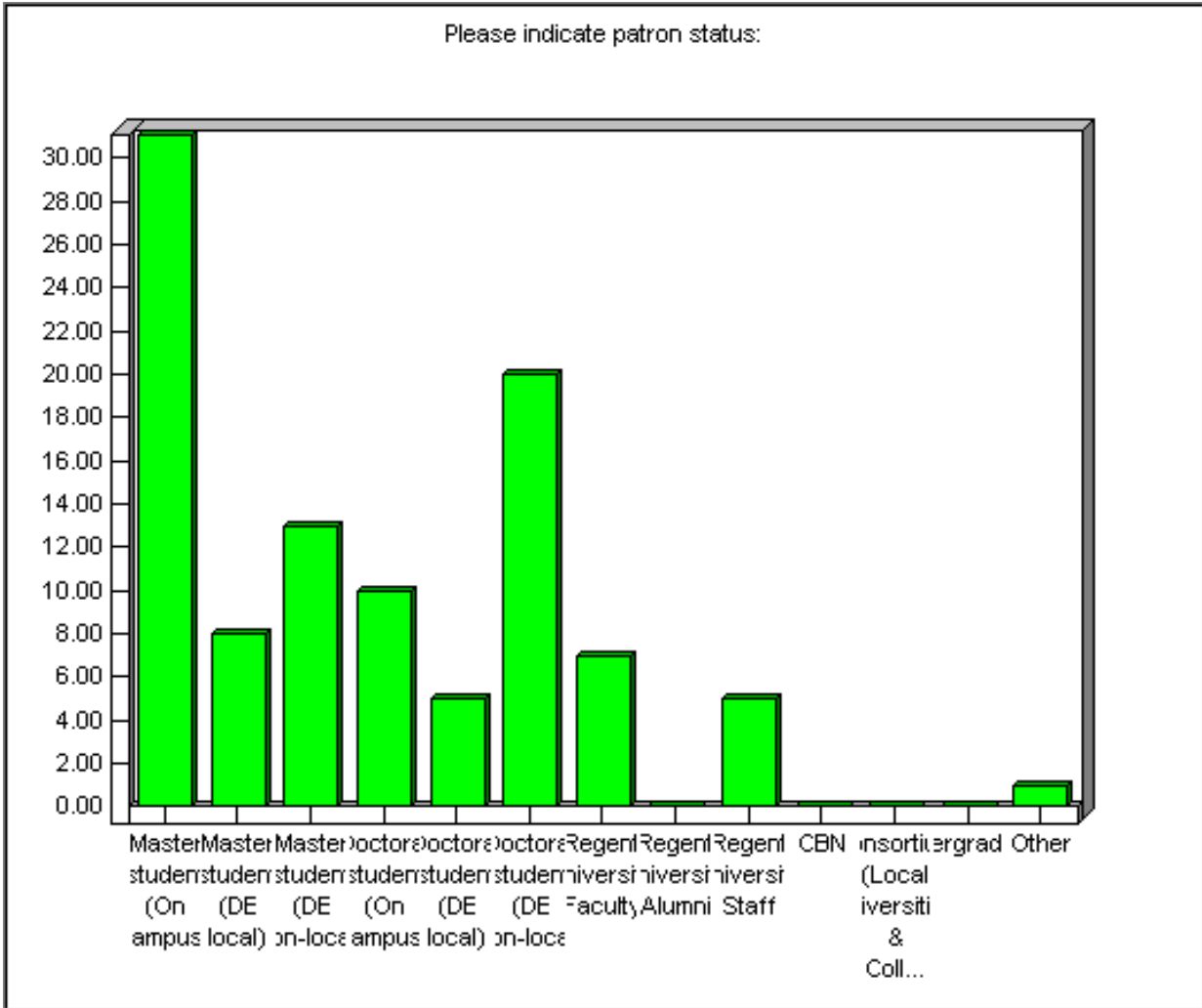


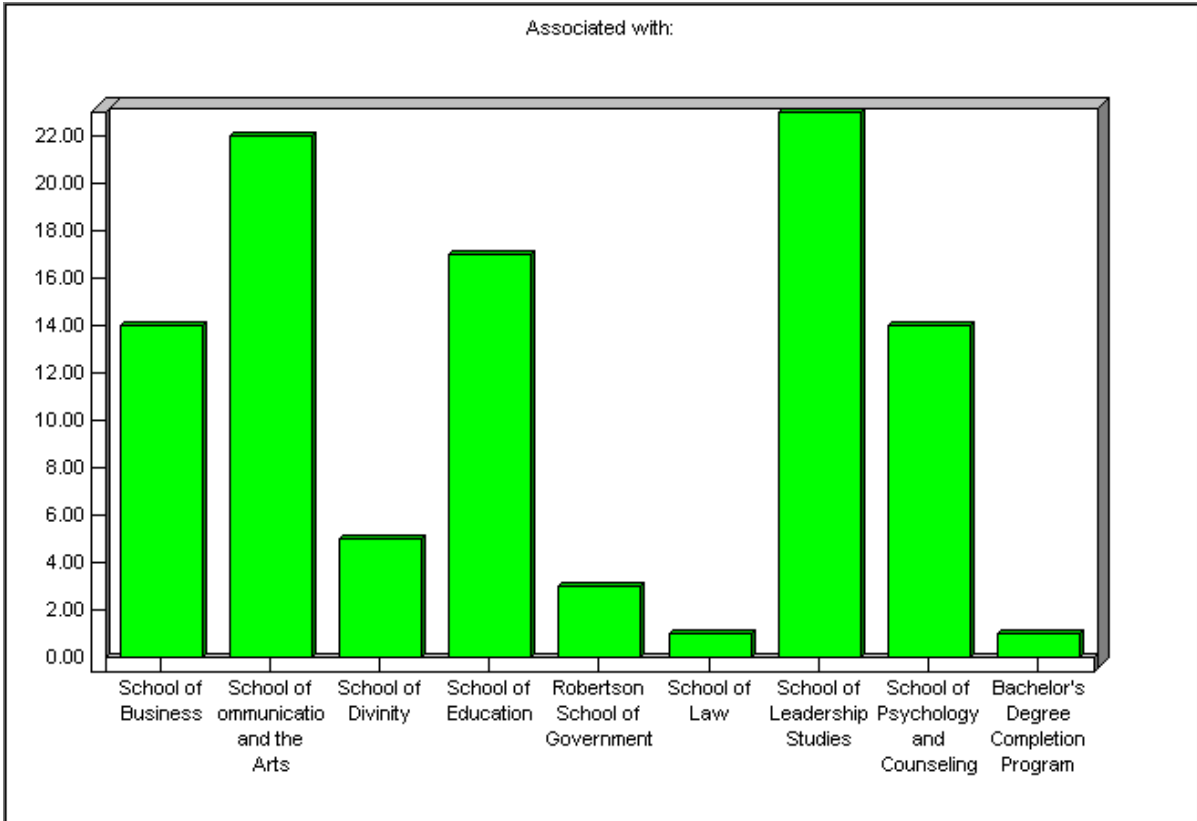
# **Regent University Library -- Customer Satisfaction Survey 2003**

- Analyzing 248 responses.
- Presentation generated on April 24, 2003.



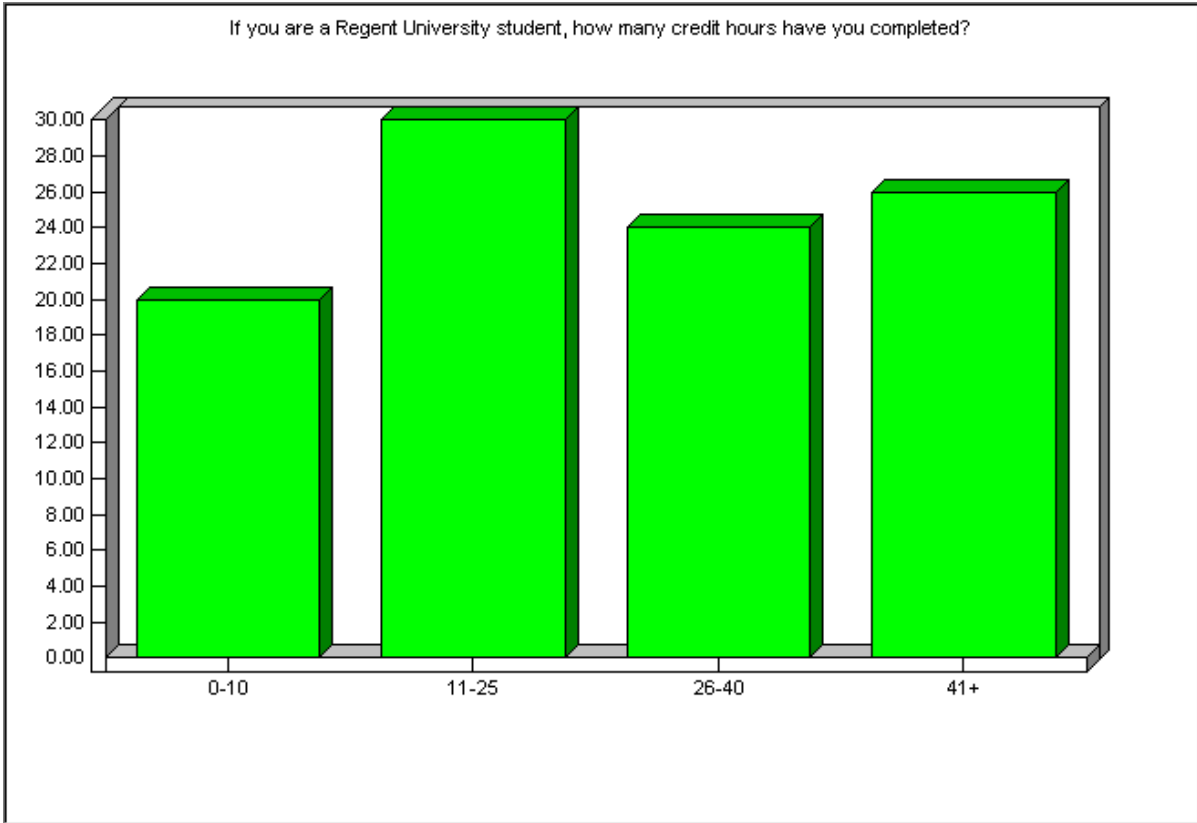
**Q.1 Please indicate patron status:**

Choice	Count	Percentage Answered
Master student (On campus)	77	31.3%
Master student (DE local)	19	7.7%
Master student (DE non-local)	33	13.4%
Doctoral student (On campus)	24	9.8%
Doctoral student (DE local)	12	4.9%
Doctoral student (DE non-local)	48	19.5%
Regent University Faculty	16	6.5%
Regent University Alumni	0	0.0%
Regent University Staff	13	5.3%
CBN	0	0.0%
Consortium (Local Universities & Colleges)	1	0.4%
Undergraduate	0	0.0%
Other	3	1.2%



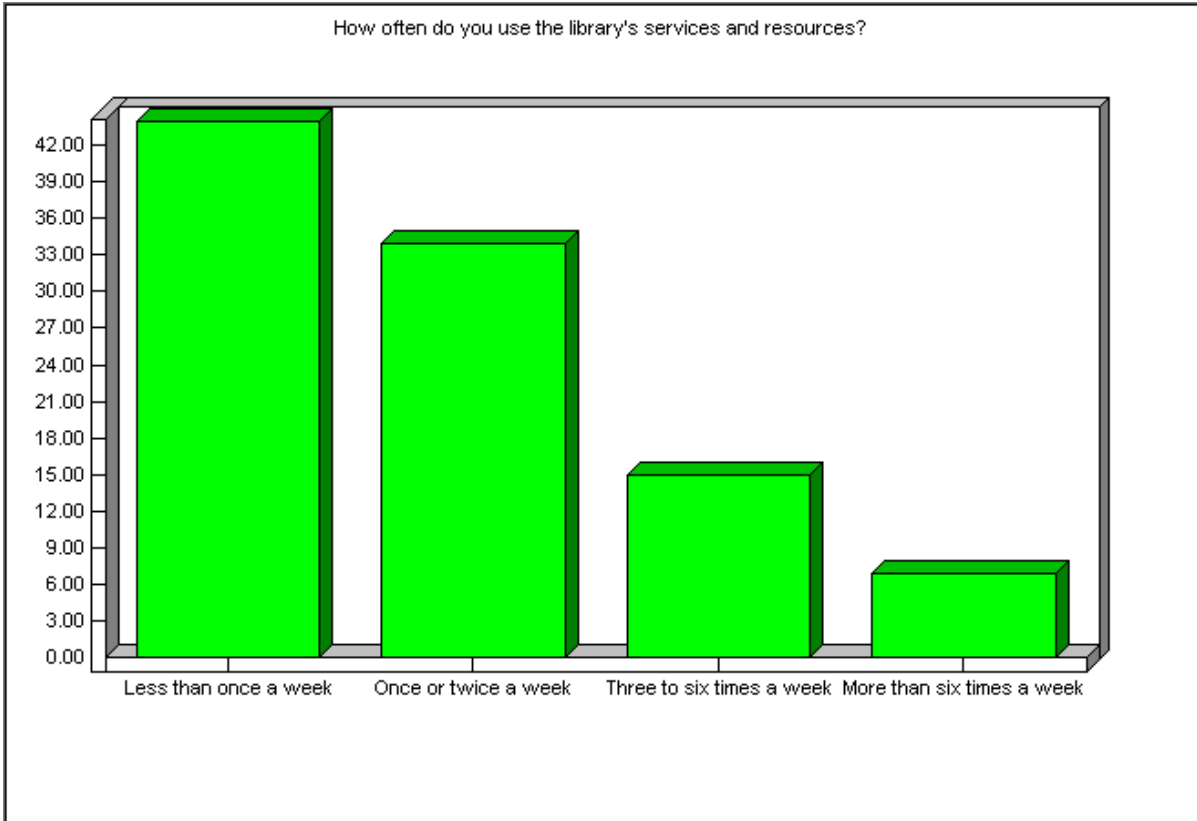
**Q.2 Associated with:**

Choice	Count	Percentage Answered
School of Business	34	14.2%
School of Communication and the Arts	53	22.1%
School of Divinity	12	5.0%
School of Education	41	17.1%
Robertson School of Government	8	3.3%
School of Law	2	0.8%
School of Leadership Studies	55	22.9%
School of Psychology and Counseling	33	13.8%
Bachelor's Degree Completion Program	2	0.8%



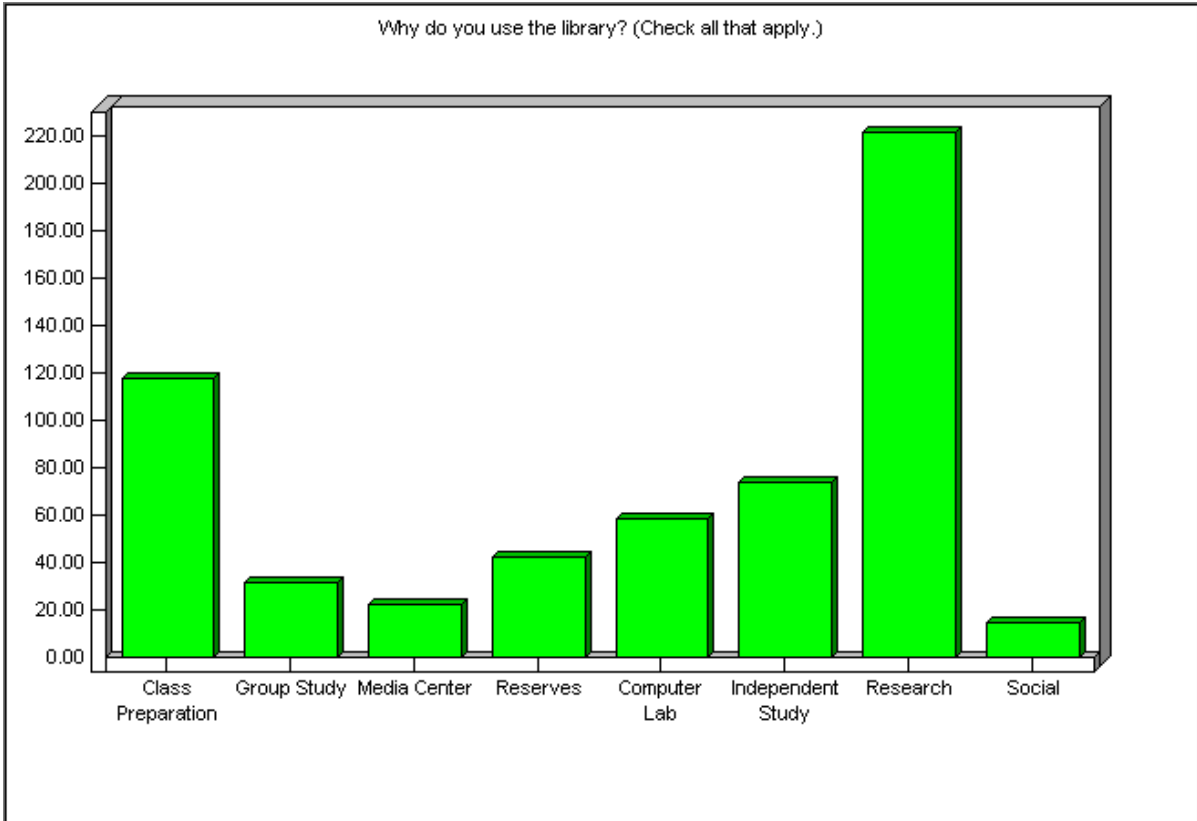
**Q.3 If you are a Regent University student, how many credit hours have you completed?**

Choice	Count	Percentage Answered
0-10	44	20.1%
11-25	66	30.1%
26-40	53	24.2%
41+	56	25.6%



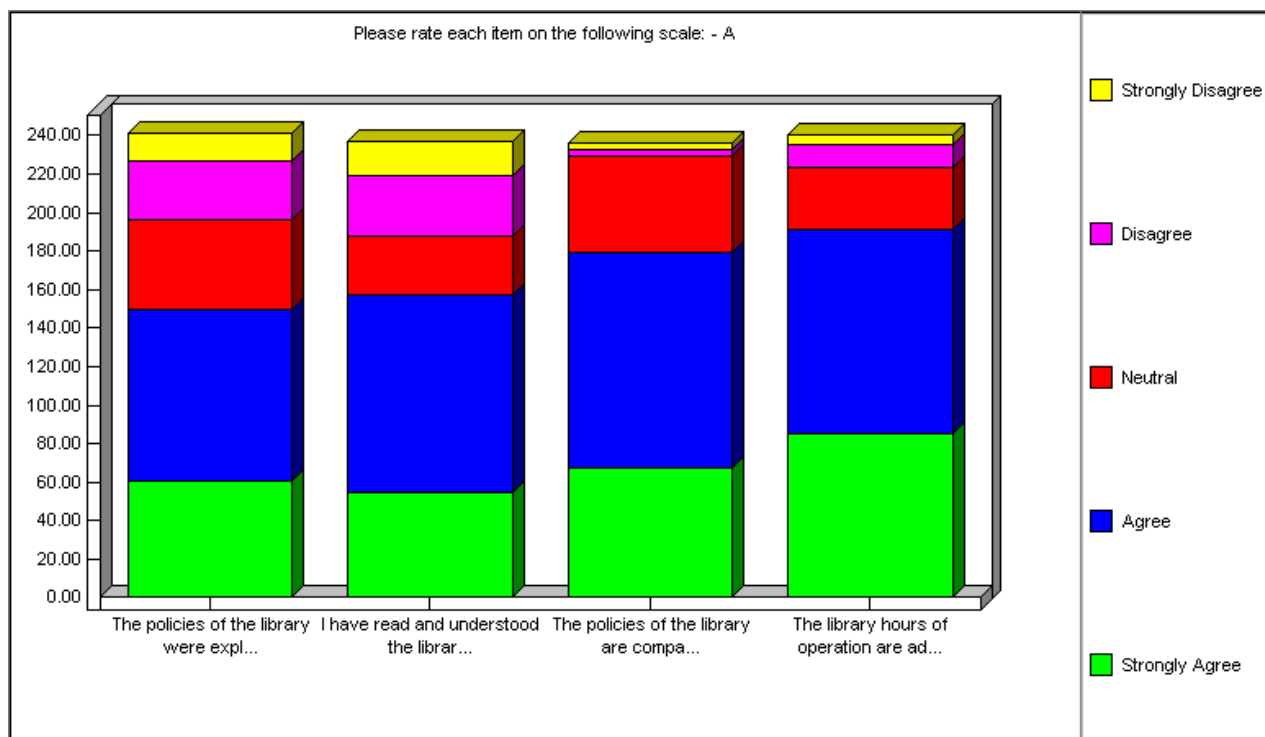
**Q.4 How often do you use the library's services and resources?**

Choice	Count	Percentage Answered
Less than once a week	108	44.3%
Once or twice a week	83	34.0%
Three to six times a week	36	14.8%
More than six times a week	17	7.0%



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

Choice	Count	Percent of Sample
Class Preparation	118	47.6%
Group Study	32	12.9%
Media Center	23	9.3%
Reserves	43	17.3%
Computer Lab	59	23.8%
Independent Study	74	29.8%
Research	222	89.5%
Social	15	6.0%



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

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The policies of the library were explained to me by either a librarian or library staff.	61	89	46	31	14
I have read and understood the library policies online.	55	102	31	31	18
The policies of the library are compatible with my needs.	67	112	50	4	3
The library hours of operation are adequate for my needs.	85	106	32	12	5

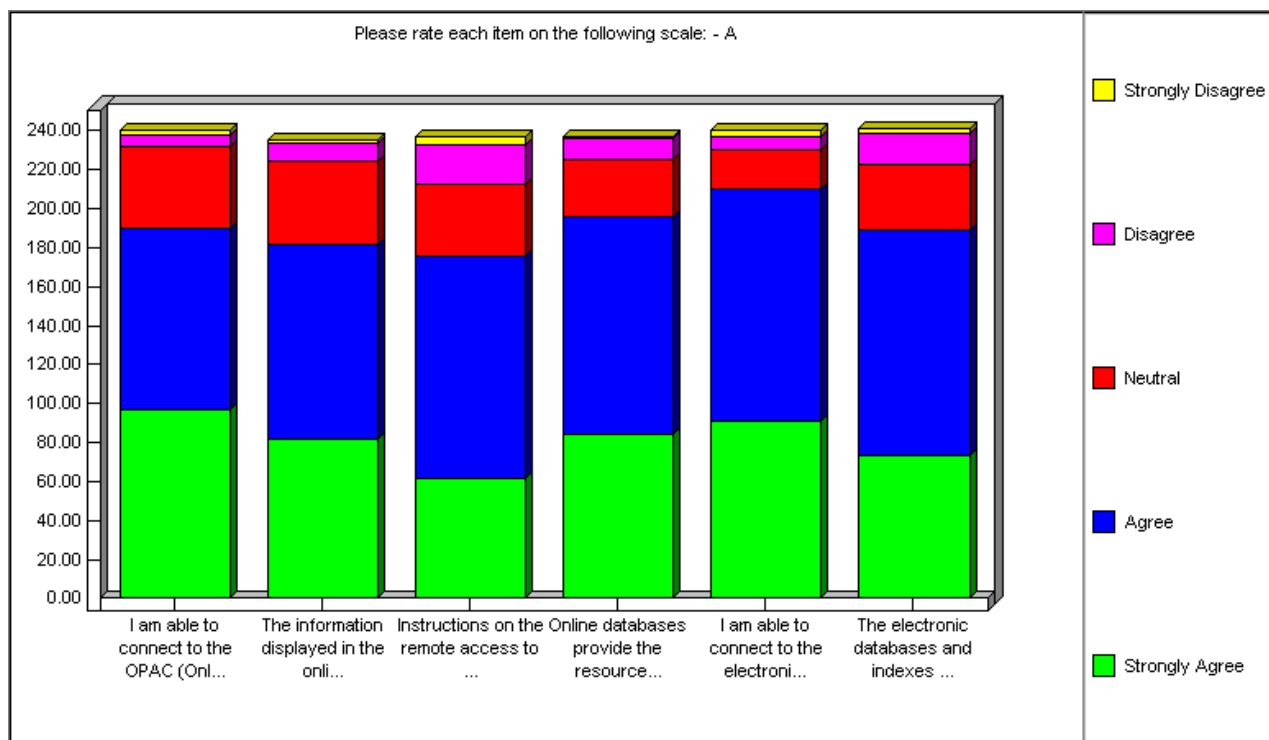
### **Q.6a Comments on Library Policies and Procedures:**

- When I was a student here, I was extremely disappointed in the length of time that faculty and Ph.D students could check out books, thus keeping them out of the hands of Masters students.
- I object in the strongest terms to the library being open on Sundays.
- The Library could accomodate my needs better by staying open later on Fridays.
- There are not enough hours in the late evening early morning that the Library is open. The hours between 12midnight and 6:00 AM. These are the only hours many times that I can use the Library because of work and classes and theatre productions
- Please note that I am new to my Graduate Studies program and have yet to take full advantage of the library resources.
- Very, very helpful staff. Thank you!
- I do not like that the library is open on the Lord's day, violating the fourth commandment, and yet it closes on Fridays at six. Please be open on Fridays till midnight.
- It would be great for the library to be open on Friday nights!
- I was able to avoid most of the attempts have me read ALL the policies :-). All I'm concerned with are the number of ILL requests I can submit per year. The increased limit is a step in the right direction.
- na
- I have found everyone to be extremely helpful.
- The majority of respected graduate schools have libraries that are available 24 hours a day. I realize we are a relatively small school however, it would be nice for those of us who are night owls to be open longer hours.
- Lack of timely call back is a problem. I was working on a paper, couldn't get anyone live (common) and then received a call back 6 days later. While it's great to request things way in advance, good customer service would be a call back within 24 hours.
- I'm not aware of the policies and procedures or have forgotten them if this was included in my library training course 3 years ago when I began the program.
- It is very helpful to use the research. Thank-you
- Excellent late hours -- like open till midnight is great!
- This policy has helped me when needed, but there are times when I do need to refresh myself with them since I don't use certain resources that often.
- Could be open later on Friday nights
- Great schedule for library hours
- The library should open earlier.
- I have never utilized the library, but the online training class was excellent!
- I just haven't used the library because I have access to my school's library, which is quite extensive.
- Well thought out; accompanied by a fully adequate explanation.
- As a Distance Ed. student, being able to access the library's databases are important to completing my assignments. When IDs and passwords do not work to allow us to access partners' databases, not only is it a waste of time on the student's part, but also extortion because each of us have to pay for technology that we can't use.
- Policies and procedures are satisfactory at the moment
- No problem
- I haven't completed the library course.

- My local University library sends a notice by mail when a book is close to being due. Since Regent's distance students borrow material for long periods of time, it would be nice to receive a reminder notice before the books are due.
- excellent service. i receive materials overseas via email quickly and timely.
- Good job. I enjoy seeing that a system is evaluated and re-evaluated to meet the needs of those it serves.
- As a DE student, I appreciate the library services being available all the time.
- Thank you for the great service with articles
- none
- I didn't know there were any specific "Policies & Procedures."
- I really miss having the library open on Fri evenings...
- The library policies and procedures have so far been compatible with my needs.
- the people are always helpful, if don't know can find out
- The only thing about the library policy which has become increasingly inconvenient for me has been that so many of the books that I've tended to need for my research have been moved to the 4th floor. Over and over again I have gone to the library only to find out the books I need are on the 4th floor. With an incredibly busy schedule, I do not have time to wait 2-4 hours for someone to go dig up those books. Since so much of my research over the past 3 years has involved music, opera, musical theatre, and the like, I have found the pure inconvenience of this situation annoying on multiple occasions. Perhaps there is nothing you can do to reconcile this situation for students like me, but I wanted at least state my dissatisfaction.
- I think they should extend the hours of the library for students. Graduate students definitely need more time to study!!!
- Everyone is always willing to help.
- I am so grateful that Sunday hours were added!
- I've been very pleased with the extended hours.
- The library policies were easy to understand, and compatible with my needs. The hours of operation worked fine for me. On a scale of 1 to 10 I rate this a 10.
- open 24-7 please
- Please consider opening the library earlier on Saturday morning and on Sunday after 12:00 noon.
- return policies were never explained; fines on non-book items are rather excessive
- there are not enough psych journals, we are always using the ODU library instead
- I think they were covered in the mandatory library course and I didn't have a problem with them then.
- I really like how you can e-mail articles to us the once or twice when I used inter-library loan or some other service to get an article my local university library didn't have. Really good stuff! Thank you.
- The hours the library is open on Sunday are not sufficient.
- Clear
- I am a student at the Alexandria campus so this survey is not very applicable for me. I do like the online library, especially the full-text journals.
- Great library staff. Always willing to help.
- I love the library. It is very organized, the collection is more than adequate and the staff is awesome.
- you should be 24 hours around finals week

- I wish the library was open earlier on Sunday. I know it's Sunday and everything, but it is a big study day for a lot of people.
- It would be great to have longer Saturday hours since many of us don't have much time during the week to get to the library.
- Computer lab seems to disregard noise, disruption, etc. by both users and staff. Staff not always available for either research or computer lab. Previous requests for research assistance not successful.
- They seem to be sufficient for me at this time.
- none
- As a DE student (Local), I have found the library to be helpful and supportive. However, as a DE student, I think the materials I order through Interlibrary loan should be mailed to me. My work schedule and other commitments make it difficult for me to go to the library to pick items up. Luckily for me, my family is supportive and I can rely on them to stop by for me.
- I only used it once for pulling articles. This was a pleasant experience..got them in a timely fashion.
- I have had excellent relations with the library staff.
- none - keep up the good work!!
- It would be helpful if students were allowed to check out an entire video series instead of being limited to two tapes.
- The policies and procedures meet the needs of all of the students.
- I don't have a problem with the library policies and procedures. The library staff has been very useful in my efforts to do my school work.
- You have a very nice library. I am happy with the quality service you provide.
- I would like to see the library open until midnight on Friday evenings!
- I have no problem with the policies and procedures of the library.
- You have an excellent on-line course to familiarize students with the library and its research databases.
- I am pleased with the resources available in the library and accessibility online as well.
- Helpful, especially for those of us who are online and unable to come to the library.

Sample Answering: 73 responses



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

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am able to connect to the OPAC (Online Public Access Catalog) when needed.	97	93	42	6	2
The information displayed in the online catalog (OPAC) is clear and easy to understand.	82	100	42	10	1
Instructions on the remote access to the electronic databases and indexes are clear and easy to follow.	62	114	37	20	4
Online databases provide the resources relevant to my area of study.	84	112	29	11	1
I am able to connect to the electronic resources when needed.	91	119	20	7	3
The electronic databases and indexes have the resources I need.	73	116	34	16	2

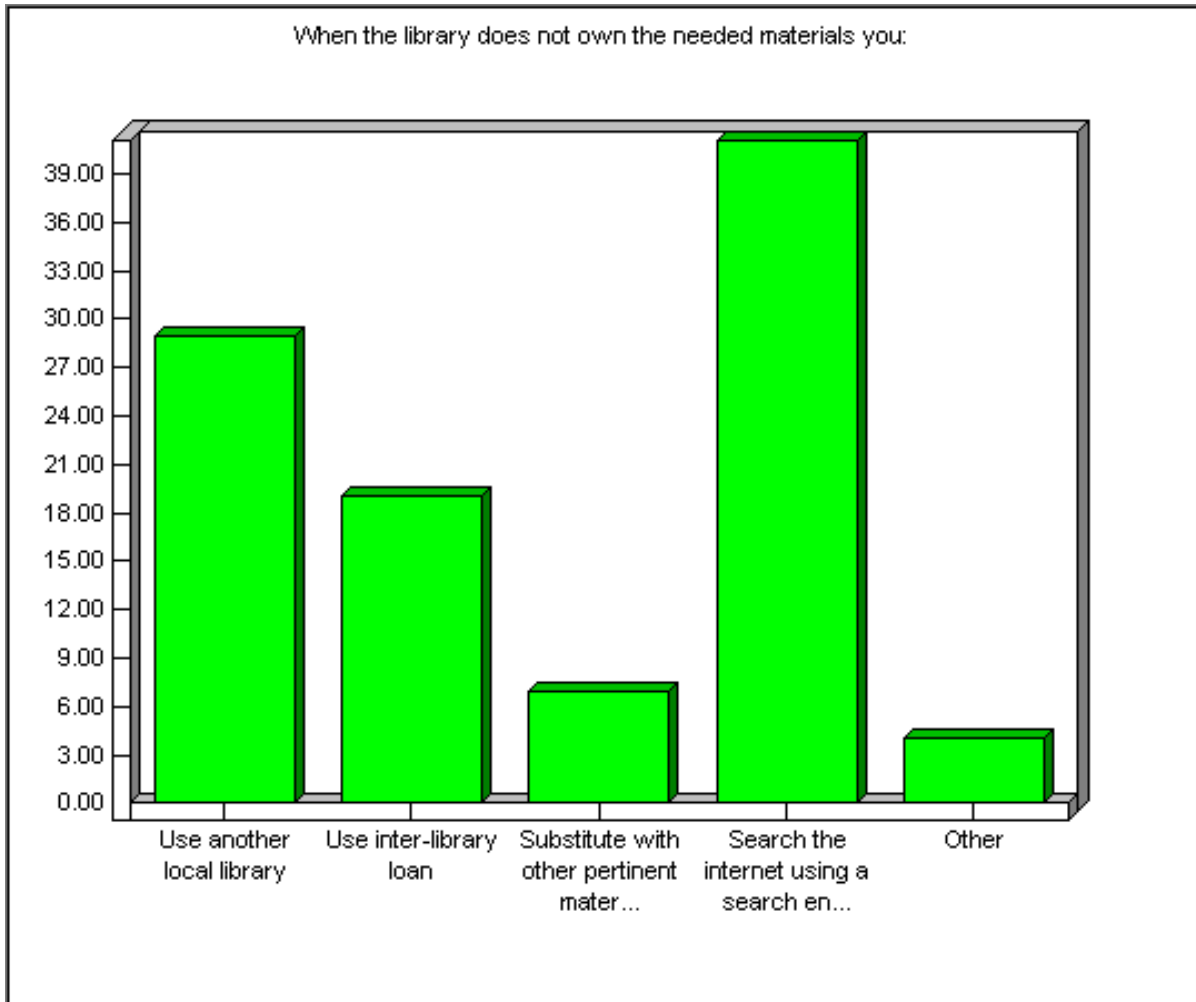
### **Q.7a Comments on the Library Catalog and Online Databases:**

- I haven't found a database at Regent that is as good for my purposes as Wilson Select, under First Search.
- I have difficulty finding good information on acting and musical theatre.
- Please note that I am new to my Graduate Studies program and have yet to take full advantage of the library resources.
- I don't understand some of the changes in the databases - a FAQ link would be nice.
- outstanding
- I do have trouble connecting to the catalog when on campus. I suspect it is a computer services issue, though.
- I use the electronic resources most often for my research
- Although we had a great lecture in one of my courses about the library, the database searches remain overly complex and less than helpful.
- The databases have been a true blessings. I very rarely have to actually visit the library because I can obtain the resources I need right from home.
- The research I can rely on.
- It is helpful to have guidance from Library Staff on which databases to use to access which type of information. Ms. Strum prepared such for certain classes and it is extremely helpful and avoids wasted time searching the wrong data sources.
- I wish there were more business databases
- it is not easy to find resources for old, archived newspaper articles. I know Wash Post has such a system...
- For my studies on industry and science related business, I would like to see a better web resource data base for science, engineering and technology with the appropriate journals to match.
- I really enjoy using these resources, but there are several databases I wanted to access but require an additional password which I don't have. There is a password required within the site itself.
- I have used some login and password for few online index but they expired very soon. it would be great to have more research websites with free passwords
- I really haven't used this area much, so I don't feel I could support the survey for the good or bad in this area.
- I can't answer these questions because I've never used the Regent library.
- Excellent resouces; available on demand.
- The Online Databases are vital to the research I do for my program in the School of Leadership Studies, and I have been very pleased with what is offered in them. My only concern is that I heard that I will not be able to access them after graduating, which is very unfortunate. I would be willing to pay to maintain access to the databases.
- The electronic database I most often use is ABI/Inform.
- Some of the full-text services weren't actually full-text, they were full text abstracts but no full text articles.
- As a Distance Ed. student, being able to access the library's databases are important to completing my asignments. When IDs and passwords do not work to allow us to access partners' databases, not only is it a waste of time on the student's part, but also extortion because each of us have to pay for technology that we can't use.

- They are ok, but the university can add more databases, e.g., in the area of leadership.
- Very adequate
- The online databases is the best thing next to sliced bread! Great for distance learning students. Thank you.
- I was able to order online items from abstracts that I could not find.
- I have found other libraries locally that have met my needs
- It's been ok for the little I've used it so far - I've just started with the University.
- I am very satisfied with the library catalog and online databases.
- occasional glitches..what it says should be on file online is not at times.
- works well for my needs.
- I had difficulty signing up with Ingenta because I didn't know that I had to use my Regent e-mail account. Perhaps this could be mentioned specifically to this year's cohorts during residency.
- great resources
- none
- A meta-search engine would be nice when unsure of best database to search across multiple databases. Currently must individually access each one to search
- Still need more full text material.
- I wish OPAC had greater sorting capabilities - when get large number of hits can be difficult to sort through. Need to keep list of journals and ranges of availability up to date - very frustrating to search for journal, be led to believe it will be there, only to find RU doesn't own subscription rights or is not available
- Not relevant enough....
- I found the databases to be extremely useful and easily accessible. I did not use the catalog very much.
- Being a distance student, I've given up using RU's library because it's wasted too much of my time trying to get it to work. It's frustrating, because I figure it's probably a pretty good system.
- I love the Lexis Nexis account most. Thanks for getting it.
- i am a com student and there are not a lot of com articles on line.
- My area is film studies, and the electronic databases are sorely lacking in digital information.
- Although the electronic databases are helpful, and I do use a lot of the online journals that offer full-text articles, there is often not enough information from my field which is journalism.
- I rate this a 10 because everything was easy to connect to.
- No relevant opinion.
- overall the online "full text" journals are NOT full text (JStor being the exception). as a communication student, it would be nice to have more full text resources to film journals, popular culture journals, film journal indexes online, and even the above listed hardbound even. For me finding relevant references is the most part of research, finding the journal (whether online or not) is important but a much easier task. I guess what I am trying to say is that I would like to see more robust, area specific databses developed to help find article and book titles, abstracts, and reviews. This is where the library shows its greatest weakness. Having the articles to print or copy is a different but important matter. Our library could improve on this matter too.

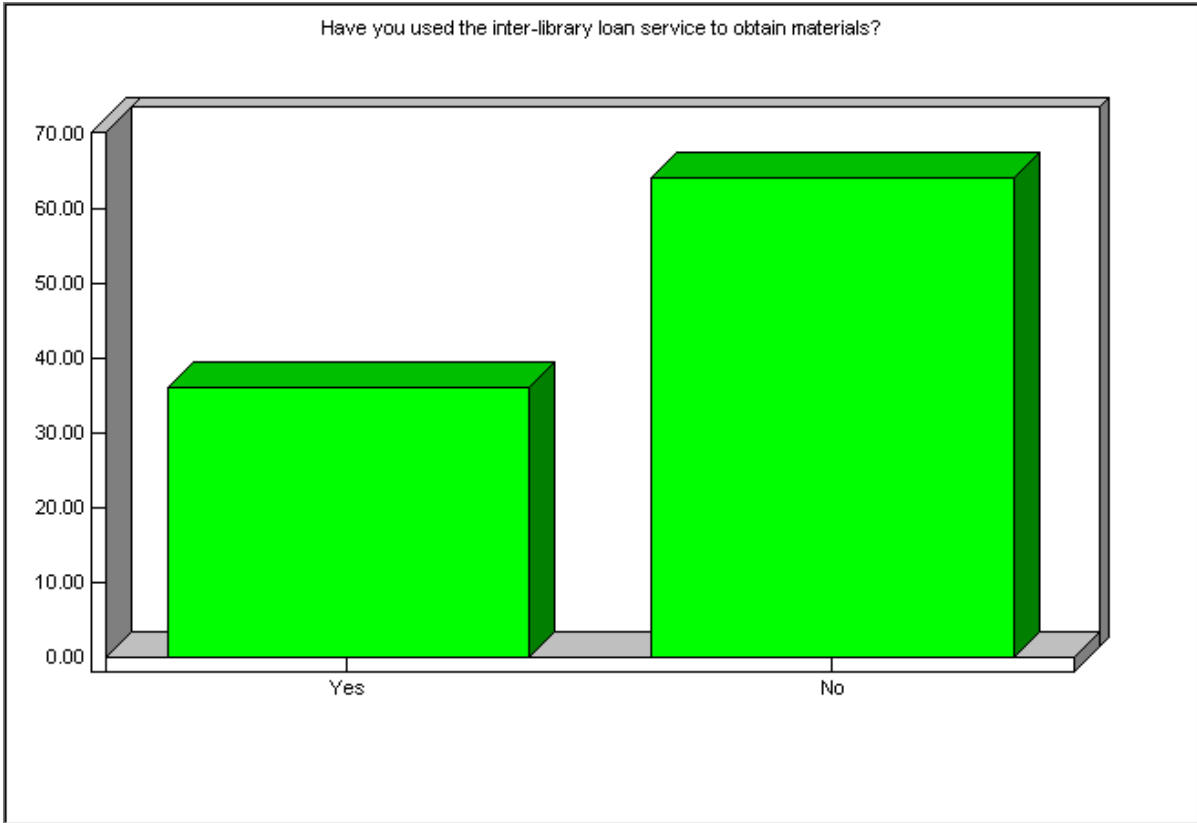
- The only irritating thing about online databases is when I find an article the abstract is the only thing available. Even though there are full text databases, the things I need most are found in abstract form and I must search other schools for the articles. I am not sure how to go about interlibrary loan and finding articles either so it is difficult.
- Excellent! The only thing is sometimes JSTOR is hard to print from my computer for some reason.
- I much prefer the full-text database to e-mailing a request and waiting for a hard copy document.
- Very wide selection
- The online databases are incredible. As distance student they have been a lifesaver many many times.
- good job!
- subscribe to more psych. and counseling journals so we can get more full text articles electronically
- Often denied access, unable to connect, or disconnected.        Seems like some databases have been limited.
- Needs to be more user friendly and germane to leadership for my needs.
- none
- The resources are excellent and have been accessible. My have had a learning curve with it and still need to know more, but am learning and people are very helpful.
- I would like to see more full articles instead of just the abstract if possible.
- University subscriptions to all needed on-line journals are not available.
- Needs to be simplified.
- Some of the databases (e.g 'book review digest') were not available when I needed to access them. This seems to be a rare occurrence
- Sometimes I feel as if I get caught up in a loop and can not always access what I need with the database.
- I feel that the library catalog and online databases are adequate for my needs!
- I do not use the online databases often, but the times when I really needed to use it, it was not very helpful for me. The information was inaccessible or limited.
- The full text databases are particularly helpful for distance learners.
- The databases are easy to access and relatively easy to comprehend the instruction.

Sample Answering: 68 responses



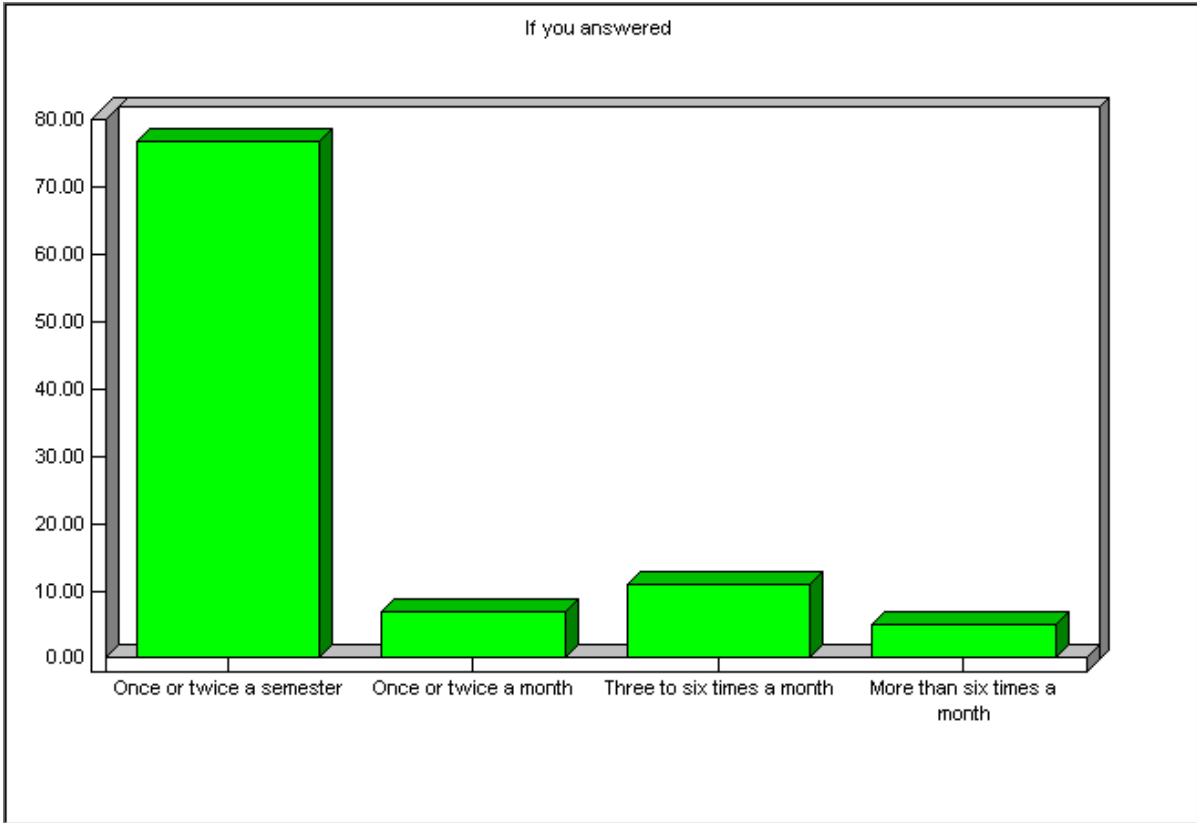
**Q.8 When the library does not own the needed materials you:**

Choice	Count	Percentage Answered
Use another local library	70	28.8%
Use inter-library loan	46	18.9%
Substitute with other pertinent materials	17	7.0%
Search the internet using a search engine	100	41.2%
Other	10	4.1%



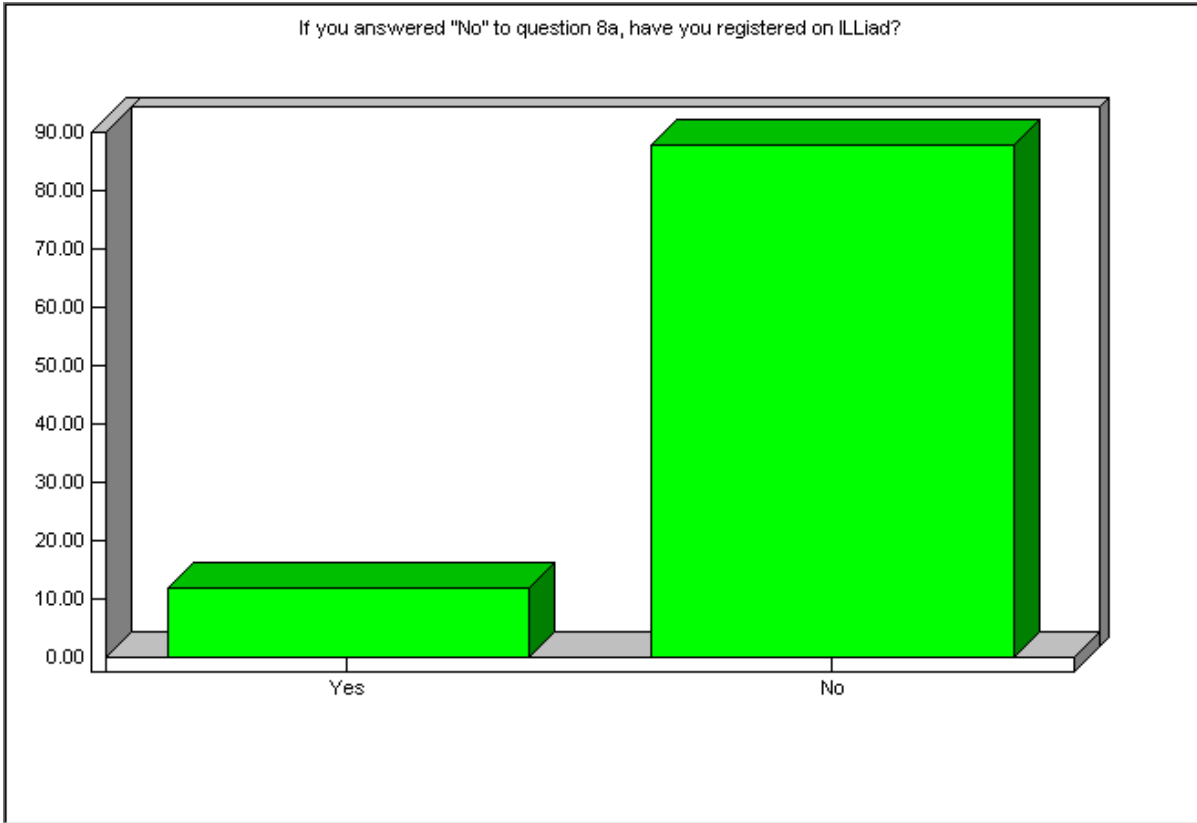
**Q.8a Have you used the inter-library loan service to obtain materials?**

Choice	Count	Percentage Answered
Yes	88	35.9%
No	157	64.1%



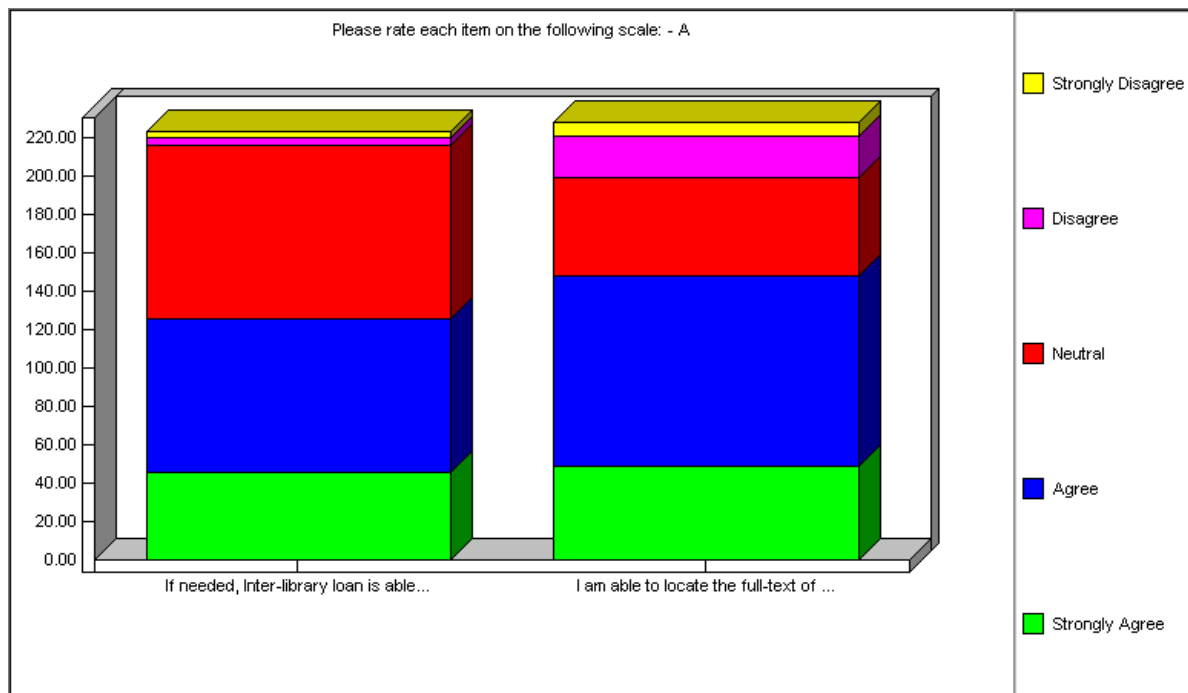
**Q.8b If you answered**

Choice	Count	Percentage Answered
Once or twice a semester	72	76.6%
Once or twice a month	7	7.4%
Three to six times a month	10	10.6%
More than six times a month	5	5.3%



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

Choice	Count	Percentage Answered
Yes	19	11.9%
No	140	88.1%



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

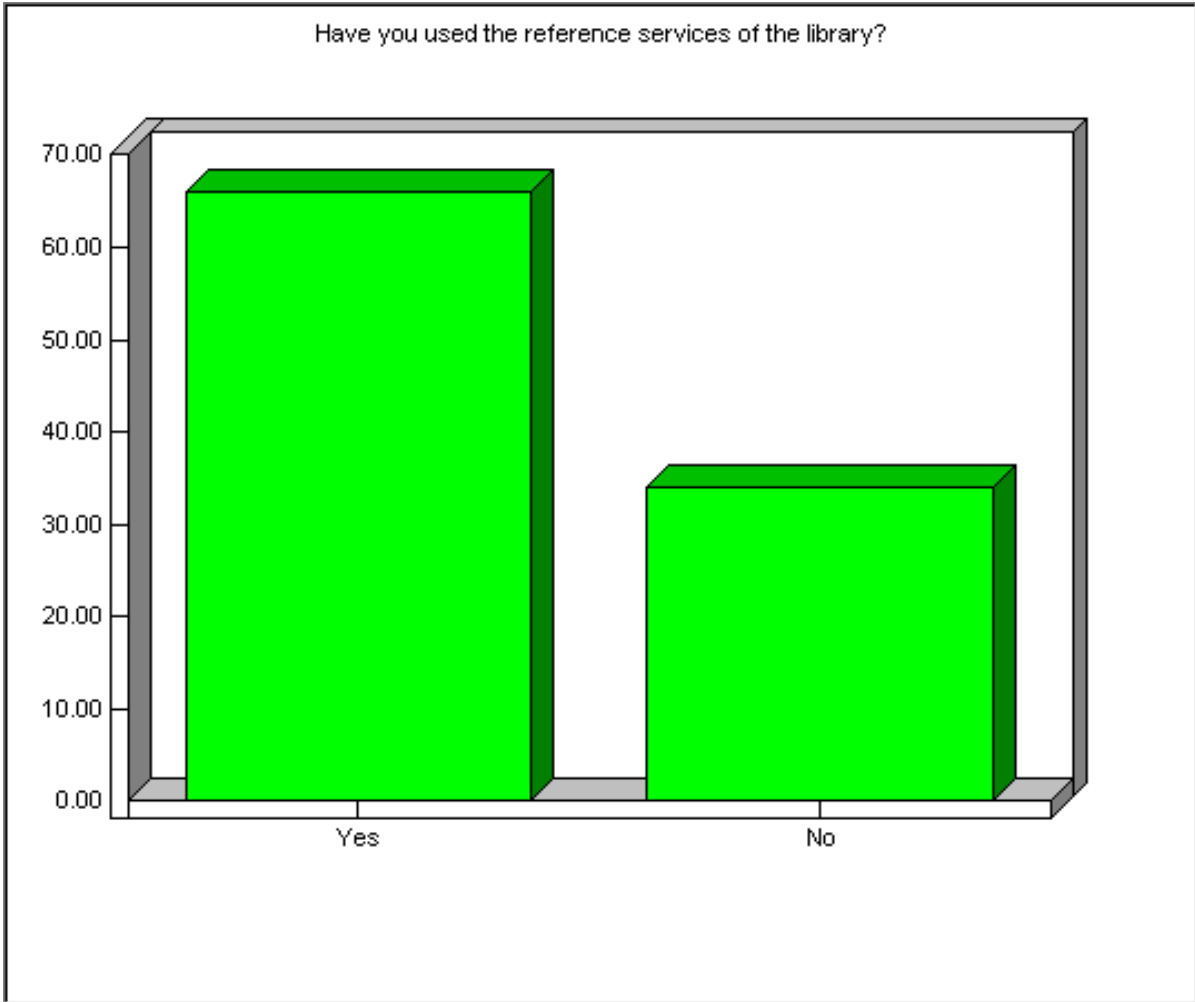
Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
If needed, Inter-library loan is able to supply the necessary materials.	46	80	90	4	3
I am able to locate the full-text of articles through databases via the Electronic Reference Center.	49	99	51	22	7

### **Q.8e Comments on Document Delivery:**

- What's the Electronic Reference Center?
- Wilson Select has more full-text articles that I use.
- Too often the electronic material has been copied poorly.
- Excellent Service!
- I think the policy of making people go to other libraries in the local area is stupid. None of the other colleges do it. If Regent had it I would not have to drive across town to get it. Duh! that is the purpose of interlibrary loan. It should include all libraries.
- None at this time!
- The issue of my not using the inter loan Lib. is that by the time I discover what I need it is too late to get it in time for what I needed it for.
- The ILL system is nearly flawless and they're friendly to boot - how many times does that happen? My hat's off to the ILL staff - good work!
- many of the articles I need are not available in the full text format.
- I tried to use ILLiad, but found out that Regent Library is the one who put the ILL in ILLiad. I couldn't get any help to get registered.
- I have none since I have not used them.
- I haven't used yet
- Good job.
- I use the inter-library loan via my local library. I find ERC a complete waste of time
- ILL has always been prompt, which is a good thing.
- Hve not used this as yet.
- Some articles do not come in full text. I do not bother to see if the library has them. I just try to find a different article.
- I received document delivery in a timely manner.
- I wasn't aware of Regent's inter-library program. Use the local library's inter-library service once.
- EXCELLENT
- the ILL depart is excellent!
- older articles can be tricky to find
- none
- Would like to be able to obtain materials from other library systems with same procedures as Regent's own collection (understanding that period loaned to Regent by the other source is set by that other source - would like to have a negotiated extended period for DE students) For those with access to N. VA campus - would like to be able to pick up and drop off there with an interlibrary transfer between VA Beach and N. VA
- I don't understand the jargon, what's the difference between Electronic Reference Center, the Catalog, Online Reference Center, etc.?
- Re: Question 8, I also search the net
- As a distance student it seems waaay too expensive for me to use this service. I pay enough in tuition that to pay more for things that I need as part of my studies rankles me.
- Sometimes I am able to access full-text documents, but not always and not without considerable effort to track it down.
- Full text is not always available for the journal articles.
- Document delivery has been excellent for me. My only negative comment is that sometimes there is only an abstract available instead of the full-text article.

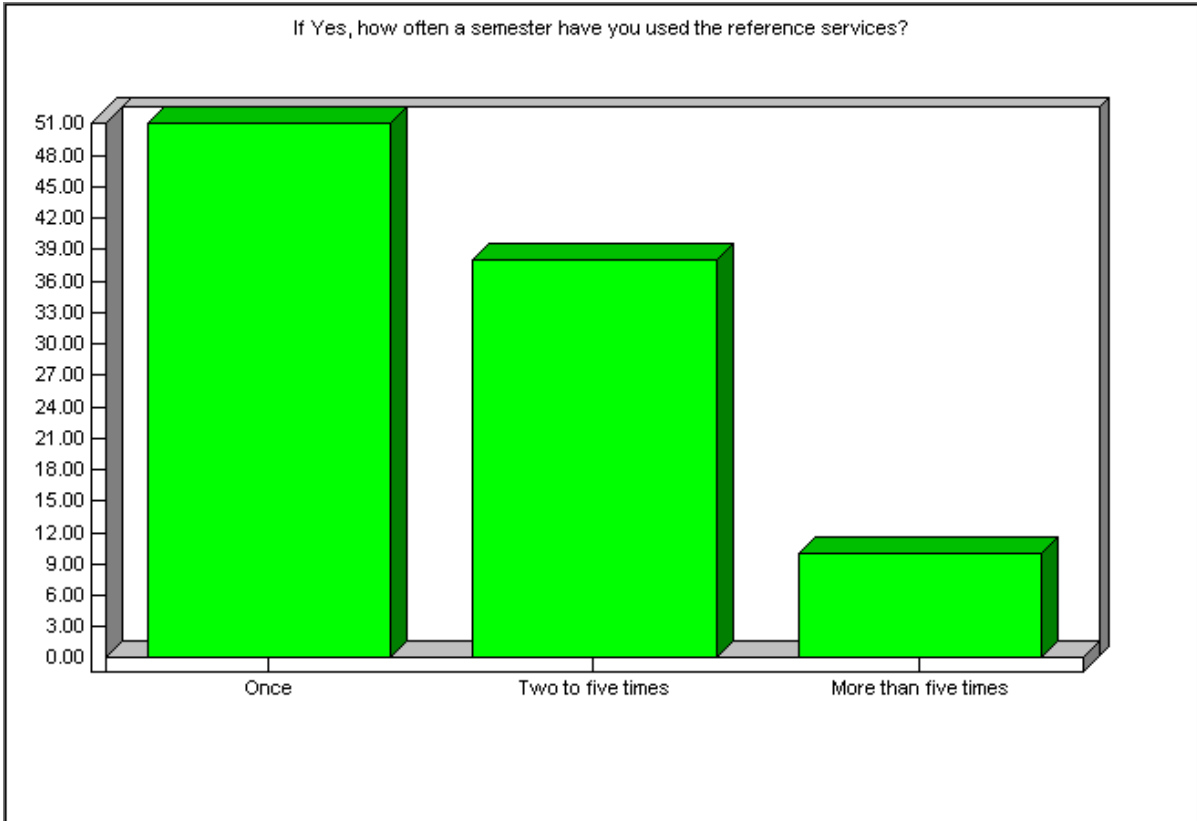
- very fast and when there was a problem once i got a courteous e mail and a very rapid response
- I do not use it.
- Good selection of full-text articles.
- too many of the subjects i study are not available in full text online and that drives me insane.
- every time I attempt to obtain a full text article it is not available
- ILL is always too late. Not everything I need is on ERC. Not everything I need is in house...
- OVID doesn't have enough full-text articles
- I like the InterLibrary loan service, but I am not that comfortable using it, so I usually have to get another student to assist me.
- Good job.
- Reasonable
- I don't know what it is but I haven't had a good experience with inter-library loans.
- Previous requests: poor.
- I have not used it.
- none
- This has been where the library has been so helpful to me. If I can't get it, I can go to another local university to get help
- I don't really know about this..haven't used it and usually I'm so pushed for time that if information is not available within a few days I got to another source...my computer skills are not great so lots of database searching in inter library stuff is just too complicated to learn while overwhelmed with class projects. Here in Northern Virginia we would appreciate resources just for us..especially in the psych field.
- None

Sample Answering: 47 responses



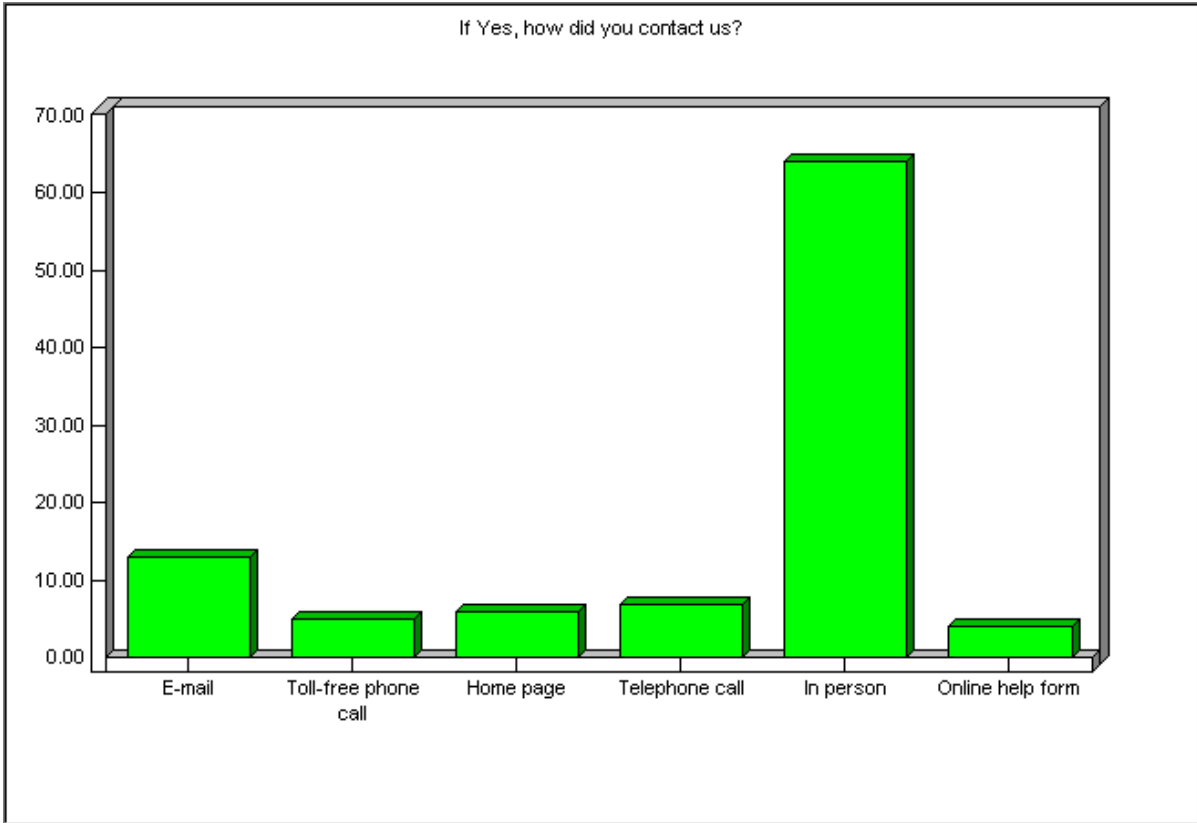
**Q.9 Have you used the reference services of the library?**

Choice	Count	Percentage Answered
Yes	161	66.3%
No	82	33.7%



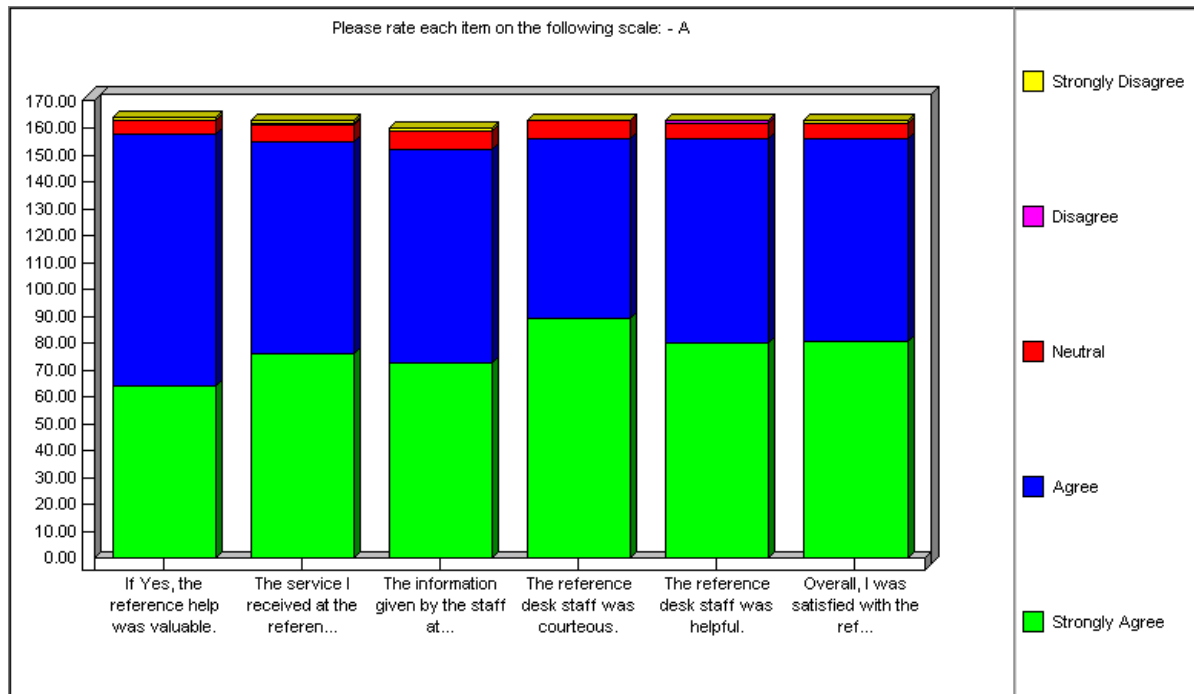
**Q.9a If Yes, how often a semester have you used the reference services?**

Choice	Count	Percentage Answered
Once	87	51.5%
Two to five times	65	38.5%
More than five times	17	10.1%



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

Choice	Count	Percentage Answered
E-mail	22	13.5%
Toll-free phone call	8	4.9%
Home page	9	5.5%
Telephone call	12	7.4%
In person	105	64.4%
Online help form	7	4.3%



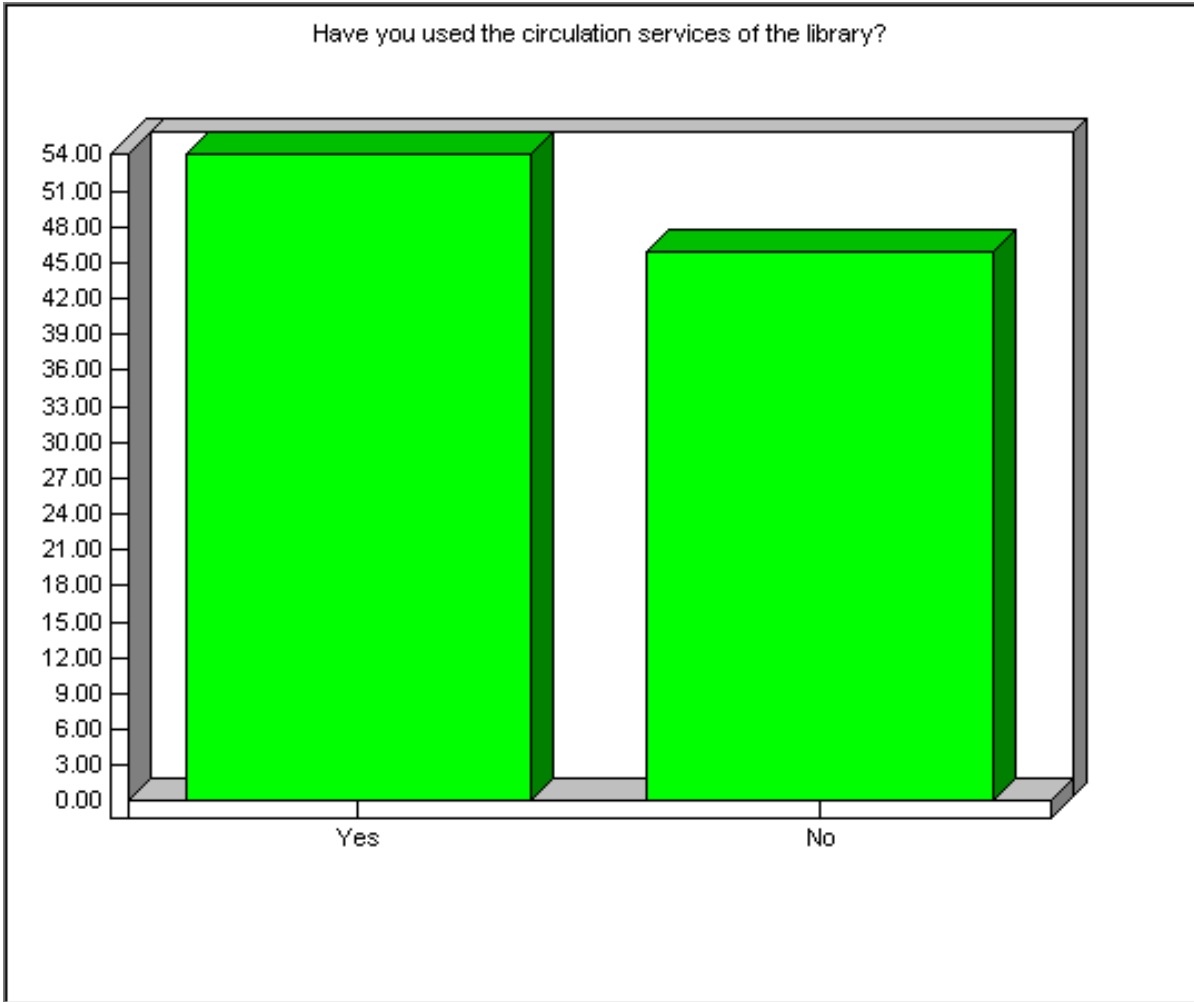
**Q.Q9c Please rate each item on the following scale: - A**

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
If Yes, the reference help was valuable.	64	94	5	0	1
The service I received at the reference desk was prompt.	76	79	6	1	1
The information given by the staff at the reference desk was accurate.	73	79	7	0	1
The reference desk staff was courteous.	89	67	7	0	0
The reference desk staff was helpful.	80	76	6	1	0
Overall, I was satisfied with the reference service.	81	75	6	0	1

#### **Q.9d Comments on Reference Assistance:**

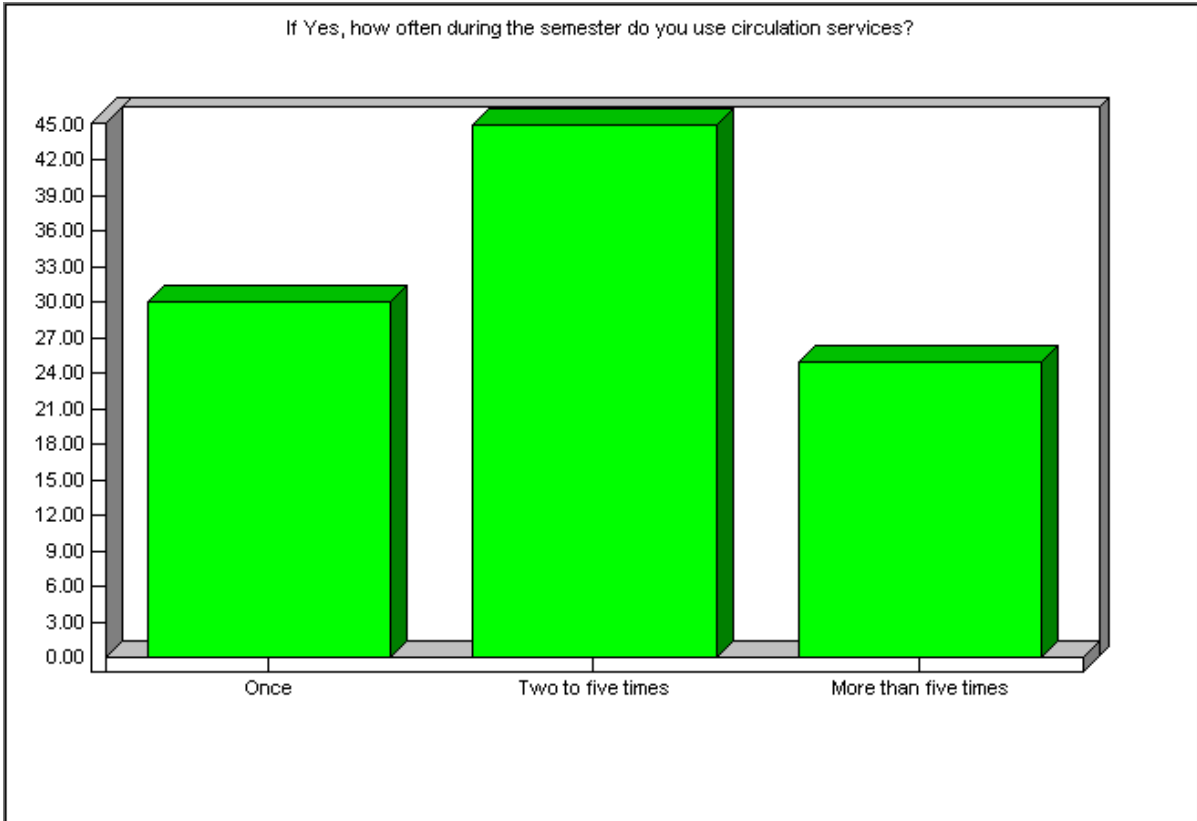
- The student helpers are rude and don't know enough research to help. As far as good service; Janet I think her name is tops everyone. They can all take a cue from her.
- Very grateful to the reference staff - I have so little time to get what I'm looking for and don't often know where to look.
- Sometimes there's no one at the reference desk when needed, and there's no sign where they went or when they will be back. A few times the sign said, be back in 20 minutes, for almost one hour.
- He was very helpful.
- Very good selection of people who are always helpful and friendly.
- quick responses to my needs
- Good job.
- At times the desk is unattended, especially at night. This creates problems for students who can only access the library at night (working students).
- Great
- I called and sent email. The help was prompt and courteous.
- Staff has always been very glad to help with questions.
- none
- I love these folks!! They rock!!! By the way, I've used them on the phone too, but your question would not let me select two choices.
- awesome people
- The excellent helpful attitude of the staff is genuinely appreciated.
- When I have used a reference librarian, it appeared that they have the same tools at their disposal as I do and wasn't able to find anything else in addition to what I discovered.
- The staff has always been very helpful
- Professional
- Would not try them again.
- NA
- none
- Frankly, your staff should be canonized as saints and turned into lawn ornaments. Very helpful to us lonely distance folk
- Excellent!
- Reference desk staff always polite.
- Very conscientious staff, ready and willing to assist in any capacity to help students with their assignments.
- Sandy Yaegle is very helpful!
- Very quick to help, very courteous, an effort was always made to help.
- Needed, speaking with someone helps to explain specific problems for clarity.

Sample Answering: 28 responses



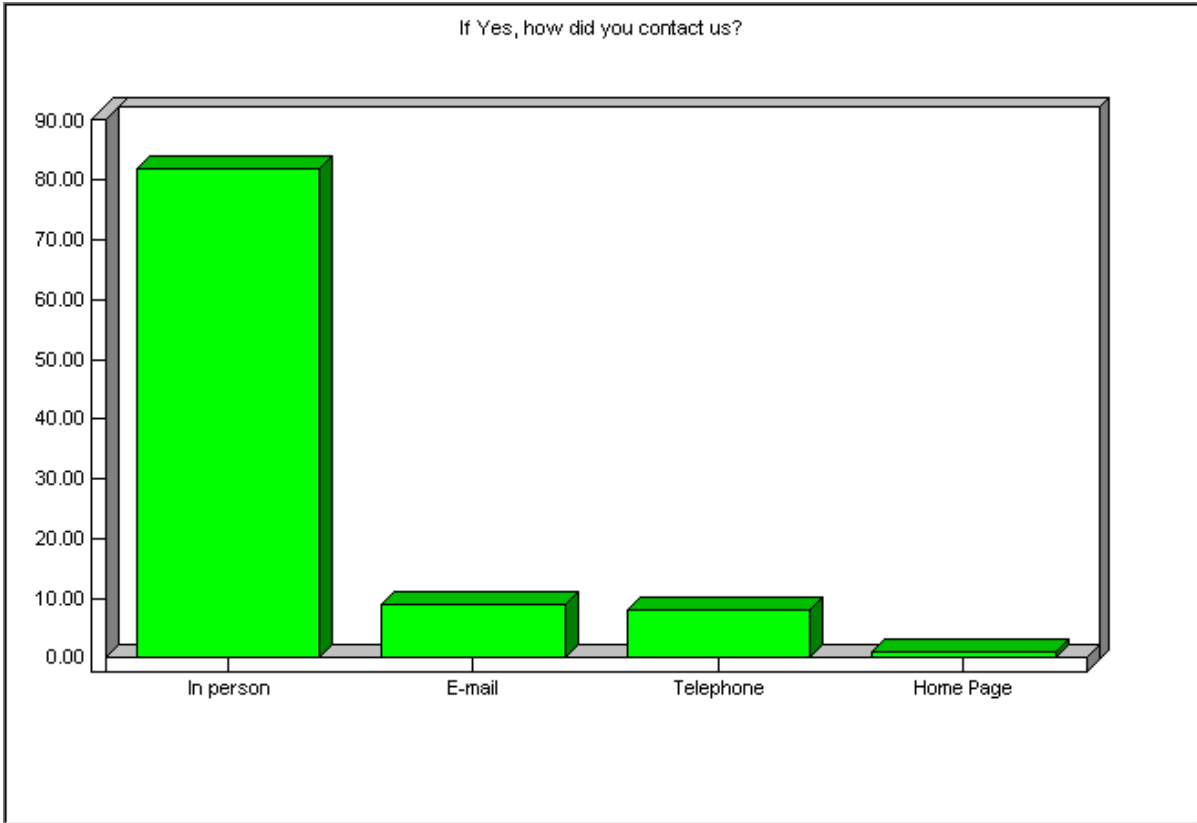
**Q.10 Have you used the circulation services of the library?**

Choice	Count	Percentage Answered
Yes	128	53.6%
No	111	46.4%



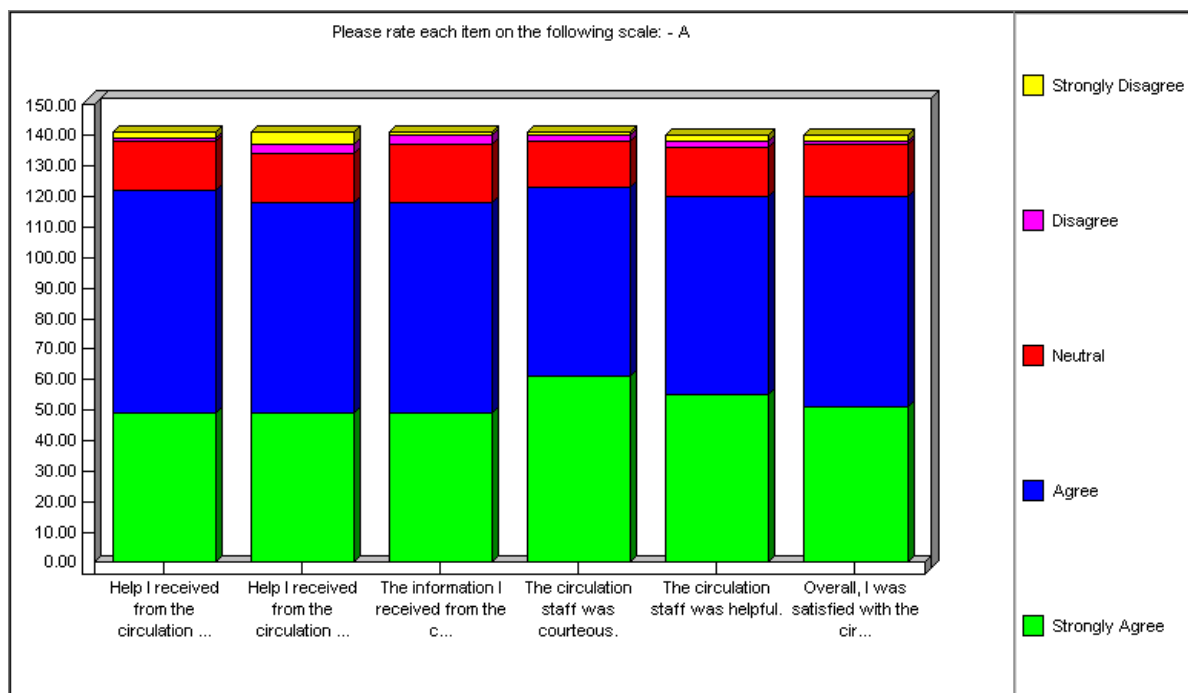
**Q.10a If Yes, how often during the semester do you use circulation services?**

Choice	Count	Percentage Answered
Once	39	29.5%
Two to five times	60	45.5%
More than five times	33	25.0%



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

Choice	Count	Percentage Answered
In person	106	82.2%
E-mail	12	9.3%
Telephone	10	7.8%
Home Page	1	0.8%



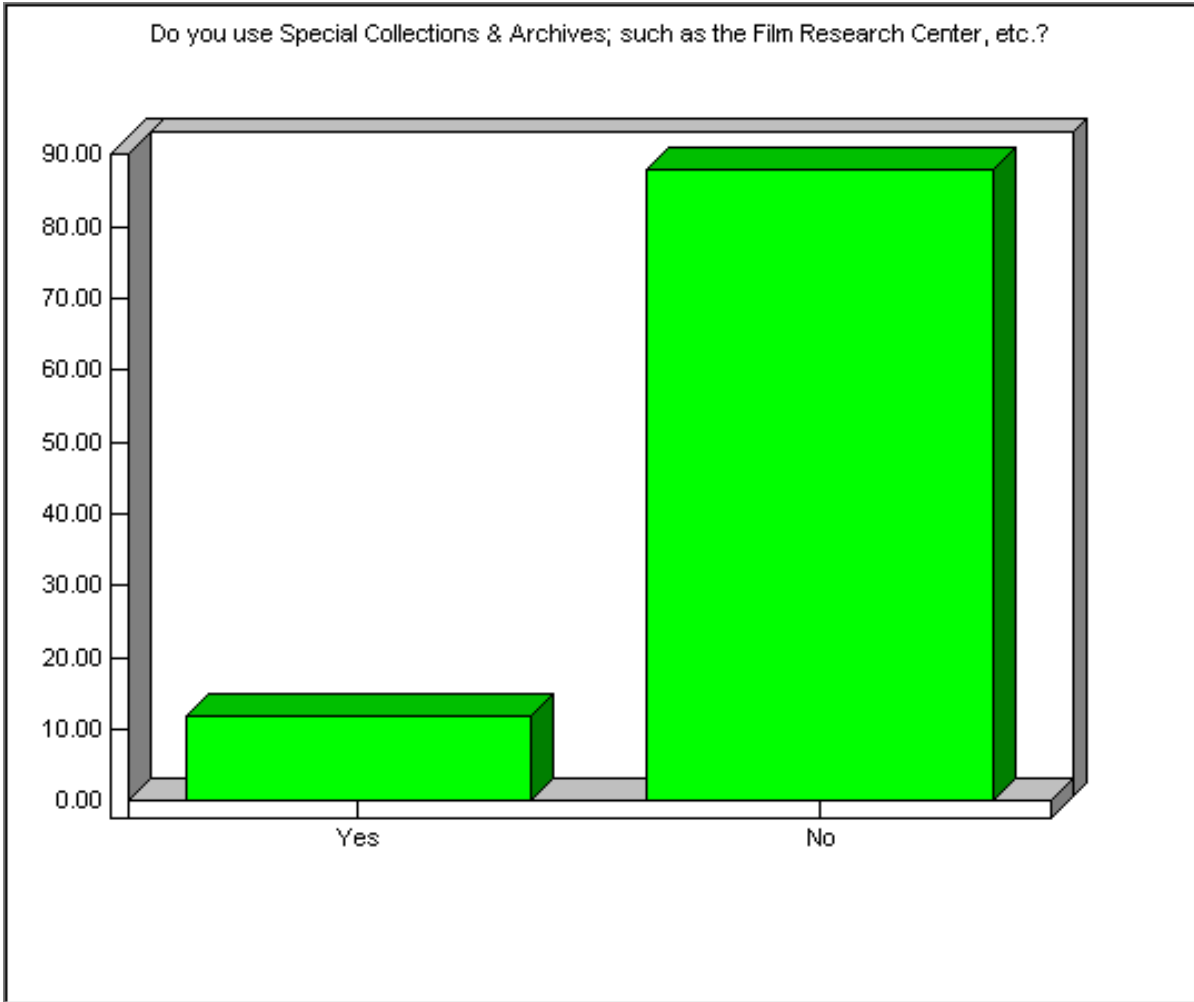
**Q.Q10c Please rate each item on the following scale: - A**

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Help I received from the circulation staff was valuable.	49	73	16	1	2
Help I received from the circulation staff was prompt.	49	69	16	3	4
The information I received from the circulation staff was accurate.	49	69	19	3	1
The circulation staff was courteous.	61	62	15	2	1
The circulation staff was helpful.	55	65	16	2	2
Overall, I was satisfied with the circulation service.	51	69	17	1	2

### **Q.10d Comments on Circulation Assistance:**

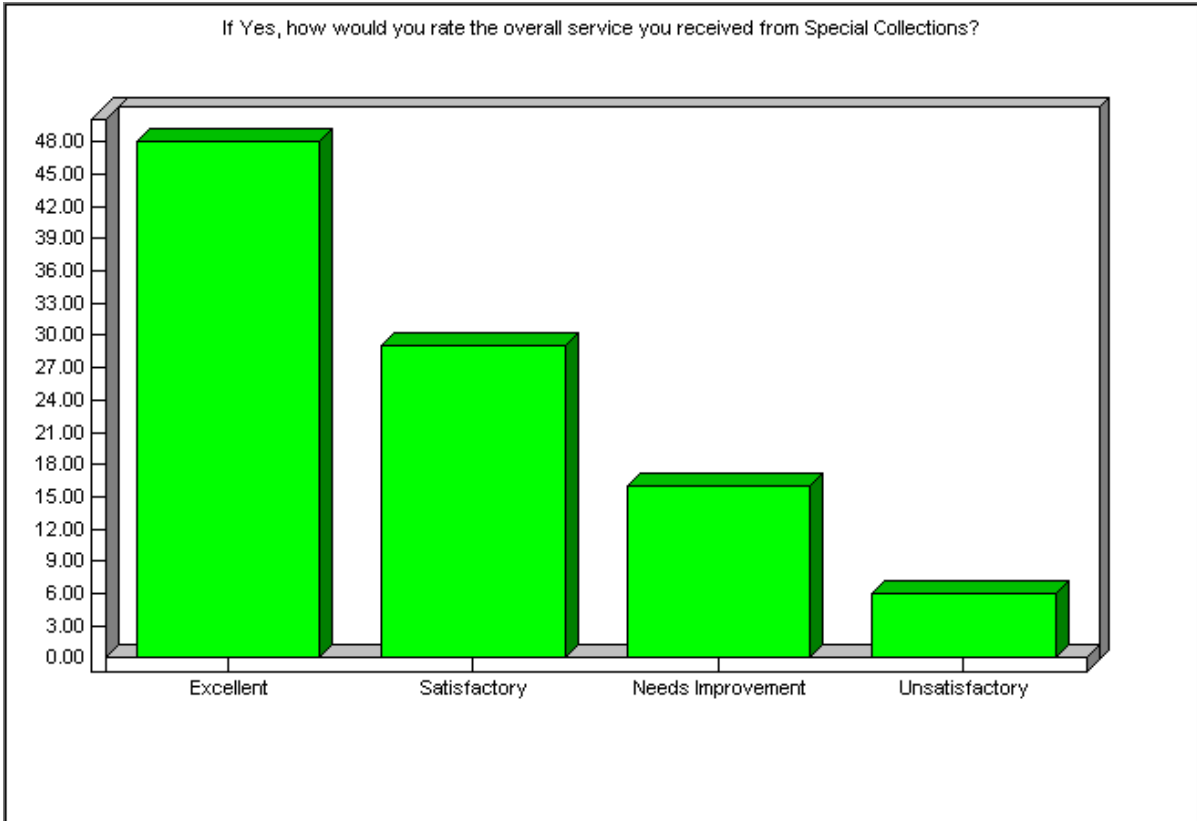
- Very helpful in arranging electronic reserve material.
- By far this is the weakest part of the library next to the computer lab. Tell your staff when people come to the desk, they should stop their personal calls.
- They're not always as knowledgeable about the library circulation policies as they might be.
- Also very helpful and continued looking for a misplaced book for me that should have been on the shelf.
- At times, GAs are not well-trained which can create problems and confusion under some circumstances.
- It would be helpful if while at the desk, the circulation staff would just stay at the desk, and not be given other tasks, so the patrons would not feel like they are secondary in importance compared to other projects.
- Always helped when I needed it.
- I also haven't used this aspect of the Library services as well. I don't feel that I can give any opinion on this service at this point.
- N/A
- Circulation department does a great job--staff is courteous and prompt messages are issued.
- So efficient it is great.
- I was able to renew my books that I borrowed in person by email.
- I checked out books while I was at residency and returned them by mail. This was very helpful to me and I received an email from the circulation desk librarian when they were received. Thanks.
- none
- Often these folks do not know the answers and have to find a supervisor or wait until the next day. :-(-
- always helpful
- You need to make sure your employees at the circulation desk are informed as to ALL library procedures. One girl I talked to when trying to get books from the 4th floor said "oh, we don't do that here, you'll have to call so and so, etc." she had no idea what I was talking about or how to about it. as a result i was passed from person to person for an entire weekend before i finally got the books i needed! as a result, my research suffered. so, make sure you staff know what they're talking about.
- sometimes they just seem like they don't really know what they are doing.
- again, very impressed
- Professional
- Previously somewhat difficult to get attention of any staff available.
- NA
- For convenience, I use the Old Dominion University Library and the library on base to obtain materials.
- Excellent!
- I was always able to reach someone.
- Very helpful in me to find a missing book that I was charged with even though I had turned it in. A member of the staff and I found it on the shelf upstairs.
- Very helpful, quite knowledgeable, courteous.
- No problem finding materials.

Sample Answering: 28 responses



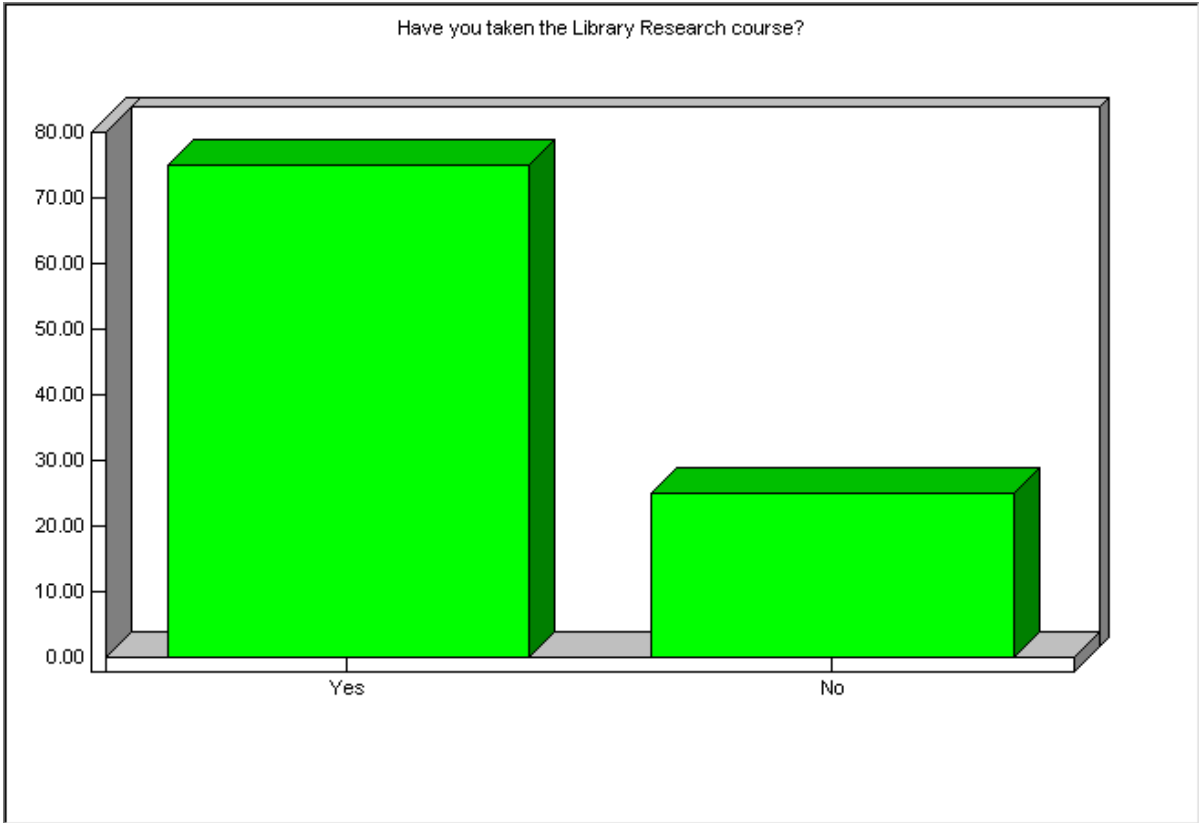
**Q.11 Do you use Special Collections & Archives; such as the Film Research Center, etc.?**

Choice	Count	Percentage Answered
Yes	29	11.9%
No	214	88.1%



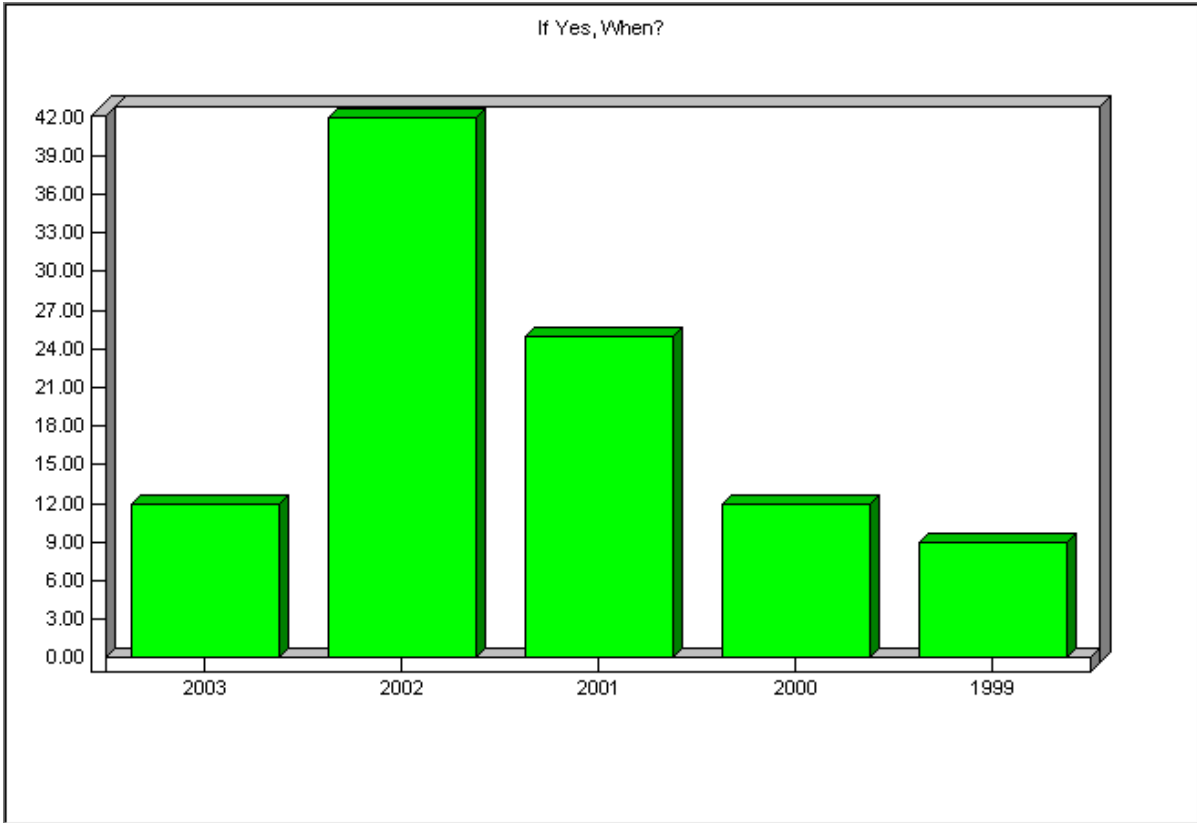
**Q.11a If Yes, how would you rate the overall service you received from Special Collections?**

Choice	Count	Percentage Answered
Excellent	15	48.4%
Satisfactory	9	29.0%
Needs Improvement	5	16.1%
Unsatisfactory	2	6.5%



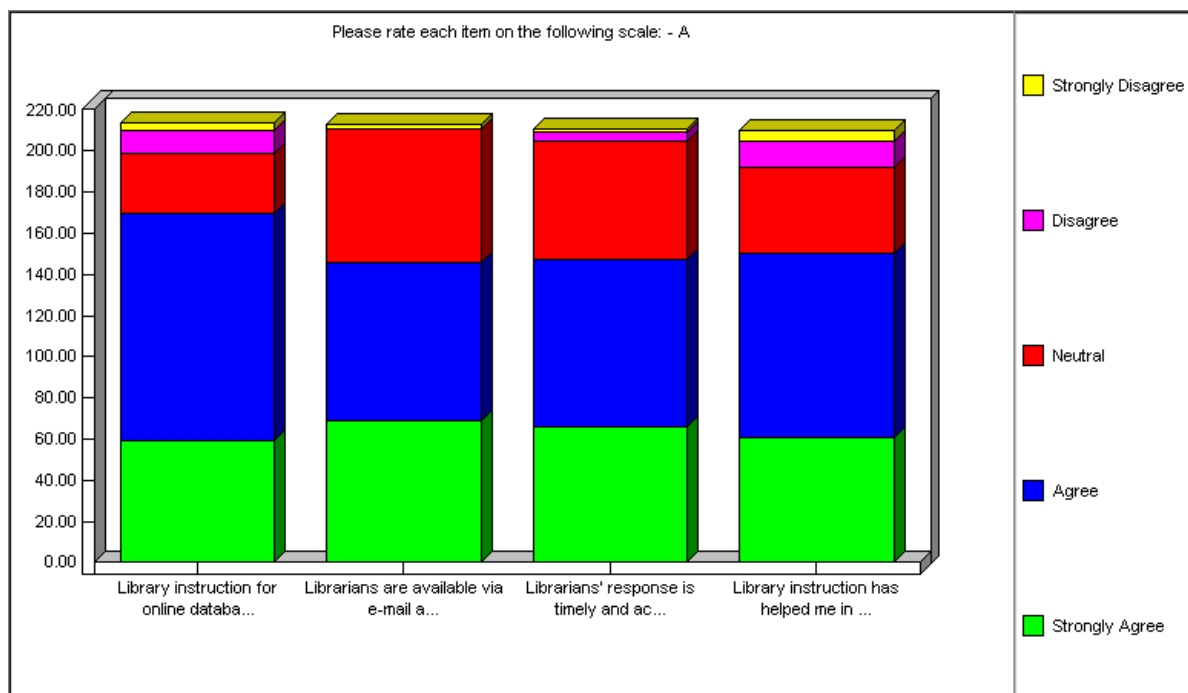
**Q.12 Have you taken the Library Research course?**

Choice	Count	Percentage Answered
Yes	172	75.1%
No	57	24.9%



**Q.12a If Yes, When?**

Choice	Count	Percentage Answered
2003	20	11.6%
2002	73	42.4%
2001	43	25.0%
2000	20	11.6%
1999	16	9.3%



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

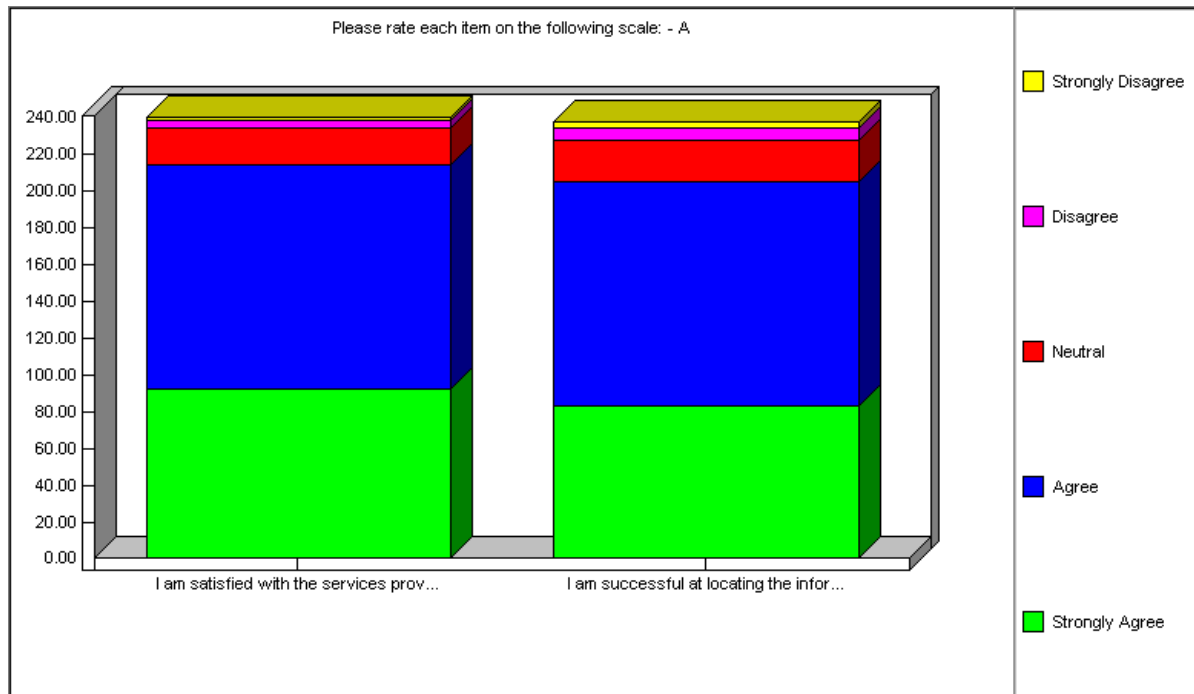
Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Library instruction for online databases is adequate for my needs.	59	111	29	11	4
Librarians are available via e-mail and telephone to assist with library resources.	69	77	65	0	2
Librarians' response is timely and accurate.	66	81	58	4	2
Library instruction has helped me in understanding the research process.	61	89	42	13	5

### **Q.12c Comments on Library Instruction:**

- Except for the particulars of the library layout, everything taught in the course I could find on my own.
  - i checked neutral to librarian's response because i have not had to contact a libraria yet.
  - The Library Resource course was very helpful.
  - Just my own embarrassment at my own inadequacy keeps me from asking for more help
  - You need a "no opportunity to observe" selection in your survey. I have no experience with some of the requested areas
  - The course has been beneficial to me in my research for class.
  - The library research course should not be required. I took it and it wasn't helpful. I worked with a library for years and I currently work for an Internet company. Yet, I couldn't test out of the course. Begrudgingly, I took the course and I successfully learned nothing.
  - It was good as I can remember.
  - Library instruction hasn't helped me understand the research process because I already knew the process.
  - Was not necessary in my situation.
  - The librarian instruction was misleading.
  - Could have a bit more about Regent's library.
  - I have emailed Marta Lee a few times with questions. She is always prompt in responding. I introduced myself to her while at residence when she did a class for DSL. I see her as my "personal contact" in the event I need some help. This is nice for distance learning students such as myself.
  - I was frequently kicked off line while taking the library exam and had to start over again.
  - none
  - The class was informative, but I'm still confused about a lot of aspects and services in electronic research, which databases are good for what kind of research, and so on.
  - Re Q12.b., I knew the research process before arriving here
  - valuable people
  - The library instruction was definitely helpful for the research process.
  - lame waste of my time
  - library instruction class was a waste of time.
  - I was helped TREMENDOUSLY by Fotini Kontos. She spent over 45 minutes on the phone helping me and she was SO patient and helpful. I think she deserves Sainthood. :o)
  - Over time I know I forget some of the info gained from the research course and it would be helpful to have it refreshed for me in person. I guess that would take setting up an appointment one on one with someone to get extra help.
  - Professional
  - Often, I've asked for a full text article to be copied and the person has been extremely helpful, timely and friendly in the process. I've appreciated that very, very much.
  - Problems with grade entry on transcript not resolved.
  - NA
  - none
  - During the intro part, there is no way to take it all in, I think it was handled as well as it could be. The tutorial was helpful and I refer back to it often if I forget.

- I have not taken the course. I follow the directions on the web site.
- Good!
- The online tutorial is a valuable tool. Please keep the information accessible and available.
- I learned a lot of information that I thought I already knew.
- I was an English major for both my BA and my MA -- I LIVED in the library, and did not get anything more from the instruction.
- None
- My library instructor was excellent. her email is sandyae@regent.edu
- The library research course I took online last fall was very informative!
- Honestly, the course was great, but it is hard to remember all of that info. Maybe if it were broken up like a portion due each semester.
- At first difficult and as I slowed down and observed the details it became easy.

Sample Answering: 39 responses



**Q.Q13 Please rate each item on the following scale: - A**

Topic	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with the services provided by the library.	92	122	20	4	2
I am successful at locating the information resources I need.	83	122	22	7	3

### Q.13a Comments on Overall Satisfaction:

- My only real dissatisfaction is that many times people are talking on cell phones, in groups loudly and having personal conversations and I need to ask them or ask a person in the staff to help
- I'd like to have access to the Wilson Select database.
- You are doing an outstanding job. As a faculty member, I feel very supported by the Library staff and the work you are doing.
- The library needs to get more resources for research on minority (people of color) and gender issues. The library is way behind the times on this.
- neutral because i have not yet needed the library resources
- Please note that I am new to my Graduate Studies program and have yet to take full advantage of the library resources. However, I plan to utilize the Library resources more frequently throughout the duration of my degree program.
- Give my gratitude to all who work there.
- Marta Lee is a treasure & a blessing!
- I consider the library (systems and staff) to have made my experience as a Regent student - Well done!
- good
- UPDATE EVERYTHING!!! MOST BOOKS YOU HAVE ARE TO FAR OUTDATED TO USE FOR LIGIT RESEARCH!
- I can find what I need to find easily. For the most part, it's clean and quiet.
- The library is less than adequate for distance students. Instead of spending time trying to explain why the system is complex, more effort needs to go into making it user-friendly.
- I have only had to use the Librarian who serves the Business School and she has been a blessing!
- When ever I seem to need help I either get a voice mail or the office is closed, so I have left an e-mail and rec'd assistance a few days later. Perhaps better staffing would aid in a more timely reponse. By the time the staff gets back to me I have called the local Fairfax County library and rec'd immediate assistance. Thanks.
- The customized library web pages are very helpful - for example, the page for business students. Helps students wade through the comprehensive resources available.
- Great library!
- I am pleased with the service of the library and am grateful for it.
- Like most of the other services and support at Regent, the Library Services are excellent.
- Disappointed!
- Really, above average.
- Database system is great.
- Overall I was pleased with the service. I would like more help with Psych Info data base.
- Keep up the good work!
- none
- Can't find the kind of journal articles
- I am satisfied with those facilities in the library which I have used. There are still some facilities such as the special collections and archives which I have yet to use when I need to do so.
- Great job. Thanks.
- good

- Many of the books in my field (Communication and Journalism) are very outdated. More recent books would be very helpful.
- Although I am computer literate and have a college education, I would like the database instructions to be more user friendly, especially when seeking a specific piece of information.
- I am very satisfied with the research materials the library offers.
- Resources are targeted primarily to on-campus students, which is understandable. Online resources are adequate, yet could be better if online librarian help was easier to access and made to be perceived by students as readily available and friendly.
- we need more secular publications in our library. this is a university and our library should reflect that.
- There have often been articles that I couldn't find through Regent's library. I'm lucky to live near a major university. However, I know that you cannot carry every journal, so those articles that I have been able to find have been helpful.
- the bulk of what i need i am usually able to find, but there are key articles and books that are missing. the quality of my work usually just ends up suffering because of it.
- just not adequate resources for psych
- Pleased
- Patron use often interferes with uninterrupted quiet study.
- NA
- none
- There are a number of resources that the library does not have. These items were obtained through interlibrary loan from other sources, but should be part of the collection at Regent. When I am finished with my dissertation, I plan to provide the library with a list of recommendations.
- This has been wonderful and I am very satisfied with the knowledge, service and attitude at my sometimes elementary questions. I was trained when the library had a basic card catalog, and my masters did not require the intense research I am now doing. Very pleased. Please tell someone about a happy customer.
- I need to take the library course...It seems that you are providing us the services we need. thanks much
- Services are excellent.
- Overall: I am pleased!
- The staff is very concerned with assisting students in completing their assignments.
- Good job Regent
- The library is a very nice place to study and do research!
- I like the atmosphere, the friendliness and availability of the staff.
- Very helpful and needed for distant learners.

Sample Answering: 51 responses

**Q.14 Please share any comments you may have that can be used to enhance the quality of service at the Regent University Library:**

• Bob Sivigny does a wonderful job for the school of Divinity. Thank you for your service!

• I am very happy that the computer lab is in the library!!!

• Dear Friends at the Library, I truly appreciate the library and value it as my greatest tool for reseach. Thank you very much. I offer the following comments and suggestions.

1. The hand written method of making suggestions for library aquisitions is primitive and creates work. Surely, in a hi-tech, state of the art university, an electronic method could be used. Also could acquistion tool not be linked with a data base as well as the catalog so that all the publishing details were available and it was immediately clear whether or not it was in the library?
2. I urge that critical information on dust jackets be pasted into the books. Far too much information is lost in destroying dust jackets. They are particularly important to students who are learning about authors and traditions. The jacket is not a disposable part of a book. It is part of what it is and what a reader needs. Could not GAs sitting at the circulation desk with nothing to do be set to work on this?
3. Why can't many more (all?) new books be put on display for a week (their spines only need by showing!)? Keeping watch on a new book display is a good way to see what is coming into the library and it helps students and visitors see how the library is growing and keeping up with scholarship.
4. So many of the runs of our journals are only complete in mircofilm. Could not a note (dummy book with a note on the spine) at the appropriate point on the shelves to tell readers that earlier copies are available on micro?
5. It would make reading reference books so much easier and faster if there were (more?) metal pull-out shelves among the books on which to rest reference books while making a quick reference to a book.
6. I repeat, I strongly object to a Christian university being open on Sunday. Our students and library staff need both a day of rest as well as encouragement to be involved in local churches.
7. Please can I be so bold as to ask for a response to each of these points so that I will know not to repeat them next year!?

Kindest regards and  
thank you for a great library. God is good! Graham  
grahtwe@regent.edu

• None at this time!

• It would be helpful if the dress code would be improved. The gentlemen dress appropriately, but a lot of times the ladies wear shorts, pants, or miniskirts, or dresses that are slit too high, making them look like call girls. Please have the ladies wear only dresses or skirts below the knee, it would make the staff look more proffesional, and less like a beach, or a nightclub.

• It would be helpful if an e-mail reminder could be sent a day or two before books are due instead of a week after they are overdue.

• Thank you for your hard efforts!

• There are times that I needed to use the computer lab, and there was NOT adequate notice of when it was not available. Notice via email of library computer lab reservations and/or a list of available computer labs on campus sent to local students would be GREAT.

• Better automation in the database search area and more responsiveness to requests for help via phone.

• We need more places to connect internet in the library.(Only one place in the first floor.) Also, we need more study rooms to discuss for group assignments.

- See above comments, which apply.
- It would be nice if the reference center computers would display a dialog box indicating how much money is left on the printing account. I ran out of money once and didn't know I was close to the end of my account since the reference computers didn't display any dialog box.
- Though upgrading is in progress, the network connects are inadequate. In the space where there are carolls, the network connections are too far from the carolls to be of any use. Recommend putting more connections in the study rooms and near the carolls, or providing hubs so that study groups can link computers when necessary.
- I called 1x regarding the online class and received a wonderful phone call back that was very helpful and very friendly.
- We MUST make the database available to students who have graduated from the University. We are products of your University. We promote your University. We need your support to continue our lifelong studies.
- Keep up the good work.
- Being in a distance program has limited my ability to answer some of the questions in this survey, as I have not used many of the services offered. I have been very pleased with what I have used, though.
- During Residency, give a practical tutorial instead of some powerpoint presentation. Not all of us came from technical backgrounds...Bandura's social learning theory suggests that people learn better from modeling and observation. For those of us in a virtual setting, any handson instruction would be valuable. Once we leave residency, we are on our own....without coaching, guidance. Little wonder any learning takes place.
- Sometimes the library is a bit noisy, can something be done about that?
- As a distance student I would like to be ablt access more e-books. Our currency is between 8 and 10 times the dollar. So the cost are painful. More e-books on subjects especially business, leadership etc. Books that are on USA shelves but don't get to our markets for some months. This makes a real difference to the 'reading'of our subject. Is there anyway in which the whole e-book 'strategy' could be taken to another level. Thanks for asking us for our opinion, I really value the opportunity.
- I would recommend that you consider modifying the library notifications for pure distance ed. students. I have received requests to return books in the past, but the text of the message is obviously relevant only to local students (the due date for return was before I even received the notification in the mail). You might consider emailing such notifications. Secondly, I was unaware that even though I checked out a book, it could be recalled at any time. I suggest that you reconsidered this practice/policy. It was very inconvenient for me to return a book that I had in my possession for only a short period of time (especially since I had to box it up and mail it immediately in order to not incur late fines due to the distance). I realize the there are limitations to resources and that others need access to the same materials, but I was not pleased to return several books earlier than I had planned.
- None at this time.
- The library needs to acquire multiple copies of textbooks recommended by the professors, such as Organizations: A Quantum View by Danny Miller.
- Please send reminder notices to distance ed. students before books are due.
- none
- I will keep trying to use it.....

- A higher amount of Journals would be a big asset. When I need to do research, I often do not find adequate amount of journals in this library that pertain to subjects of study.
- I've even heard positive comments from consortium students about the library. It is notably superior to ODU's library in all of the people categories, but cannot touch ODU in terms of journal holdings.
- Right now it is far too complicated to access the special collections. Please make it easier to learn what resources are stored in the special collections, and make it more simple to access the material!
- I haven't really had the need yet to fully use the library.
- it seems that the library just need to aquire more money to get more stuff...it seems simplistic and probably misrepresents the complexity of the situation, but that is my gut reaction.
- I am a DE non-local who used to be local. Thanks for continuing to provide ILL to DE non-locals. It really helps.
- I need to use the library more frequently. Usually if I do not find an article or research information online I would go to a library in my area--
- I have had no problems using the library. The staff are helpful.
- If there is a database that shows the chapters published by scholars, that would be extremely helpful. Through most databases only book authors, book editors, and journal authors, etc., can be found. However, if someone writes a chapter in a book and is not the book's editor, their name usually doesn't show up in the searches.
- Being a doctoral student in clinical psychology there are a lot of resources that our library does not have and I find myself using Inter-library loan frequently. If possible it would be nice to have a longer period of time to use the loans without having to return them as soon and allowing for more inter-library loans for doctoral students in psychology.
- increase book collection of psychology and counseling related sources -- we end up having to use ILL a great deal fo these type of sources
- Thank you for your efforts to improve. Not sure if you have adequate staff (see previous problems).
- NA
- none
- Take everyone out to lunch for a job well done.
- Earlier Sunday hours for on site visitation would be helpful for non-local students such as myself who travel to the university to use library services on weekends.
- Is there a toll free phone number for out of state on-line students?
- The Library needs more individual LAN access ports available. Either in individual study cubicles or in several different areas. For persons with laptops, the one table - on the main floor - is often inconvenient
- None
- Computer lab could be quieter.
- Keep up the good work!
- I have only completed the research class online. That is pretty much the only connection I've had with the the Library in my first 6 credit hours.

Sample Answering: 48 responses