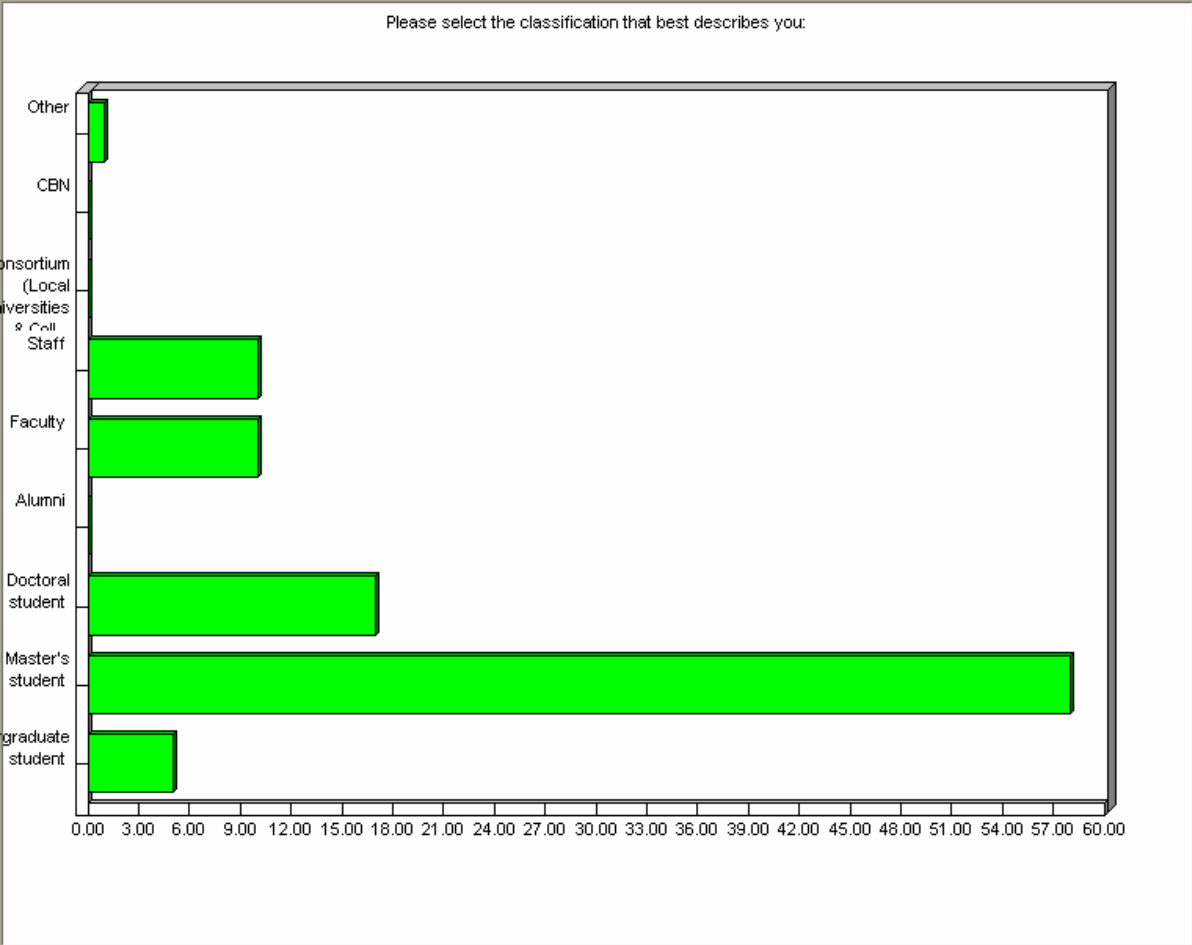


Customer Satisfaction Survey 2006 Results - - April 19, 2006

- Analyzing 303 responses.
- Presentation generated on April 19, 2006.



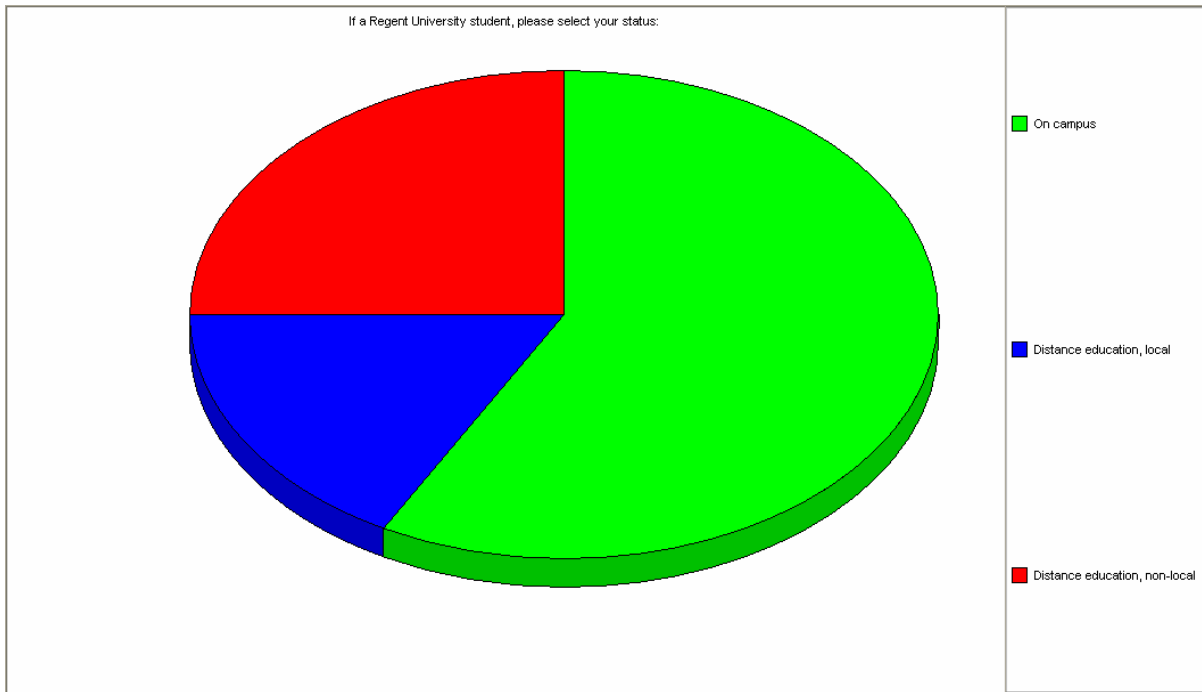
Q.1a Please select the classification that best describes you:

Choice	Count	Percentage Answered
Undergraduate student	15	5.0%
Master's student	176	58.1%
Doctoral student	51	16.8%
Alumni	0	0.0%
Faculty	29	9.6%
Staff	29	9.6%
Consortium (Local Universities & Colleges)	0	0.0%
CBN	0	0.0%
Other	3	1.0%

Q.1a Please select the classification that best describes you: - Other

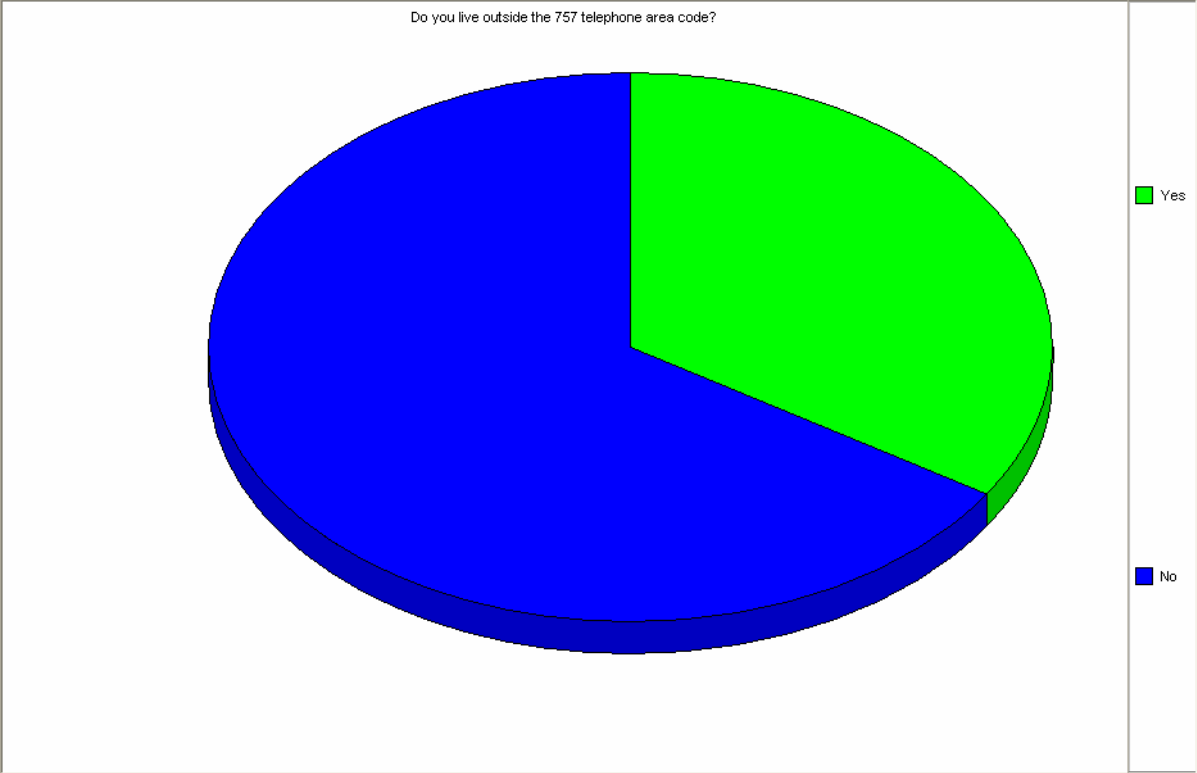
- and a Regent Undergrad
- staff and master's student
- Business Alum & Law Staff

Sample Answering: 3 responses



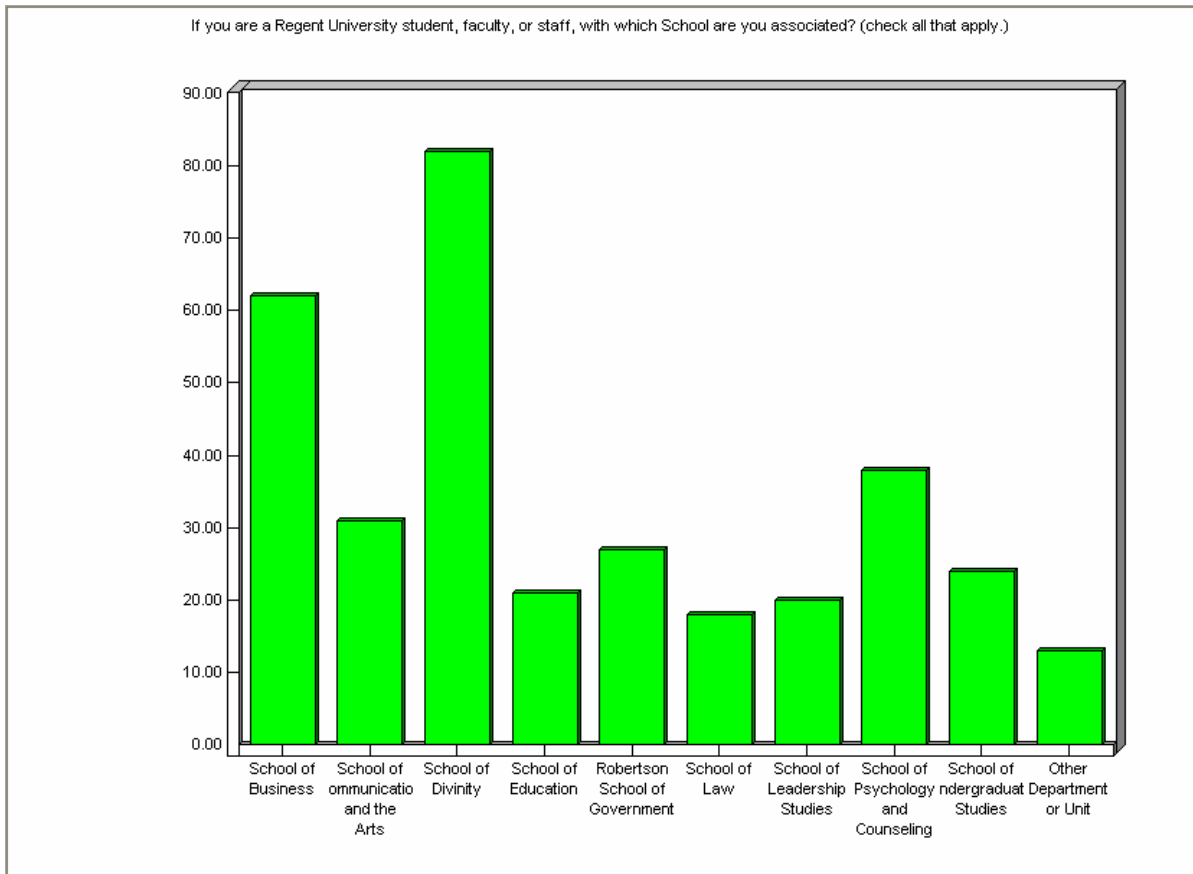
Q.1b If a Regent University student, please select your status:

Choice	Count	Percentage Answered
On campus	146	57.7%
Distance education, local	43	17.0%
Distance education, non-local	64	25.3%



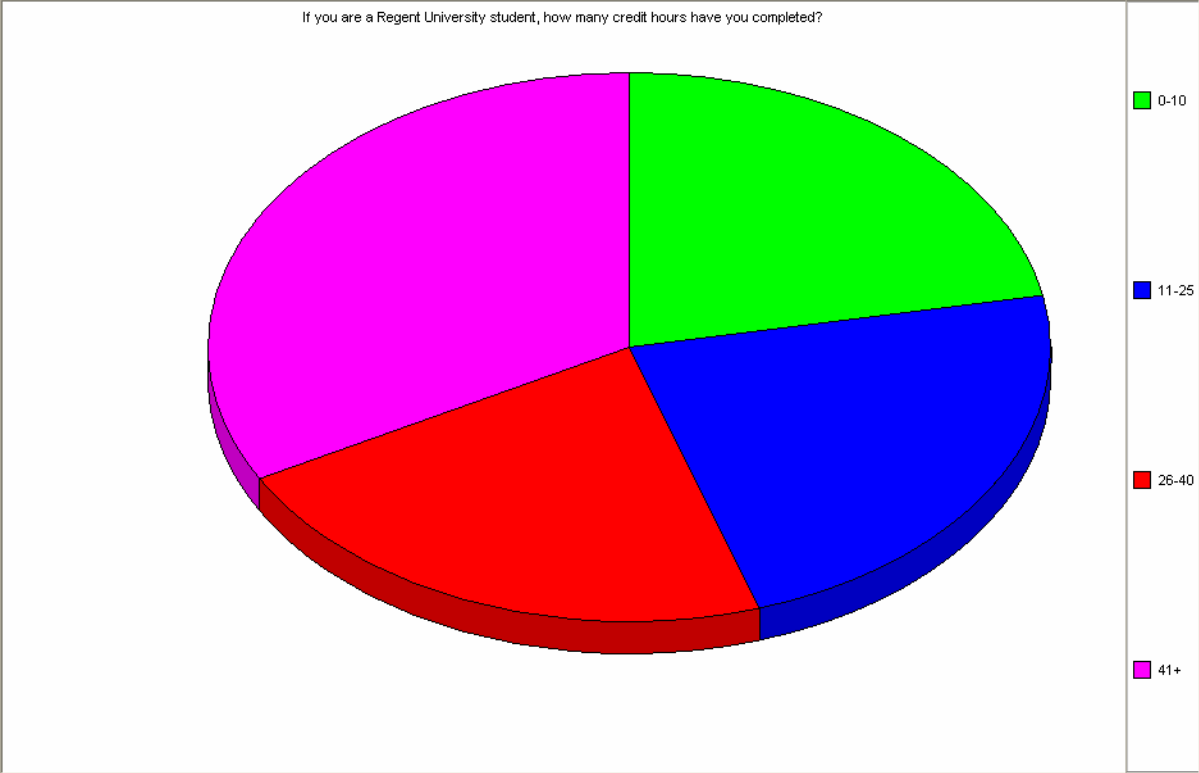
Q.1c Do you live outside the 757 telephone area code?

Choice	Count	Percentage Answered
Yes	102	33.9%
No	199	66.1%



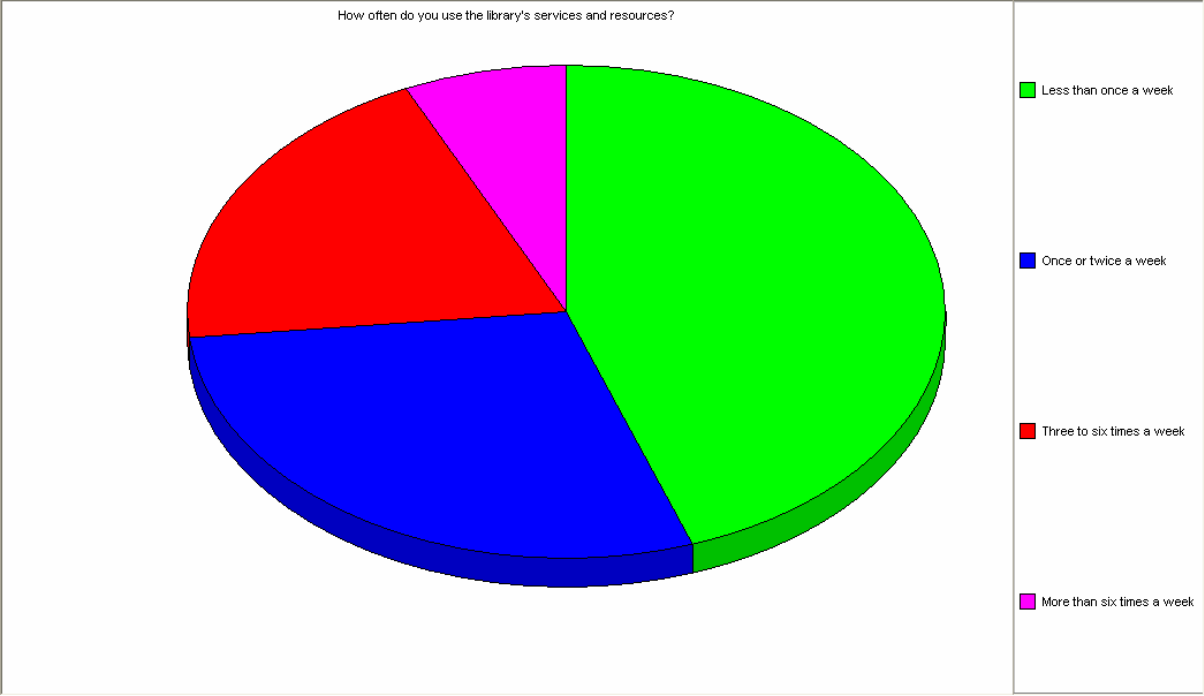
Q.2 If you are a Regent University student, faculty, or staff, with which School are you associated? (check all that apply.)

Choice	Count	Percent of Sample
School of Business	62	20.5%
School of Communication and the Arts	31	10.2%
School of Divinity	82	27.1%
School of Education	21	6.9%
Robertson School of Government	27	8.9%
School of Law	18	5.9%
School of Leadership Studies	20	6.6%
School of Psychology and Counseling	38	12.5%
School of Undergraduate Studies	24	7.9%
Other Department or Unit	13	4.3%



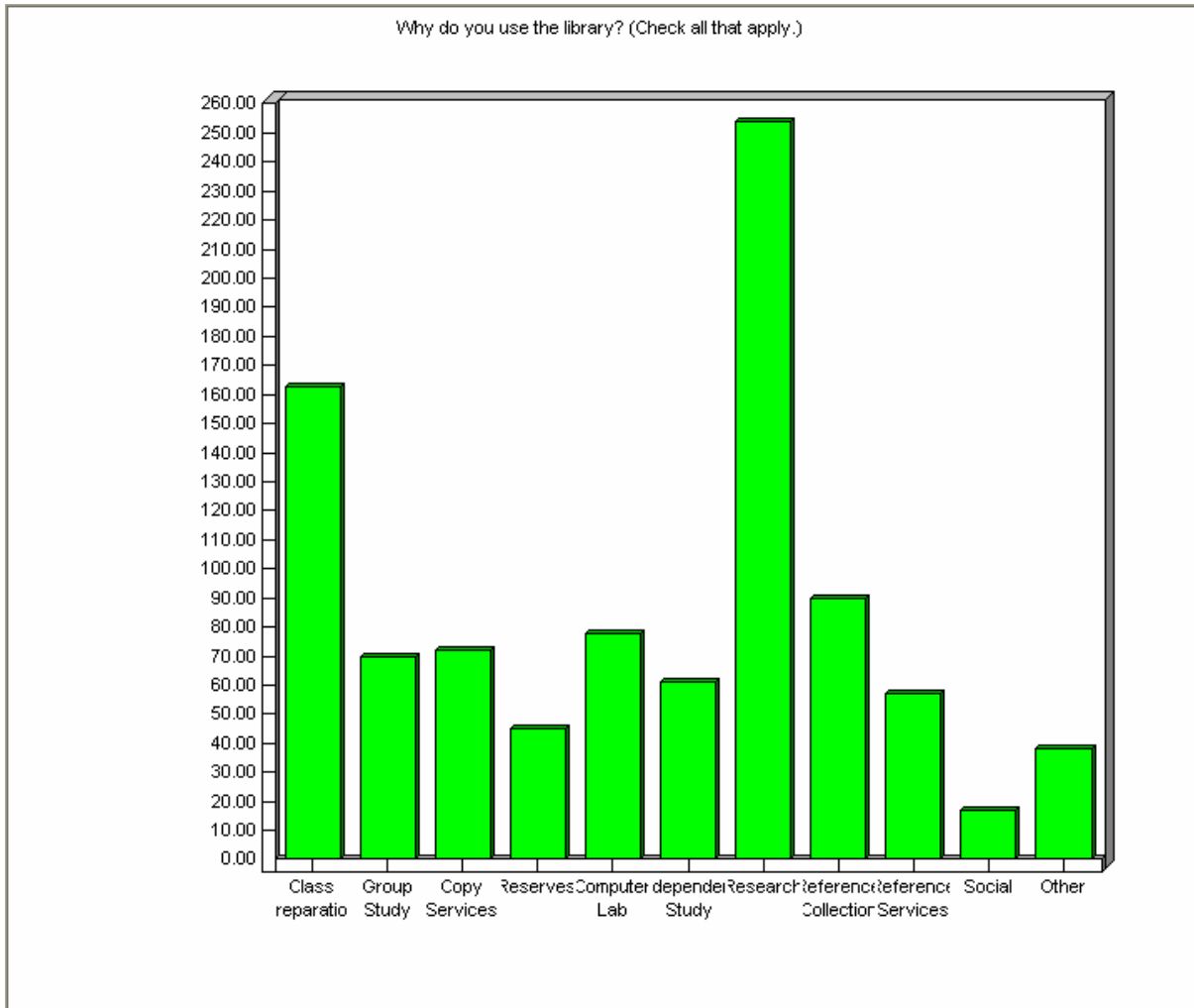
Q.3 If you are a Regent University student, how many credit hours have you completed?

Choice	Count	Percentage Answered
0-10	56	22.5%
11-25	58	23.3%
26-40	54	21.7%
41+	81	32.5%



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

Choice	Count	Percentage Answered
Less than once a week	134	44.5%
Once or twice a week	87	28.9%
Three to six times a week	59	19.6%
More than six times a week	21	7.0%



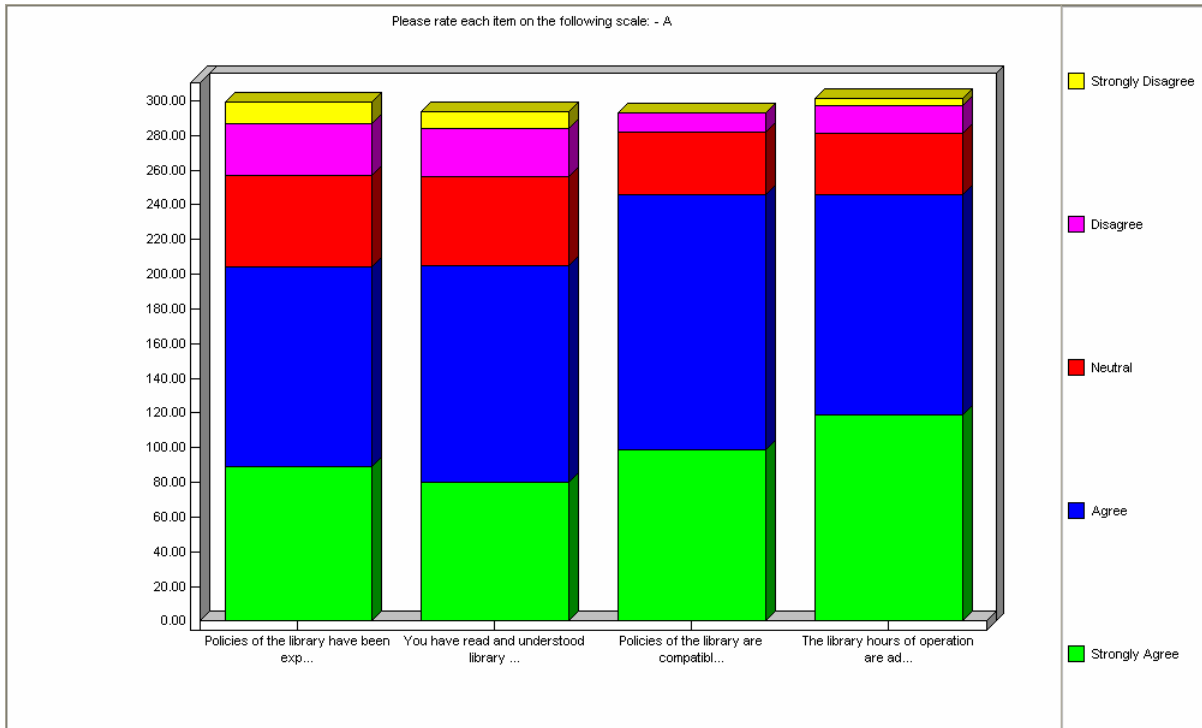
Q.5 Why do you use the library? (Check all that apply.)

Choice	Count	Percent of Sample
Class Preparation	163	53.8%
Group Study	70	23.1%
Copy Services	72	23.8%
Reserves	45	14.9%
Computer Lab	78	25.7%
Independent Study	61	20.1%
Research	254	83.8%
Reference Collection	90	29.7%
Reference Services	57	18.8%
Social	17	5.6%
Other	38	12.5%

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

- individual study rooms
- Sermon Preparation
- Online Library
- Stand Alone Computer resources
- Personal enrichment
- ILL
- To hide from people so work can be done.
- Case study articles
- Videos
- To Do Homework
- Online databases
- GA Work
- General collections
- Prayer time
- Training
- ILL
- Quiet time
- check out materials of interest
- Private Study Room
- Personal reading books
- Media
- A second - and appreciated - home!
- video
- computer lab
- Presenting workshops in computer labs
- Leisure reading
- book sales
- study room, thesis
- My office is housed in this building
- to sleep :)
- Databases
- I'm a Graduate Asstistant - I use a lot of library resources for my job
- Video Room
- ILLIAD requests
- Online Reference Databases for citations
- I haven't had the opportunity as yet.

Sample Answering: 36 responses



Q.6 Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Policies of the library have been explained to you by either a librarian or library staff.	89	115	53	30	12
You have read and understood library policies online.	80	125	51	28	10
Policies of the library are compatible with your needs.	99	147	36	11	0
The library hours of operation are adequate for your needs.	119	127	35	16	4

Q.6a Comments on Library Policies and Procedures:

- The library should be open from 8am-8pm, seven days per week excluding university holidays.....
- It would be nicer if on Saturday nights the Library was open a little bit longer - maybe til 10 or 11 pm. Otherwise, the hours are great.
- Many other universities have libraries that are open 24 hours with limited staff and no check out service during overnight hours. This is especially true during exam time. Regent's limited hours are frustrating when work really needs to get done. It should have expanded hours, if not be open 24 hours a day. Students understand limited staffing if we can just get to the books we need for research. Also, Sarah Baron said in her interview that she would have snack/coffee carts around and make it a very inviting environment for students, but that has never happened and the rules for drink containers are more strict! That doesn't seem right.
- n/a
- No problems, good policies.
- I think it would be preferable to have the library open until midnight on Fridays and Saturdays, but closed all day Sunday, in order to honor the Sabbath. That was the Regent policy at one time.
- The library has been superb, with the online orientation, the tutorials, and the helpful staff!
- I especially like the long time period I am able to check out books from the library. As a distance ed. student when I am only on campus three times a year, this is extremely helpful for me.
- During the Ph.D. Residencies in the summer, the library should be open until midnight.
- N/A
- Fotini is such a great help!
- Haven't read them, I am currently just staff...I am sure this will change when I start my masters in the fall
- When on campus during spring modular week I arrived at the library at 7:45AM. The doors were unlocked and I went in. I was leafing through a book in the reference section and a young lady came up to me and asked what I was doing. I told her I was doing two things one, I was there to return a book and two I was doing some research for a paper. She informed me the library was not yet open and how did I get in. I informed her I simply walked through the doors. She told me the library was not yet open and would not open until 8:00am. At this point it was about 7:49. I was unaware that the library was not officially open and told her so as I was a distance ed student trying to secure information before my class that morning started. While she was very professional and respectful she made me leave until the library officially opened.
- They are doing a good job.
- We need more time on the interlibrary loan books Need to send some notices before the books are due not after the fines are accumulated would greatly help
- The library policies explained in great detail, but there should be a one sheet that explains things like where to go for what in the library.
- Best Library I have been to- very resourceful both online, and actually going to the

library.

- My BUSN 602 group met with Leanne Strum about researching a semester long project. It was fantastic. My two group members attended the meeting, and Leanne called me at my home in ND. I was able to follow along on the web. It was great!
- i have never used the library
- Not open late enough on weekends/Fri&Sat; insufficient provision for study groups (haven't been able to because full).
- i do not have a problem with them
- Opening an hour earlier (i.e. 7 am) would be helpful.
- none
- Tremendous--thanks for all you do.
- Someone needs to tell the law students that loud and library do NOT go together.
- More Librarians should know about the GOVERNMENT assistance for Case Study's that Marta Lee helps us with because she shouldn't be the sole person to go to, she could use some help in an effort to give her time to do other things besides running back and forth to students who have the same assignment.
- I'm actually not sure what policies and procedures you are referring to. Perhaps they need to be more clear.
- No problem
- None
- It would be very helpful if the patrons were asked to keep quiet at all times, and to hold discussions either in a study room or outside of the library.
- The library needs to open earlier in the morning. 8:00 am is late for a University library to open.
- When needed, the librarians have been most helpful and friendly.
- n/a
- I'm rarely in the library to worry about the hours of operation.
- I appreciated the required library class. It was extremely helpful.
- Library absolutely needs to be open till midnight on Friday and Saturday and open at 9am on Sunday morning. In today's world many of us need to do research on Sunday and attend church at a time other than Sunday morning...
- I really find it odd that on Sunday, the Sabbath, the Library is open until late in the night, but on Friday and Saturday, the ONLY days many of us Theatre Students have to study, the Library closes at 9. It would really be beneficial to have hours midnight and post midnight.
- It would be very helpful if the library opened earlier on Sunday afternoons...possibly 12:00 or 1:00pm.
- I love the staff!! Especially the ILL & cataloging people.
- I find the library staff to be extremely helpful and friendly. Though I wish the library could be open later, that is more of a consequence of my liking the library so much. You all do great things for this campus and for the Lord. Keep it up! And thank you.
- I am off of work on Saturday night, and the library is never open. There should be Saturday night hours.
- It would be great to have more electronic resources available for students to use at the DC Campus. Specifically, more exegetical resources such as logos, etc. During crunch time, the only computer with that software package is usually not available.

- I am off of work on Saturday night, and the library is never open. There should be Saturday night hours.
- I think the weekend hours for the library are really weird.
- N/A
- I like to check out the popular fiction books, but they can only be renewed twice. I would like to see them be able to be renewed as many times as needed, unless there is a hold on it.
- Policy that study rooms can only be reserved for 1 semester hampers students working on dissertations. Many rooms appear to be under utilized even though they are reserved. Maybe a couple could be set aside for students to use on a daily basis inconjunction with a carrel reservation. Books are allowed to be checked out for too long a period and some are obviously being kept in study rooms or at carrels without being checked out. This really hampers students who need the same materials or sources for their work.
- About the library hours, they are fine for me since I only use the resources online.
- any time I have had a question someone was willing to give me their best shot at answering it.
- Dear Friends in the library, The follow occur to me:
 1. As a Christian university seeking to inculcate Christian values in our students is it not incongruous that the library is open on Sundays? Should we not be encouraging the development of a respect for the Sabbath, one of the 10 commandments?
 2. The policy not to salvage the author information from dust covers and paste it inside a book detracts significantly from the book. We are teaching students the importance of knowing as much about a book as possible before reading. To have such information from a dust jacket is invaluable.
 3. I have heard the the date of publication will no longer be part of a call number. If this is so, I would urge a reversal of the policy for we are teaching our students to use the lastest resources available and, when browsing a shelf, those dates are invaluable. Further, the date makes it easier to see the edition of a book that we have.
 4. I appreciate the policy on cell phones and the attempt at enforcing same. Sadly, too often readers are still using cell phones in the library.
- We may need to relook the cell phone usage in the reference area especially at the computer labs. Some people do business from the computers and need to use the phone at the same time. Though I would rather limit cell phone use in the library it may not be vary practical in the future to continue to do so.
- none
- The library closes way too early during the week.
- As a staff member (vs faculty) who often needs to do research on topics for student workshops, I find that I can't sign out some resources for a long enough period of time. I have to renew things frequently. I love the online renewal capability, but would still love to be able to sign things out for a longer period of time.
- none
- The DC campus needs a stronger library presence. Our students pay exactly the same tuition as do students on the main campus, yet there are not comparable library services and support for our students.
- I most value the reference librarians, since they are available without appointment

for assistance. Their help is always informed, personable, and polite. I have talked with online students who say the same thing. Whether in person or online, the reference librarians--Bob, Fotini, Sandy, Marta, and the others--demonstrate servant leadership that truly changes my world. God bless them all.

- I have been greatly frustrated by your policy that allows you to close down your circulation desk 15 minutes prior to closing the library. There was a time recently when I've come in before the fifteen minutes prior to closing and quickly secured a book for checkout, walked to the front desk and been informed that I could not get my book. It was ten minutes to closing, and I was really frustrated.

- I see how you are doing all you can to facilitate the students' needs. I appreciate it.
- The policies are efficient.
- I like the new hours this year for Friday and Saturday evenings.
- I have received my books promptly and have received assistance for my needs very courteously.

- They are clear and I have no problems following them.
- The people in the library are unbelievable, so helpful.
- n/a
- It's toooooo cold in the library. It's hard to study when I'm cold.
- Although I took the library orientation online course I breezed over it because it was just another course to complete in my heavy workload. How can the library communicate policies and procedures in a creative and engaging manner outside the academic format because students are saturated and overwhelmed with academic formats.

- The staff is responsive to the questions that I have.
- No complaints. I believe that they meet and serve student's needs.
- These are pretty clearly outlined and I appreciate email updates of changes in policy and hours of operation.

- Very clear
- Library should open long hours 7.00am -2.00am
- No comment.
- The only contact I have had is with Ms. Fontini and the staff that mails me the requested materials.

- None
- I feel that the library should be open on Sundays and Saturdays just like the regular hours of the week.

- You have a great staff who is very helpful!
- No problems.
- The loan periods are adequate, and the staff has been tremendously helpful the few times I have visited the library while in Virginia Beach.

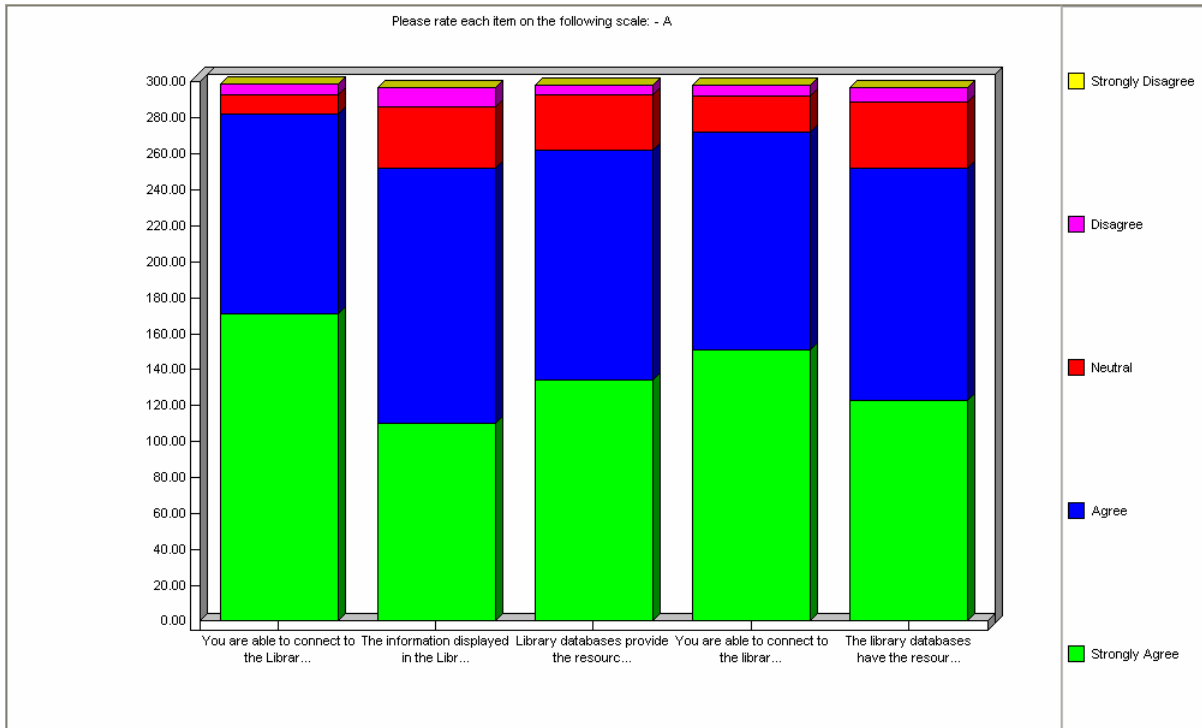
- No comment.
- I use the online library only. I only use it when a course requires research.
- I have no problem with the Regent University Library procedures in support of my SLS coursework.

- N/A
- Not open enough
- I wouldn't mind if the library was open later but that is probably a result of a secular

education where libraries were open almost 24hours a day but I guess we all need to sleep sometimes.

- Quite adequate
- None
- Procedures are fine.
- Later hours would be welcomed. I like that during exam preparation time, there are extended hours. It would be nice if those hours lasted all semester.

Sample Answering: 89 responses



Q.7 Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
You are able to connect to the Library Catalog when needed.	171	111	11	6	0
The information displayed in the Library Catalog is clear and easy to understand.	110	142	34	11	0
Library databases provide the resources relevant to your area of study.	134	128	31	5	0
You are able to connect to the library databases when needed.	151	121	20	6	0
The library databases have the resources you need.	123	129	37	8	0

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

- ATLA is great. I just wish the databases had ALL articles as full-text.
- n/a
- Excellent!
- This resource has allowed me to make the most of my education.
- They are especially helpful as a distance ed student.
- Some resources owned by net library are not available through Regent Universities subscription. We should have a complete subscription to what is available. Furthermore, for students with disabilities (vision impairment, dyslexia) text to speech software should be acquired by the library to allow for students to listen to the electronic books accessible through net library.
- Thus far I have had excellent experience with the databases. I have been able to perform my research with great success.
- They're excellent.
- As a distance student, I am so grateful that technology has advanced such that I can research topics for my coursework whether at home, or at the office! What a lifesaver!
- Would prefer a user-friendly access to current on-line journal articles
- Online databases are much more complete than on-shelf reference material for theatre and the performing/fine arts. I would like to see this area developed more.
- sometimes it is difficult to narrow down and secure the research i need.
- catalog sometimes doesn't come up from home
- None
- The books or articles are checked out by other students. I have to order by interlibrary loan for the books that are already in the library. There by after the allotted 50 books are borrowed I have to spend \$2 for every book which makes it very expensive for doctoral students because of the amount of articles needed for the coms. It would help to increase the number of free books from the interlibrary loans.
- I don't like the new plugin that opens every database in a new window. In times of tabbed browsing (Firefox, Mozilla, IE 7), this is not progressive enough.
- the database calls for software to be loaded, it installs, but there is no effect
- i have never used the library catalog and online databases
- Sometimes can't access from home- catalogue or resources; some resources when access is possible blocks entry from the (non-school) location; some renown prolific authors are not to be found.
- Very reliable and full of information.
- none
- I come across many books on the Library Catalog that indicates they are checked out until months down the road. Apparently, they have been ordered and will not arrive until that time.
- there should be a link for renewing books on the main menu so it is easier to find
- More JSTOR ARTICLES in History and Philosophy would be helpful.
- I find the resources on Christian, redemptive communication lacking.
- Sometimes I click on a search source (like ATLA but not that one) and the

source requires a code which I do not have. Should connect and auto recognize me as Regent.

- Excellent

- Need to have more detailed description of each database

• It is often a frustrating experience to search for a particular document or book or search for a topic looking for books. I have to use wikipedia, Questia, etc to get started and then labor to find the database containing the book or manuscript. I find net-library and ebrary to be too limited.

Recommend subscription service like questia that appears to be very capable.

Recommend an explicit database to access case law or Supreme Court cases. Maybe I am missing something here but searching in this area has been most painful that I often go to an external database at Columbia, Yale or other websites.

Positive note: I am very pleased that Regent has these databases as I was most surprised that they existed. I

recommend however that Regent continues to expand this service such that it can eventually replace hard copy textbooks that have gotten far too ridiculously expensive. I am asking professors to provide website links to replace textbooks for the sole purpose of utilizing the search functions that shine with digital publications. Regent library can help in this effort by taking the databases to another level. I believe it would be worth it in the long run.

- very helpful and innformative information

- I haven't needed this service throughout several courses.

- I love the online databases. I use it for all my research.

- ILL has been great!

• Extensive and sometimes challenging but in a good way. These databases have provided better sources than I have had in the past.

• Sometimes I have problems navigating the databases. or it tells me i don't have the logins that i need. also, the way they are listed in that table could be a little more asthetically pleasing.

• the Regent library is a great resource -- I'd love to see the databases expanded both in regards to the number of journals available and the historical backlog of journals -- sometimes the early years are not available electronically.

• Sometimes I have problems navigating the databases. or it tells me i don't have the logins that i need. also, the way they are listed in that table could be a little more asthetically pleasing.

- Only thing I have had difficulty with was the Turbian Style sheet.

• Information is not always clear, especially with periodicals. Databases carry many journals up to a certain point but the library does not hold the most recent issues in print.

- N/A

• The home page is a bit difficult to manuever. I would love to see the library catalog more clearly and also the place to log in to my account on the homepage.

• I wish there were even more communication databases and publications available online

• I have a difficult time trying to connect to the databases from home. Sometimes I can only connect to the "old databases" and it makes me wonder what I am missing by not connecting to the new databases.

• 1. In recent months the screen that displays after the initial search is not as good as it was. I think far fewer items are on the screen than before. 2. There have been great problems with the data bases, requiring more key strokes and mouse clicks than seemed necessary. As one who uses the data bases a great deal, the less key key strokes the better! 3. In short, please do all you can to reduce key strokes and time to get to information.

- Databases work well. Sometimes I have trouble figuring out how to get the full text of journal articles.

- Accessing the databases from off campus has some problems. The new library page had been giving people all kinds of problems. It appears to be fixed now but some people are still having trouble accessing some databases from non-Regent computers.

- none

- Great online database collection

- I need to get in and get some training on databases available. I'd signed up for a class several years ago that was canceled and haven't pursued it further.

- I haven't had much luck getting material to use for Communiations subjects so far.

- My own area of research in political communication. I have repeatedly received help online from the reference desk, helping me access a variety of data.

- sometimes you are directed to an article that is not there - so you get the journal only or some message about why the article is not there?

- Please continue working on expanding availability of full text articles and journals. Thanks!

- I often find all the information I need from Elibrary. It's helped me write many papers. I am currently a paper in which all of the researched was from this Database.

- I had a little trouble a few months back finding NT Abstracts, but Bob Sivgny helped me find it. For some reason it fell off of the Divinity database list. Everything else is great. Atla is my database of choice!

- sometimes there is confusion when full text is advertised but then not available

- The ATLA could have more extensive offerings on Biblical topics, for instance, in the area of worship, it is hard to get articles on the influence of the church fathers on music, instruments, etc.

- Thank God they are available for my use.

- I have found periodical searches a bit daunting simply because of the vast number of resources available. But over time I will become more familiar with how to use what is available, so it is really not any problem the Library must deal with.

- I have had some difficulty with being able to obtain the full texts of certain articles, especially when I do not have the time to utilize the ILL services.

- very good, I like that I can extract the sources for citation into whatever writing style is needed

- n/a

- I would love to be able to continue to utilize the library databases after graduation from Regent. Is this possible? michro3@regent.edu

- At times it is difficult to find a volume held in the Library unless one uses a

specific keyword. The catalogue does not seem always to cross reference.

- I love the online databases. I've never had difficulty locating an article.

- Excellent number of resources.

- Somehow, it would be helpful if library resources were more streamlined on the homepage -- that is if I want books, I go there, journals are separate and I can easily search for all things - kind of like ODU's system

- I love the choices in the database

- Very resourceful

- I like it!

- inability to connect to library has been due to user error-library response has been great.

- You need to "clean" up the way your information is accessed. It is too hard to use and it seems I can do random Google search and find more information, more efficiently.

- Very easy to use!

- Works well for me

- Sometimes, it is difficult to find what I'm looking for in the databases - however, I probably should participate in a workshop to help me with searches in databases.

- None

- Wonderful resources.

- Periodic problems with the database are understandable. Some of the databases are much less user friendly (e.g., I find Religion Database much more challenging than ABI Inform).

- No comment.

- excellent resources--i am impressed by the selection.

- When I have researched items, it is frustrating. In my last class, Marketing, I went to a local library to use their databases instead. Our Regent databases have older articles and/or no access to listed articles that would be useful for the research.

- Overall the databases provide adequate research capabilities for refereed journals.

- Really appreciate the updates on database subscriptions.

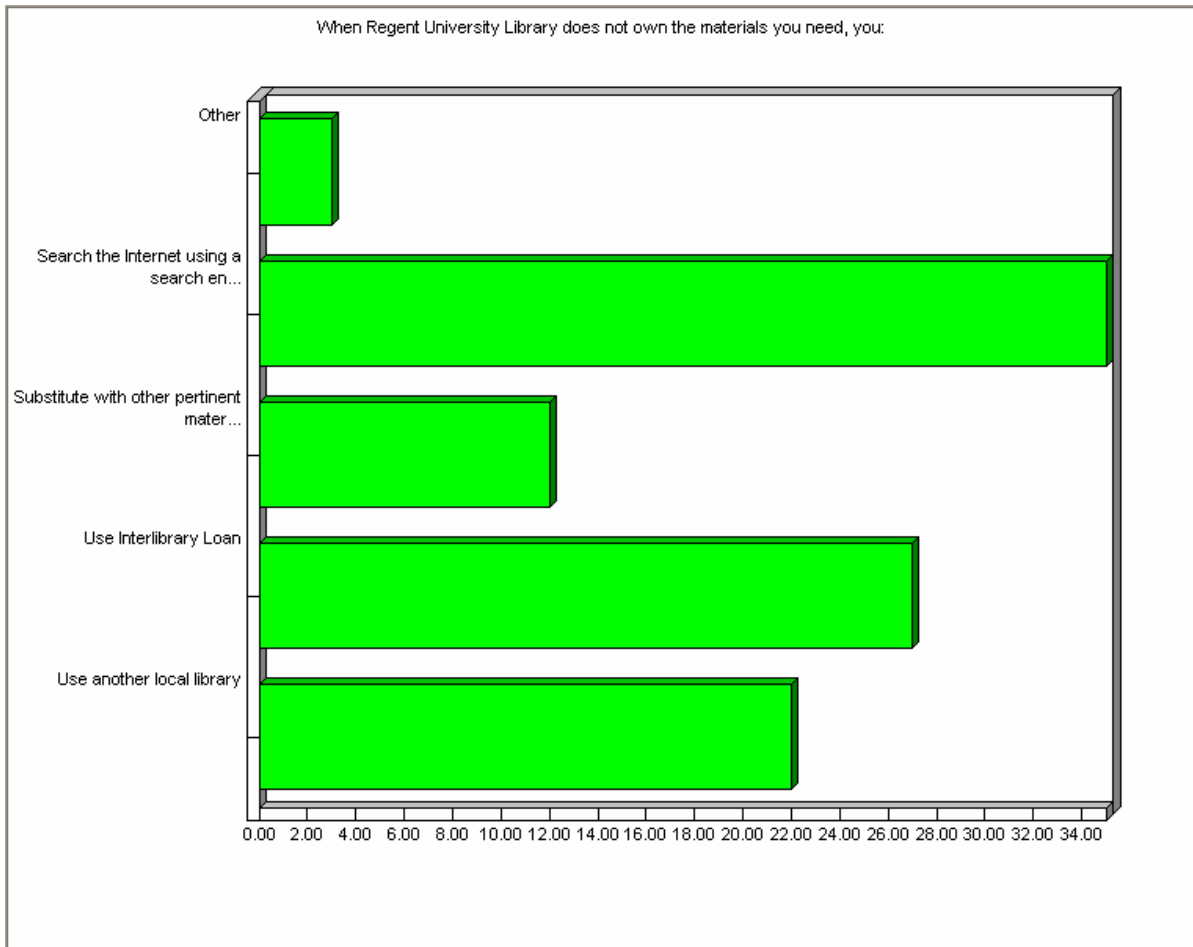
- Really great resources

- Very useful

- Sometimes is difficult to find information, there is not a clear description of what each database is good for

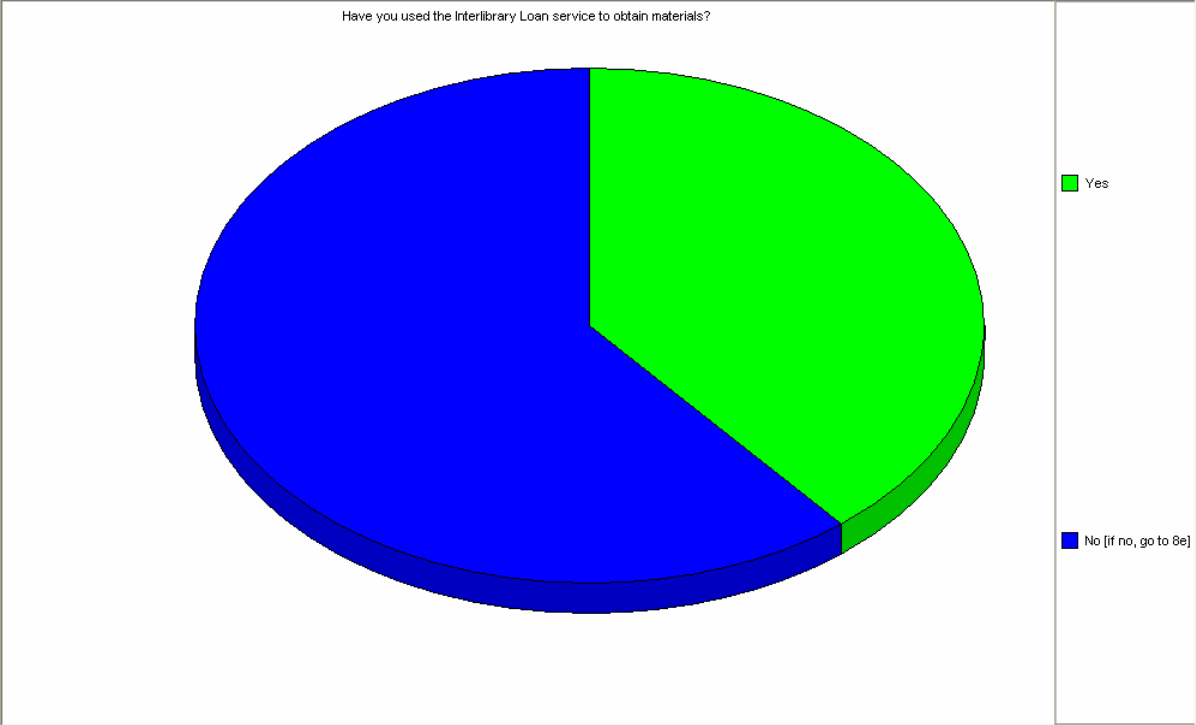
- There have been no database information to help me in some of my classes with the material I am looking for- Sports Information.

Sample Answering: 87 responses



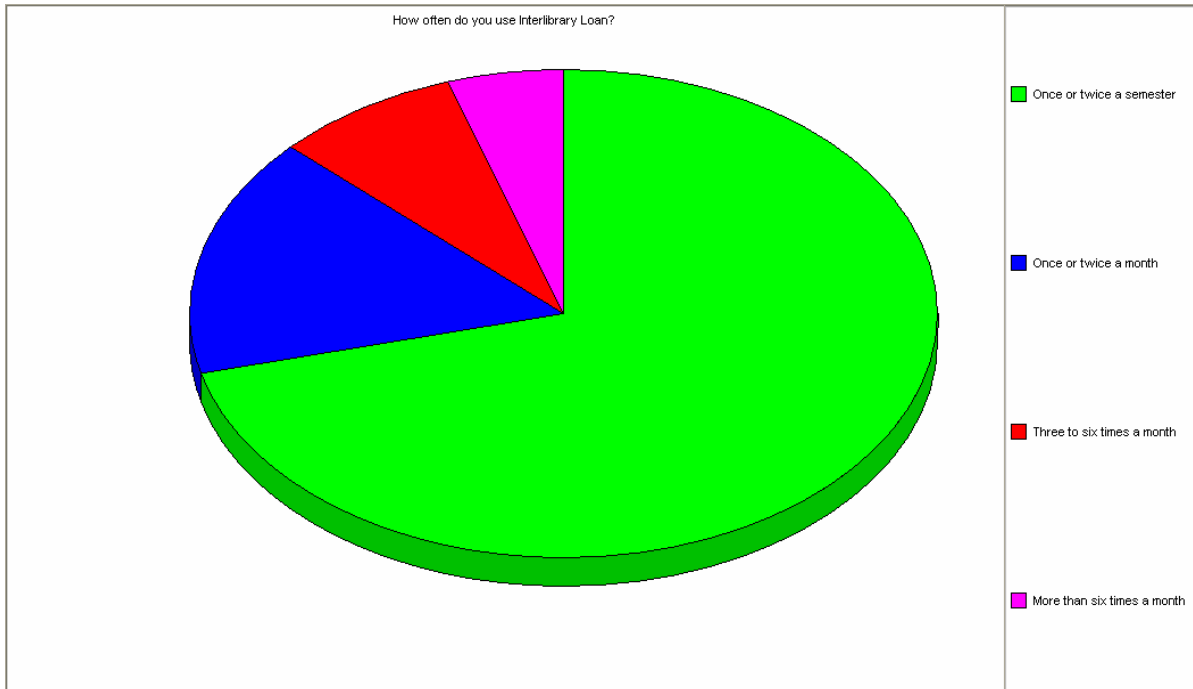
Q.8 When Regent University Library does not own the materials you need, you:

Choice	Count	Percentage Answered
Use another local library	67	22.4%
Use Interlibrary Loan	82	27.4%
Substitute with other pertinent materials	36	12.0%
Search the Internet using a search engine	104	34.8%
Other	10	3.3%



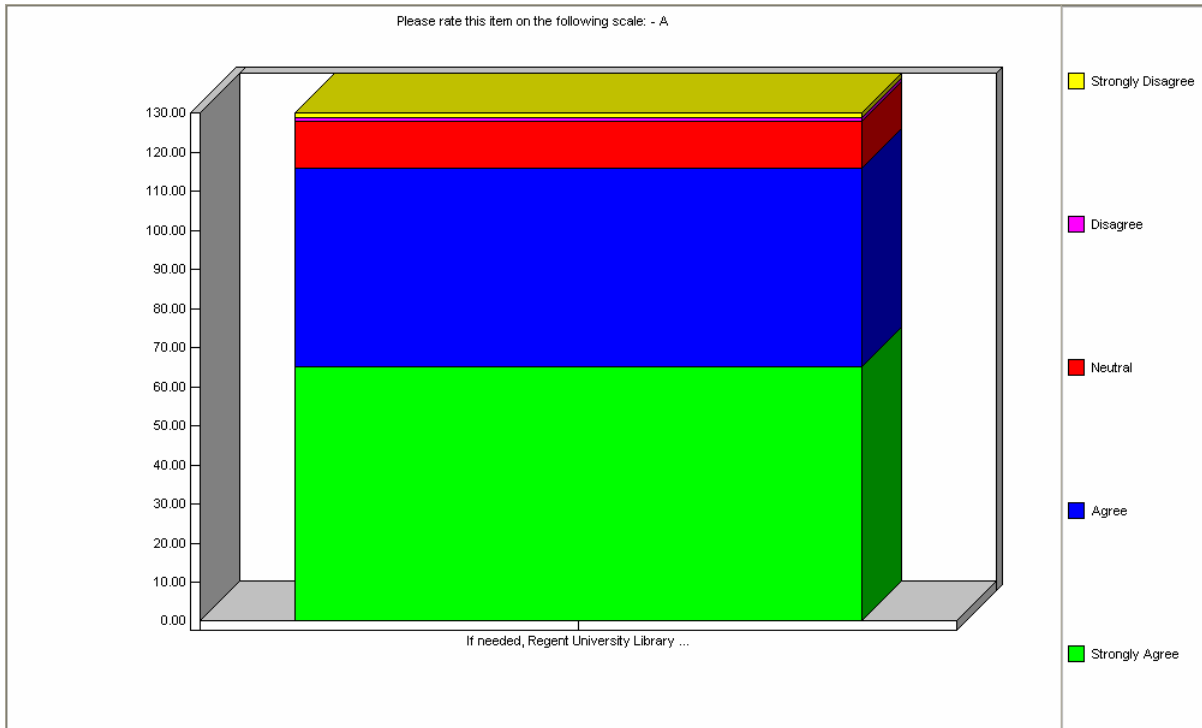
Q.8a Have you used the Interlibrary Loan service to obtain materials?

Choice	Count	Percentage Answered
Yes	119	39.4%
No [if no, go to 8e]	183	60.6%



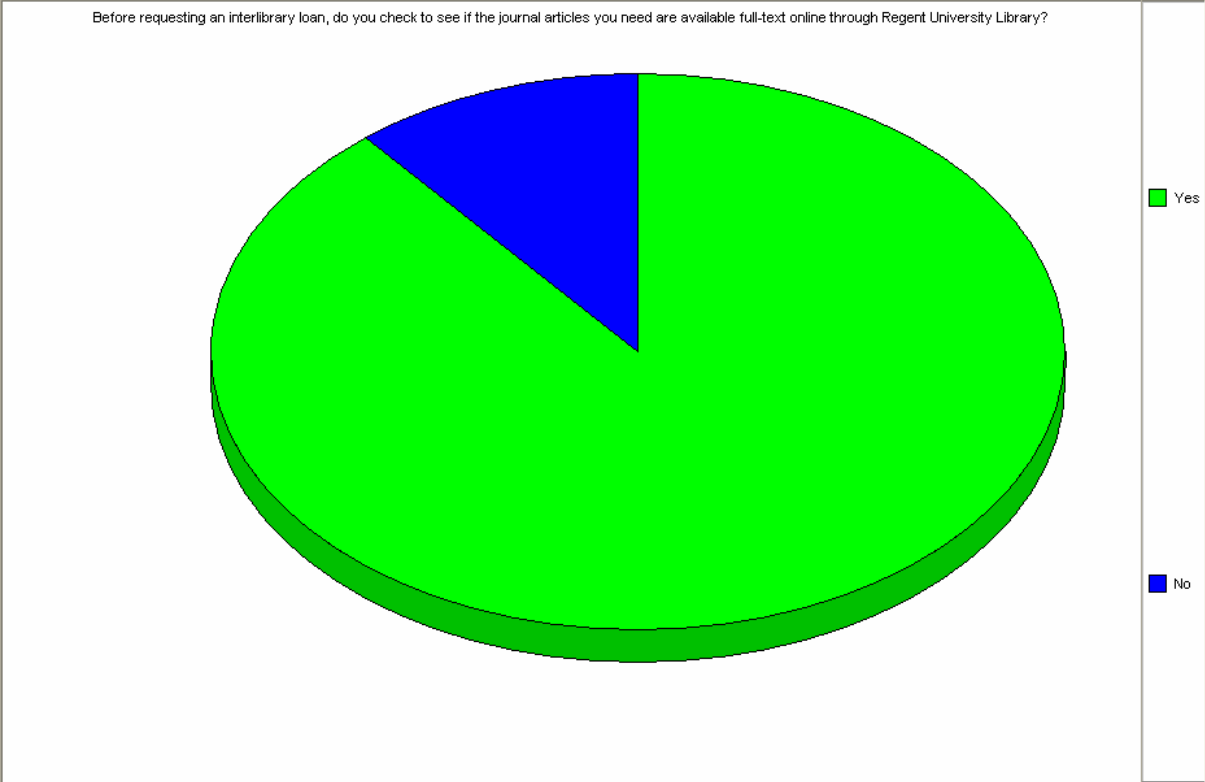
Q.8b How often do you use Interlibrary Loan?

Choice	Count	Percentage Answered
Once or twice a semester	85	70.8%
Once or twice a month	19	15.8%
Three to six times a month	10	8.3%
More than six times a month	6	5.0%



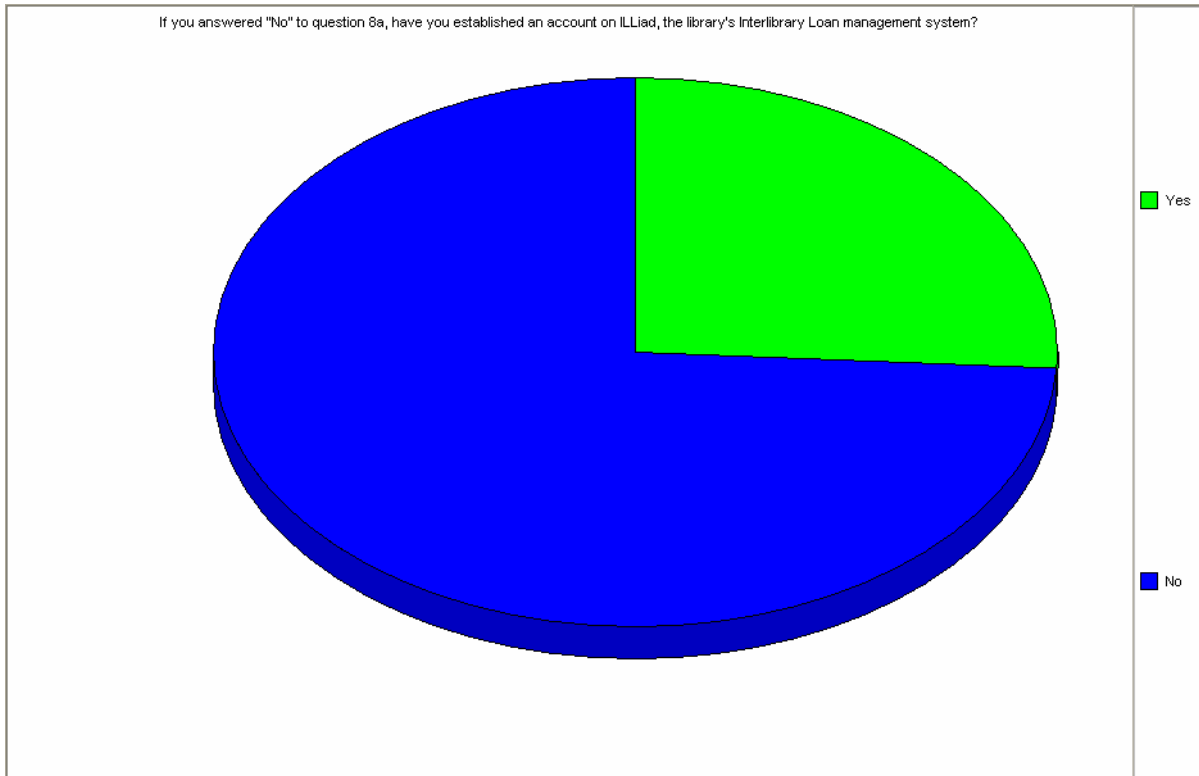
Q.8c Please rate this item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
If needed, Regent University Library Interlibrary Loan is able to supply the materials I need.	65	51	12	1	1



Q.8d Before requesting an interlibrary loan, do you check to see if the journal articles you need are available full-text online through Regent University Library?

Choice	Count	Percentage Answered
Yes	114	89.1%
No	14	10.9%



Q.8e If you answered “No” to question 8a, have you established an account on ILLiad, the library's Interlibrary Loan management system?

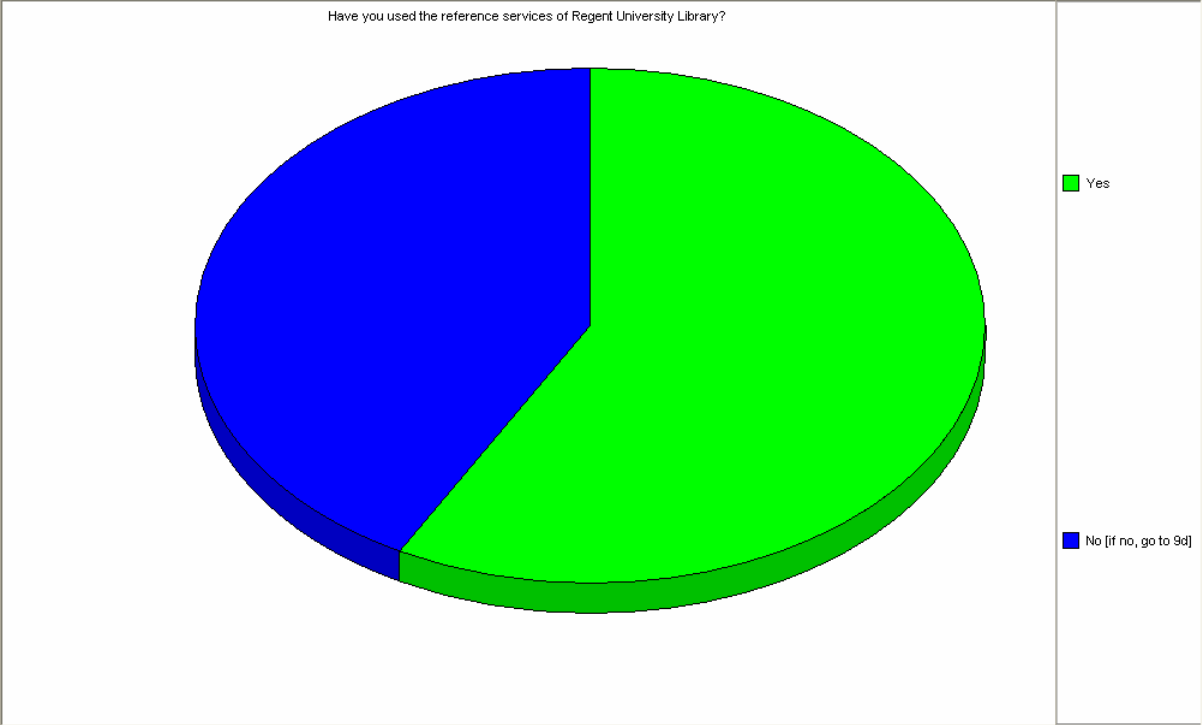
Choice	Count	Percentage Answered
Yes	51	25.8%
No	147	74.2%

Q.8f Comments on Interlibrary Loan & Document Delivery:

- n/a
- n/a
- Give Patty a raise, no matter how much you pay her now!
- They arrive in a timely manner and are easy to order.
- The workers in this department do a very good job. Sometimes it is disappointing though when they are unable to fulfill a request do to the unwillingness of another library to lend materials.
- Excellent.
- ILL has been a blessing to me professionally and for my family personally...thank you for this wonderful service!
- It is a good service.
- Have not had a chance to use it yet
- need more time with the borrowed books
- Pretty good service! Like it very much! Reliable and fast!
- Not speedy enough, though very helpful.
- It takes too long to be functional.

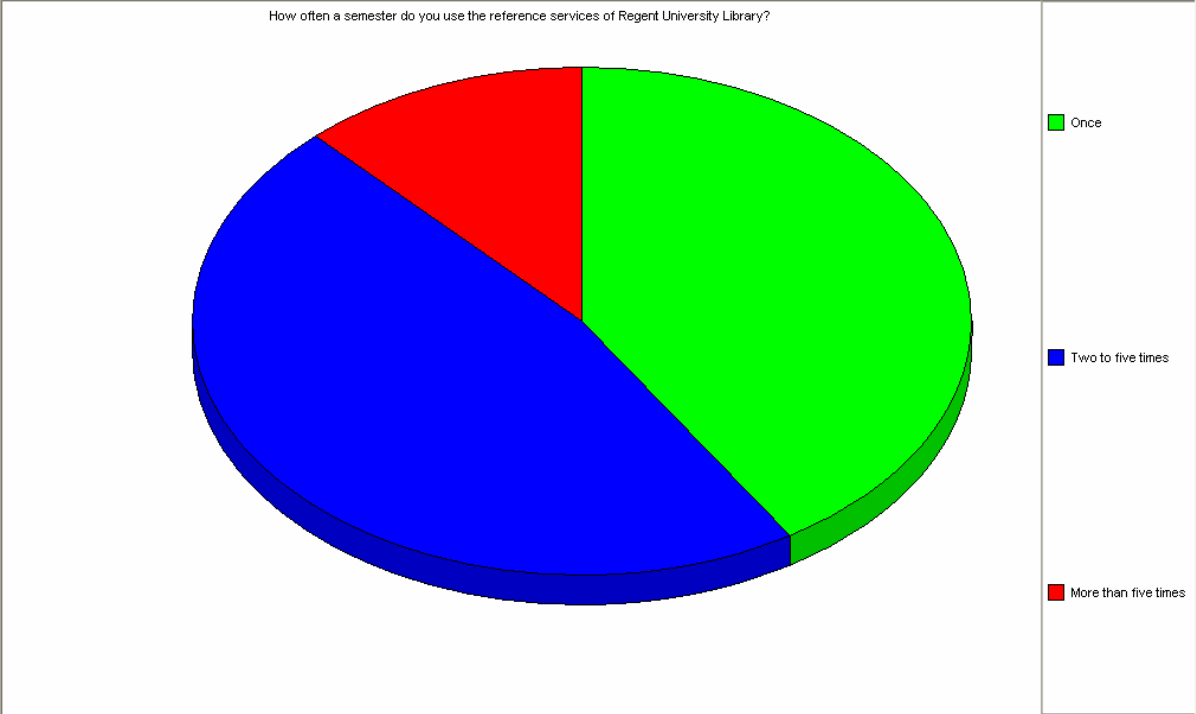
- Send more than one reminder that the book is available. Let the person know it will be returned if they don't pick it up by ____ date.
- I need to verify the username and password I've used. I recall that I had issue logging in after establishing my account but I have not had the time to check back. I'll work on it.
- I remember establishing an account, but I do not recall what it was.
- fast, reasonable, helpful
- When I tried to use this they told me I could not use it.
- I restrict myself to articles I can download/print online.
- no comment
- A very useful tool
- n/a
- Sometimes they take too long to arrive. By then I no longer need them.
- Team does a tremendous job - I am grateful. Thank you!
- I find very frustrated as a distance student in the local area not to be able to utilize interlibrary loan because I live too close. I have forgone gaining needed information I needed because I cannot always make it to campus, and at the same time I am denied from using interlibrary loan.
- The turnaround has been great and convenient
- Love it - the staff support is so helpful:)
- Only used once
- It is a lot faster than I thought it would be. I love that we have this option!
- None
- I always receive my journal articles from ILL SO quickly!!
- Because I live in Fredericksburg and attend classes on the DC campus, I have used this service at least once per semester. It is a very valuable service for DC campus students and very efficient. I especially like being able to follow the progress of my requests online.
- None
- It's great!
- Very efficient and helpful.
- As a distance student, I sincerely appreciate the dedication of the staff in researching and providing material very quickly!!
- InterLibrary Loan and Document Delivery is very useful and has been timely and helpful to me. I appreciate the service I receive from this process.
- I'm not familiar with it.
- N/A yet
- Good job!
- As a foreign student in South Africa, using a local university library and their inter-library loans service works best in terms of time issues.
- I haven't read very much on this procedure
- the online forms for interlibrary loan seem to have disappeared. This is a big disappointment.

Sample Answering: 72 responses



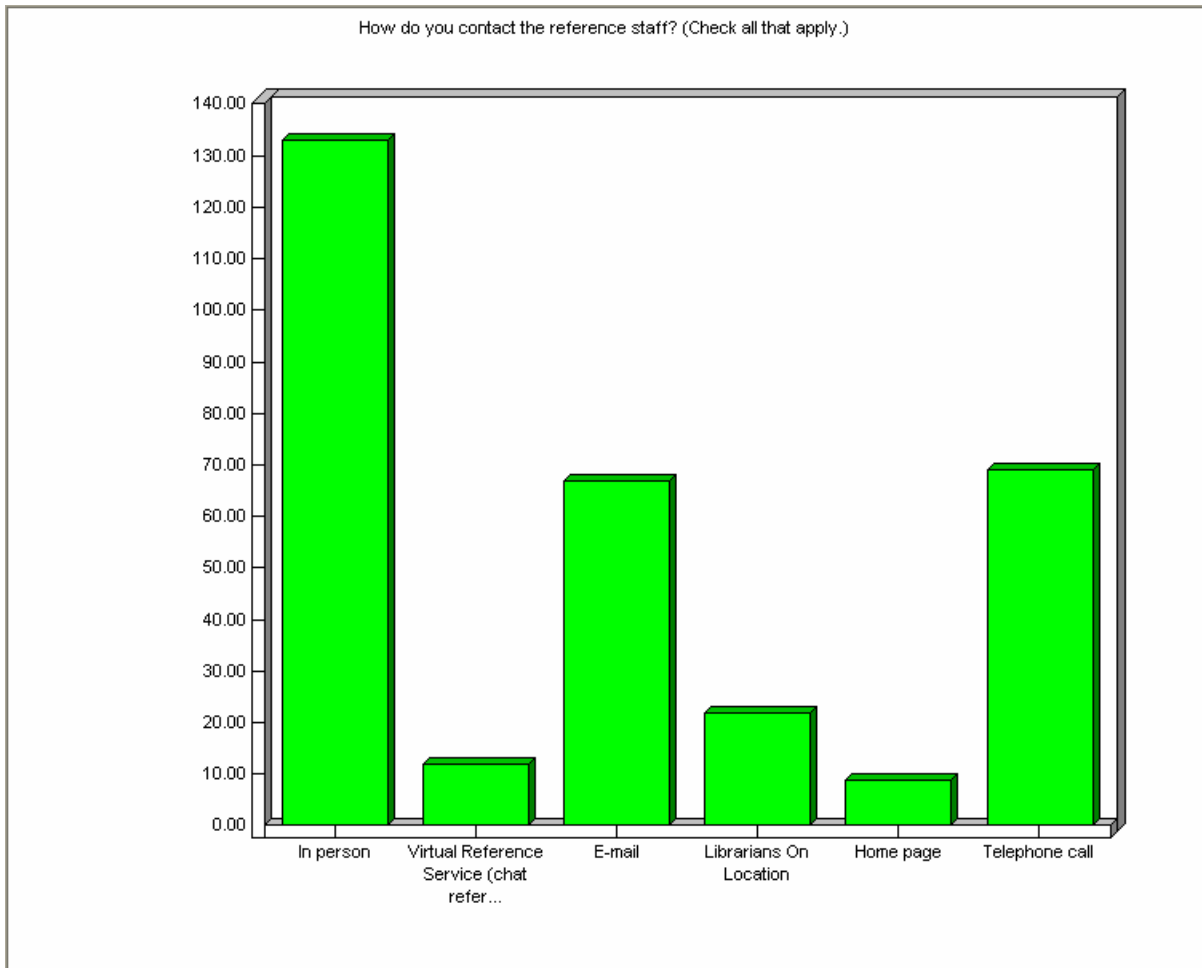
Q.9 Have you used the reference services of Regent University Library?

Choice	Count	Percentage Answered
Yes	173	58.2%
No [if no, go to 9d]	124	41.8%



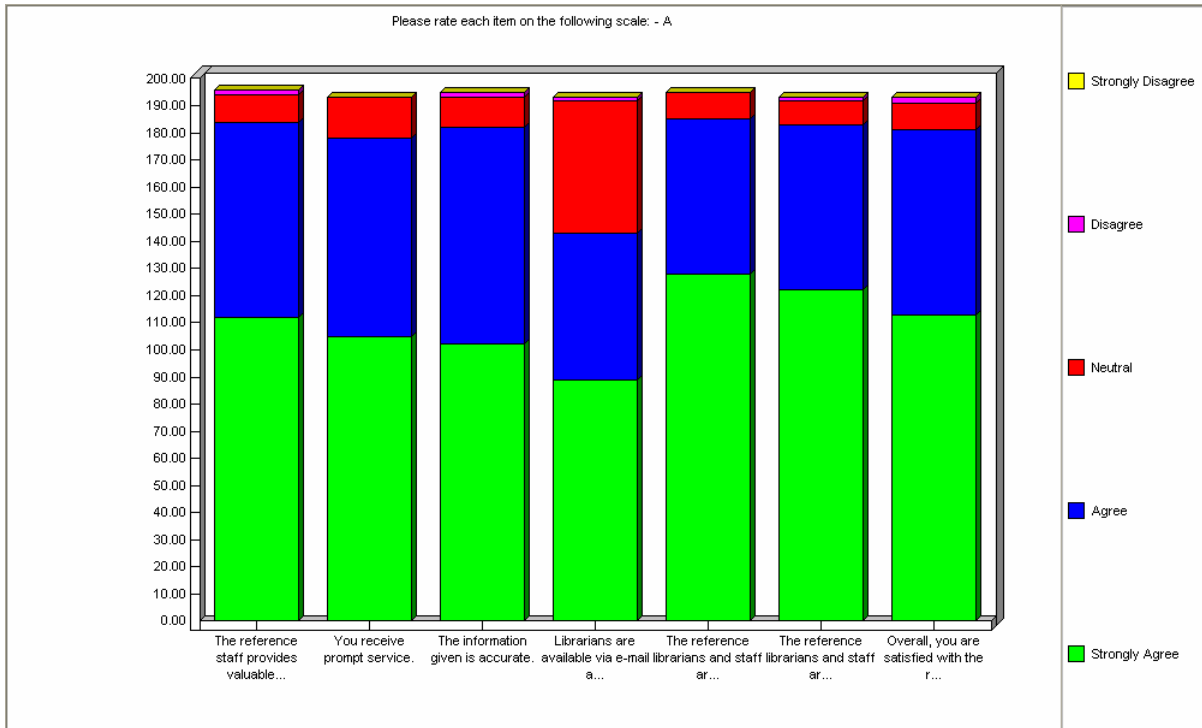
Q.9a How often a semester do you use the reference services of Regent University Library?

Choice	Count	Percentage Answered
Once	77	41.2%
Two to five times	87	46.5%
More than five times	23	12.3%



Q.9b How do you contact the reference staff? (Check all that apply.)

Choice	Count	Percent of Sample
In person	133	43.9%
Virtual Reference Service (chat reference)	12	4.0%
E-mail	67	22.1%
Librarians On Location	22	7.3%
Home page	9	3.0%
Telephone call	69	22.8%



Q.9c Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The reference staff provides valuable assistance.	112	72	10	2	0
You receive prompt service.	105	73	15	0	0
The information given is accurate.	102	80	11	2	0
Librarians are available via e-mail and telephone to assist with library resources.	89	54	49	1	0
The reference librarians and staff are courteous.	128	57	10	0	0
The reference librarians and staff are helpful.	122	61	9	1	0
Overall, you are satisfied with the reference service.	113	68	10	2	0

Q.9d Comments on Reference Assistance:

- Bob Sivigny is very eager to help and approachable. He is also a great source of information. We love him!

- Once again, excellent.

- Give Bob a raise, too. And PLEASE clone him before he retires!

- Phenomenal. You have people who are very helpful and caring.

- It is always a pleasure receiving help from them. Very courteous.

- Everyone is cheerful and very helpful. The department has a very good public image. Keep up the good work. :)

- I have had to ask questions and get some additional help. Each time the staff was wonderfully helpful. In fact, I walked away with more information than I asked for.

- They're excellent.

- I have found Reference Librarian Harold to be very helpful, and seems to always be the one to help me!

- Since I'm off campus it would prove time consuming to use.

- Marta is Magnificent!

- Bob Sivigny is very helpful and his love for research is contagious

- The staff does a good job of helping students.

- not had a chance yet first semester

- great job! Love the staff

- I think a lot depends on who I speak to when asking for help.

- Again, library assistance has been great....

- Again, I had a wonderful experience that dramatically influenced the outcome of my research. Without this assistance, our group would have failed...instead we received superior grades!

- Usually they know a lot more than I do, but there are things about computer research that the students know better than they do- but not usually.

- good service.

- none

- Although they provide me with correct information, I've found that I find the same materials on my own that I do when they help me.

- No Problem

- Librarians have always been friendly and courteous. Marta is a God-send in assisting me in the development of a manuscript.

- n/a

- no comment. Have not used this service.

- Several times, after having searched for the book or resource myself and then resorting to asking for help - the reference librarian still isn't able to locate the resource or is unable to help me.

- All the staff I have interacted with have been very helpful (e.g. Fotinini, Bob Sivigny), but I have witnessed one fairly rude and unhelpful assistant (don't know her name). When use to be on campus I sometimes wished the reference phone ringer would be turned down and that some assistants would talk more quietly.

- Several times, after having searched for the book or resource myself and then resorting to asking for help - the reference librarian still isn't able to locate the

resource or is unable to help me.

- N/A

- Have not had a need to use

- 1. I have no grumbles about these wonderful people. Instead I will grumble about the books now being difficult to use with too many books on each shelf - a lovely as it is to have all these new books, especially from Tyndale.

- Have not used.

- The Reference staff rocks!

- none

- LeAnne Is wonderful!

- I found the chat function frustrating - it was hard to communicate what I was looking for.

- I've run into some who seemed "bothered" and slow to respond.

- The jewel in the crown of Regent Library is the reference desk. We need to hang on to these people. Before funding another new carpet or contracting another celebrity, we need to boost the salary of our reference librarians. Someone once said that a university is simple a group of buildings surrounding the library. The core of a university is the library; the heart of that core has a name: reference librarians.

- Most of your staff are excellent! You have had a few student workers back there that seem to know nothing when I've asked them any reference related questions. All your full-time people are very knowledgeable and helpful. There is one dark-haired male student worker who also is quite helpful. (I am sorry I don't know his name.)

- Excellent beyond expectations

- Good people. However, they always seem to be very busy.

- Excellent staff - knowledgeable and most of all willing to help.

- I could not have completed assignments without reference assistance.

- They have always assisted me and are very friendly.

- My GA may use the reference services on my behalf.

- no comments

- This is an excellent group of competent professionals who serve with a Christ-like attitude.

- I feel like the staff was very friendly and helpful even though I felt like I was asking stupid questions about where things where. However, they did not act like I was. I just wish that these things (where to find journals that are in the library, ect.) were a little clearer on the website so I would not have had to ask. Otherwise, I have been very happy with the service I have received.

- n/a

- Bob sivigny is great! He's very resourceful.

- Not the Librarians fault, but the broken sets in the periodical holdings is maddening!! It would help so much if we could note the actual volumes held when we do not own the complete set.

- Excellent. Very knowledgeable.

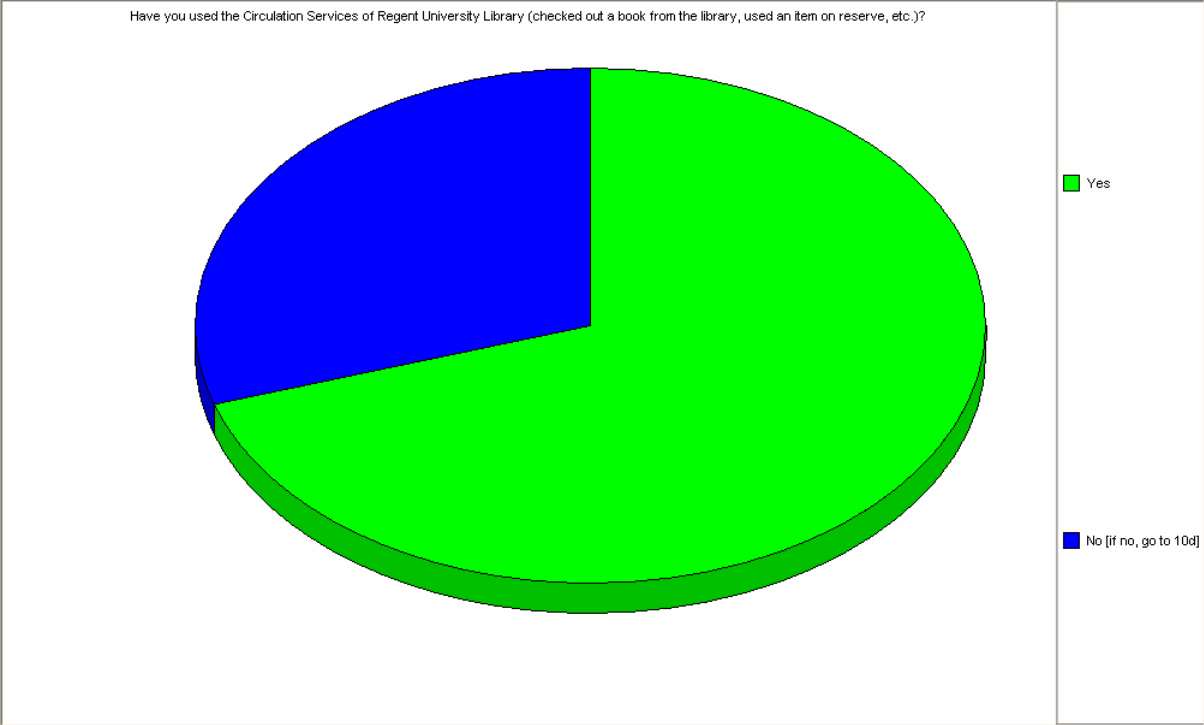
- helpful and very polite

- I would have to ask someone how to use it.

- They are committed and do a good job

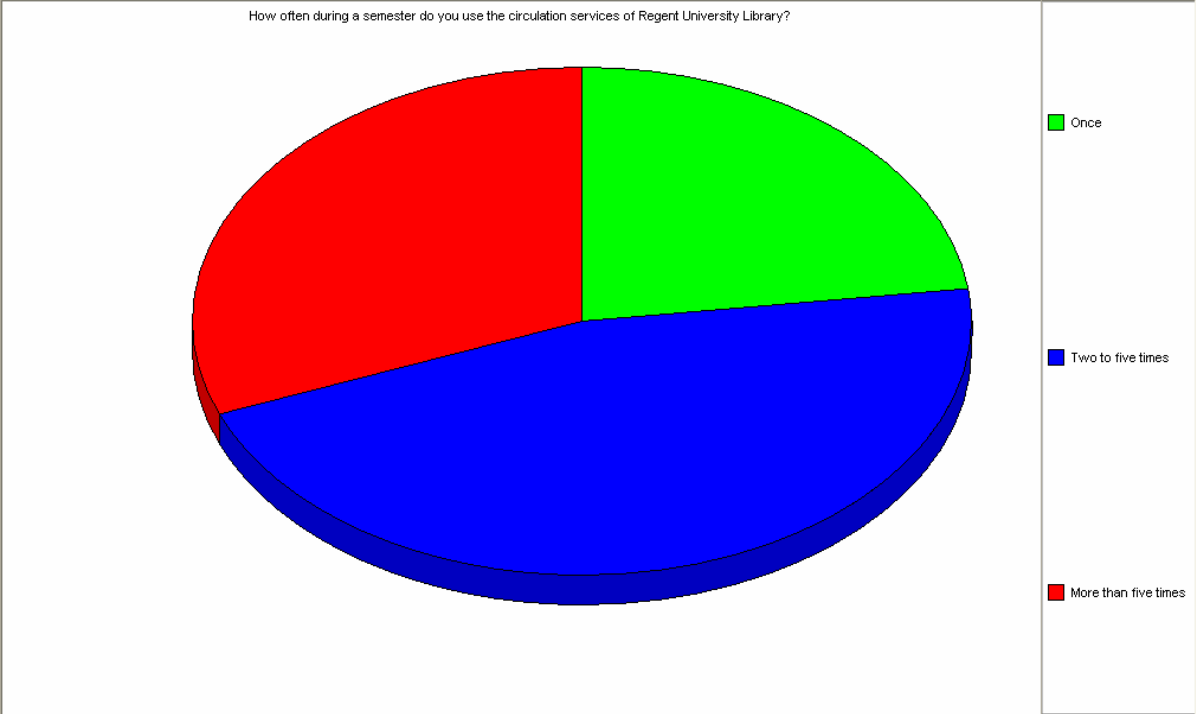
- No comment.
- Whenever I have had a question, I have emailed a reference librarian and received an email response within 24 hours, however, my response has usually been the same day of the request, if made before 1pm.
- None
- I deal mostly with Harold Henkel and Fotini Kontos and find them each to be an absolute delight as well as extremely knowledgeable and helpful.
- No Comment.
- Leann Strum helped me last semester and I appreciate her immensely.
- N/A
- most of the time they are available and helpful.
- The library did not notify me when my material arrived until I only had about 5 days before the due date.
- Fine, although I have used email rather than phone due to time differences and cost.
- None

Sample Answering: 67 responses



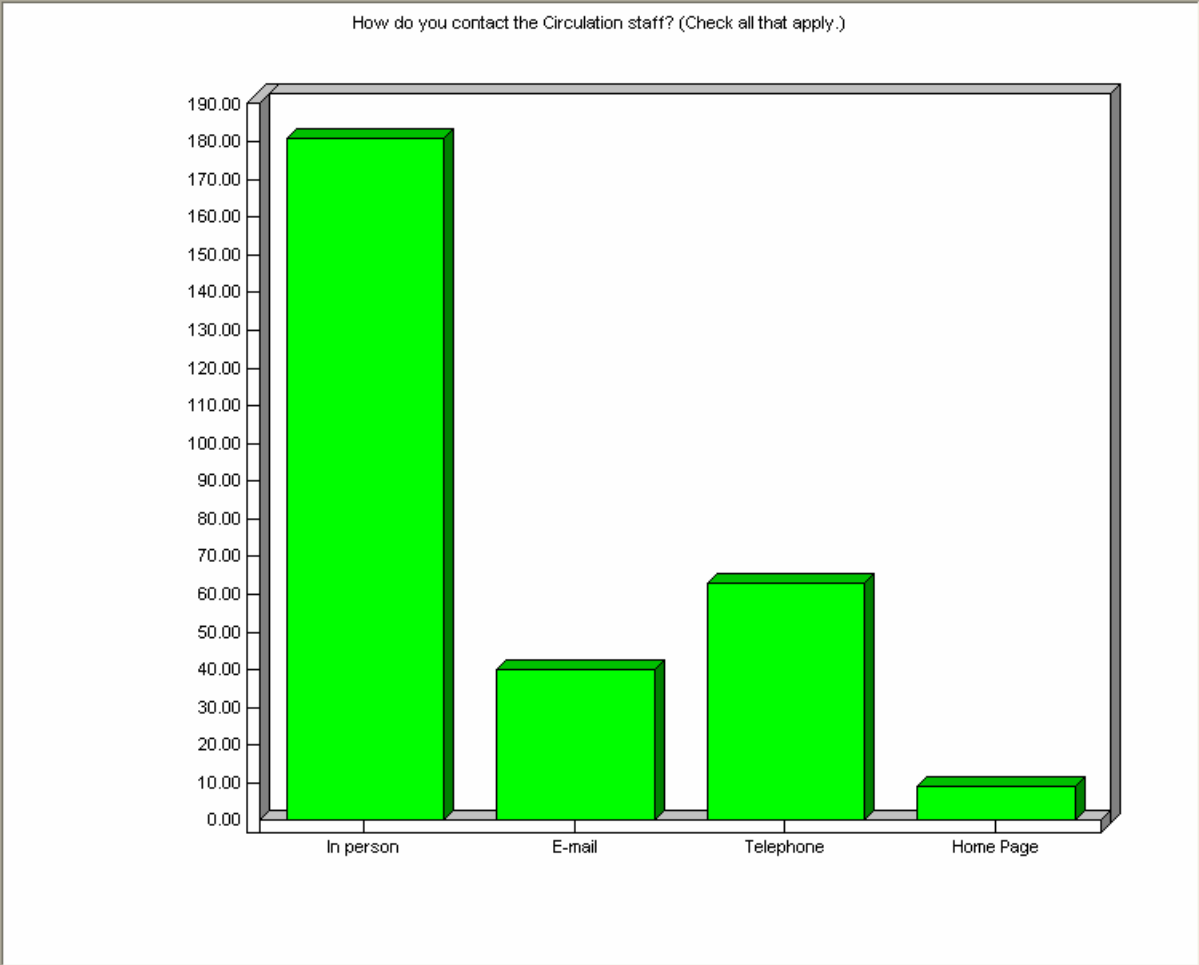
Q.10 Have you used the Circulation Services of Regent University Library (checked out a book from the library, used an item on reserve, etc.)?

Choice	Count	Percentage Answered
Yes	207	69.7%
No [if no, go to 10d]	90	30.3%



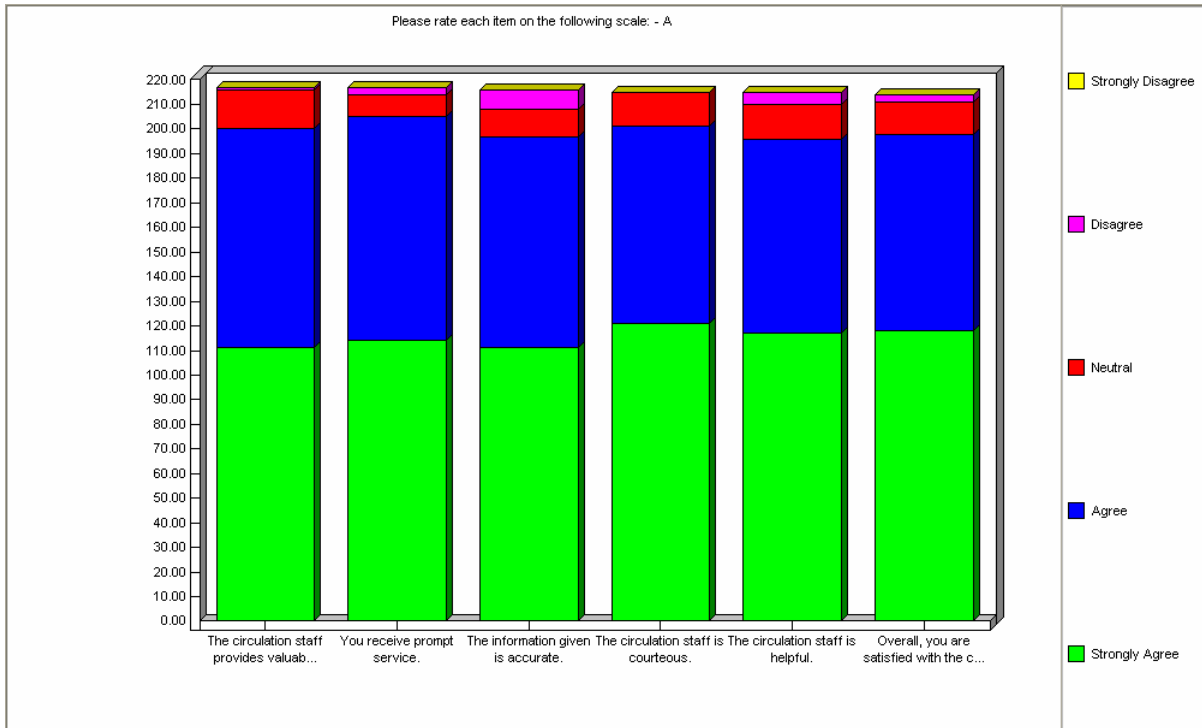
Q.10a How often during a semester do you use the circulation services of Regent University Library?

Choice	Count	Percentage Answered
Once	50	23.4%
Two to five times	98	45.8%
More than five times	66	30.8%



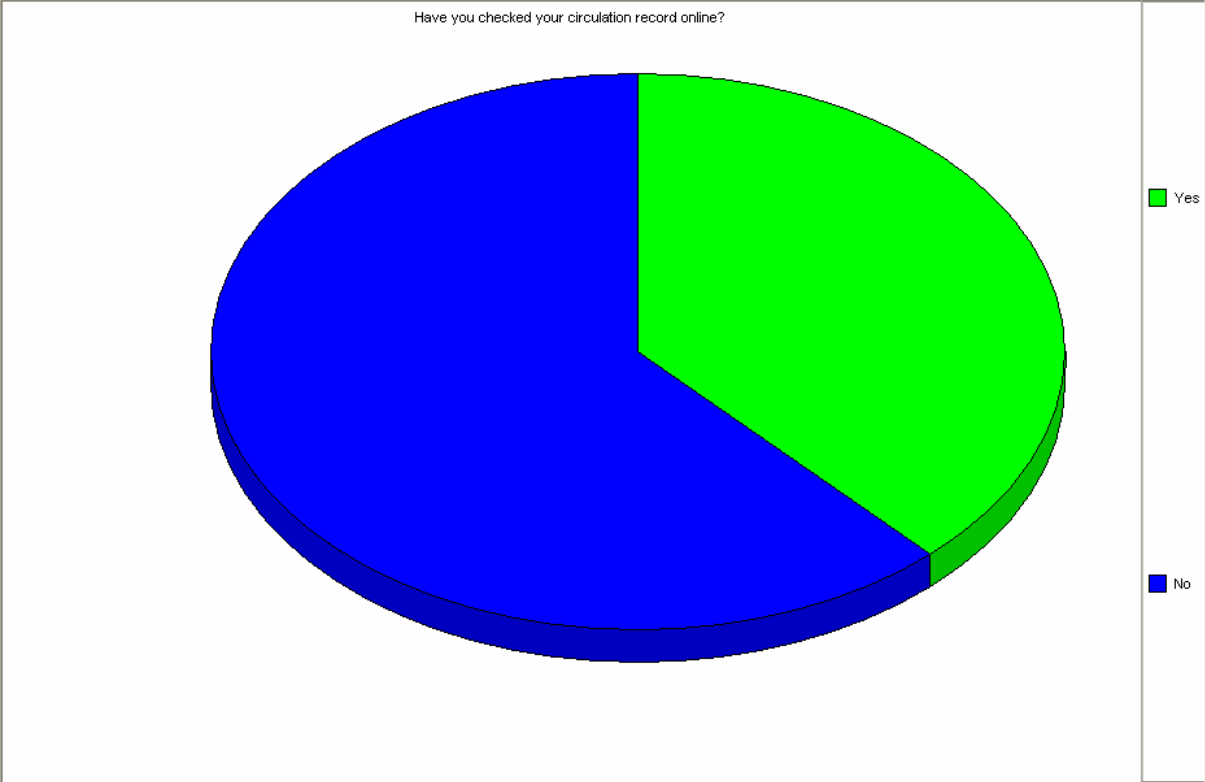
Q.10b How do you contact the Circulation staff? (Check all that apply.)

Choice	Count	Percent of Sample
In person	181	59.7%
E-mail	40	13.2%
Telephone	63	20.8%
Home Page	9	3.0%



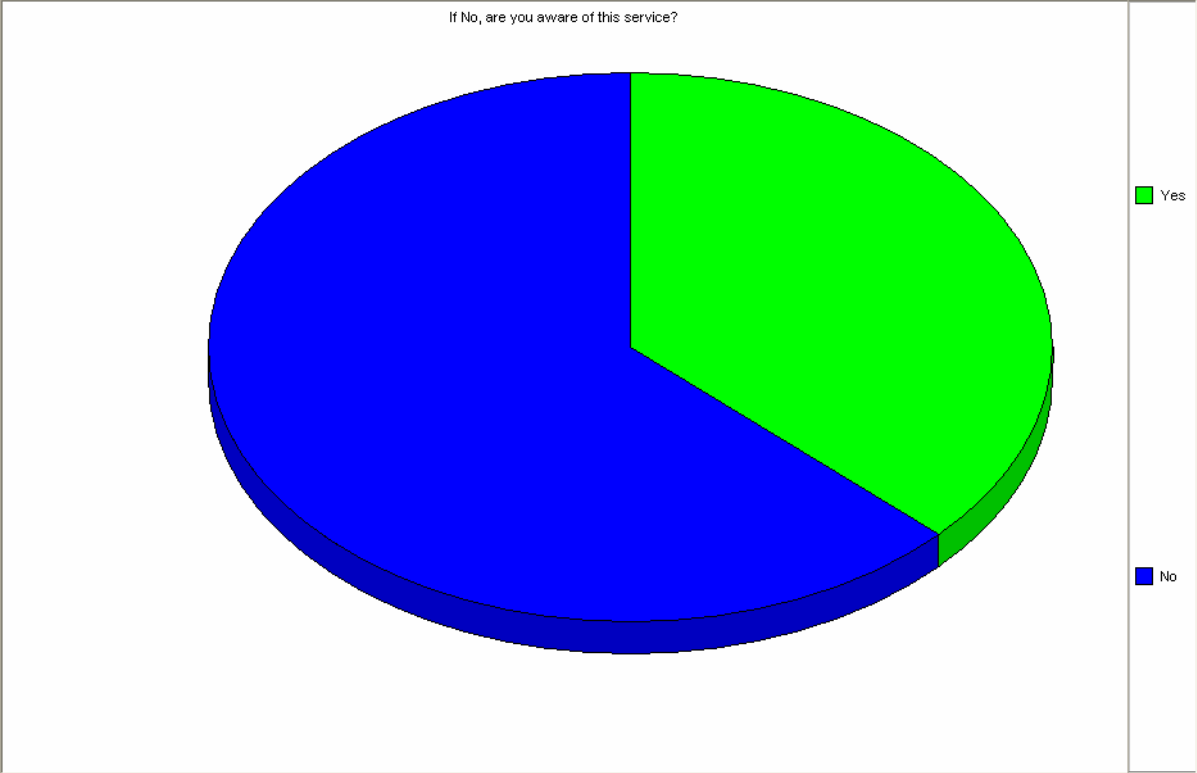
Q.10c Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The circulation staff provides valuable assistance.	111	89	16	1	0
You receive prompt service.	114	91	9	3	0
The information given is accurate.	111	86	11	8	0
The circulation staff is courteous.	121	80	14	0	0
The circulation staff is helpful.	117	79	14	5	0
Overall, you are satisfied with the circulation service.	118	80	13	3	0



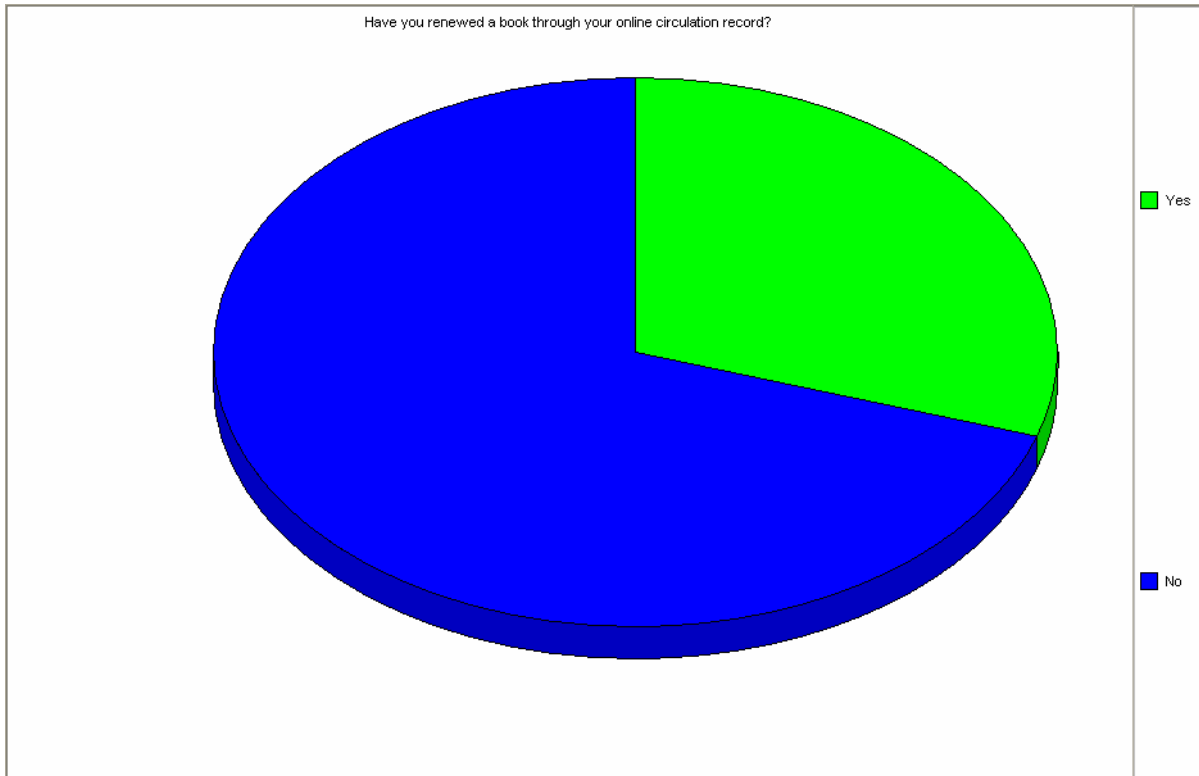
Q.10d Have you checked your circulation record online?

Choice	Count	Percentage Answered
Yes	113	37.9%
No	185	62.1%



Q.10e If No, are you aware of this service?

Choice	Count	Percentage Answered
Yes	84	37.3%
No	141	62.7%



Q.10f Have you renewed a book through your online circulation record?

Choice	Count	Percentage Answered
Yes	90	29.8%
No	212	70.2%

Q.10g Comments on Circulation Assistance:

- I have tried to renew books through the online circulation record but have not been successful. It gives me an error message when I try to do this. This has happened several times in different semesters.
- Great job.
- Phenomenal. You have people who are very helpful and caring.
- There are a few people there who have appeared to not desire to assist the students.
- Renewal could be made more available online--more visible.
- THis is new
- not yet i still have a book out
- Circulation Staff do not know answers to or fail to answer questions regarding circulation. They often refer patrons to Reference desk for question that are clearly circulation related (such as information on who can check out books)
- The online circulation service is very helpful and convenient when I can not get to campus in reasonable time
- None

- Renewing a book is difficult to find and should be easier
- No comments.
- I love the option of renewing services online!
- The circulation desk was unable to assist me when I had a basic question concerning logging on to a computer database.
- Didn't know about it. Not sure what it is and how it works.
- I just paid almost \$10 in fines and wish I'd known of this service.
- have not used.
- none
- generally helpful and courteous
- It is wonderful to be able to renew books online.
- there should be a link for renewing books on the main menu. it's hard to find where it is now.
- Very Handy
- I tried renewing a book online once but no one responded to my email. It turns out it got overlooked but they were courteous to waive the fine since it wasn't my fault.
- Great
- They are very nice and helpful people
- It is very helpful. Thank you.
- People (students) at the front desk have been most helpful. They are cheerful and willing to be of assistance.
- n/a
- I have never checked out a book from this library.
- no comment. have not used this service.
- Sometimes it seems as though the Circulation workers simply want to get out early, and if the Library closes at 9, they are foisting us out at 8:50, and then refuse to check out books to us, even if we've been in study rooms and CANNOT hear that the Circulation desk is closing early.
- I do it over the phone for several professors.
- Very helpful especially in renewing. This is a feature many libraries do not have. Go Regent!
- The online renewal service is VERY helpful.
- The circulation record is not in a very intuitive place, in my opinion. I've twice had to call to be directed to where it is. Also, once in a while I wonder if some circulation assistants know they are working in a library because they talk loudly. To be fair, this was only one or two ga's and was more than a year ago when I was on campus so it might not be an issue any longer.
- The online renewal service is VERY helpful.
- N/A
- I think many books that have a high demand need to be limited to a shorter period of time for checkouts.
- to be fair it has only been once or twice it took a long time for any one to help me
- The Circulation Staff is very knowledgeable and helpful. I appreciate that if they do not know the answer to a question, they always find a way to find the answer or direct me to the right person.
- 1. Some of my favorite people work in circulation. I appreciate them and their

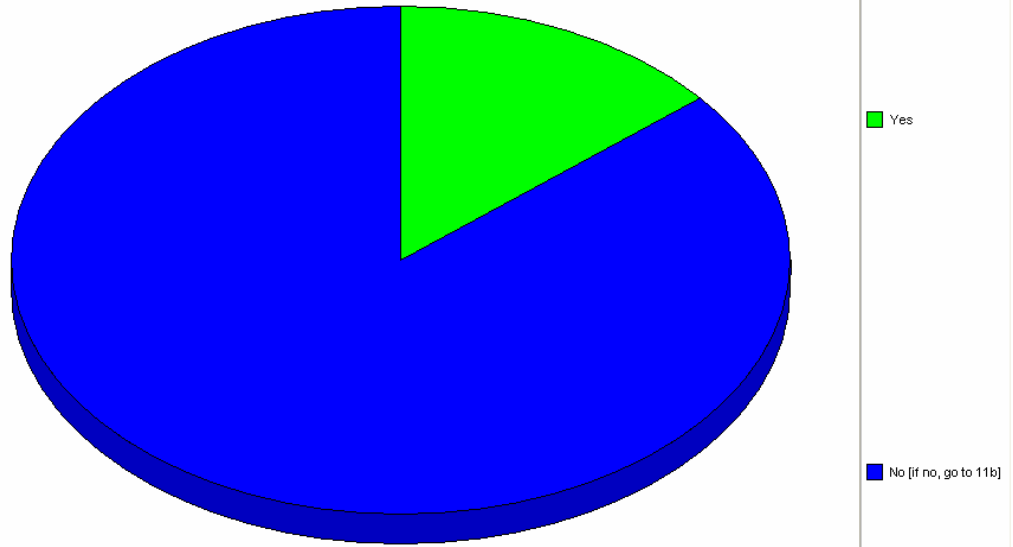
positive attitude, especially in the way they deal with grumpy profs.

- Never have tried to access this.
- none
- Great tool, easy to use.
- n/a
- I didn't know I could put a book on hold through Regent.
- The last time I tried to find a way to renew books online, I couldn't find it so had to call.
- The reference desk has adopted a policy of "groups only" for the second floor study rooms--individual students would like to use these rooms, yet, lacking one other student to squeeze into the room, the rooms remain empty. An alternative would be to allow either individuals or students to check out the rooms. Leaving the rooms empty helps neither the individual student nor the university. One other point--one circulation GA has become the computer-meister, leaving sassy notes in the computer lab for anyone who dares lock the computer in order to visit the restroom or get some water: "You need to be considerate of others," the notes read. Really? That circulation GA needs to imitate the reference librarians who have better things to do than police computers.
- Online book renewal is an amazing feature! So convenient! Thank you!
- Finding the book renewal page can be difficult.
- I appreciate the reminder I got from email on due dates. This is a great tool to access.
- Good.
- online renewal is a great help!
- May renew a book online. Too many international students at the circulation desk?
- Again, my GA provides me with circulation services so her contact may be the one that should be assessed.
- It has been extremely useful in my research, prompt and the amount of check out time has been excellent.
- Great service
- I would like to know more about checking my record online...
- n/a
- It is extremely complicated to renew circulation material through MyRegent Portal because the links are very confusing.
- items were mailed to me very quickly too! excellent
- Great as usual
- Sometimes, they forget to book the book or the study room. But then i think it is natural and am happy with their services otherwise
- I would have to ask someone how to use it.
- None
- Circulation staff are great!
- This is very helpful and convenient
- None
- Most of the time the circulation staff is very courteous.
- It would be great if you could pay your library fees online

- No comment.
- This section is not applicable to me. I don't use it. The survey should let me skip the section.
- This is GREAT - really appreciate the email notices of items due as well!
- Good job!
- Due to distance and potential time and cost for items to reach me, I have not used this service. This is one of the largest challenges as a foreign student.
- None
- I have had trouble with this online circulation renewal service and have had to email the librarian for assistance. He was prompt in assisting me.
- the Mylibrary system which is what I used for online circulation services is not working most of the time. This is very frustrating. When I have checked with the circulation staff they don't seem to know where it went. The login section is very hard to find.

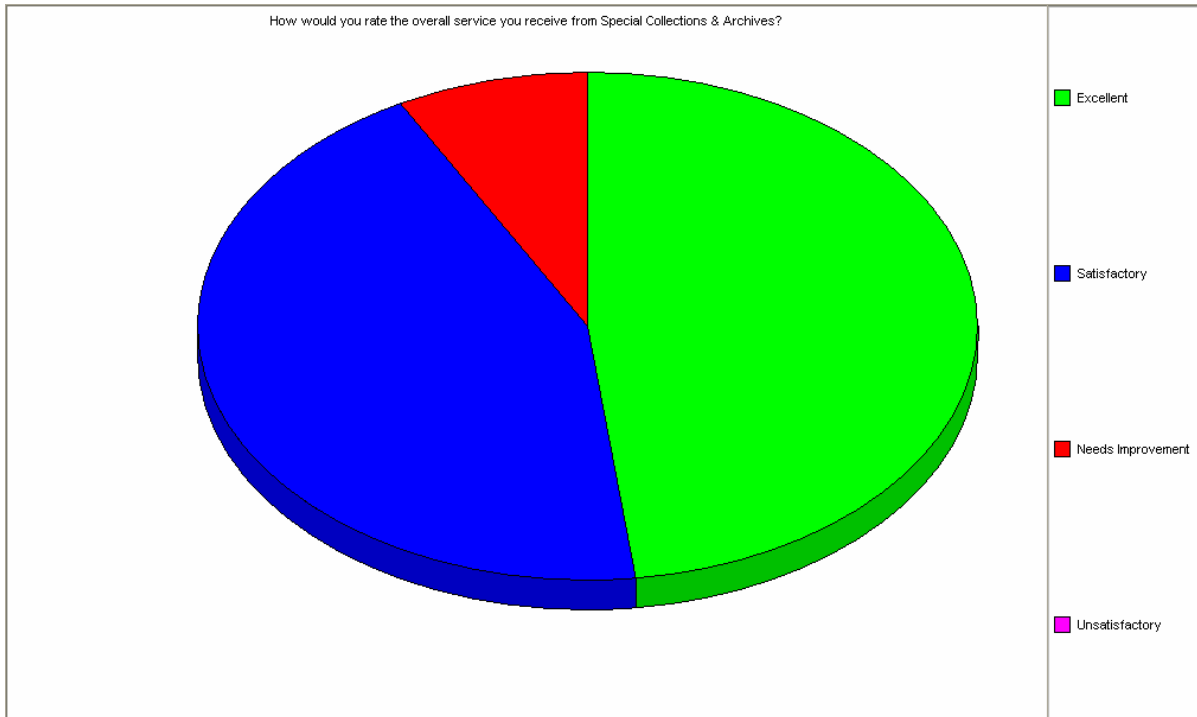
Sample Answering: 78 responses

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



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

Choice	Count	Percentage Answered
Yes	41	13.7%
No [if no, go to 11b]	259	86.3%



Q.11a How would you rate the overall service you receive from Special Collections & Archives?

Choice	Count	Percentage Answered
Excellent	25	48.1%
Satisfactory	23	44.2%
Needs Improvement	4	7.7%
Unsatisfactory	0	0.0%

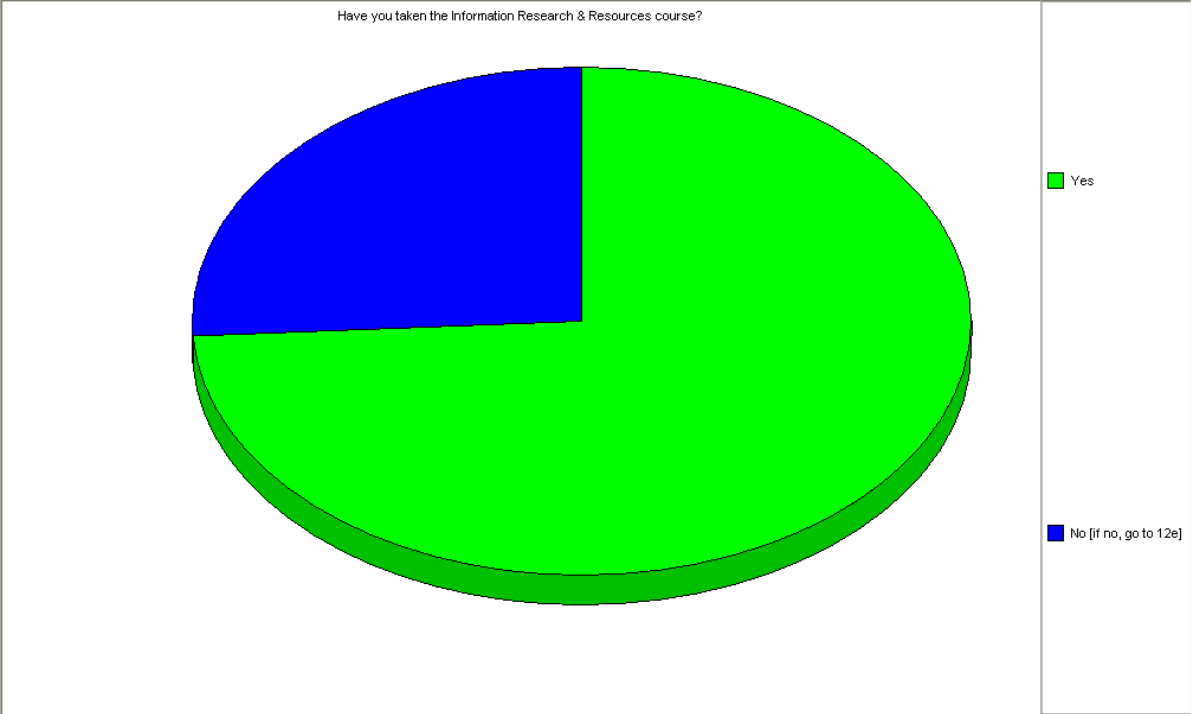
Q.11b Comments on Special Collections & Archives:

- n/a
- n/a
- The few times I've used this service, I felt as though I was an intruder, rather than a client or a scholar needing assistance.
- Extremely helpful and willing to be of assistance.
- N/A
- Don is so very helpful!
- it appears to be a useful resource i should take advantage of
- it has great resources on pentecostal studies
- None
- Huh?
- need to know more info
- I have seen them but have not used them yet.
- New student to Regent, but I plan on using everything the library has to offer.
- Regent's best kept secret.
- none.

- Being an avid fan of good films, an expanded collection of edifying and/or influential movies would be good.
- none
- Never used it.
- Great Resources and quality of materials
- Librarian was very helpful in showing me the use of the micro-fishe projector and printer. He was judicious in providing his time to show me how to use the slide file cabinets and the machine.
- n/a
- no comment. Have not used this service.
- I would like to use Special Collections and Archives sometime. The "issue" is there remains so much "conventional" material in the library already to meet my needs. This is a good thing.
- na
- na
- a lot of the items need updating... no one has a record player anymore, so when I was looking up music for a project, I couldn't find what I needed
- none
- Anytime I've needed a book (usually something about music) I have a very difficult time getting it.
- N/A
- They have rare films that cannot be found elsewhere, and I appreciate the opportunity to view them.
- 1. I am delighted to know that the papers of John Wimber are in the process of coming to the library. 2. To increase the value of special collections to the divinity PhD and to secure Regent Library's place on the map, there is the need to secure as much archival material like the Wimber papers as possible.
- N/A
- none
- I emailed once to see if they had something on a subject, but they didn't. Not surprising though (narrow subject).
- Don helped me review the Robertson for President video ads. He was very helpful, though he had plenty on his plate that week.
- Never used this service.
- No comments
- none
- The staff was very helpful to find a video.
- Being an out of state student, it is my understanding I can only access these things on campus, so it really is irrelevant.
- no comments
- n/a
- never needed to
- Mr. Ganz has been especially helpful.
- I haven't had a need for the collection.
- Who is in charge there - I still don't know??
- i do not know about it

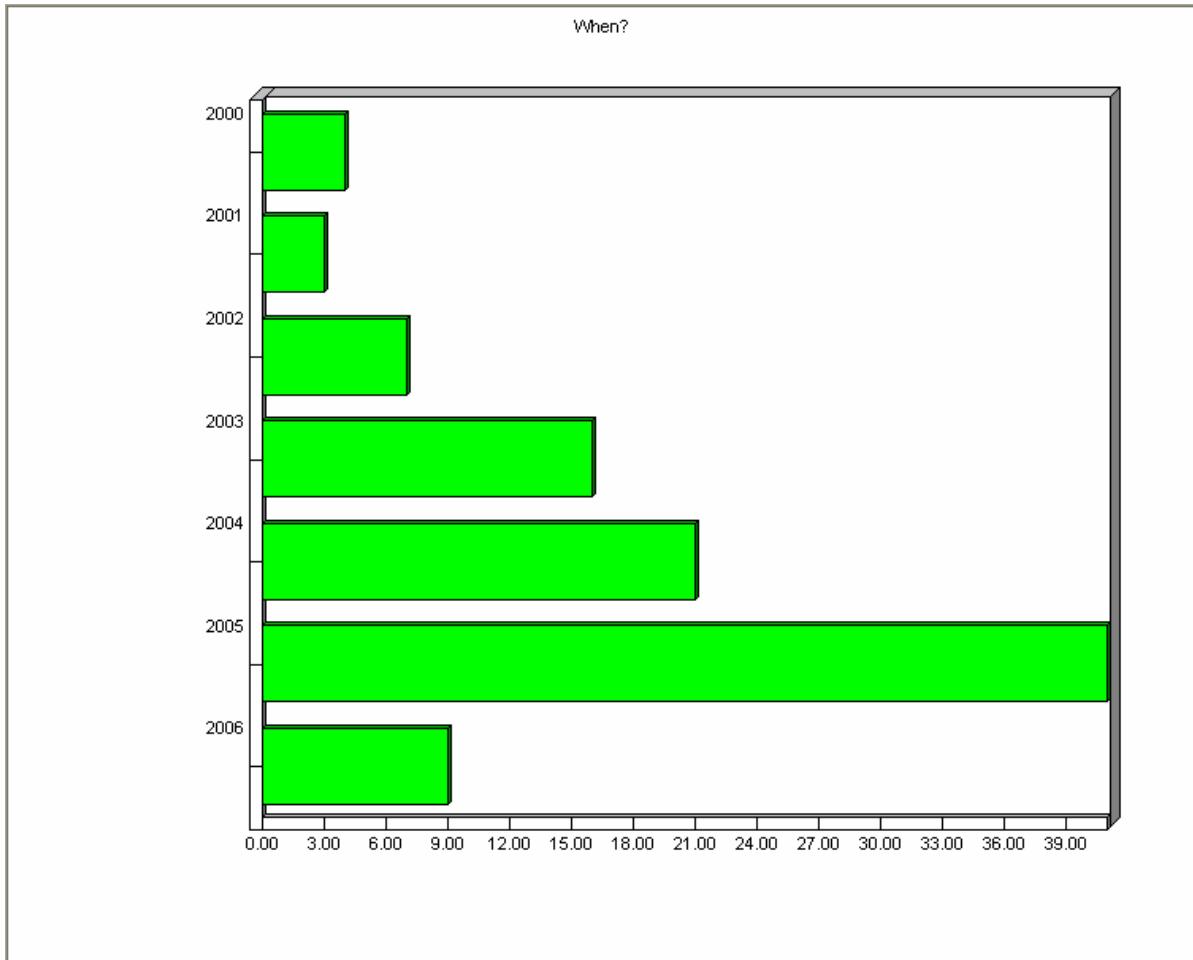
- Never used
- I would have to ask someone how to use it.
- None
- No comment.
- None
- No comment.
- The survey needs to provide an option for: N/A or 0 on many of these questions
- I have No comments at this time.
- N/A
- NA
- Same reason as above as a foreign student.
- None

Sample Answering: 59 responses



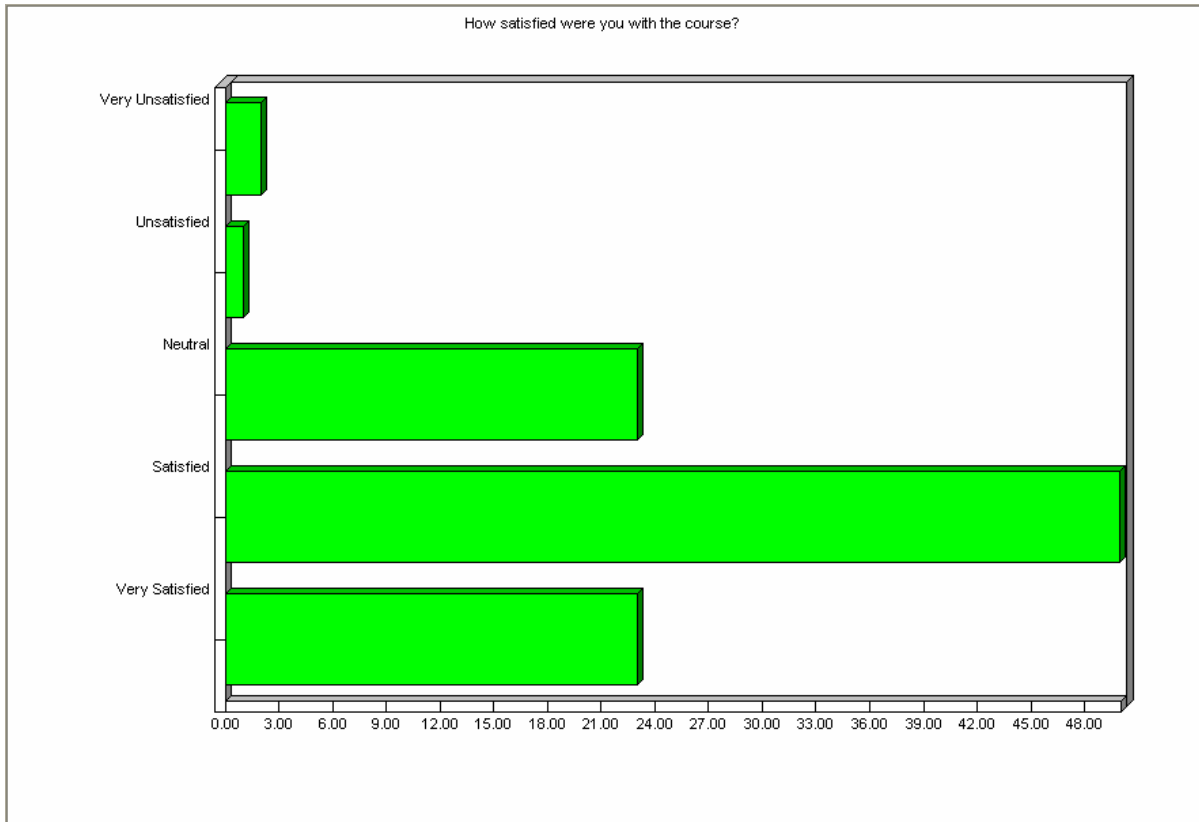
Q.12 Have you taken the Information Research & Resources course?

Choice	Count	Percentage Answered
Yes	222	73.5%
No [if no, go to 12e]	80	26.5%



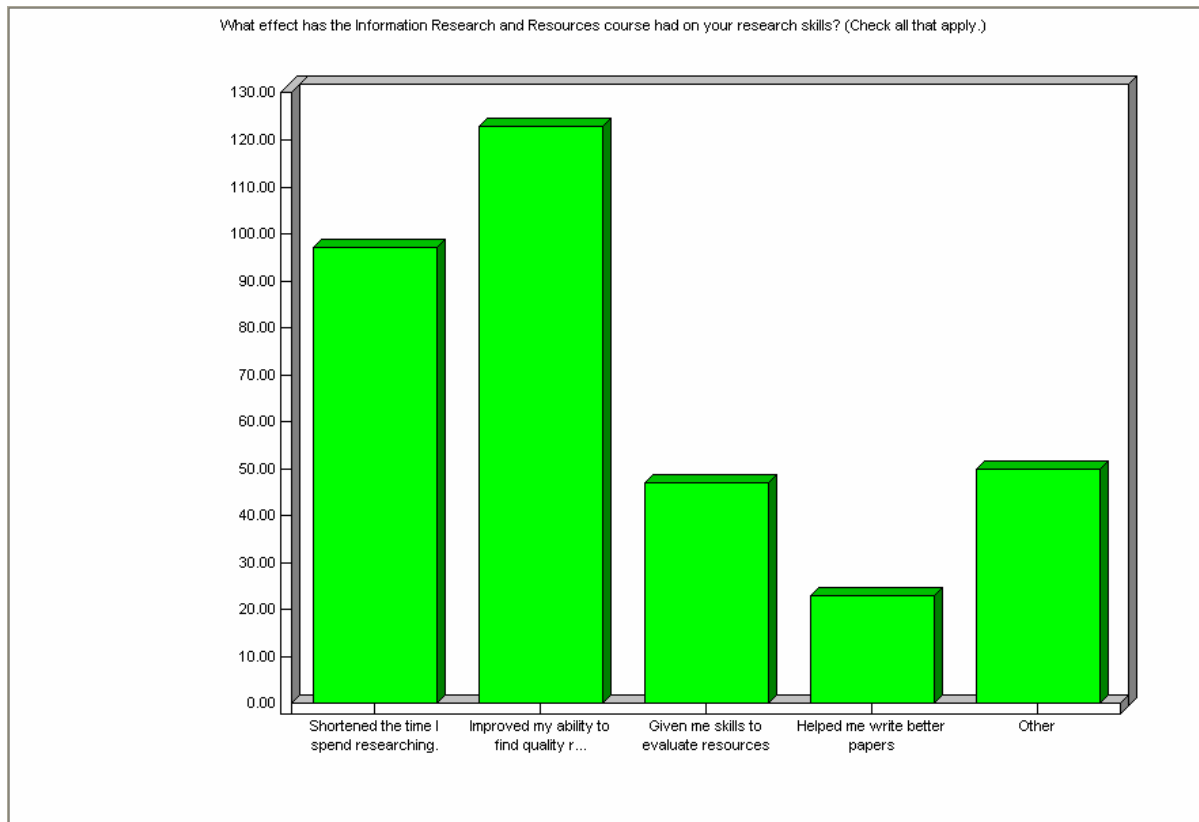
Q.12a When?

Choice	Count	Percentage Answered
2006	21	9.4%
2005	91	40.8%
2004	47	21.1%
2003	35	15.7%
2002	15	6.7%
2001	6	2.7%
2000	8	3.6%



Q.12b How satisfied were you with the course?

Choice	Count	Percentage Answered
Very Satisfied	51	23.0%
Satisfied	112	50.5%
Neutral	52	23.4%
Unsatisfied	3	1.4%
Very Unsatisfied	4	1.8%



Q.12c What effect has the Information Research and Resources course had on your research skills? (Check all that apply.)

Choice	Count	Percent of Sample
Shortened the time I spend researching.	97	32.0%
Improved my ability to find quality resources.	123	40.6%
Given me skills to evaluate resources	47	15.5%
Helped me write better papers	23	7.6%
Other	50	16.5%

Q.12cSpecified_5 What effect has the Information Research and Resources course had on your research skills? (Check all that apply.) - Other

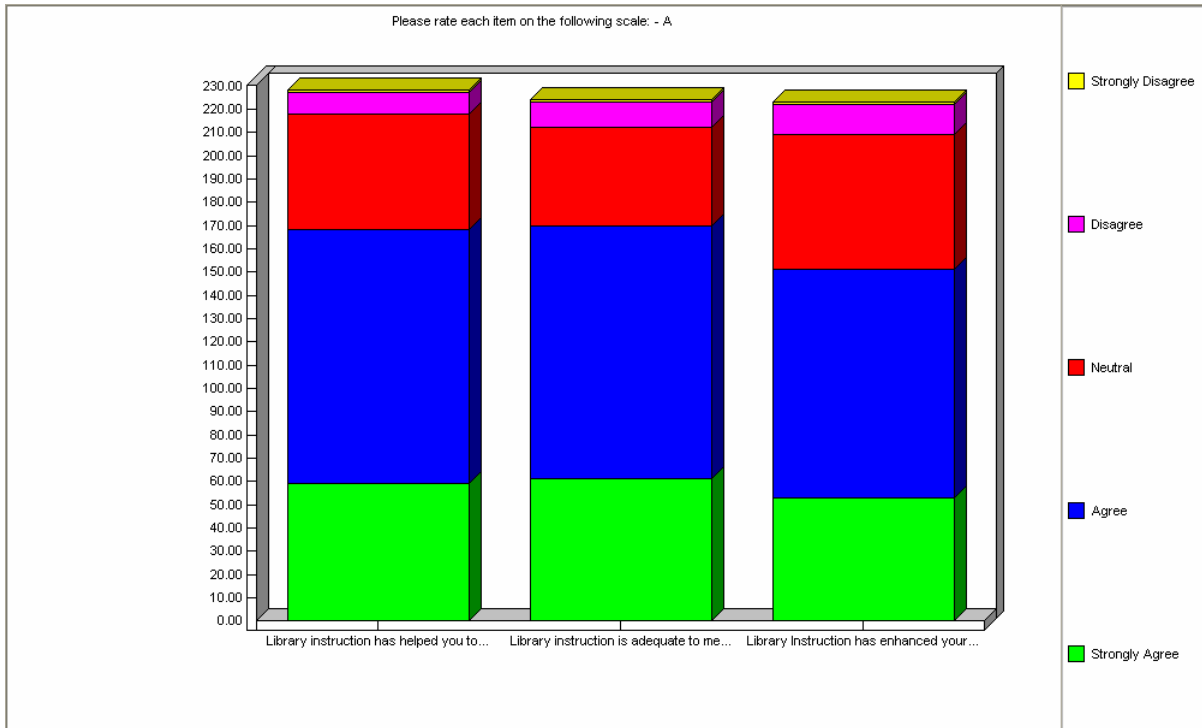
- not much change
- helped me learn Turabian style for references
- I learned more by working directly with the staff.
- advanced my understanding and use of search engines
- I was able to gain a true understanding for the topic
- Improved general knowledge

- I already knew how to use a library when I took the class online.
- helped me to be more comfortable using library resources as a distance student. Without it, I would not have been confident in a my ability to research the library from home.
- I took the pretest too quickly to absorb the info. i passed the class, but didn't really learn anything. i haven't had to write a research paper yet. when i do i know i'll be trying to figure it all out again.
- I wish they could come into class and do a presentation more often
- I actually tested out of the course
- didn't do much
- I felt that I learned about the library but not how to use it
- None of the above, I did not use it to it's fullest capacity
- I have previously used library resources at a Grad University
- Opened the world of databases for research
- It was of little value and I would recommend deleting it from the curriculum.
- Really did not affect me.
- not really
- didn't gain much from it.
- didn't gain much from it. would have appreciated more about using the databases. and on REF works
- None
- i'm not sure my skills have improved
- Not much really. I already was aware of what it taught.
- I wish a refresher or reference manuel with the lessons were available to look at when actually researching in the library.
- nothing I wasn't interested in the course so i put to no effort into it at all
- I was already aware of most of the things that the course covered.
- was beneficial in understanding the system that Regent uses
- Really, it has been of little help because I already knew most of what I needed to know.
- Not Sure
- About the same level of skill that I had from previous library courses at my undergraduate school
- I would say mostly neutral
- I really needed to do something in-person/hands-on. I am a visual/experiential learner.
- I took the test at the beginning and tested out - I understand its benefit although it is also frustrating due to recently being in school and having an understanding of the services available
- I pretty much knew how to do research to begin with
- no effect
- Has not helped
- Refreshed my memory on research skills
- it was just another course to burden my workload so I breezed through it not gaining much useful information.
- It did not have much of an effect, because I had instruction on how to use the

library resources in undergrad, so the library course was kind of a waste of my time

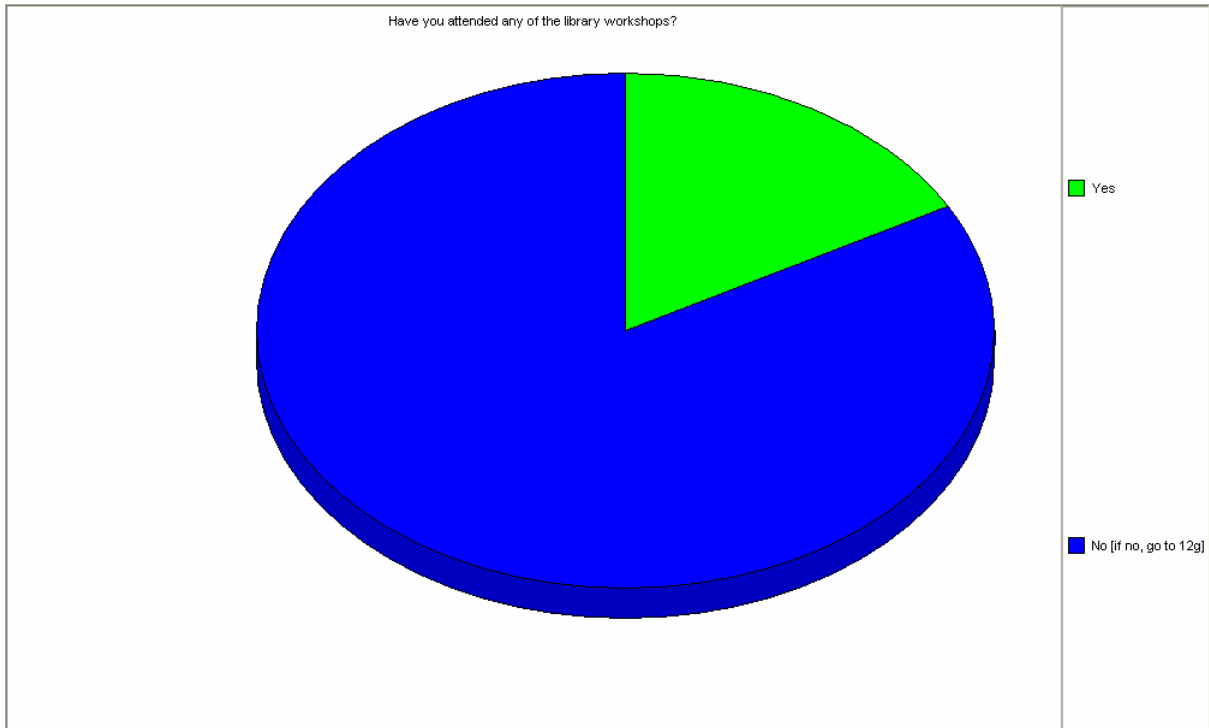
- none, I avoid using it if I can.
- I already had adequate research skills, so it was kind of a waste of time.
- not really any
- Not very helpful
- not much of an effect practically
- Nothing significant
- Assisted me in becoming familiar with Regent Library

Sample Answering: 47 responses



Q.12d Please rate each item on the following scale: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Library instruction has helped you to understand the research process.	59	109	50	9	1
Library instruction is adequate to meet your needs.	61	109	42	11	1
Library Instruction has enhanced your education.	53	98	58	13	1



Q.12e Have you attended any of the library workshops?

Choice	Count	Percentage Answered
Yes	50	16.8%
No [if no, go to 12g]	247	83.2%

Q.12f Comments regarding the library workshops.

- Each of the workshops I have attended were very beneficial to me.
- ...fine
- good
- Was a fun time alone with Bob!
- Excellent.
- Not needed at this time
- Ref Works was very helpful
- I knew how to use the resources before attending Regent.
- N/A
- none
- I attended Fotini's and Marta's--both very helpful.
- Very well presented
- helpful, especially for using databases
- They were very helpful
- I have have taken several. I really appreciated the library's effort to assist students in using their materials. I have taken online and inclass courses. The online course was nice, however, I wish I had a manual to refer to during the course and after the course when I have gone and tried to repeat what was covered. Also, I would like

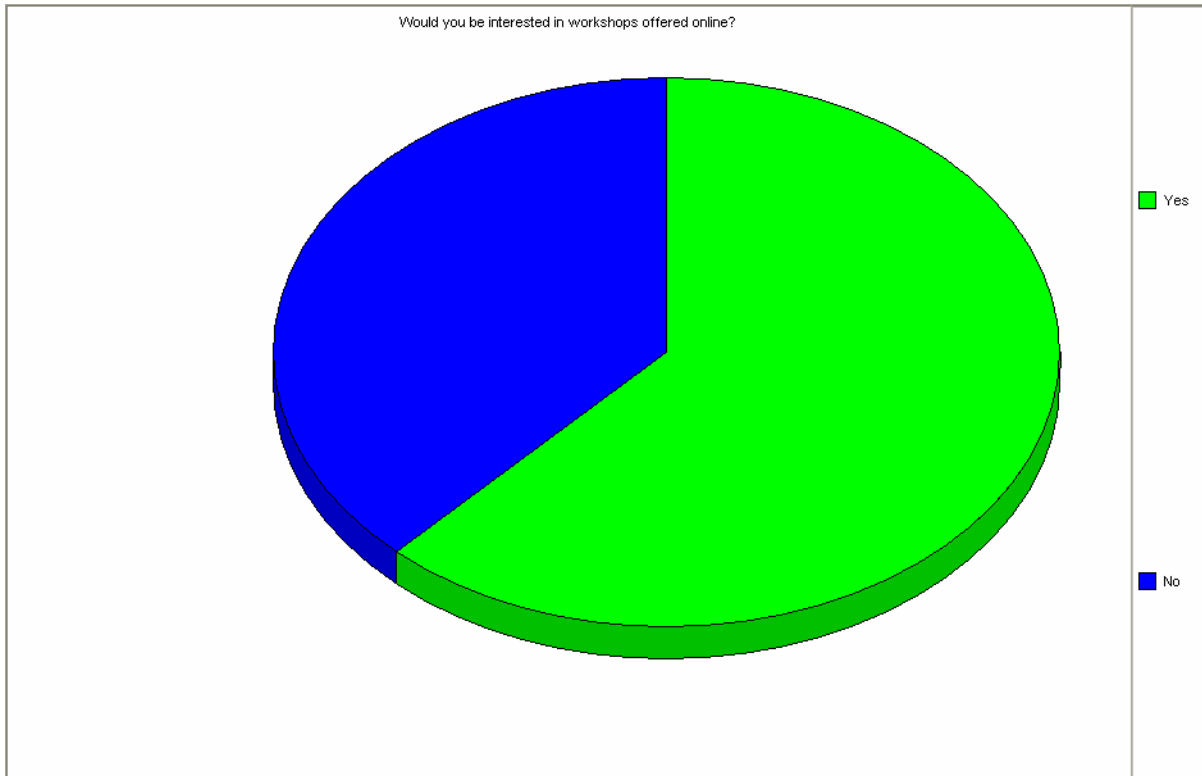
these courses much better if they were much more in depth.

- helpful
- Excellent selection and types of workshops.
- Fotini rocks! She has totally expanded my ability to do research and has streamlined my writing by introducing me to online books, ref works, and the like. Her hands on tutorials and personable teaching have been a blessing:)

Sincerely, Kim Copeland

- one. it was fruitful
- No comment.
- I attended a workshop on using the School of Psychology databases. The course was very helpful and cleared up alot of questions I had about making efficient use of databases.
- I sincerely appreciate your willingness to hold some of these workshops at the DC Campus. It's only about 25 miles from me, so I try to attend them.
- N/A

Sample Answering: 23 responses



Q.12g Would you be interested in workshops offered online?

Choice	Count	Percentage Answered
Yes	176	61.8%
No	109	38.2%

Q.12h Comments on Information Research and Resources course and Library Instruction:

- Online library research workshops would be a great idea if publicized via email and print posters around campus!
- n/a
- Good course.
- N/A
- Good, but not as memorable as I would have liked.
- None
- I will appreciate more work shops
- I would love to attend research workshops online. The other classes and assistance that I have recieved from librarians has been outstanding. I would always welcome the opportunity to learn more.
- none
- No comment
- IRR is excellent.
- In light of today's digital age, students need re-familiarization on a periodic basis

considering the many changes in technology taking place. Students need to be able to immerse themselves into various research tools. There is a lot of "stuff" out there that I never knew until I started conducting online research. Students need to be able to refine their skills in this area. The library should be instrumental in providing the necessary instruction whether through workshops or online exercises.

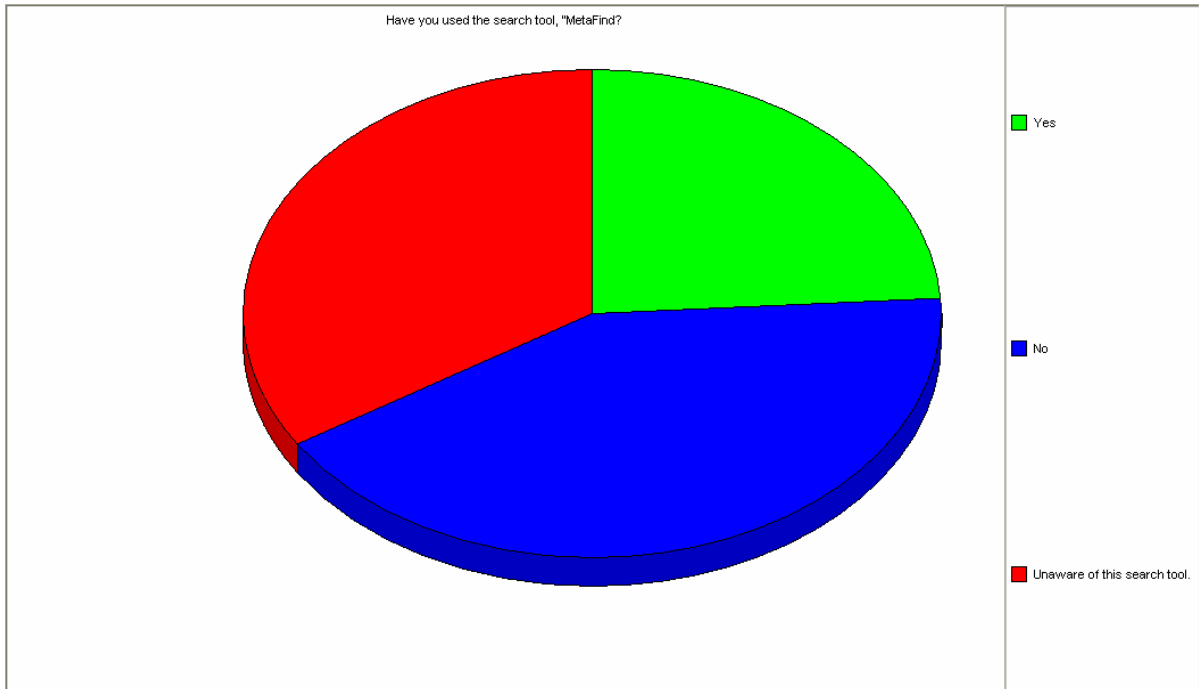
Recommend evening workshops for those that work full time. I have to admit that I am guilty of not attending these workshops, but I intend to be more alert when I see the announcements. Bottom line, one will get a better grade on the paper if one is able to research effectively. I hope the library pursues an aggressive plan of action to meet the needs for the students. I'll be there.

- I enjoyed the class. And it didn't take too much time away from the classes I was taking...but I learned a lot.
- If I could do it on my own time it would be much better since I can't leave my office for long periods during the day.
- Very easy to understand. Clear and concise.
- none
- I worked as a reference librarian for a number of years.
- N/A
- The Information Research Class is nice. However, it might be a good idea to give more indepth instruction on how to research, especially before we are required to take research classes.
- 1. Life is so full that, if I can avoid doing even this I will try!
- Sadly, I think many students blow off the Information Research & Resources course. It needs to be reworked to where students must submit work to show they used the databases or set foot into the library
- none
- Hold the reference desk up as the Gold Standard of Service and Information
- I Do not feel I would need it to accomplish what I am currently doing in school.
- There are just not enough hours in the day to take advantage of all the workshops.
- Yes, if the entire class was attending.
- Although I have not attended workshops in addition to UniLib course, I have had the opportunity to have Bob visit our class in Master's Research and he did an excellent job.
- I am a visual person,so on-site works better for me.
- Recommendations for books/authors on excellent Biblical hermanuetics; more materials on sound Biblical scholarship; access to media/video on reserve such as Roberts Liardon's God's Generals series.
- no comments
- Services were definitely helpful in my educational experience at this institution.
- n/a
- Not helpful at all. The information taught in this online course is repeated in academic writing seminar and the master's research and writing class. The professors (for academic writing & master's research & writing) should have a few of their class sessions in the library computer lab with Bob sivigny. This method is more hands on. We actually did this with my Master's Research and writing class and all the students found this much more helpful. I did not learn anything in the

online course (except probability when taking the quizzes).

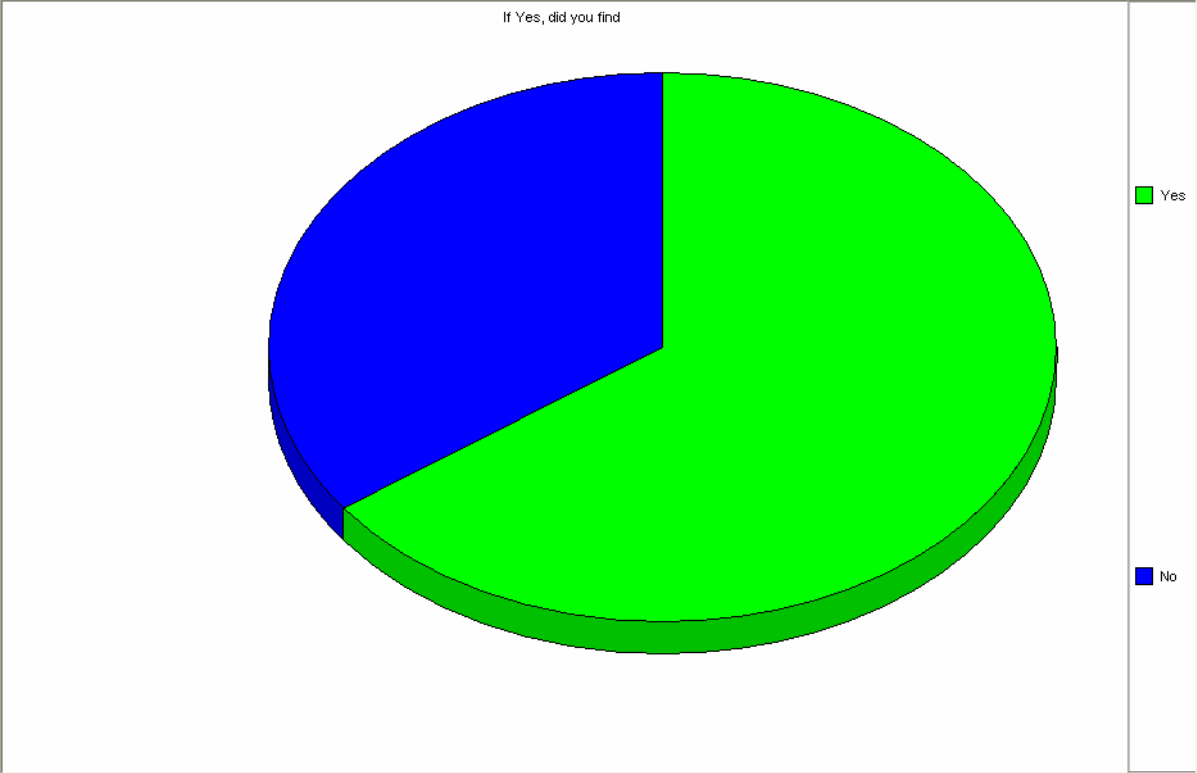
- I have had little time for extra workshops.
- maybe, as long as it is self-paced and not required for a grade...I have enough to do with the present MBA workload.
- I don't like that it is required. It just made my first year a little more hectic because I knew I had to get it done.
- None
- No comment.
- None
- I cannot afford to travel to the library from Western United States.
- No comment.
- I have no comments at this time.
- Downloadable or purchasable copy of material would be helpful to maintain for reference later - or have the information available on-line in the library.
- Good job!
- I feel confident in using the library. As a new student, I would have been interesting in online workshops.
- I still need to complete this. Our internet connection and download capacity has until now been a difficulty preventing this.
- None

Sample Answering: 47 responses



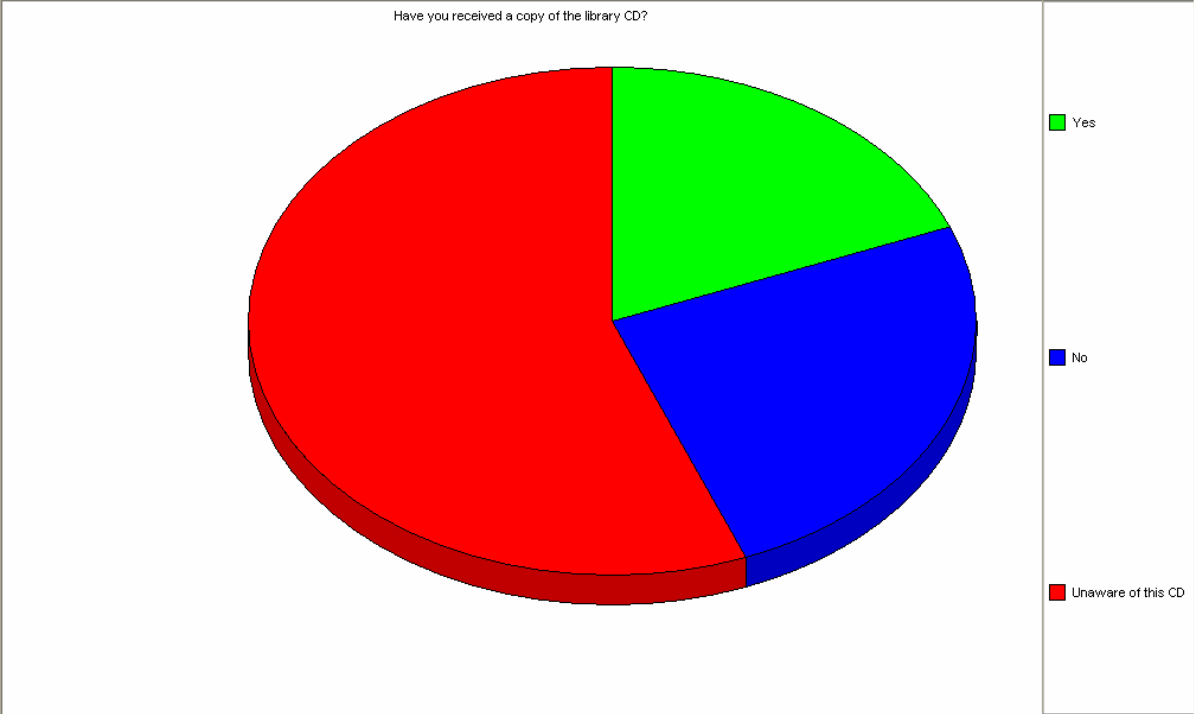
Q.13 Have you used the search tool, "MetaFind?"

Choice	Count	Percentage Answered
Yes	73	24.3%
No	125	41.5%
Unaware of this search tool.	103	34.2%



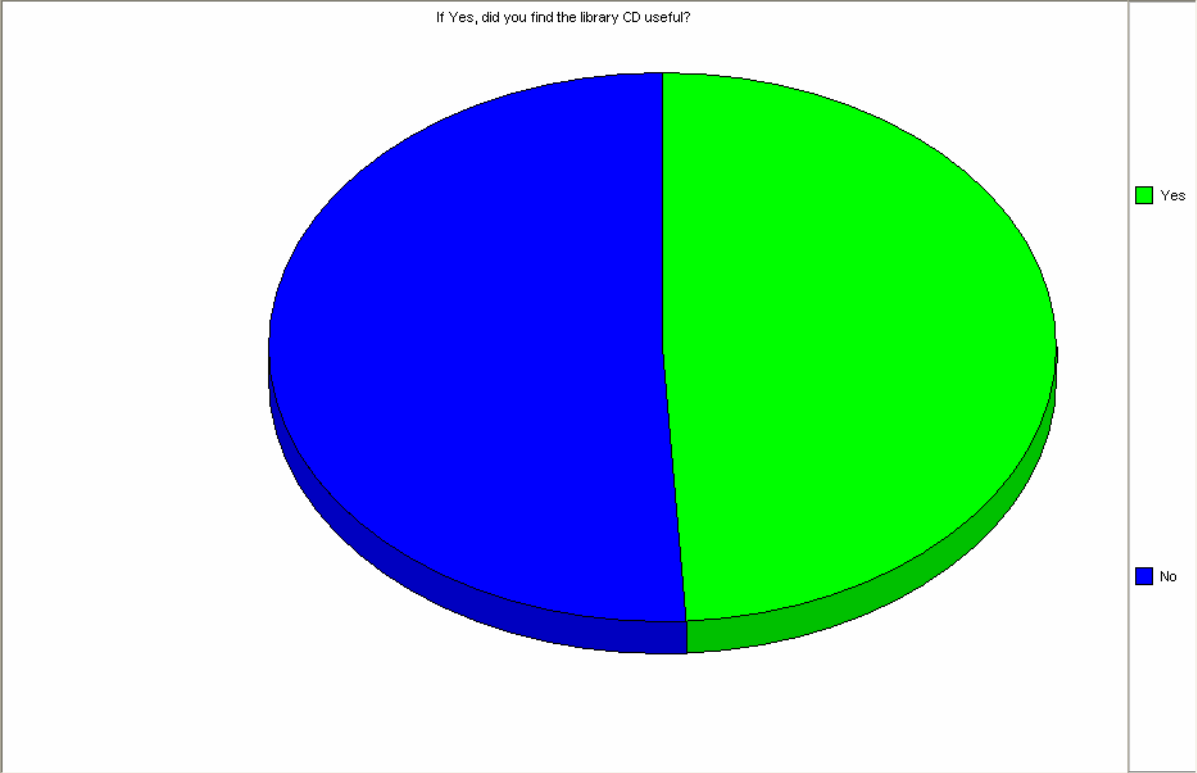
Q.13a If Yes, did you find

Choice	Count	Percentage Answered
Yes	60	65.2%
No	32	34.8%



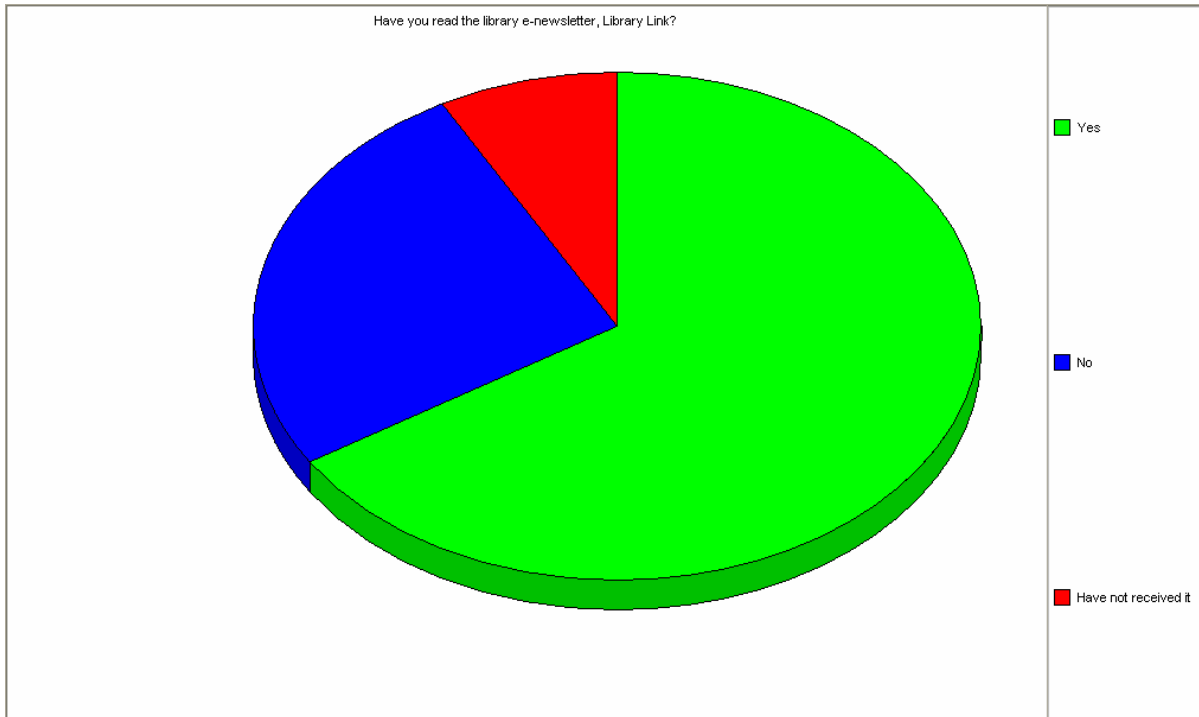
Q.14 Have you received a copy of the library CD?

Choice	Count	Percentage Answered
Yes	55	18.6%
No	74	25.0%
Unaware of this CD	167	56.4%



Q.14a If Yes, did you find the library CD useful?

Choice	Count	Percentage Answered
Yes	36	48.6%
No	38	51.4%



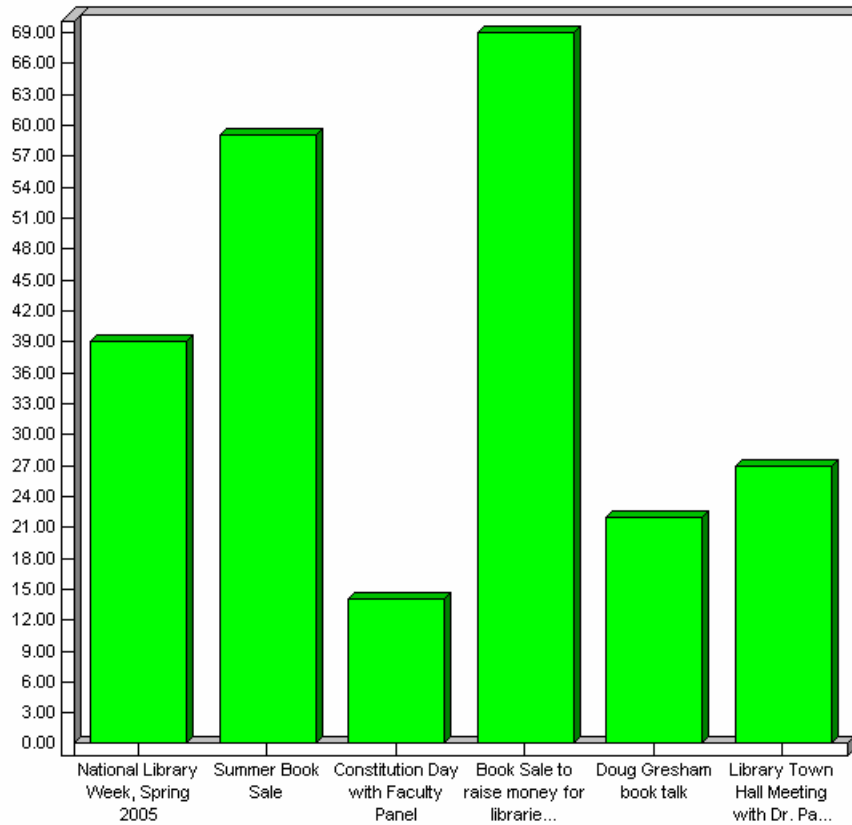
Q.15 Have you read the library e-newsletter, Library Link?

Choice	Count	Percentage Answered
Yes	195	65.9%
No	76	25.7%
Have not received it	25	8.4%

Q.15a If you have read the Library Link, do you have any suggestions to make it better?

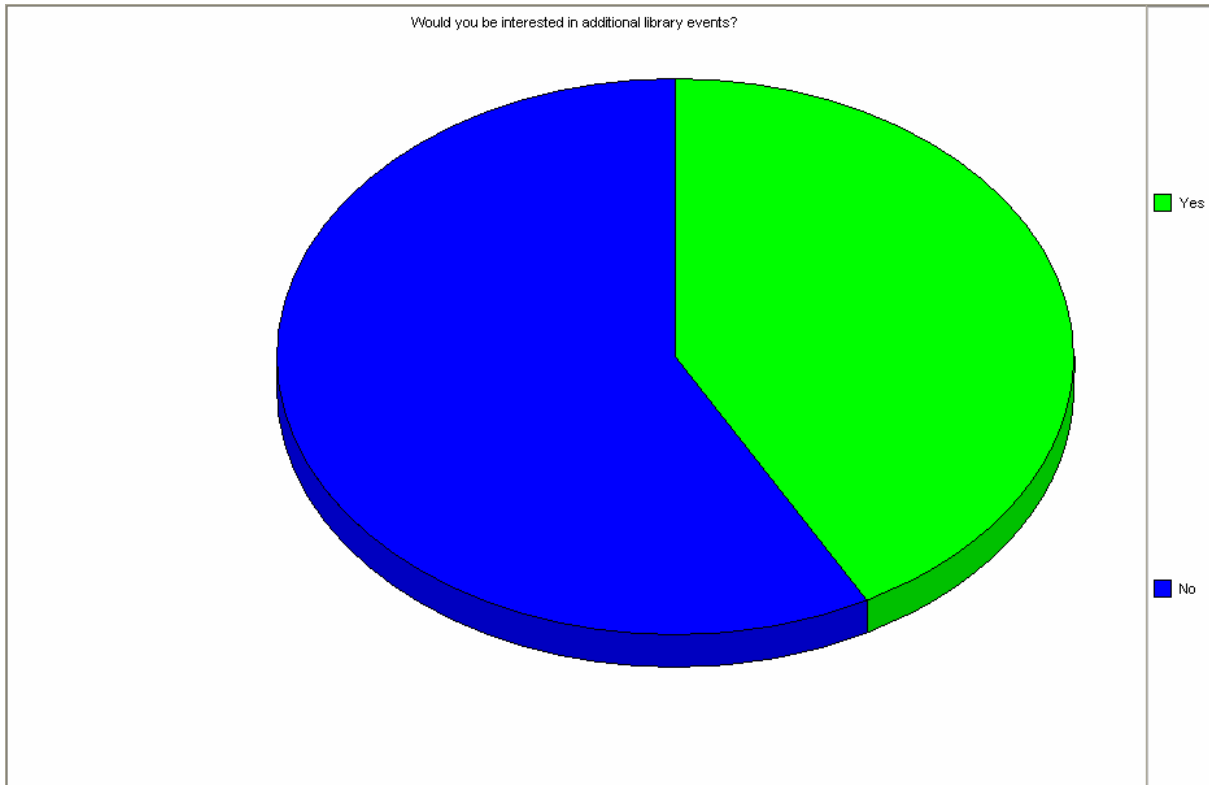
- It was fine to me.
- n/a
- Add more on searching through journals. Also, I attended Regent for two semesters before someone told me about NetLibrary!
- N/A
- No.
- No, I think the Library Link is a great source of information. Most of what I've learned about Regent's library system has been through this resource.
- i save them but forget to go back and review the info
- more links to great web resources
- None
- no
- Not really. I like the informations on "hidden treasures" of the Library.
- nope
- no
- Not at the present moment.

If you attended any library special events this year, please select the event(s). (Check all that apply.)



Q.16 If you attended any library special events this year, please select the event(s). (Check all that apply.)

Choice	Count	Percent of Sample
National Library Week, Spring 2005	39	12.9%
Summer Book Sale	59	19.5%
Constitution Day with Faculty Panel	14	4.6%
Book Sale to raise money for libraries hit by hurricanes	69	22.8%
Doug Gresham book talk	22	7.3%
Library Town Hall Meeting with Dr. Pat Robertson	27	8.9%



Q.16a Would you be interested in additional library events?

Choice	Count	Percentage Answered
Yes	113	41.7%
No	158	58.3%

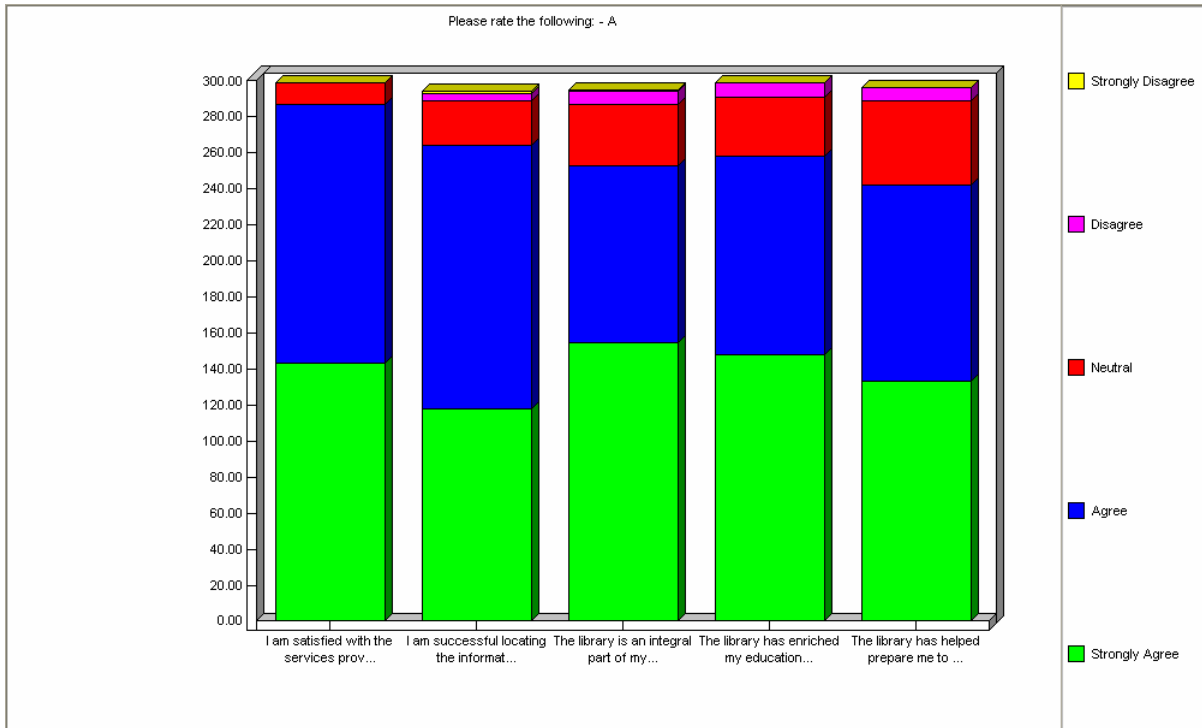
Q.16b If yes, what type of event?

- African American authors during Black History Month, Latino Authors, Philipino Authors/Scholars, etc. Let's celebrate our diversity and stimulate intellectual growth and development!
- I would be interested in events having to do with learning about resources available to help students with learning dysabilites (dyslexia).
- I rarely have time to do extra events such as this. Although, it is a great idea.
- Greek & Hebrew word study crash courses.
- book sales for distance ed students
- More book sales
- just inforation on update and research skills
- anything with food, honestly. I did really enjoy the Constitution Day, however.
- author meetings
- I think the events offered have been great, but due to business committments I have been unalbe to attend. I plan on attending future events.
- Book sales - like the one used to help hurricane hit libraries.
- Book Sale

- book sales; special author series; coffee and conversation with authors speaking on campus
- Expository of a person or topic
- Book discussions, more author discussions (Gresham was great!)
- no comment
- tours of the various library facilities as well as hands-on research instruction
- It doesn't matter depends on the event offered and my schedule.
- More readings with authors and book discussion groups that are about pleasure reading books not academic.
- Possibly something to get our children involved.
- N/A
- I am more focused on trying to sharpen my research skills if there are more workshops in this area.
- Special short lectures by prominent authors.
- I enjoyed submitting an essay for the contest for library week. As an online student from California...it is almost impossible to participate any other way.
- Book signings (fiction)
- not sure
- Readings
- Lectures and debates. We have a wealth of intellectual talent that is evident and even greater potential remains to be unlocked.
- authors speaking about their work, like Philip Yancey
- Book sales
- N/A
- Book Sales
- I am located at the DC campus, so some of those activities held at the DC campus would be nice.
- More used book sales. The Doug Gresham Book Talk style things. I was doing a class activity and missed it. If you made DVD's of the event available to purchase or view on loan from the library... I would find that useful.
- More food and fellowship.
- none
- Book Reviews Research Workshops
- Book sales.
- More like the Doug Gresham talk. Perhaps talks with prominent Christian authors. Frank Peretti perhaps?
- More baked cookies!
- popular current author speakers for the various schools, such as Hannity and Colmes for each of their respective books, etc.
- On the Constitution and other founding documents, as well as on the Founding Fathers, maybe pertaining to the books they read, etc.
- A required, in-person course would be much better than simply an online course. If it is not required, we grad students are so overcommitted that we will not try to squeeze it in. Yet, it is SO necessary!
- online book sale
- sales

- historic area talks
- Honoring women's month--March.
- Notifications of online resources.
- Not sure, interested in all that would be offered.
- workshops
- n/a
- not sure. I just like the library.
- meeting authors
- Maybe themed book meetings or a reading club of sorts...
- Interesting book reading groups would be fun
- Love the talks-- Gresham, Clark, the theater people, etc.
- Any that apply to distance students.
- I'm not sure if there would ever be anything held at the DC Campus, but I would be interested in attending there.
- I am interested in follow-ups on local churches and their religious activities.
- Perhaps displays of new reference materials by school?
- none
- Online events could be included.
- More social events for the students, especially for students and faculty/staff from the different schools to get together so that we can broaden our horizons and meet people outside of our school.
- Something geared towards children.

Sample Answering: 64 responses



Q.17 Please rate the following: - A

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with the services provided by the library.	143	144	12	0	0
I am successful locating the information resources I need.	118	146	25	4	1
The library is an integral part of my education at Regent University.	155	98	34	7	1
The library has enriched my education/teaching at Regent University.	148	110	33	8	0
The library has helped prepare me to fulfill the mission of Regent University, "Christian Leadership to Change the World."	133	109	47	7	0

Q.18 Comments regarding Overall Satisfaction:

- n/a
- I have had nothing but great experiences at the library!
- Great library and staff.
- Thanks for the opportunity to participate in the survey.
- I have enjoyed working with those involved with our library.
- As a distance student, I have at times felt disconnected from the full range of services the library offers. I would like to receive a cd or special instructional e-mail regarding the book services provided to non-local distance students
- Great.
- overall very good
- I have been really impressed with the organization and staff of the library. It has made my research here less stressful
- The library staff does a wonderful job.
- need more books on missions and current update on international books and articles
- Overall, I have been pretty satisfied.
- service with excellence
- The online resources are very useful (metafind, the various databases & etc).
- Very satisfied, able to obtain needed information
- I think they are doing a good job and always available when i need them.
- I am an online student and have not had a great need to use the library online in the past months but have taken advantage of this service in the past and have been greatly satisfied.
- none
- I am thankful for the top-rate library at Regent. Great staff and materials.
- Outstanding service. Keep Up the Good Work.
- The resources and assistance in the library are very helpful and the staff is really incredible!
- Overall I think that our library does very well in serving the needs of its students.
- I really like that program refworks I told a group of friends about it today. They were not even aware that it existed.
- Very satisfied with and thankful for Regent Library. Thank you. Please keep up the good work.
- Marta and Regent library staff have been most helpful. I need to get on the ball. And I look to the library for that assistance.
- The more a student can do online the better...especially if it is an out-of-town student.
- Please extend weekend hours of operation for the library to 9am-midnight each day.
- Thank you all for your hard work!!!
- You do Christ's work. Thank you. You are not forgotten.
- When I was a student the Library was very helpful now that I am on staff but at a distance, when I have contacted the library they were very helpful.
- I think that the library is run very well and all the staff seem knowledgeable and helpful.

- The modern selection of plays and books on acting is less than I would like at times. I can't always find what I need at the Regent Library. Often, I'm forced to either go to a different area library or purchase the play or book on acting from a bookstore.
- Space is very limited at the library. The separation of the B-classification is an obstacle to student's research. The atrium on the second floor is a distraction and could be used for the actual purposes of the library: books.
- N/A
- I have not really used the library during my two semesters at Regent....
- I'm not a student but I know we have a great library and even more important a great library staff willing to help in anyway possible. I know our students appreciate that.
- Please increase your film library to contain copies of the films referenced in our classes. You can contact the com school professors to do so. You are doing well and I am looking forward to having the resources available as I need them in the future.
- The online resources are great and the staff seems genuinely interested in helping students. I appreciated the tour during the Intro to Doctoral Studies.
- Amazing amount of resources for distance students. Hope we can negotiate a continuation of service for alumni! Would hate to loose this resource! Thanks so much.
- none
- Overall the staff is great the facility and operations just need a little work.
- Wonderful.
- none
- Please do a better job of serving our DC students!
- The above is especially true of the reference desk librarians.
- Thank you for all that you do to serve us!
- I find it confusing to access library information online. I am only in my second year od study at Regent. I believe an online guide to using the library would be helpful.
- I truly salute Bob Sivigny for his expertise. Ms. Kontos for her assistance and the courteous staff in helping me achieve my research goals. Thank you.
- It's a helpful institution with plenty of resources to meet me personally as well as academically.
- Very satisfied. Friendly staff. Collection of Divinity books is good and I am grateful to have them available.
- The Staff is very professional and personable. Marta Lee goes out of her way to assist.
- Mostly satisfied, I have received great help from the staff.
- I appreciate both the staff and the resources of this library and am grateful for their availability.
- I am satisfied
- n/a
- Never stop continuing to improve
- The Reference staff has been extremely helpful.
- helpful staff, fantastic resource, including online databases with fulltext

- Excellent resources, staff is courteous and extremely knowledgeable. Suggest alternative ways to find resources needed.
- Everyone that works there has been great - customer service is a definite strength and I appreciate all that you do:) Love the end of semester coffee breaks at the library too - keeps me encouraged and ALIVE:)
- I love the magazines and journals in the library. Being a business student, i do not find the latest books in the library at all. I use online resources most of the time.
- I haev used your computer lab when my PC died....I have accessed articles on line for course work. Knowing support is available is great. Thanks for being there.
- Good service
- All staff at the library are extremely helpful and courteous.
- None
- exceptionally service oriented.
- I am satisfied to the extent I use the Regent Library. Because I am in New York City, I end up using Columbia University and their inter-library loan program when I need information that is unavailable instead of Regent due to the convenience. I also have used NYU's library a number of times and find their media facilities have helped me with classes.
- I honestly cannot think of anything to suggest to make my library experience any better. Thank you for all you do!!
- The Regent University Online Library is great!
- I have no comments at this time.
- Research databases are excellent - especially ABI/Inform which I use every week and several times a week. Outstanding capabilities to find refereed journals and authoritative sources.
- I'm grateful for the resource, of course; but the service and concerns of the staff are such an added plus. You guys are awesome!
- i am satisfied with our library.
- Library is too small. Need more places/desks to study.
- Our local download speed has hampered use - patience is needed. Also, it would have been useful had I completed the library course sooner.
- None
- Very satisfied with the resources available and the friendly staff.
- I like the library. It is comfortable and easy to use.

Sample Answering: 78 responses

Q.19 Please share any comments you have that can be used to enhance the quality of service at Regent University Library:

- We have a wonderful library and especially love our Divinity librarian - Bob Sivigny.
- the law students have private areas to study and keep material. How about having some areas for other schools. I know there is a cost, but it may be nice for others and you could make some money from it.
- n/a
- Keep up the great work!
- Maybe have some more videos/DVDs for family viewing. Only a few kids DVDs, and our kids love going there to see whats on the shelf. Probably other families do as well.
- One serious problem noted is that the "stand alone" computer in the reference area is old and slow. The Libronix library system which is available through this machine is a virtual memory hog so that the computer almost ceases to function when using the application. Attempting to use Libronix with a second application at the same time causes the computer to slow to a crawl. It almost appears at times as if the computer has frozen up. If you have the budget, I suggest changing the computer with an new machine--the fastest you've got--so that Libronix is fully accessible while simultaneously using other applications on the computer. Thanks
- Thank you for all you do for us. We a blessed because of you all who serve us.
- Sometimes there aren't enough carrols on the first floor. It'd be great if there could be a carol for every graduate student. It seems we pay enough to at least be able to share one with another student and set up a schedule for its use. Just a thought. Not too sure about how feasible this would be.
- Improving the MetaFind feature would be helpful. I frequently come up with zero results on a broad search topic.
- Activate a career/job information service
- open the library 1/2 hour earlier during modular week for de students trying to squeeze in time prior to class
- None
- i had find trouble finding the books in the shelves. When I search them it said they are available in the general collection but I could not locate them on the shelves. Especially for doctoral studetns who need to locate many books and articles if there are staff available to locate or assist with finding the right book it would be a tremendous help for me and also save time.
- I would like to see more books in the library.
- The library has been very helpful when it comes to papers and research. Would like to see hours later on either friday or saturday.
- Altogether, its pretty good.
- none at present.
- no comment
- Perhaps an option could be provided that would allow searches within the available journals--maybe that is not possible--just an idea
- Perhaps we could get more librarians to work at night. I've found that the ones that are knowledgable work during the day and the people I talk to at night are not as well trained.
- Please share the ref-works with students to help them with research and sources.
- Thanks for the survey as it elevated my awareness on several items that I need to follow up on. The one area that causes much frustration is the quality and quantity of databases that appear to be too restrictive that I tend to wonder off to other off-site websites. Researching digital documents is an art and I hope Regent can find ways to improve what they already have. This is one student that loves learning. I am proud to be a student at Regent. God Bless.

- If you could communicate with the advisors that the library course is available before classes...that would help. I found out about it from a classmate after I had been required to use the library for several classes. It would have been much more helpful to have taken it before. Thanks.
- you all are doing great - keep up the good work!!
- The quality of service is awesome!
- Feel free to use any of my above comments. God Bless.
- BUy more books
- I have been disappointed with the selection of CURRENT books in the field of psychology. I think there needs to be an addition to the collection in a big way.
- N/A
- Some resources seem very dated and the general layout of the books/cds/videos is not intuitive. I would like the flow to be revisited. As for staff - they're great and the 'feel' of the library is soothing.
- 1. Would it be possible to have Greek and Hebrew installed on library computers?
- 2. Would it be possible to have one or two computers on the first floor in the library that were dedicated to the catalog - without the survey getting in the way? (On the second level access is much easier.) Too often the catalog computers are in use by folk doing longer term projects and the bank of computers near the ref desk require tedious logging in to get to the catalog. Could there be electronically enforced time limits on the terminals used for the catalog?
- 3. I am appreciating the increased number of biblical commentaries finding their place in the ref section. Thank you.
- 4. I have valued the area at present occupied by the three round tables in the foyer area. It has been useful for meeting students and a research assistant.
- 5. Finally, thank you so much not only for the literary sources you provide but for the practical help you offer and the way it is offered. The library has become an irreplaceable support for my research. I pay particular tribute to the divinity librarian who is unstinting in his willingness to help this reader with all manner of questions and problems. Thank you all. God is good! Graham H. Twelftree
- Continue expanding the on-campus book selection.
- none
- The library needs more study rooms and again needs to have extended hours during the week.
- I haven't used the library enough to really give helpful feedback in terms of service quality
- I called the person in charge and shared ideas on viewing and lack of VCR equipment, and front desk not finding the headphones for VCR, and past problems only finding old references (1980's books).
- Boost the payscale so that we don't lose the current staff to other universities.
- As a COGS rep, I have heard several law students talking about the need for even longer extended hours during finals week. I would definitely say that is a legitimate concern for these students. Also, I would just encourage you to consider the possibility of leaving your circulation desk open for the duration of your operating hours to minimize frustration with students (especially those who are not familiar with the policy). Thank you!
- Camesha Manzueta , cameman@regent.edu
- I am sure that the services offered by the Regent Library are great, but since I am located in Richmond, I usually go to the library at Union Theological Library.
- Cannot think of any.
- none
- The Library provides a balance between traditional resources and new e-information and electronic resources.
- I am very thank ful for each staff member and their help, because of their help always

wanting to come to library for my needs for my studies and also for pleasure. May God bless you all.

- Keep up the great work
- n/a
- Note which volumes are actually held in broken sets of back-issue periodicals.
- I have been very pleased with the services thus far. Thank you.
- Please have more business books or a business section in the library would be great as well. thanks you
- Extend opening hours so that students can have more time to study
- No comment.
- None
- The physical layout of the library is a bit tricky. It is not intuitive, especially to folks like myself who have been in a number of university libraries. It took me a while to find the collection I am interested in the first time I was in the library. You have to read small signs and arrows to get to these collections. Maybe I am missing a "master map"? I'm not entirely sure what would help. One comes into the library and doesn't really know where to go first. At least - on the good side-- the computers for the searches are readily available and visible. Thanks for all you do! A great library and staff.
- keep up the great work.
- The turnaround time for hard copy precludes my use of the library for other than electronic data base material.
- No comment.
- I have no comments at this time.
- None. Satisfied with the library as an integral part of my degree program and experiential learning at Regent University.
- i don't have any that i can think of.
- Keeping in touch with all students regarding the library should include a special note for foreign students - this would be helpful.
- Please send me a CD luisvar@regent.edu

Sample Answering: 61 responses