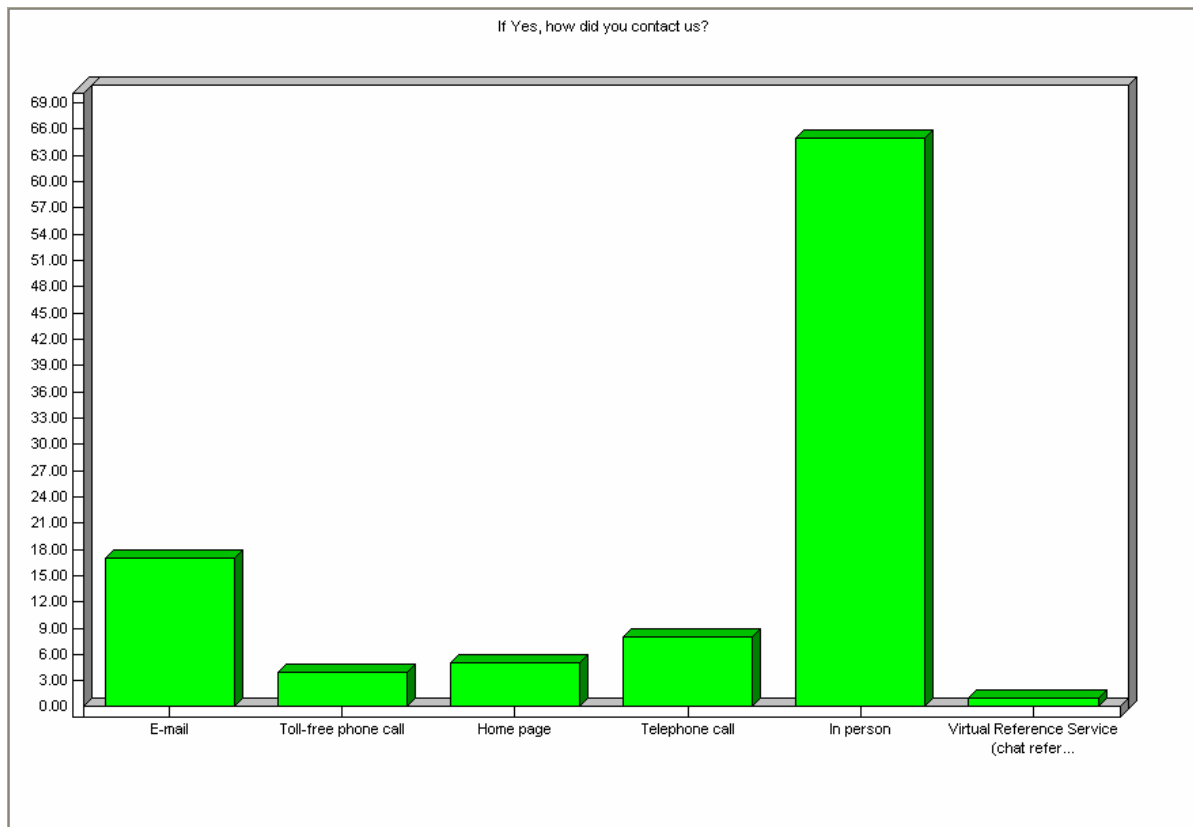
Q.9 Have you used the reference services of the library?

Choice	Count	Percentage Answered
Yes	386	66.4%
No	195	33.6%



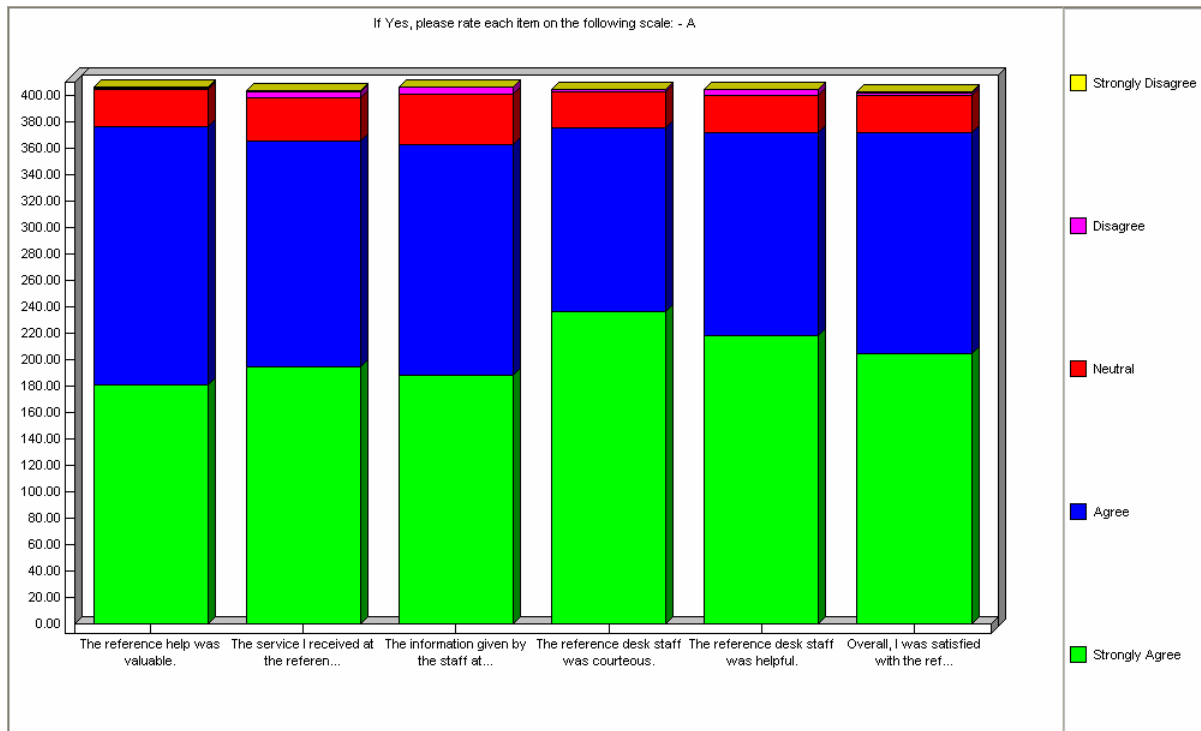
Q.9a If Yes, how often a semester have you used the reference services?

Choice	Count	Percentage Answered
Once	187	44.7%
Two to five times	189	45.2%
More than five times	42	10.0%



Q.9b If Yes, how did you contact us?

Choice	Count	Percentage Answered
E-mail	67	16.7%
Toll-free phone call	17	4.2%
Home page	19	4.7%
Telephone call	34	8.5%
In person	259	64.6%
Virtual Reference Service (chat reference)	5	1.2%



Q.Q9c If Yes, please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The reference help was valuable.	181	196	28	1	1
The service I received at the reference desk was prompt.	195	171	33	4	1
The information given by the staff at the reference desk was accurate.	189	174	38	6	0
The reference desk staff was courteous.	237	139	27	2	0
The reference desk staff was helpful.	219	153	28	5	0
Overall, I was satisfied with the reference service.	205	167	28	2	1

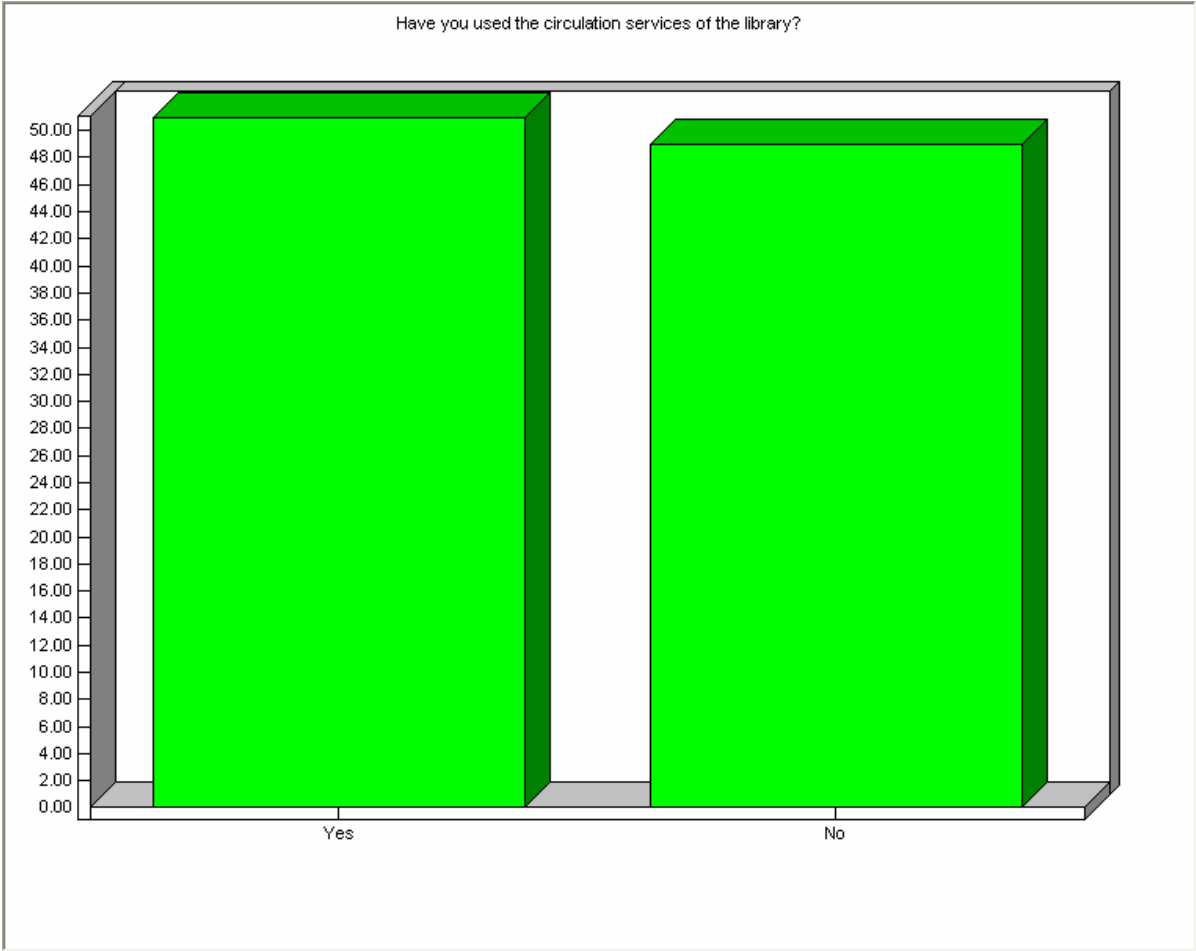
Q.9d Comments on Reference Assistance:

- If you ask online, there is sometimes a delay [overnight] before you receive a response.
- The reference section of the library is useless when none of the copy machines in the library work and the library staff will not allow a faculty member to remove a reference volume for 1 hour to make copies on a department copier
- Sometimes they don't know the answers to questions and take a long time to find out.
- Once or twice the explanation given was someone convoluted. Simple is good!
- Without the reference staff, I would be dead
- most of the time, you can't find someone at the desk or there are not enough people staffed to help everyone in need answers are vague and even the libraries hide the 8 ball!
- Fotini Kontos is a big blessing!
- They are ver nice and helpful.
- As part of a community of faith all pursuing God's calling on our lives we are naturally empathetic toward one another.
- Did not need to because I found everything I needed from the electronic databases that the School of Business picked out from the list of all databases.
- -
- I am very happy with the reference service and use it often.
- none
- Wonderful.
- All employees have gone out of their way to assist me on numerous occasions
- good job on this, Jason Anderson was a big help and is a valuable asset to your team
- I went there for residency in September. The staff make me feel like I was an on campus student. I felt I belonged there. Thanks for making this distance education feel a part of the university.
- Fotini Kontos is an excellent librarian, she has always gone above and beyond the call of duty to help me.
- Very efficient.
- The business reference librarian is great.
- I must say that it's difficult for me to give an single answer to these questions since I spend most of my time in the law library, and am very impressed with the reference desk there and staff. My experience in other areas of the library has not been as good.
- FANTASTIC!
- I am pleased with their work and especially assistance.
- distance student n/a
- Great staff
- Wonderful prompt sweet assistance
- Adequate
- THE individuals at the REFERENCE Desk are WONDERFUL. Bob, Marta, Sandy, Karen, & Fotini have all been great.
- Thank you for your patience with ignorant people like me when it comes to research. :)
- They tried to assist me in searching the journal databases but they really did not get much farther than I had done on my own. This happened on two to three occasions till I decided not to use it anymore and got myself another service that is much more user friendly but unfortunately does not have as much of a journal variety.
- Excellent staff.
- No comments
- Great staff!
- great
- Great job, but at times there is nobody to attend to patrons - need to make sure there is somebody on the desk whenever the library is opened.

- Good experience
- None
- I'm not clear on what reference assistance is.
- Fotini and Sandy is the best! Very helpful. They are always helpful, cheerful and makes finding things a lot easier.
- Wonderful staff - nice to know there is help available when needed that actually provides accurate and timely assistance.
- Most of the staff is very helpful, they either help themselves or refer you to the right person. Some reference helpers are however, not qualified.
- The staff is great
- There was only one time when I did not receive adequate help. The person told me that it would take too long to explain to me how to do the research the way I was doing it and to just start over.
- I have not used the reference services and so cannot rate them.
- Ms. Strum was of great benefit.
- Whne trying to find statistics on youth in missions, the young ladies at the refernce helped to locate a wqeb site that had themajority of what I was looking and they even went so far as to look up some of the sites themselfe. Now how much more helpful can you get than that?
- Very courteous.
- I have not yet used this Service.
- Bob S. is irreplaceable. Pay him well.
- None
- None
- Reference assistance?
- The time I needed reference assistance the experience was satisfactory.
- Everyone has always been a great help and very nice.
- nothing to comment
- I recieved excelent assistance from Steven K. at the reference desk in helping me to establish an ebrary account. Thank you.
- Excellent people skills!
- none
- Our library liaison offers applied workshops that are very helpful. The scheduling, however, often conflicts with course schedules and workshop participation is prevented.
- Those working in Reference Assistance seem to be very knowledgeable about finding information.
- always ready to help
- Service received was great.
- great
- Harold Henkel was invaluable in fixing a problem with electronic reference and was prompt in getting to the problem.
- Great job!
- I appreciate all your help.
- Great!
- None.
- its kool az iz
- Very helpful staff.
- We like to see a smiley face in the service (reception) desk. It seems to me that the GAs does not know how to smile.
- great people - that I've met
- Staff was very helpful
- Some staff members are more helpful and knowledgeable than others.

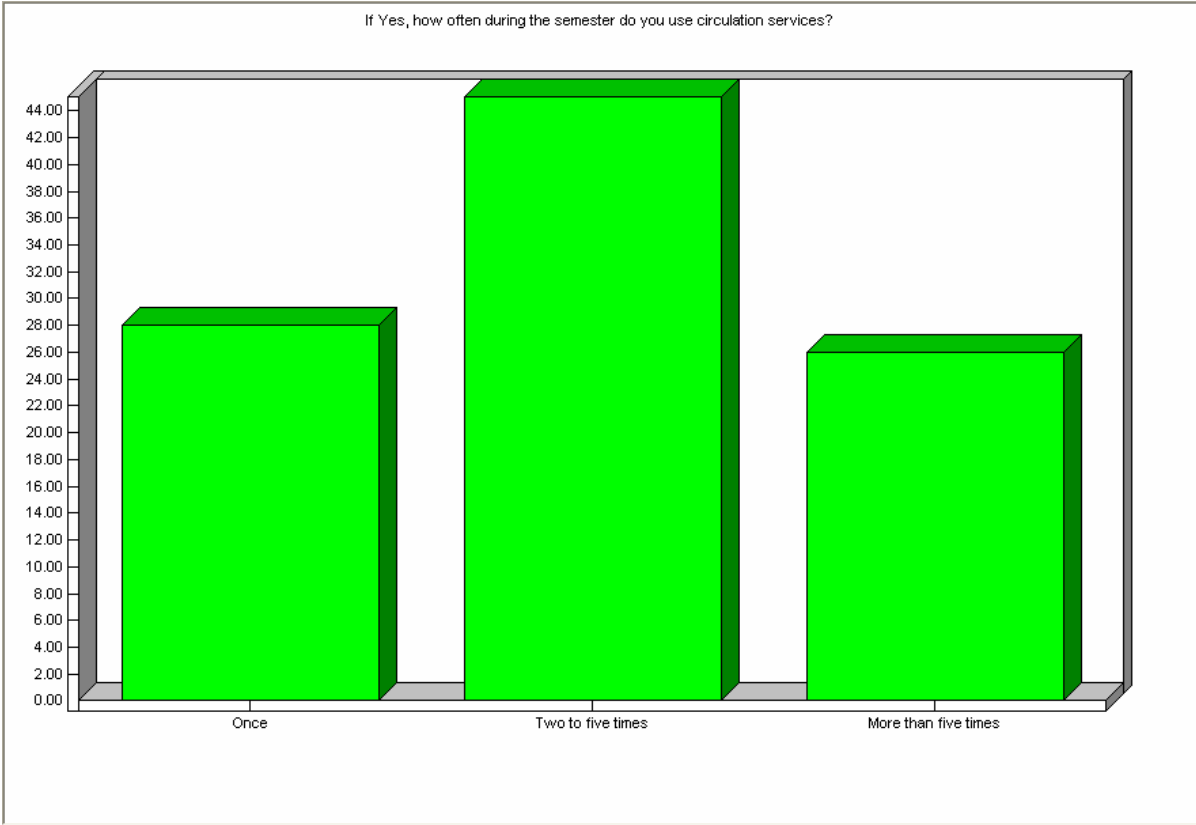
- Sandy Yeagle and others have helped me a great deal!
- I only used it once when there on campus in 2000 for my pre-doctorate residency.
- Not applicable
- The clerk stayed on the phone until he could assist me in finding the articles I needed yet He encountered the same difficulties I did with the databases. You always get deadends.

Sample Answering: 78 responses



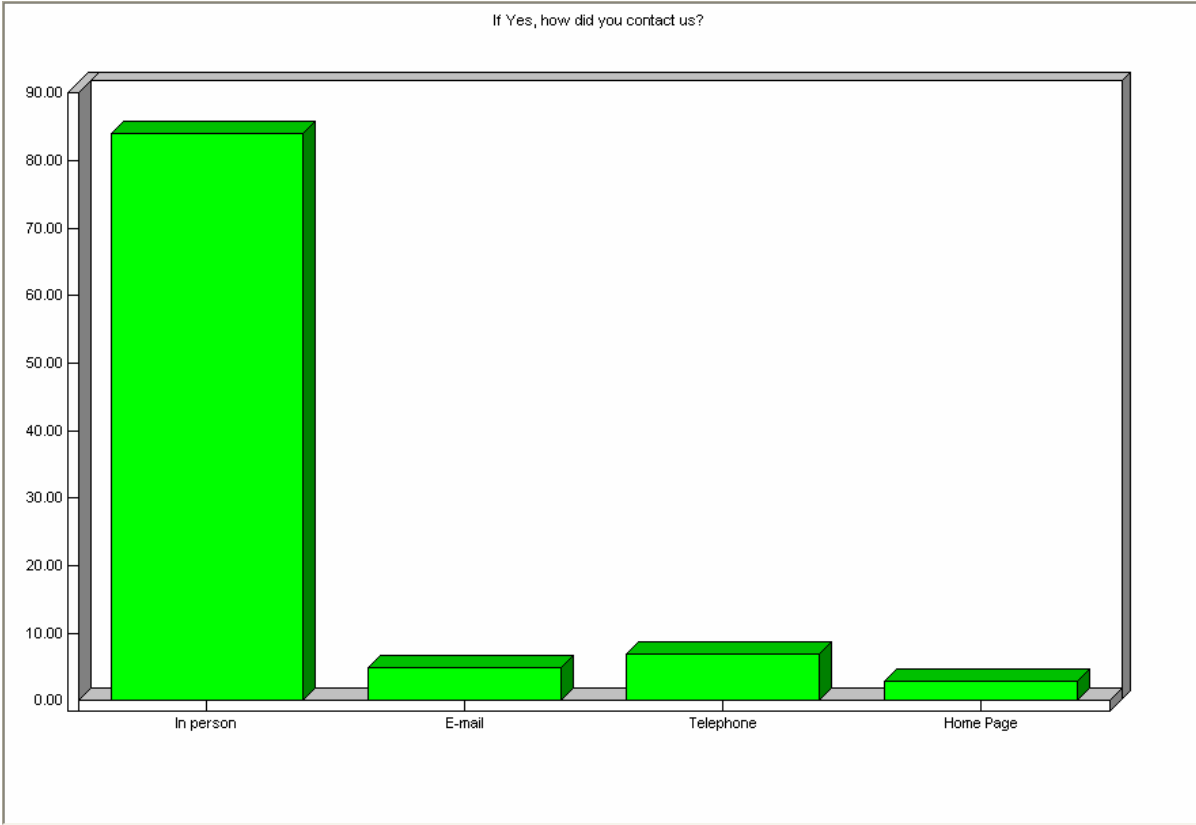
Q.10 Have you used the circulation services of the library?

Choice	Count	Percentage Answered
Yes	296	50.9%
No	286	49.1%



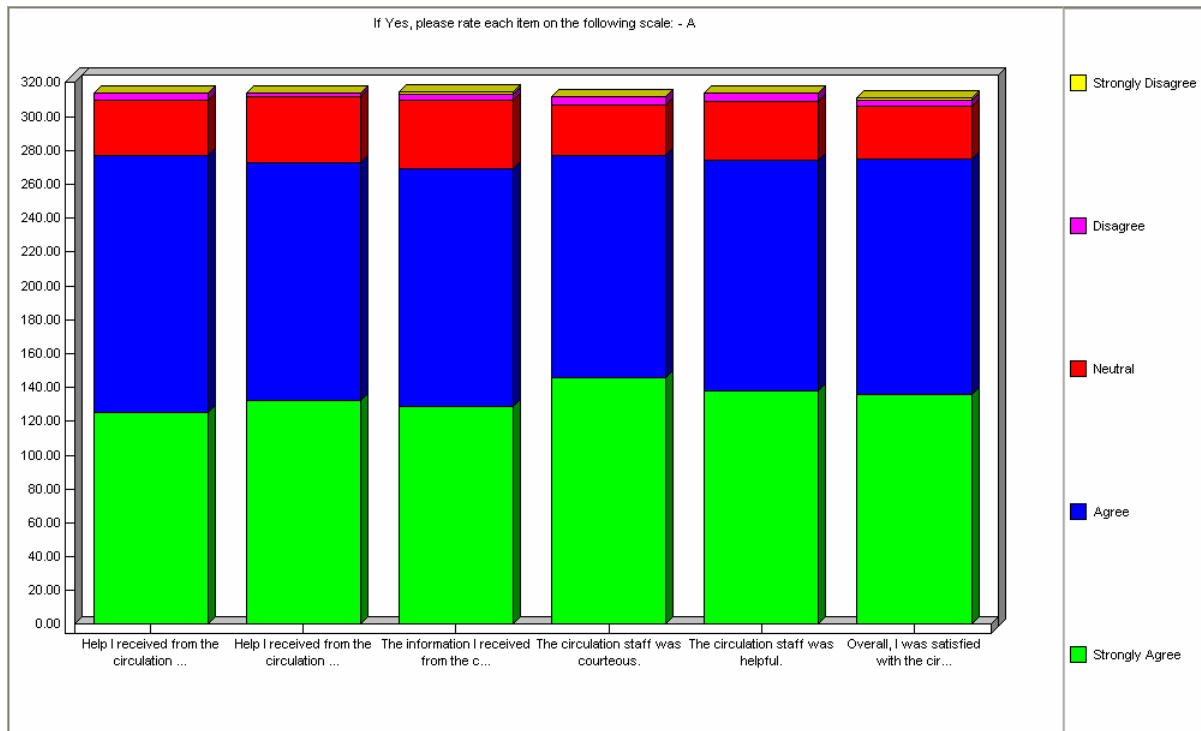
Q.10a If Yes, how often during the semester do you use circulation services?

Choice	Count	Percentage Answered
Once	86	28.5%
Two to five times	136	45.0%
More than five times	80	26.5%



Q.10b If Yes, how did you contact us?

Choice	Count	Percentage Answered
In person	253	84.3%
E-mail	16	5.3%
Telephone	21	7.0%
Home Page	10	3.3%



Q.Q10c If Yes, please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Help I received from the circulation staff was valuable.	125	152	33	4	0
Help I received from the circulation staff was prompt.	132	141	39	2	0
The information I received from the circulation staff was accurate.	129	140	41	3	2
The circulation staff was courteous.	146	131	30	5	0
The circulation staff was helpful.	138	136	35	5	0
Overall, I was satisfied with the circulation service.	136	139	31	4	1

Q.10d Comments on Circulation Assistance:

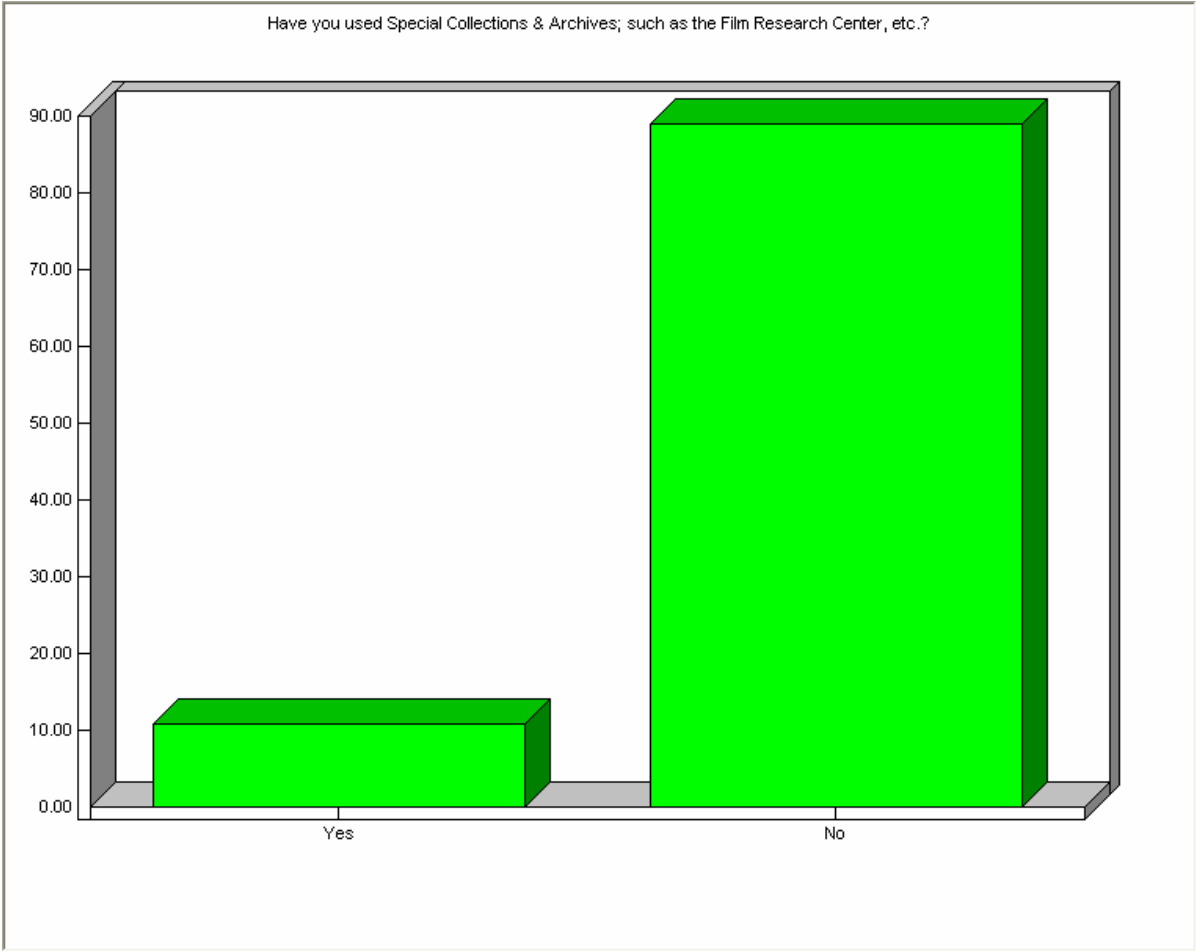
- I used circulation through mail/email
- Often, the circulation employees have such strong accents that I can't understand them. Many times, circulation employees (perhaps they've been new on the job) have told me incorrect information and severely slowed down the process of accessing information either via interlibrary loan or other.
- Only one of your workers was less than enthusiastic to help me.
- I've also used the home page for renewals. That is a wonderful service. It is convenient and easy (clear) to use.
- Ok I am not sure I know the difference between the reference desk and the circulation staff.
- I am a GA in Circulation so I know that I would be biased with the answers to the aforementioned questions.
- They are very kind and warm.
- I'm not really sure what the difference is between the circulation desk and the reference desk. That probably should be obvious, but I'm not really sure.
- None
- -
- This is the other service I use with great frequency and I am very satisfied with it.
- none
- OK.
- Efficient and friendly
- It would be appreciated if Library 800 numbers were accessible from Canada.
- They've "lost" a couple of books that I had turned in, but errors do happen sometimes.
- One time, they were on the phone for more than five minutes and I was standing there waiting.
- I am often in the local area, though I am not local. Any time I have used the library, and resources, I have always been helped!
- I once called about a book and someone was supposed to get back to me with an answer but never did.
- Great People!
- Most of them are very nice. Some are not as focused on customer service as others. BUT, overall - they seem pretty nice.
- Sometimes the circulation staff is not friendly
- The in person assistance is good. The online assistance was weak. I never received an answer to two emails I sent. On other occasions when I contacted librarians directly via email they were superb.
- I love the staff.
- They try to be helpful and prompt.
- Circulation staff were very helpful.
- great
- Superb job
- None
- I appreciate the ability to check out headphones. It helps me when I am doing my work to stay focused on what's on the screen and not on what's going on around me.
- I have not used the circulation services
- I have also communicated in person when on campus for modulers.
- I was never misdirected by the young women and men who work at the circulation desk. In fact they even informed of a book that was coming to the end of the date when it could be checked out and offered to renew it. I like that!
- There is one female student that I avoid if at all possible -- she never smiles, and her demeanor is such that I feel like I am intruding if I approach the desk. It may be a cultural

issue??
helpful.

Everyone else I have dealt with are extremely pleasant, courteous and

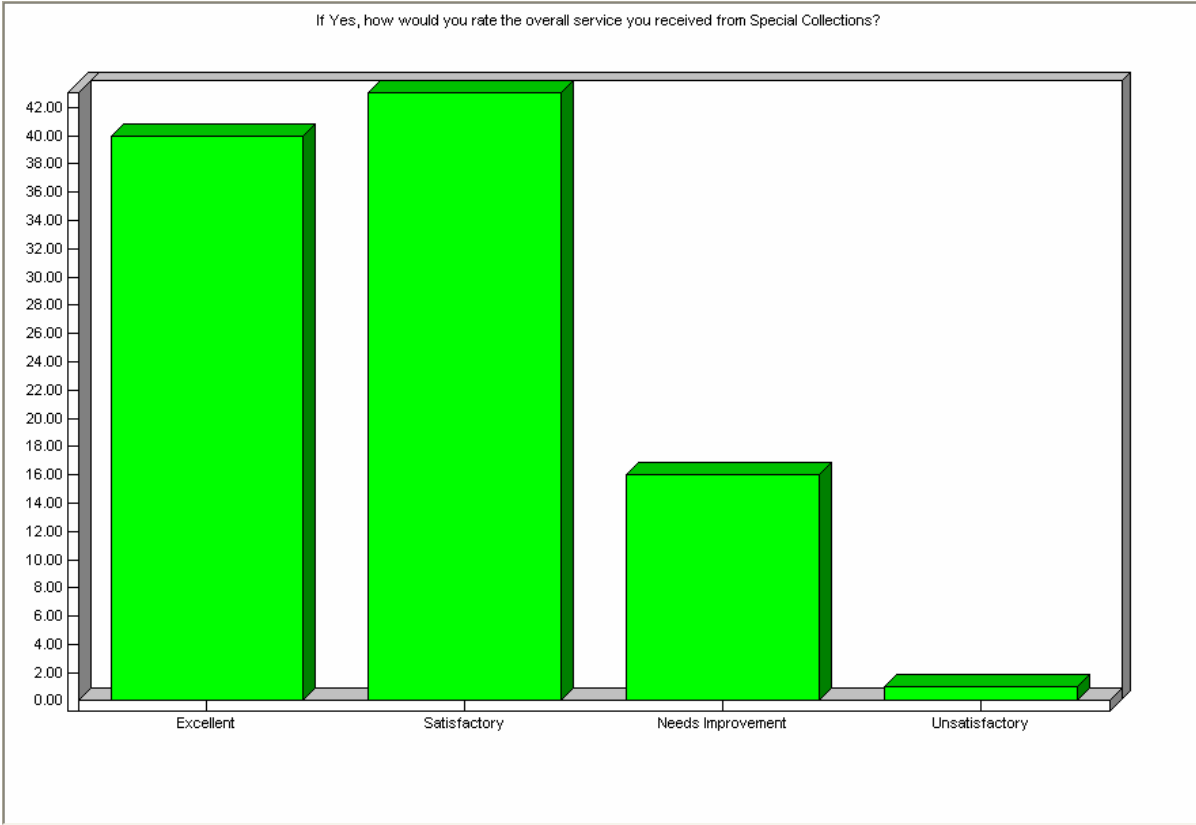
- They claim I never returned a book that I have returned and now I can not register for classes. I do not know what to do.
- I have not yet used this Service.
- Sometimes perhaps it is a language barrier that makes it seem as though some of the staff are unfriendly. At times, I feel like I am trying to get a colicky baby to smile when I approach the desk. No need to fire anybody, I just wish it didn't feel like I am intruding sometimes when I approach the desk.
- None
- I don't know what this is.
- nothing to comment
- The assistanc that I received from the circulation staff was excellent. I wish I had asked the name of the person who helped me so that they could be commended.
- When I was checking out, the student asst put my books aside to wait upon people behind me who would interrupt. It would be nice if she would finish the person she started with before helping anther patron.
- The above ratings are for the full time staff. This is not indicative of the GA assistance that most often staffs the desk. Their performance is erratic - depending on the individual & the day.
- none
- See answer to 6a
- They never seemed to know what they were doing, and always had to ask a librarian or manager.
- Explaining a need is sometimes a problem for staff at the circulation desk. It is hard to communicate a request in a way that will be understood.
- You work deligently!
- Great!
- none
- I felt as if I was bothering one particular worker when she couldn't find the CD that matched a new book.
- Staff is very eager to help and will go the extra mile to make sure that students are being helped.
- None.
- its kool az iz
- Again, great staff.
- Although I have not checked books out of the library, I believe that this process is pretty easy.
- Again, I only used this once to check out some books while there and to try to get our computer accounts hooked up in person. As I remember, the librarian was a bit confused about how to assist the distance students in getting their accounts ready. It all worked out in the end. :-)
- A few times the person who waited on me seemed distracted.
- Not applicable

Sample Answering: 59 responses



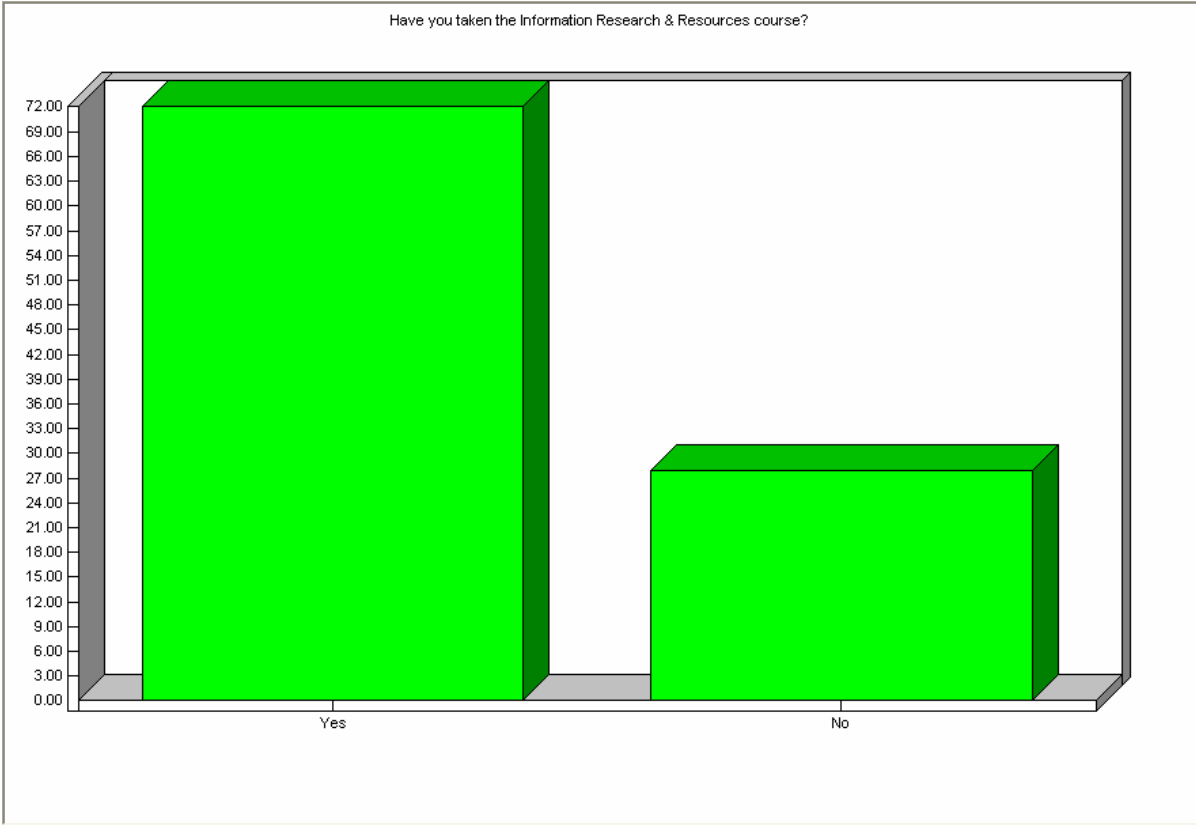
Q.11 Have you used Special Collections & Archives; such as the Film Research Center, etc.?

Choice	Count	Percentage Answered
Yes	65	11.2%
No	517	88.8%



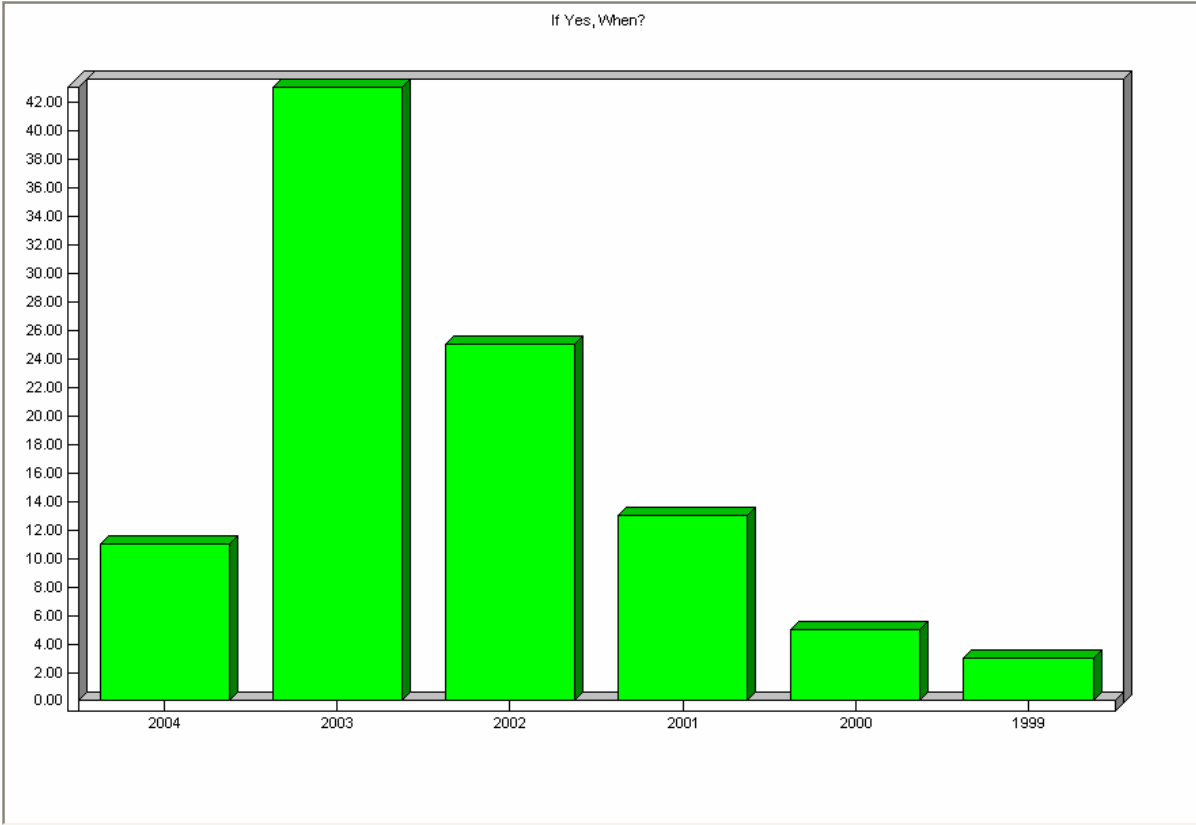
Q.11a If Yes, how would you rate the overall service you received from Special Collections?

Choice	Count	Percentage Answered
Excellent	27	39.7%
Satisfactory	29	42.6%
Needs Improvement	11	16.2%
Unsatisfactory	1	1.5%



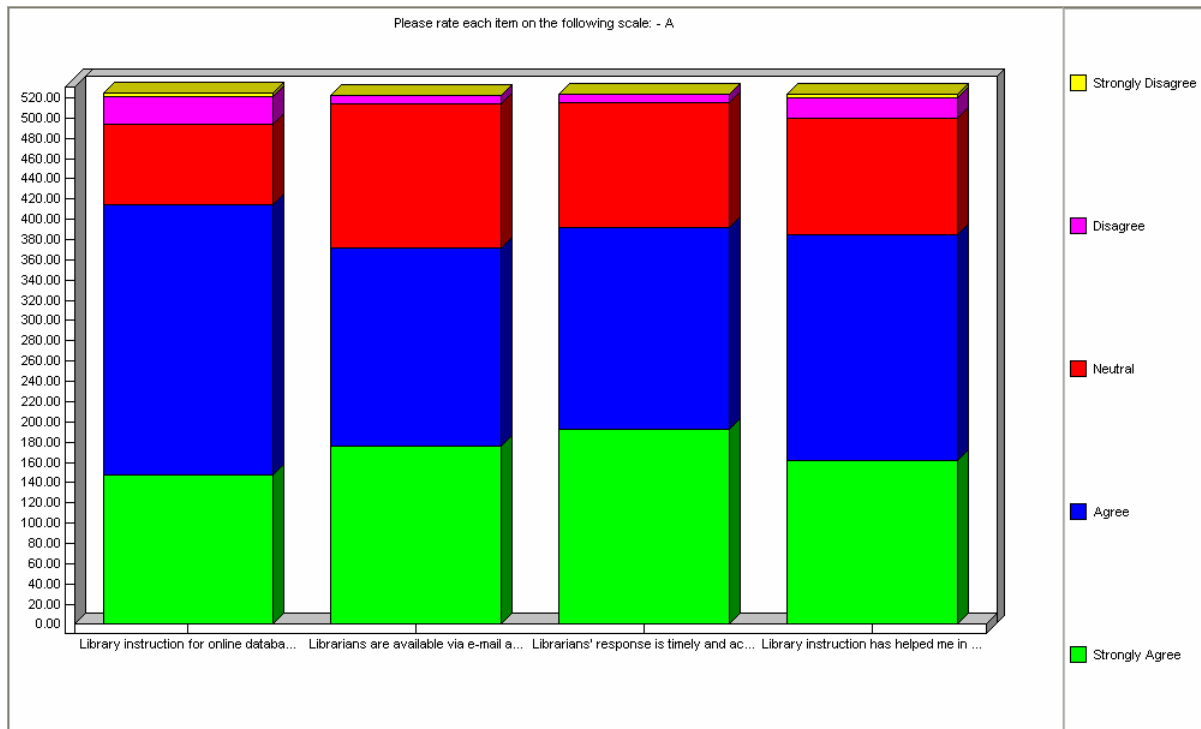
Q.12 Have you taken the Information Research & Resources course?

Choice	Count	Percentage Answered
Yes	403	71.8%
No	158	28.2%



Q.12a If Yes, When?

Choice	Count	Percentage Answered
2004	45	11.0%
2003	177	43.4%
2002	102	25.0%
2001	52	12.7%
2000	21	5.1%
1999	11	2.7%



Q.Q12b Please rate each item on the following scale: - A

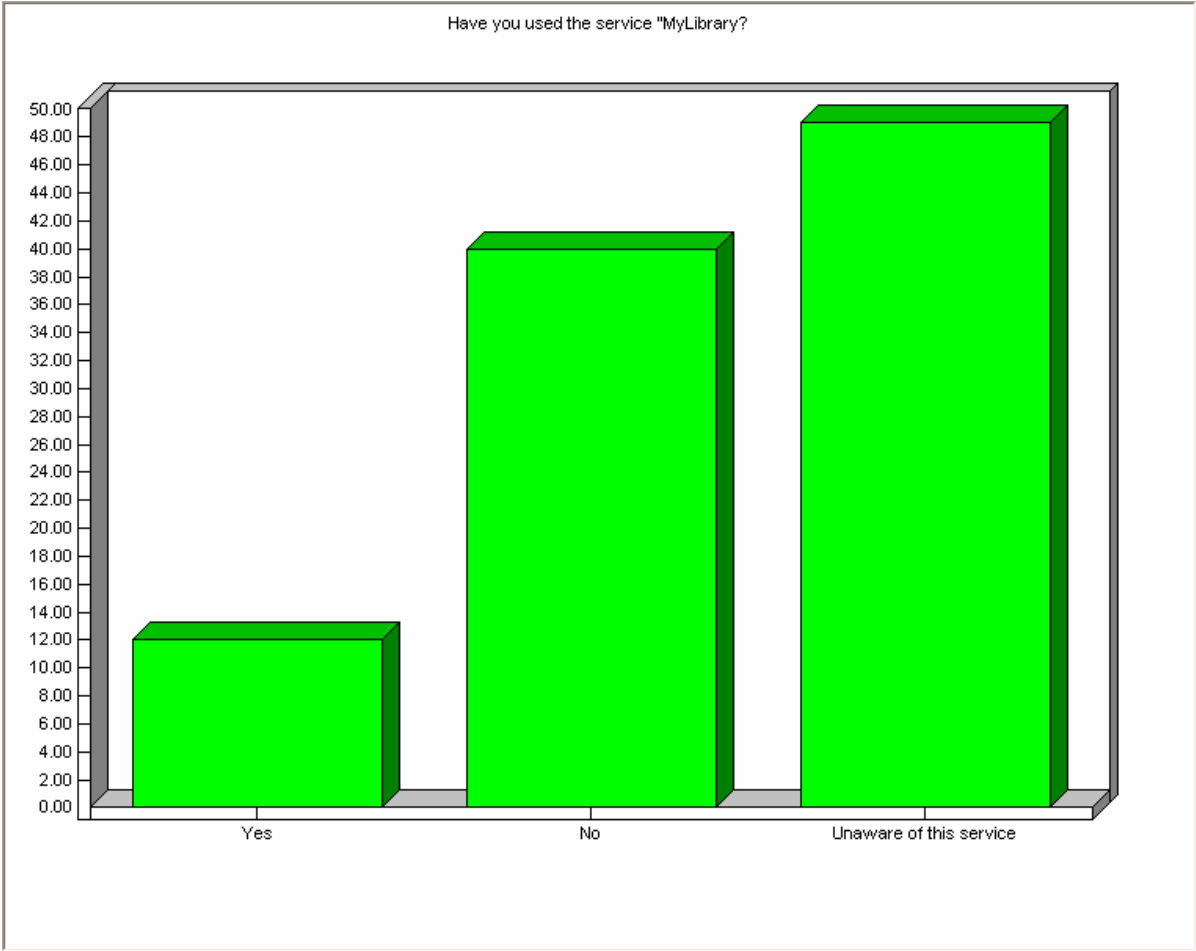
Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Library instruction for online databases is adequate for my needs.	148	266	80	27	4
Librarians are available via e-mail and telephone to assist with library resources.	176	196	142	8	0
Librarians' response is timely and accurate.	193	199	123	8	0
Library instruction has helped me in understanding the research process.	162	223	115	20	4

Q.12c Comments on Library Instruction:

- re: question 12a - I actually took the Gov research class with Cindy Caloia in fall semester 1998, but 1998 wasn't an option, so I checked the closest year of 1999
- I tested out of the class actually.
- Eric is terrific!!
- Bob Sivigny has been in incredibly valuable resource person.
- I especially appreciate Bob Sivigny for being so available and so VALUABLE for the Divinity School. What a resource and an asset he is...he has helped out several of the classes I have taken at Regent so far. God bless him! :)
- rarely able to get someone via phone for assistance online databases are confusing
- It is too much for me in one time.
- Perhaps the Information Research and Resources course could be more "genre" specific. That is, tailored more to suit particular graduate schools (e.g., School of Divinity)
- Very easy to understand. I liked it.
- It might be helpful to have an on-line wizard to aid those new to the databases.
- Would like to see this as something permanent on Blackboard, for future reference.
- None
- As I mentioned before, I find the databases a little overwhelming!
- -
- None
- OK
- I recieved very little help through the course except to be introduced to certain terms and phrases.
- Librarians are great!
- Again, Fotini Kontos does an excellent job, Regent is lucky to have her!!
- N/A
- Every time I have needed assistance when calling or emailing the library, I have gotten a timely response. I have been pleased with their services thus far.
- The library has changed since I took the course. I had to get up to speed on the changes and I didn't find a tutorial. That would have been helpful.
- I have been helped on many occasions by just reading the instructions.
- I need to repeat the course again - I think the law students should be required to take the library instruction like everyone else. We could really use the same databases and online research resources, but most of us don't know about them.
- The library course should be tailored to the individual schools. I don't ever use Nexis Lexis but that was mostly what was on the database section.
- the course should not be a requirement
- I am neutr l on this issue
- I was WELL acquainted with library services and research prior to entering Regent and tested out of the course.
- available, but have not taken
- It is ok, but perhaps new people will need much more attention.
- Informative course, helpful
- None
- Great job!
- It might help if I was living locally and could have a librarian directly instruct me in the use of some of the library resources, unfortunately this is not an option so I rely on my local librarians.
- Vicky Boggs was a great help last semester.
- Ms. Strum not only assisted me, she was a great teacher so I can operate through research much better on my own now!

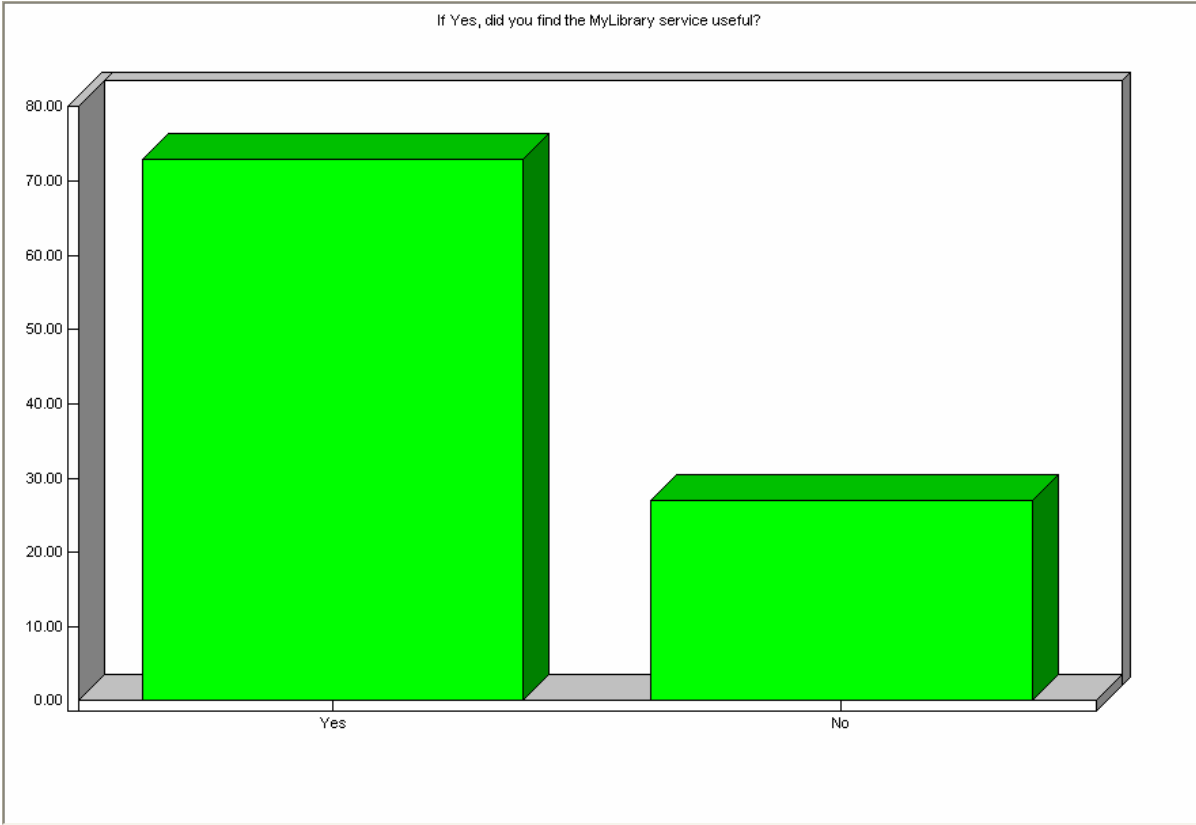
- The library instruction is just what every student enrolled at Regent needs in order to effectively and with the highest standards finish assignments.
- I could not make it through the last 3 years without the on-line class. I had been to school in 18 years.
- Very educational, informative and helpful as I learned how to access resource material electronically and to understand the research process .
- again, no experience with this
- I need a refresher course for the library services and procedures. The librarians have ALWAYS been very helpful, courteous, and professional
- none
- Instruction and help have been excellent.
- Online instruction was beneficial. Making it mandatory was a good thing. Had I not been required to take the 'course', I would probably not have known what was available.
- I took the class during my four-week orientation period in the Summer of 1999. I refer to the book that was given to me for reference when I don't know how to get what I need.
- The course was a great tool at the beginning of my program. I used the electronic database very often during my MBA and it helped a ton to know what I was doing.
- nothing to comment
- Jackie Brusco was very helpful.
- Ms. Yeagle is an excellent tour guide. :-))
- none
- None
- very good
- Well done Library staff!
- I'm concerned about our film archives. How is the library working on protecting our works in the future?
- The only problem is when you start 'green' it takes time to figure it all out and I'm slowly doing that. Everyone is being helpful.
- Good
- Perhaps library instruction could be more tailored for each individual school.
- none
- It is really complicated, but I have learned a lot! I certainly need a refresher with each class.
- None.
- Sometimes a bit of "information overload"
- it's cool as is
- Business Students should be able to use the Law library
- It was helpful
- I took an on-line course dealing with database searches and I learned a lot from this course.
- None

Sample Answering: 66 responses



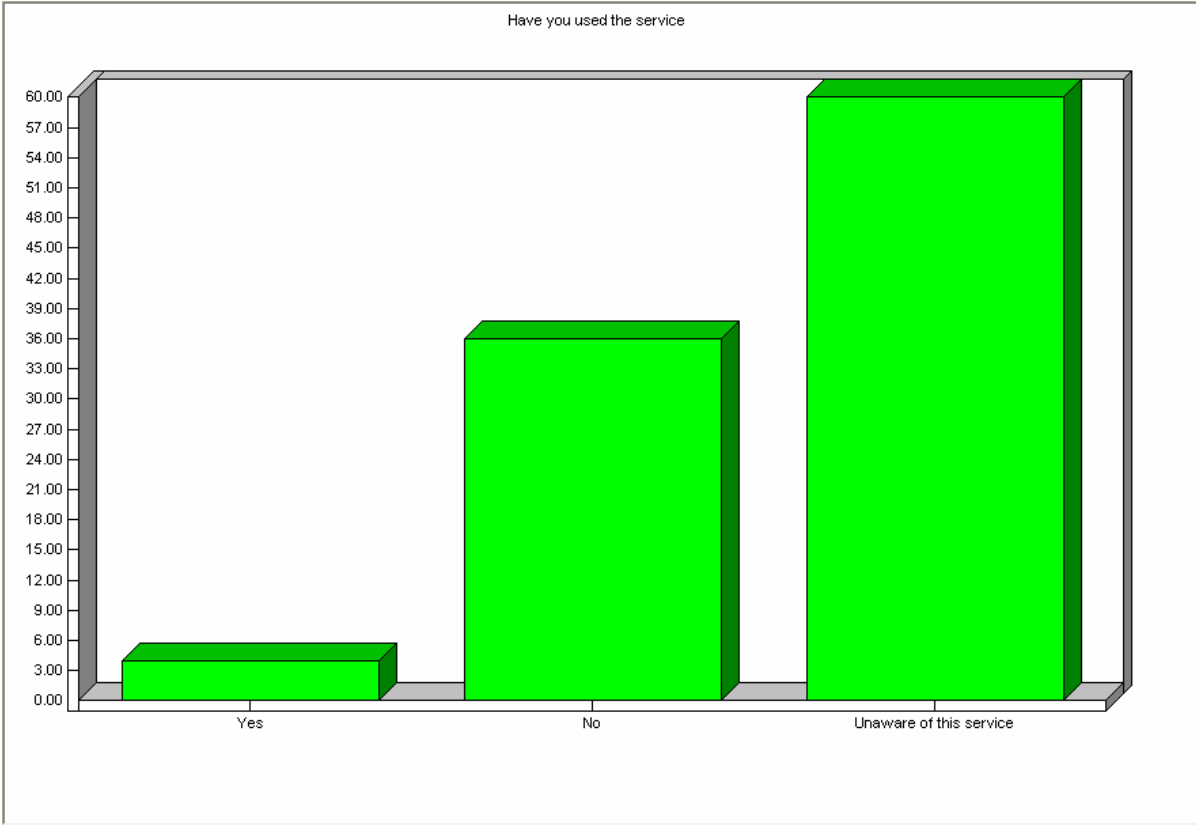
Q.13 Have you used the service MyLibrary?

Choice	Count	Percentage Answered
Yes	68	11.6%
No	233	39.8%
Unaware of this service	285	48.6%



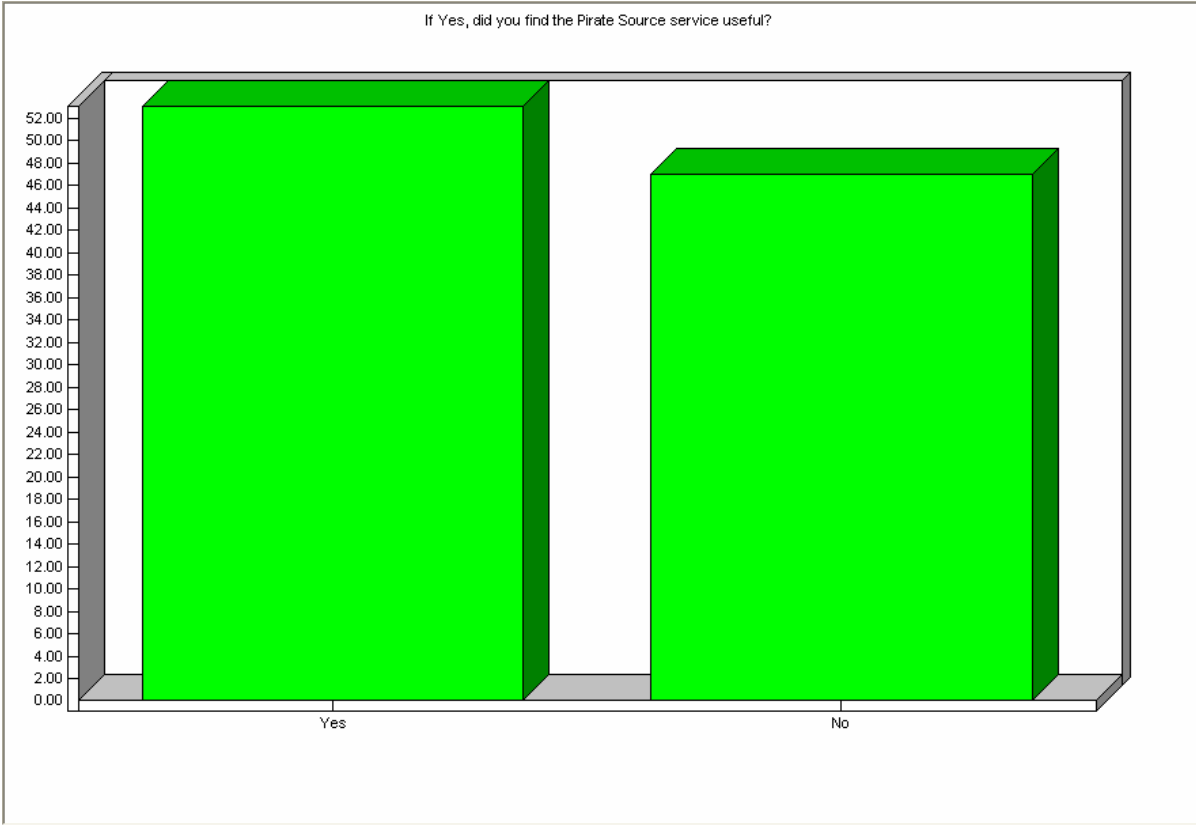
Q.13a If Yes, did you find the MyLibrary service useful?

Choice	Count	Percentage Answered
Yes	61	73.5%
No	22	26.5%



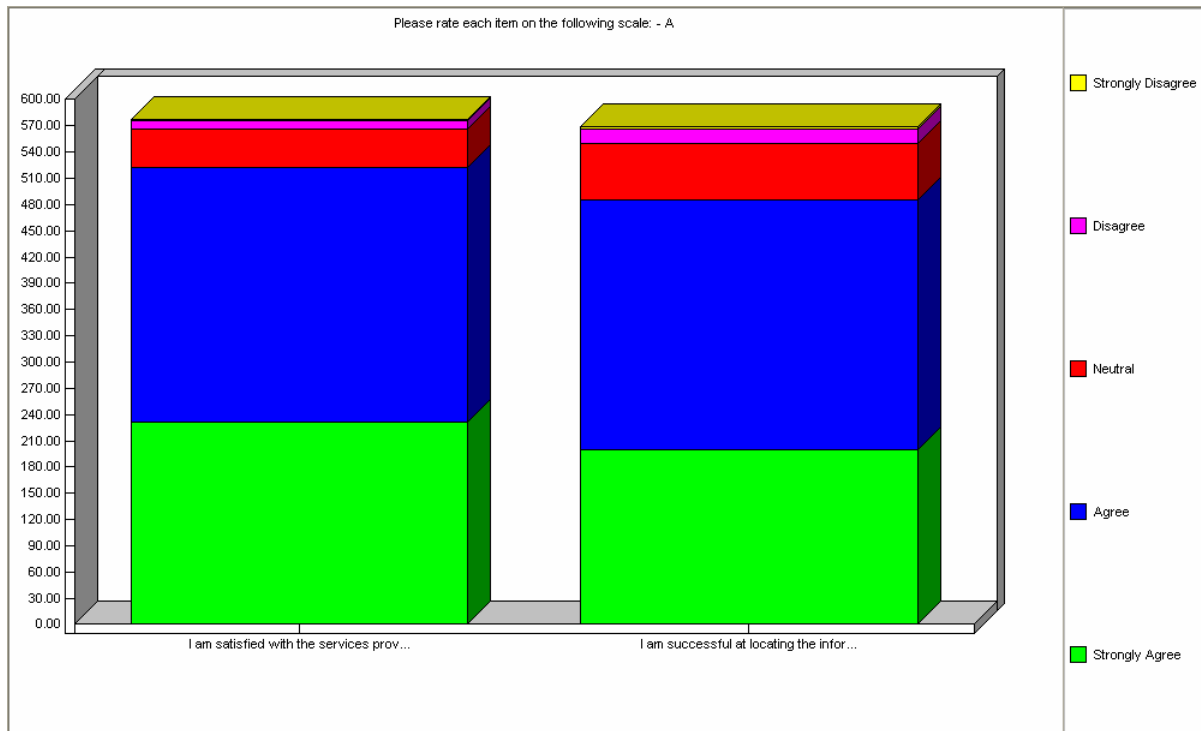
Q.14 Have you used the service Pirate Source?

Choice	Count	Percentage Answered
Yes	23	4.4%
No	190	36.0%
Unaware of this service	315	59.7%



Q.14a If Yes, did you find the Pirate Source service useful?

Choice	Count	Percentage Answered
Yes	17	53.1%
No	15	46.9%



Q.Q15 Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with the services provided by the library.	231	291	45	9	2
I am successful at locating the information resources I need.	200	286	64	17	2

Q.15a Comments on Overall Satisfaction:

- I learned about 'Refworks' at the fall 2003 Library 'around the world' event. What a fantastic resource!!!!
- The library needs to be open later I have talked to many students that need more time at the library in the evenings, but will not take out the time to complete this survey so I am representing them too,
- I usually feel comfortable with the library service. Sometimes the G.A.s at the circulation desk are difficult to understand or give wrong information. But generally, the Regent Library is wonderful.
- Please get newer books and more psychology journals. The books are so out of date.
- I am completely satisfied with all of the services I have used.
- 1. There is a desperate need to go on increasing the divinity holdings to support research and the PhD course both in the reference section and open stacks. 2. It is terrific to see the new books on display 3. Again, I cannot overemphasize the value that Bob Sivigny has been to my work. Please pass on to him my thanks.
- Your staff is the best thing about the library.
- I think you are all doing an excellent job; I have been thoroughly impressed with the Regent Library.
- I feel that there should be many more plays and information about playwrights available in the library and via online database. Since there is now an MFA in acting program, there should most definitely be the resources in the library to back up this program.
- please improve on the above comments
- very helpful.
- Our online service is very good.
- I'm very happy with the Library's service which is served by courteous personnel. It's nice to come to people who are willing to help.
- Again, sometimes I spend more time than necessary because I am not sure which resource will provide the best results. I've found that one source seems to help the most but if I can't find the article I'm looking for, I use google.com
- Wish I had more available time to peruse the Library and all of the diverse resources.
- The carols could be kept a little cleaner, but for the most part the library is good. Also there seems to be a noise problem on the second floor during the week.
- Highly satisfied.
- Other than the library being closed and on shorten hours during spring break I think that we have a wonderful facility.
- I don't use the library very much b/c I find the databases both overwhelming and cumbersome. too much info - hard to narrow down what I need. also, many of the indexes do not apply to what I am looking for. Other times, I am not really sure where to look for what I need and end up searching too long, taking too much time.
- Great job! Keep it up.
- None
- So far I have been successful at locating the resources I need and as my research needs increase I am certain that Robert Sivigny (sp?) will be very helpful.
- Set up very well to accommodate those of us that live out of the area. Bob Sivigny has been a real blessing.
- I am very satisfied with the libraries performance. I have appreciated the new study tables on the second floor of the library. Also, if the hours are not going to be extended on Friday evenings during finals week, I would respectfully request that the hours be extended.
- I am very pleased with the library. If I run into a problem, it is because of my researching skills. However, the assistance received from the library has made it easier for me.

- Overall, I am pleased with the resources available to me (ie books, magazines, microfilms, on-line articles, computer lab etc)
- none
- I am generally satisfied.
- I have been satisfied with the library services and references.
- Service is pretty good except for the hours.
- Need a better system for looking up information. Must be too accurate with the index. Difficult to use the databases.
- Keep up the good work
- I've always found the Library to be a beneficial place for research and study. The staff is always helpful and friendly.
- there could be more books relevant to the current trends in psychology and counseling. Examples of this are the age of the texts available on music therapy and the lack of texts on neurotheology.
- I am satisfied with the workers especially in reference area. They are very helpful and willing to help.
- As a distance student, I spend part of my time on campus and part off. One point that has been unsatisfactory to me is that materials I check out while I am on campus can be suddenly recalled while I am in the midst of using them later. Is the need of the person recalling the material more important than my own? Perhaps one solution might be to allow the person holding the book to have two or three weeks to return the book rather than the present allowance of five days. As a distance student, that barely gives me time to get it packaged and to the post office with enough time to spare for the book to make it to Virginia before I start getting a fine. Sorry for the complaint; overall I am very happy with the Regent library!
- I hope to do most of my research electronically (and save money on textbooks by reading web-based versions)...curious what percentage of all required textbooks are available on-line.
- I am satisfied with our libraries.
- I wish there were more fulltext articles and books available online.
- Very satisfied with the system. The staff is very helpful.
- Would like more journals available in Psychology research
- The library personnel have always been very helpful. Thank you for your service to students.
- I have been pleased with the Regent library.
- I'm complimentary of Regent's library. The more "full text" articles available in the future the better.
- I am very satisfied and grateful to have a great resource at my disposal.
- Because the reference service has been very helpful, I trust they will help me with anything I need. I would, however, like to know about the services I marked I am unaware of or think I am unaware of.
- Although, I have used the library resources a handful of times, I have found the service to be helpful when I have needed it.
- Please provide more information on how to access outside databases that require identification numbers to get in.
- Overall, I think the library does a good job.
- Good job Library
- Thank you for making your email reference desk available--I think increasing the hours of availability, as you express the desire to do, is a wonderful idea for those students researching outside the library.
- Thank you for subscribing to so many sources of information, especially the full text databases. Thank you for making so much available to distance students.

- I think the library is great and does a tremendous effort and service to PhD students. The online databases have been a huge frustration to me and therefore I never even use it anymore.
- I think they are doing an excellent job!!!
- Personal needs for research, etc. are more than adequate.
- I am totally satisfied with library.
- Excellent. Keep expanding the collection of on-line databases -- especially in the limited area of cinema-television journals.
- satisfied
- In my opinion, this is the best library in the area
- Excellent
- Good
- I just need to use it more. The service is great!
- Library is excellent. Electronic resources are fantastic.
- The broken sets of periodicals have been very frustrating. For some reason, about half of the articles I wish to read are in volumes we do not have.
- Very satisfied
- I overall am satisfied w/the library. It is a good place to study and chill. The study rooms are useful as well for group study and just to spread out my books.
- No one in the com school can figure out how to get films from the collection in the Law Library. It's kind of become a joke really. I guess we may not understand the purpose of this collection, but when we do a search for a film, and it's in the law library collection and we can't get it, then it's hard to understand the purpose of such a collection. No one has been able to explain to me satisfactorily, the purpose of this collection, leading me to believe we have access to these films, but not telling me how to get them.
- Need more microfilm and books to aid the Renewal Studies PhD program
- I think the library does a great job at providing the info that I need, from a DE standpoint.
- Good services, I just need to learn to use them better
- Staff has been very helpful.
- Library staff are doing a great job. Occasionally, I have had difficulty understanding foreign students.
- What more can I say than kudos to the Libray staff and its services provided.
- Enforce the library rules--people talk to each other all the time, talk on their cell phones and eat food. The law library is ridiculous in this regard, so I, a law student, switched to the "other," quieter library. Enforce your policies and make the library a place where people can study!!!!!!!
- The library is great. I would just ask that open hours be expanded on the weekend.
- The library services are satisfactory.
- I just do not know what to do about the book.
- The Library Services offered use State of the Art Technology which is really a whole new horizon of learning for me at this point.
- The microfiche reading machines are scary, and the instructions could be a little more detailed. I am always afraid that I am going to break them.
- Overall, the service is great, and I usually can locate the materials that I need for research and projects
- It's good to know it's there when I need it
- Fantastic Library and I am only "scratching the surface" of the capabilities. I will persue extra instruction int he library and all of its services.
- none
- I found Priate Source confusing and could not access what I wanted.
- None

- My instruction in library resources was a little hard to grasp. I think perhaps it is the fact that I am off-campus and do not have access to the physical library. I think being there would make the instruction a bit more relevant.
- It's hard to locate articles and information. I usually find what I need by chance. If I click enough buttons, I'm bound to find what I need eventually. The website could be more intuitive
- I am thankful that the Regent University Library continues to seek new ways to meet the needs of the university community.
- I was not expecting much at first and was quite pleasantly surprised.
- I was not expecting much at first and was quite pleasantly surprised.
- When I'm at the library in person, it is easy to locate any materials I want. The staff are very helpful
- I will probably use it more as I work off campus more.
- The library services are satisfactory
- none
- The Library has almost nothing that helps me. I never go there or use any services because I have been so disappointed.
- I am satisfied with the service provided.
- fine
- Great Library
- People were helpful. The Regent Library has an excellent website. I was impressed when I first arrived back in September.
- Great!
- Our library has excellent resources and a fantastic staff. I'm very pleased with your services!
- I feel the library does a good job meeting the needs of the university. Most of the problems I have finding what I want occur because of my own lack of initiative. Over the last ten years, I have felt positive about the library.
- There are many things that I need, such as journals, that our library does not hold or carry.
- I have found that the services I know how to use are great - I just need to learn more.
- Great
- Overall, I think that our library is pretty good in terms of the willingness of those in reference and circulation to assist library patrons. However, I have been frustrated on a number of occasions when I had to ask several workers questions about the availability and operation of items in the library and no one could give me a right answer
- none
- The problem with the library in there is no parking. Normally, it is extremely hard to get a parking spot.
- Overall service from library personnel is efficient, and friendly. I have had no problems with the library services until this time.
- It is a completely new experience. I have great difficulty finding material on-line.
- The library is great at Regent.
- I recently had to return several books and the fine was quite extravagant. I was never sent notices or even an e mail. No, I should not have been late in returning the books, but a busy teacher who is a student also, could use a small reminder.
- its cool as is
- a lot of the psychology and counseling books and materials are old and outdated
- I've heard we have one of the best school libraries in Virginia. I think that's true.
- Library service is more than enough. I think, among all other office and service, library assistance and service is the best of all.
- I appreciate the online services most of all.
- All library staff members seem to be fully dedicated to helping students and other patrons.
- Keep up the good work!

- As a distance learning student, the library online services are a lifeline to my academic studies.
- Very pleased with the promptness and concern expressed by the library staff
- Overall, I'm very satisfied with the Library Services. There is one full-time library staff member who works at the circulation desk who is unfriendly. This is not a problem but not an engaging presence in the library.

Sample Answering: 122 responses

Q.16 Please share any comments you may have that can be used to enhance the quality of service at the Regent University Library:

- I have often wished that there were hand 'shopping baskets' available for collecting books - when working on a research project, it can become unwieldy 'juggling' a large stack of books and maneuvering around the stacks, and then making it downstairs to the circulation desk without dropping anything - which could damage the dropped book/s!!!
 - Please consider extending the hours of operation until 2am.
 - Make sure the copy machines work. Give library staff instruction about service so that when a faculty member of the university asks to remove a reference volume at 0800 to make copies because none of the library copiers work, the faculty member is not given a bureaucratic refusal.
 - Very professional service. Keep up the great work, and continue to stay on the leading edge of library research technologies on the internet.
 - Can I suggest the following? 1. It is more important than the library realizes for as much of the information as possible on the dust jackets of books to be available to readers. I urge the return to the practice of pasting the author details inside the back cover of the books. This policy would support our teaching of students in assessing a book as they approach it. The back ground, education, other books and employment of the author is part of what is needed in understanding a book. From what one sees GAs doing at the circulation and reference desk there surely must be time for them to be set the task of cutting and pasting the author information into the back of our books. 2. Please can we have not only the hard copy of *New Testament Abstracts* but also the CD version. This would enable not only casual reference to this incredibly valuable resource but also sustained and detailed searches. 3. Can the latch on the entrance door be disabled so that, when carrying loads of books or bags one does not have to fight with the latch to get the door open? 4. Can all the sets of, particularly, patristic works that are scattered through the collection be assembled in their sets? 5. Can the feet of the chairs have more slippery shoes or soles on them so that chairs can be move a little more easily? 6. It took me a long time to find the oversized books the other day, so long had it been since I had needed them. Are there adequate signs about to locate them, or am I blind? 7. If all the divinity books were on one level it would certainly save considerable time and help contribute to my laziness. 8. If question 5 mentioned reference I would have ticked that. 9. Subject of question 12 should be required of new faculty! 10. Finally, thank you so much for providing a good library to support my research. I truly appreciate the help of the staff and the GAs. You should be proud of the library. I thank God for you all. God is good! Graham H. Twelftree Ph.D. Distinguished Professor New Testament
 - I wish the library had a larger holding of current books in a variety of disciplines. I am used to a large research library and was surprised at how small the library is here. The microfilm machines are in desperate need of updating. I ended up viewing the microfilm I received through Interlibrary Loan at the Virginia Beach library because the machines are so inadequate and unpredictable at Regent. The set-up also is not conducive to long hours of searching microfilm -- too bright, terrible chairs, noisy at times, broken machines.
 - Fotini Kontos is amazingly helpful and customer oriented.
 - We could use some additional videos on family issues and other mental health issues from a layperson perceptive to balance those videos on psychotherapy/counseling with a professional.
 - see above especially the Ohio link program, there's no reason this school should not have the same technology and efficiency
 - I find the library staff very courteous and helpful at all times.
 - if we can add more scanners and keep the computers in library clean, that will be great.
- Thank you

- Would like to do the Library survey course all over again but this time I would like to do it via cd-rom so I could review it at my own time. This would be a nice service
- At moments, people in the library get a little loud where at times it becomes disturbing. It would be helpful if library staff would help remind others to lower their voices where others are working. It doesn't happen all that much, but as a general rule of thumb, this would be nice.
- The library at Regent seems well stocked, but there is a need for more updated material especially in the research area of psychology. If more full text articles were available on-line that would be wonderful.
- In the past, I have had periodic trouble with the wireless connection (for laptop use) on the upper level of the main library. Maybe it was user error or configuration of my wireless card. However, I have always had great success with wireless connectivity in the new "student union" bldg.
- Some of the websites for the information research and resources course were not available to access.
- As a law student, I don't know anything about the University Library.
- Overall the library service is good. I haven't been too impressed with the overall layout quality of the new library web site. It is confusing and some areas don't look very professional. Also, some areas don't work well with non-Internet Explorer browsers.
- None, I like what I've seen so far.
- more assistance with how to quickly conduct research and more honed approaches to information searching.
- As a distance student I am totally dependent on using the on-line sources. I live 600 miles from the library so I'm not likely to walk in. I appreciate the on-line resources.
- Encourage these people. They are a wonderful asset to our university and they need to hear that regularly.
- None
- -
- It is a little expensive to have to mail the books back to the library for being DE. We already have to pay quite a bit to have to come there for modular week, but then to have to pay to mail all the books back is just another expense. Had my local library had any of the books I needed I would have gotten them from there first. But I got them when I came for modular week instead.
- It would be helpful to have more internet access points for laptop computers, other than the computer lab.
- Keep the library adequately staffed with good employees! They make a world of difference.
- none
- i am satisfied with the library in virginia beach and the promptness of their services, however, the dc campus is in dire need of a library of their own
- Try to make sure that when books are renewed online it is registered somewhere so that we don't pay late fees not knowing that the books were not actually renewed.
- The library could open up earlier on Sundays, maybe around 2pm.
- Computers should be equipped with Zip drives or CD burners-I don't even have a 3.5" drive for my home computer. The copy machine should also have a coin application. Using pre-purchased copy credits is a pain because the office I have to buy them from is only open when I'm working.
- Feel it is difficult locating information that I know is at the library. The people, however, are nice.
- Keep up the good work
- The drop box keeps changing and I'm still not sure where to take my books so I always take them directly inside. It would be nice to know where else I can go.
- Get more Books! I love the journals and such, but texts are also needed

• I fill out this survey based on the fact that I am in the DC campus. The DC campus is not well equipped with necessary materials and students feel disconnected from it. I think is unfair to have students pay for the return shipping of the books. VA students don't have to do this and we all pay the same amount for school fees. Why don't you have a library drop in box in the dc campus that is taken up to VA Beach every other week or whenever the staff from DC are coming up to VA Beach. Thank

• I have been frustrated a number of times at the level of distraction I've experienced while trying to do intensive thinking in the library. Conversations concerning non-library related matters get quite loud at times seemingly with little consideration for how it might be hampering others' study. Unfortunately those responsible have sometimes been the library staff at the circulation or reference desk. Once again, sorry to voice a gripe. The library, including the staff, is great!

• We could always use more books, because there are always lots of books I can find on Amazon.com or Ebay or Half.com that I cannot find at Regent libraries, but otherwise it is great!

• serve coffee & tea

• I find the quality of the service I recieved, especially when requesting thru Iliad to be excellent.

• I want to thank the library staff for holding that little reception for Leadership DSL students back in September. What a personal touch. It really made me feel like they wanted to get to know us and serve us. As a distance learning student, they really put forth an effort to make us feel welcome on campus and to get to know them. I know who to contact whenever I need assistance. Thank you all.

• N/A

• I know there are probably some budgetary restrictions prohibiting this, but I would like to see the libraries various database subscriptions opened up to alumni as well as active students. Many of these databases are very useful and would serve well for research beyond the classroom, but our subscriptions are supposedly cancelled when we graduate. Just a thought.

• By not allowing prolonged loud conversation in study areas. sometimes it is the library employees themselves involved in personal conversation for 10 to 15 min. at a time. this is very disruptive if you are trying to study.

• The people are wonderful. I will never forget the spiritual aspect of the library course and deemed it to be very enlightening. Did I know research could be spiritual? Not until then. God bless all of you.

• I am not sure how to use the on-line services. I have trouble accessing what I need. I don't know if there is anyway to make this service more user friendly, but perhaps a little more instruction available on the intial on-line library web page might be helpful. (I passed the test for the Information and Research course, so I might have missed some helpful tips there to the online service, but still the extra instruction on the on-line web page could be beneficial).

Thanks.

• Provide a spot for coffee and social gathering.

• As always, more hours.... but that probably isn't feasible. Thanks for all your hard work.

• Instead of carrols, there needs to be private rooms for students. I know that there is a limited amount of these, but not enough. Also, some of them are being used for storage while students that want them can't use them.

• Offer library training during the summer.

• You are doing a very good job

• Next to being able to get a resource, reducing the time it takes to get them is most important. I suggest identifying those gaps in Regent resources that (1) are of subject matter within the Regent coursework, and (2) cannot be quickly filled via ILL.

- Improve the search methods for online databases. Allow on campus PhD students to receive the benefit of free copying of journal articles like Distance students do. Get more books on Entertainment Education and Children and Media.
- Need to be open more hours.
- It would be helpful if the library had longer hours, as some colleges/universities, do, but if this is not possible at present, that is understandable.
- Sometimes the library could do a better job of posting their hours.
- Database search needs a better layout, very confusing and difficult to navigate. Instructions unnecessarily abstruse.
- The library has to adopt a better system of distributing carrels. I went there to get one and a waiting list wasn't even available. I went there again shortly thereafter, and all were taken. I couldn't understand why a waiting list didn't become available - this should've been determined on a "first come, first served" basis. It seems that most of the people who got carrels don't use them much at all - it makes me kind of angry.
- The library staff speaks too loudly.
- This is one of the best libraries this side of heaven.
- no comments
- Maybe a in-person survey class of the library should be required for all incoming students. In this way, the students would be able to put a face with the names of the librarians, as well as be more adequately trained in library resources. It could even be only a few hours on one day.
- None.
- Sometimes the library gets loud from personal conversations and cell phone use. It would be nice if there was a designated area for conversations and cell phones so that if you need a quiet place to study you can use the library without needing to move so people can talk.
- The film/video collection on the 2nd floor cannot be browsed because labels obscure all the videotapes' titles. This limits the collection's usefulness. Movies are most often selected by browsing, not always by searching for a specific catalog #.
- I would encourage you as time goes on and as the University expands, that the library, especially online library services be made available to alumni, particularly those serving overseas.
- Well done!
- Services are made available, but I think the need for the services and info. offered should be made clearer, b/c I have received emails concerning showing diff. data bases, but am unaware of how it is helpful to my personal academic advancement.
- A more thorough collection of film journals, and more complete collections of the journals we do have. There is nothing more frustrating than finding a reference for a film and finding our library has the journal, but starts one volume after what we need. I look in older journals, as much or more than I do current ones, because when we research a specific film or director, most of the research written is done around the time that film was released, and we mostly research older films.
- I look for the latest books written by charismatic authors and they are not available through this library. It would help my research and paper writing if this topic were expanded in the library.
- Perhaps you could update and expand the online Library course.
- I just wish that during the last few weeks of class that the library could extend its hours. I realize this may be difficult because of the students that help to staff the library are in school as well themselves.
- Once the library opened for Sunday hours, the library has met my needs as far as availability. I would like to see more magazines and scholarly journals on film, video, animation & pop culture

- Thanks for what you do!
- I do most of my work for school at home or at my job. I have a workable computer in both places; therefore, there is little need to use the library services at Regent.
- Sandra Y. has been wonderful help to me on several occasions.
- The library services are satisfactory. Access to more sources, especially full-text, and a limit/reserve on sources pertinent to a particular graduate course would greatly enhance the library experience. Ergonomically correct computer lab work-stations would greatly enhance the working environment, and I would be able to use the services for a longer period of time.
- Keep Proquest Historical Newspapers have newspapers within last year (microfilm, microfiche stops)
- I am still learning about all the many and varied services that the Regent University Library has to offer and I am immeasurably impressed to date, so my comments are only high commendations for all that the Library has to offer us.
- Please do not remove any resources or services, especially inter-library loan. This way, even when Regent is lacking a book, periodical, etc. in its collection, we students and faculty can still "get a hold of it" through inter-library loan. It allows us to be connected to some of the best libraries in academia at the touch of a button on a keyboard. I am very grateful for this particular resource.
- Perhaps creating another computer lab on the first floor would be highly beneficial.
- none
- Overall I think we have a good library system and individuals who display the Christian character in their help roles.
- None
- I don't know what could be done to make it more "user friendly," but for those off-campus, it is a little hard to use. I am, however, impressed with the library staff.
- I have found that there are many books that Regent doesn't have that pertain to my areas of study with the CPS. I usually have to go to other university libraries that I know will have the books I am looking for and this is a hassle. I am working on developing a list of books to recommend the library purchase.
- Opening the Law library from 2:00pm till 12:00am on Sunday would be the biggest improvement this library could make. In the alternative, Dr. Robertson could have us all over to his house on Sunday afternoons to study there.
- Perhaps have more computer labs? Also, perhaps adjust the Library hours? When I have been in residence I often had to use the Law Library computer lab to complete some assignments. Keep up the good work. I feel blessed to be attending Regent University, and I am thankful for the wonderful resources of the Library, as well as the services rendered by the Library staff.
- I have a very hard time accessing the reserves my professors put on e-reserves. It may be a problem with me, but I can never access them
- Hours of operation have changed? How would I know? Online database access is rather hit and miss.
- Hours of operation have changed? How would I know? Online database access is rather hit and miss.
- I would like to know how to verify copyright information and how to search the public domain.
- I just want to say that Regent University should also put more effort in their distance education students.
- I would prefer the library being open until midnight on Fridays, also.
- Get a theatre library with books, magazines, and trade papers that would all help us in our acting.
- Make full library services available to local alumni.

- Add my full texted articles/databases that focus on counseling and psychology, especially for those who are distance ed students and don't have access to the journals at the Regent Library.
- Please consider opening the library on Sundays from 1 or 2pm until close.
- The Library provides the service that I need, the staff is always helpful and will assist sharing their knowledge.
- Reference librarians were helpful.
- Please subscribe to as many journals as possible and have more full text articles available online.
- My biggest concern is our film archives.
- none
- Please subscribe to more journals if possible.
- none
- Being a graduate student means we have lots of homework and research that needs to be completed. Closing on Sundays and holidays inhibits my academic progress. I can't do my work. Open on Sundays and Holidays.
- I like our library just the way it is. The people are always courteous and the service is efficient.
- It would be great if there were a day once a year that the library would forgive it's students and allow the return of books at no charge or late fees. Great public relations and opportunity to share actively show acts of forgiveness!
- I think that MyLibrary and PirateSource would be more helpful if they were integrated in with a single overall university-related portal (along with Blackboard, Genisys, etc.). Perhaps this will be done once IT rolls out the new single login portal...
- nun
- When doing this survey in the future, include the Washington DC Campus as a choice.
- My only pet peeve about the library services is this. I am a Distance Education CPS student, living in the Tidewater Area. I visited the Virginia Beach Campus Library one time, and could not use the password I use online from home. I was told by the librarian, that I must use the user name and password given to me by the IT staff. So, why do online students have the ability to change their password, if that password won't work using on campus library computers? This was very frustrating, especially because my visit and use of the library computers was after the IT department's normal business hours, so I was very inconvenienced. This is a major disconnect!
- Expand online availability of journal articles & get newer books, reference materials in the counseling field
- I have bad experience with other offices (Admission, register, RSG), from the beginning to the end, but Regent Library is the only office I found no problem. At least staff knows their duties and responsibilities. And they can assist students finding their books and other materials or help.
- I think that the library's services are overall excellent.
- Are we actively growing an eBook library? If not this might be an area for exploration

Sample Answering: 117 responses