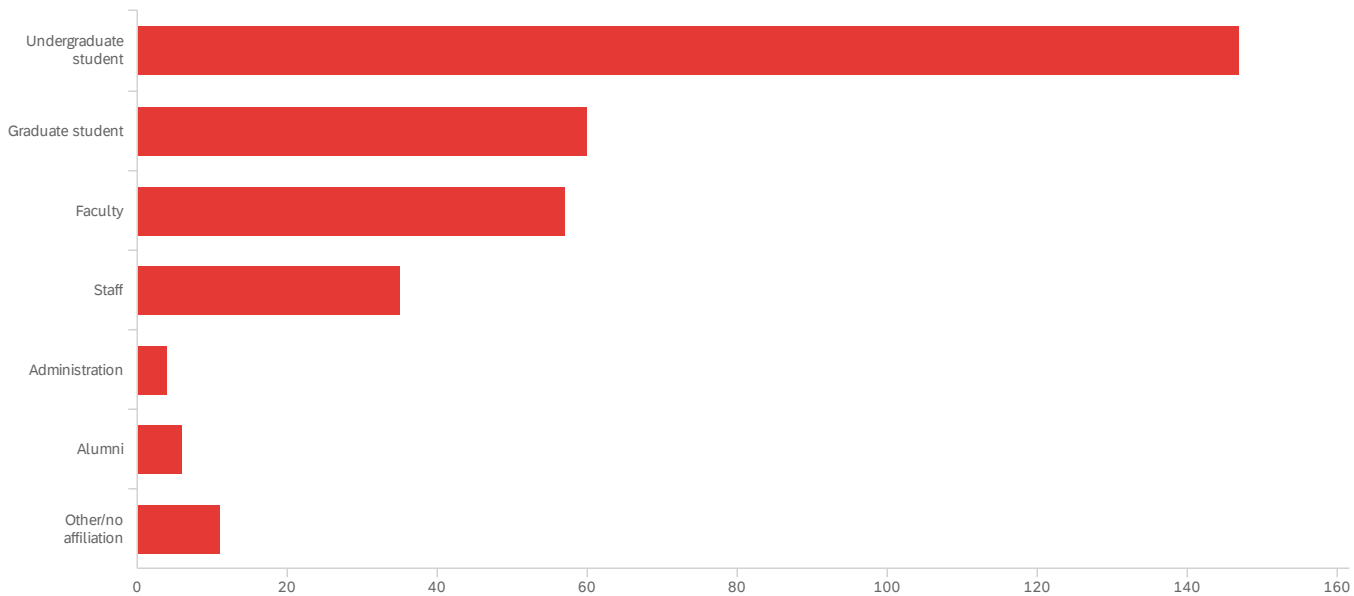


# Default Report

Odum Library User Satisfaction Survey

March 30, 2020 8:18 AM EDT

## Q1.4 - What is your relationship to Valdosta State University?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your relationship to Valdosta State University? - Selected Choice	1.00	7.00	2.22	1.52	2.30	320

#	Field	Choice Count
1	Undergraduate student	45.94% 147
2	Graduate student	18.75% 60
3	Faculty	17.81% 57
4	Staff	10.94% 35
5	Administration	1.25% 4
6	Alumni	1.88% 6
7	Other/no affiliation	3.44% 11
		320

Showing rows 1 - 8 of 8

Q1.4\_7\_TEXT - Other/no affiliation

Other/no affiliation

---

High School Student

Student/part time Teachers assistant

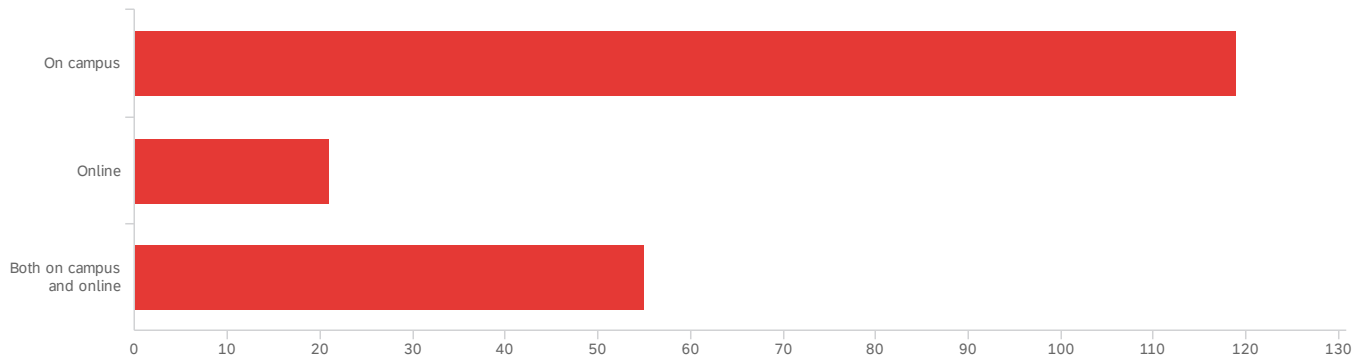
and Student

Undergrad/part time tutor for vsu

Staff/Grad

Under grad and staff

## Q1.5 - I participate in classes:

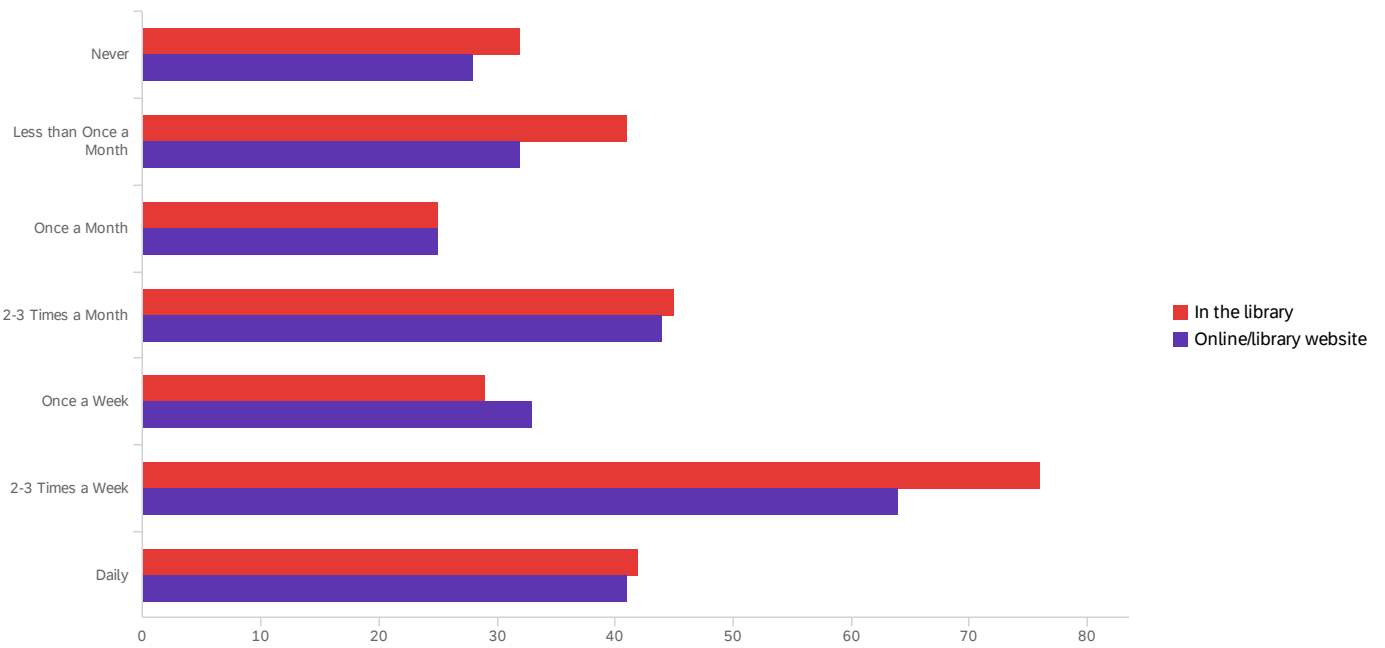


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I participate in classes:	1.00	3.00	1.67	0.89	0.78	195

#	Field	Choice Count
1	On campus	61.03% 119
2	Online	10.77% 21
3	Both on campus and online	28.21% 55
		195

Showing rows 1 - 4 of 4

## Q1.6 - How often do you use the library's resources or services?

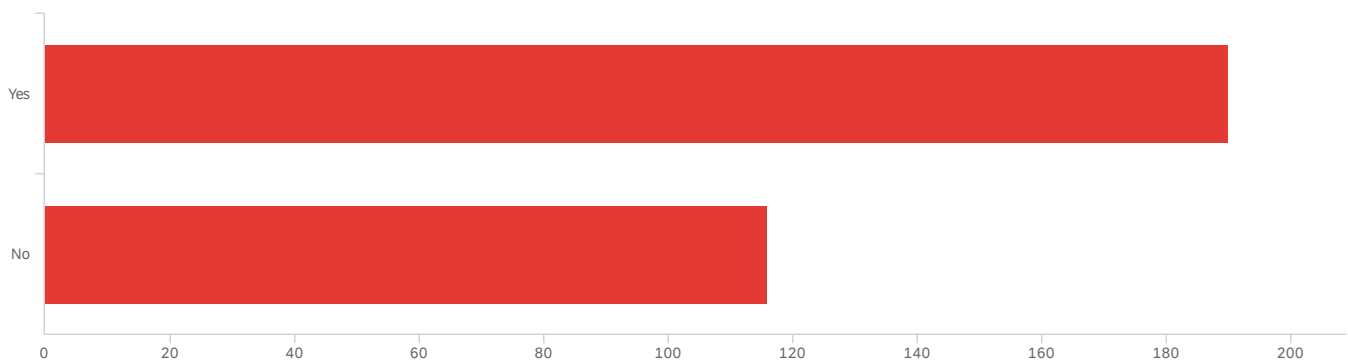


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In the library	1.00	7.00	4.36	1.99	3.97	290
2	Online/library website	1.00	7.00	4.42	1.95	3.81	267

#	Field	Never	Less than Once a Month	Once a Month	2-3 Times a Month	Once a Week	2-3 Times a Week	Daily
1	In the library	11.03% 32	14.14% 41	8.62% 25	15.52% 45	10.00% 29	26.21% 76	14.48% 42
2	Online/library website	10.49% 28	11.99% 32	9.36% 25	16.48% 44	12.36% 33	23.97% 64	15.36% 41

Showing rows 1 - 2 of 2

Q2.2 - Reference librarians can help you with research, from articulating a topic, to selecting and searching a database, to locating useful information in articles and books on your topic. They can help you find your way around the library. They can also help with the printers, microfilm readers, and troubleshoot minor technology issues. Have you interacted with the Reference librarians in the past year?



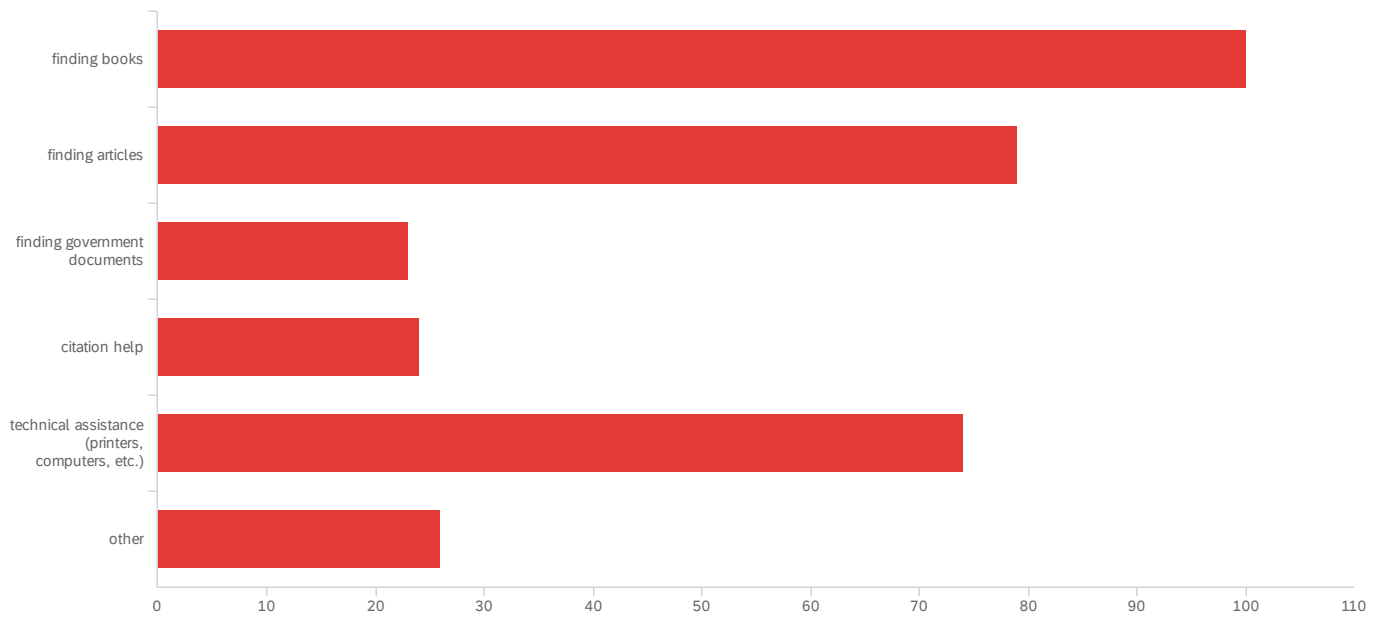
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Reference librarians can help you with research, from articulating a topic, to selecting and searching a database, to locating useful information in articles and books on your topic. They can help you find your way around the library. They can also help with the printers, microfilm readers, and troubleshoot minor technology issues. Have you interacted with the Reference librarians in the past year?	1.00	2.00	1.38	0.49	0.24	306

#	Field	Choice Count
1	Yes	62.09% 190
2	No	37.91% 116

306

Showing rows 1 - 3 of 3

Q2.3 - What kind(s) of help did you get from a Reference librarian? [check all that apply]



#	Field	Choice Count
1	finding books	30.67% 100
2	finding articles	24.23% 79
3	finding government documents	7.06% 23
4	citation help	7.36% 24
5	technical assistance (printers, computers, etc.)	22.70% 74
6	other	7.98% 26

326

Showing rows 1 - 7 of 7

Q2.3\_6\_TEXT - other

other

they didnt help me

Did a presentation for my class

finding information for a research paper

orientation

other

---

finding study/work spaces

general Q & A's

interlibrary loan

navigating Odum's website

advice on searching databases

Telling me they could do the research for me but that they couldn't tell me how to do it for myself

conducting a class

reserving space in the library

References Workshops for students

guest speaker

Vtext content, Questions about the collection

finding dissertation

helpign students

class instruction

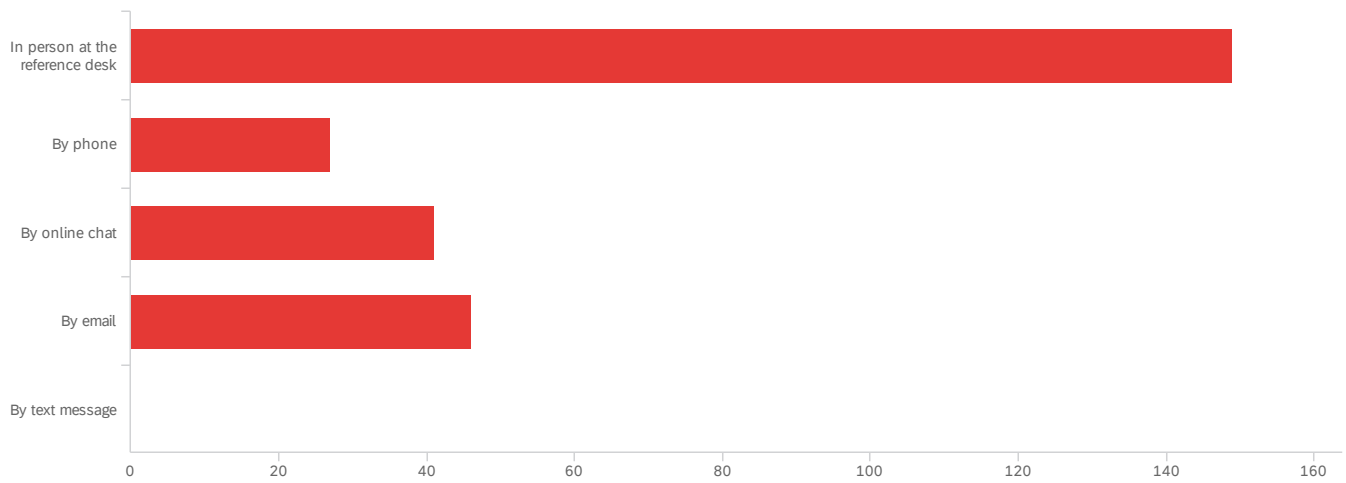
library instruction

library instruction

the index to the O.C.G.A.

where to find my teachers office and where the bathroom is.

## Q2.4 - How did you contact the Reference librarians? [check all that apply]

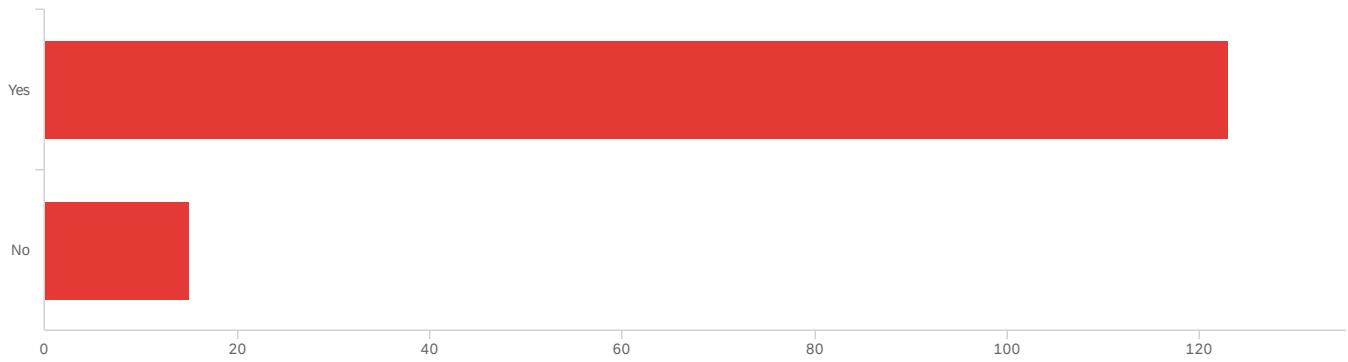


#	Field	Choice Count
1	In person at the reference desk	56.65% 149
2	By phone	10.27% 27
3	By online chat	15.59% 41
4	By email	17.49% 46
5	By text message	0.00% 0
		263

Showing rows 1 - 6 of 6



## Q2.5 - Did the Reference librarians greet you promptly?



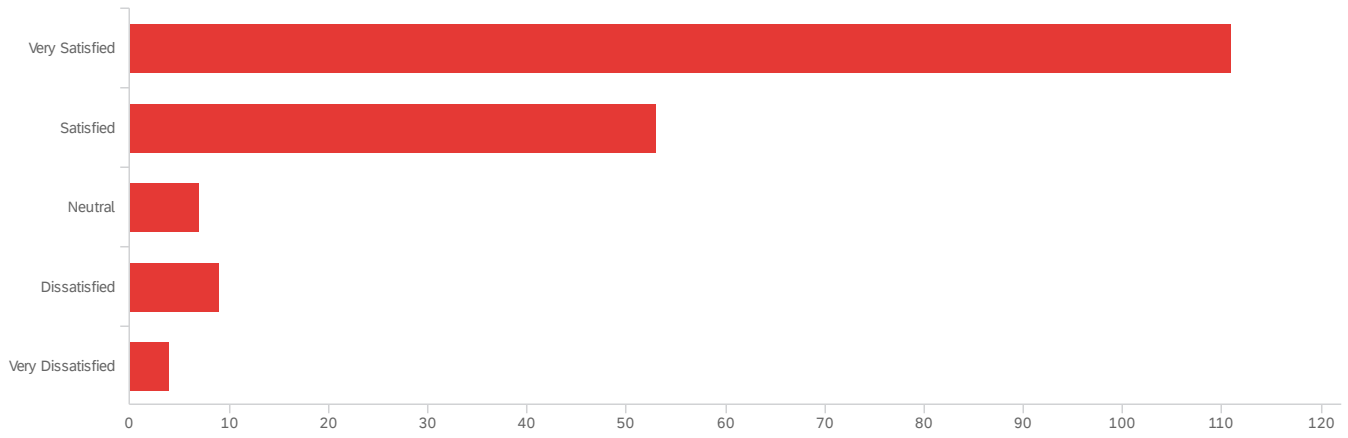
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did the Reference librarians greet you promptly?	1.00	2.00	1.11	0.31	0.10	138

#	Field	Choice Count
1	Yes	89.13% 123
2	No	10.87% 15

138

Showing rows 1 - 3 of 3

## Q2.6 - How satisfied were you that the Reference librarians provided the information you needed?

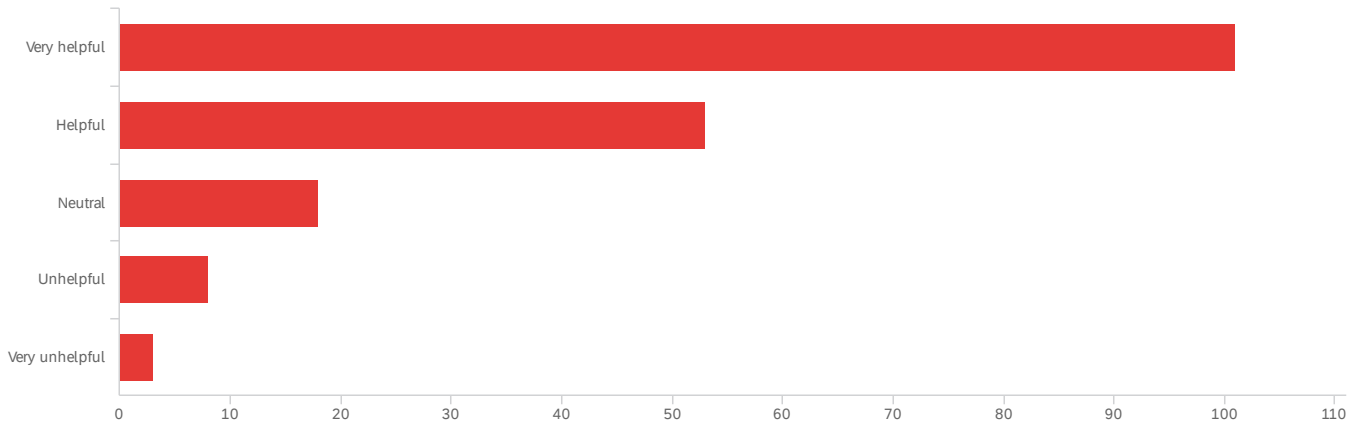


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied were you that the Reference librarians provided the information you needed?	1.00	5.00	1.60	0.93	0.87	184

#	Field	Choice Count
1	Very Satisfied	60.33% 111
2	Satisfied	28.80% 53
3	Neutral	3.80% 7
4	Dissatisfied	4.89% 9
5	Very Dissatisfied	2.17% 4
		184

Showing rows 1 - 6 of 6

## Q2.7 - How helpful were the Reference librarians in teaching you how to find information using the library's resources?

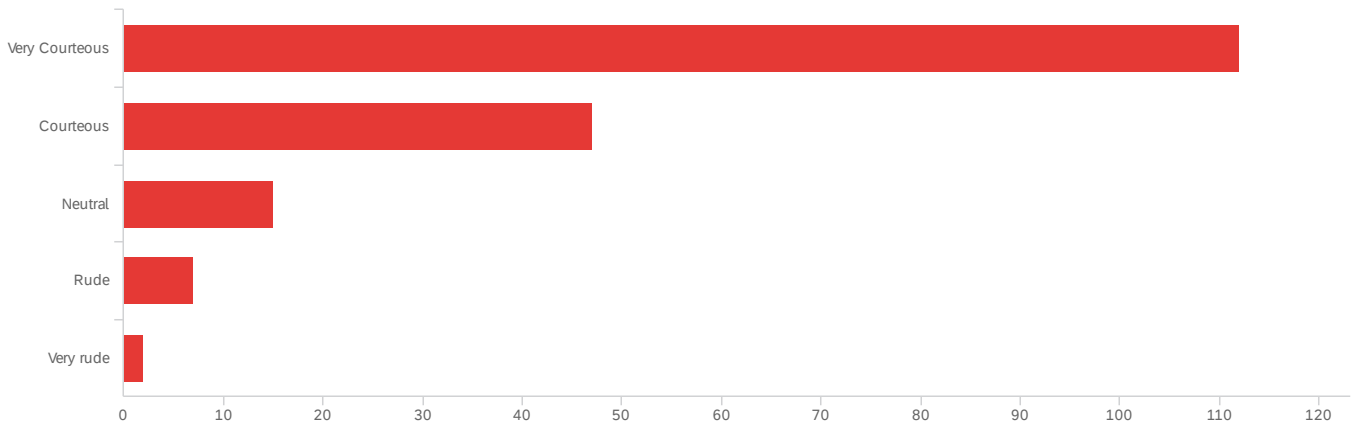


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How helpful were the Reference librarians in teaching you how to find information using the library's resources?	1.00	5.00	1.68	0.93	0.87	183

#	Field	Choice Count
1	Very helpful	55.19% 101
2	Helpful	28.96% 53
3	Neutral	9.84% 18
4	Unhelpful	4.37% 8
5	Very unhelpful	1.64% 3
		183

Showing rows 1 - 6 of 6

## Q2.8 - How courteous were the Reference librarians?

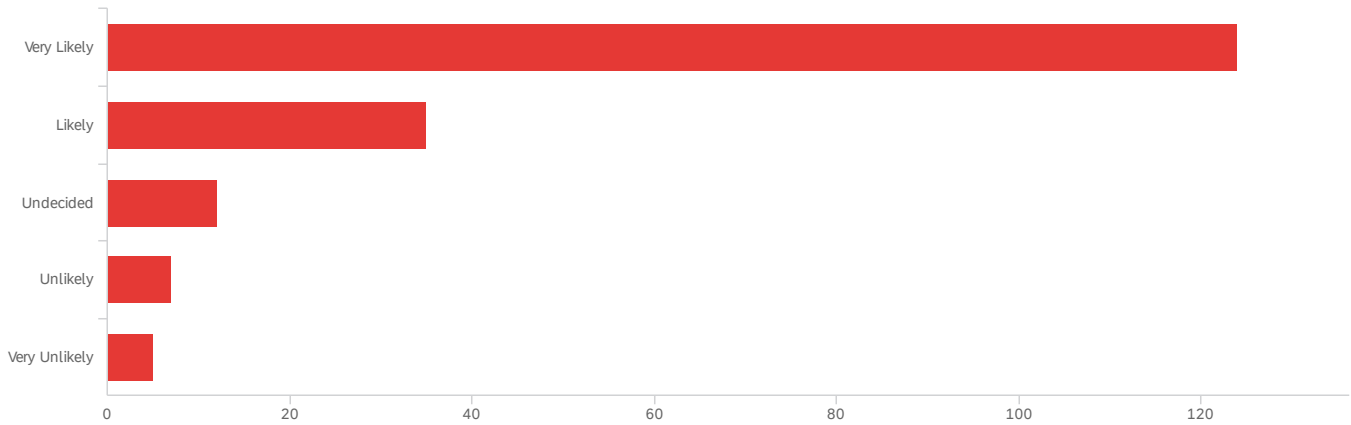


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How courteous were the Reference librarians?	1.00	5.00	1.58	0.88	0.77	183

#	Field	Choice Count
1	Very Courteous	61.20% 112
2	Courteous	25.68% 47
3	Neutral	8.20% 15
4	Rude	3.83% 7
5	Very rude	1.09% 2
		183

Showing rows 1 - 6 of 6

Q2.9 - Based on this experience, how likely are you to use the Reference department's services again?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Based on this experience, how likely are you to use the Reference department's services again?	1.00	5.00	1.55	0.97	0.94	183

#	Field	Choice Count
1	Very Likely	67.76% 124
2	Likely	19.13% 35
3	Undecided	6.56% 12
4	Unlikely	3.83% 7
5	Very Unlikely	2.73% 5
		183

Showing rows 1 - 6 of 6

## Q2.10 - Is there anything else you would like to tell us about your experience with the Reference librarians?

Is there anything else you would like to tell us about your experience with...

I asked for printed sources they kept giving me online source or other resources. I barely had my question answered

There is never anyone at the desk and if there is then they are reading a book and don't seem interested in helping you. If you do happen to catch them and ask them for help they tell you to look online at the library website, so not helpful when you have a ten page report to do.

no

no

The few that I have interacted with are rude, disinterested, and seem as if they do not have any knowledge in the appropriate subject areas.

They are very friendly and cheerful.

They need to do their job and not meddle in someone else's life gossiping.

Mike Holt was so fast at getting me the articles I needed. It was impressive!!!!

Very pleasant experience...

Great job. Thank you

They are wonderful! I tell my students the Ref librarians are one of our greatest under-utilized resources on campus for help with the research we all engage in.

It was much easier and quick than I thought it would be.

I've been coming here for the past six years and the reference librarians have been consistently helpful, experienced and pleasant.

They are very knowledgeable about what and where resources are in the library.

They rock! :-)

Love you guys!

The library staff is terrific!!!

They are always accessible.

I called three times back to back and was supposed to be transferred to someone's office. The first time, I was hung up on. I assume the girl at the desk was new and wasn't sure on how to transfer someone. The second and third time, I was told that the person I was trying to contact was in his office, but no one answered when I was transferred over.

Is there anything else you would like to tell us about your experience with...

Reference librarian was immersed in own research and face showed reluctance to be drawn away from same to help me.

My experience with the entire Odum Library has always been pleasant. The issues I have with this University is the Administrative offices. Even with the Academic Faculty they are always professional. The Administrative Office staffs are lazy, not helpful, and feel that everyone is a bother. I think Valdosta State University needs to really think about who they are hiring and stop looking at the skin color.

Please note that this does not include the technology staff and the the front desk staff. They are superb!

I am 55 years of age trying to obtain an advance degree. I am not as technically oriented as most so the staff makes it hard for me to feel welcomed. I little more compassion would be nice.

I am finishing my third degree at VSU and I have always used the library on a regular basis while getting these degrees. The help the reference librarians give is invaluable. They are always friendly and knowledgeable and I find out things I did not know every time I get help. I truly appreciate the help they give and think they are a valuable asset to the institution/library.

Howard Carrier is the best!

No

The librarians need to be up on policy - like on faculty ability to check out reference books over the weekend.

They are fast, friendly, and accurate! They are the service I use most from the Odum Library.

The men as customer service are very drabbed countenance. Sometimes you say hi and they dont even respond to that initial hi, they will address your needs but their faces would turn you away. Especially 2 particular ones that work the internet cafe service desk mostly. Sometimes they are upstairs.

kind...courteous...super professional...never hesitate to help...always go the extra mile

I have interacted more with the reference librarians the past year than in prior years which always results favorably.

It's hard to discuss reference librarians in general. Some act as if you're interrupting them; others seem intrigued by your questions.

Be more supportive when approached for assistance. They are the experts...That's why we seek there assistance

whenever I go up to the reference desk, nobody sitting there is paying attention when I come up to the desk, I have to tell them something before they think of helping me

Their very helpful!

I was so impressed by the chat feature. It is so helpful to be able to ask a quick question without leaving my location.

I've only ever had to ask a quick printer question, but they knew the answer and were very courteous.

Most reference librarians are the friendliest people in the world. But there are a few who have always been, not exactly rude, but certainly not friendly and they definitely do not want to be there.

Respond. I waited five minutes for a response one time.

Is there anything else you would like to tell us about your experience with...

They are always eager and willing to help with any assistance I need. The only bad comment I have is that the Caucasian gentleman that secures the Café downstairs most of the time, with the glasses, comes off as having an attitude sometimes when you ask him any questions. It's like we are bothering him when he is listening to music and whatnot.

The reference librarians were extremely persistent; if one resource didn't work out, they would try to find another, and then another, rather than simply giving up.

The Reference librarians are very helpful and they care about your finding on a book or question on a resource cite. My experiences with the librarians have been great and I would not change anything about it!

I have used the reference librarians for help many times in an online chat format. Most helpful most of the time. :)

no

Open the library 24/7 all day everyday

No.

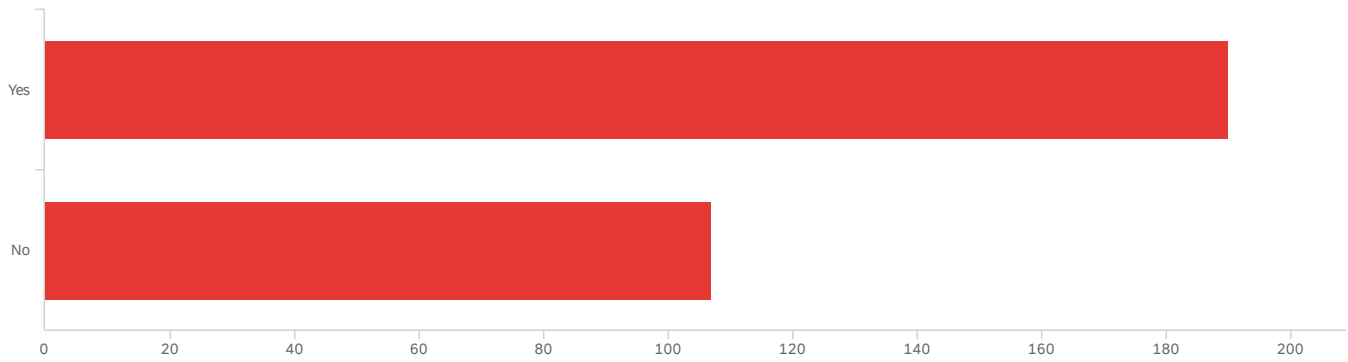
We had a reference librarian come to our class and demonstrate how they can be of assistance. The librarian demonstrated how to use certain aspects of the website. At this point, I was very pleased at the assistance my class was receiving from the librarian. However, while working on a research paper, the librarian was not helpful at all. When contacted, the replies would be delayed, short and vague. It was disappointing that the librarian was of such little use.

Great group!

The student workers at the reference desk are generally clueless. I wouldn't trust them to know where the bathroom is, much less help a student find actual reference material.



### Q3.3 - Have you interacted with the Circulation staff in the past year?



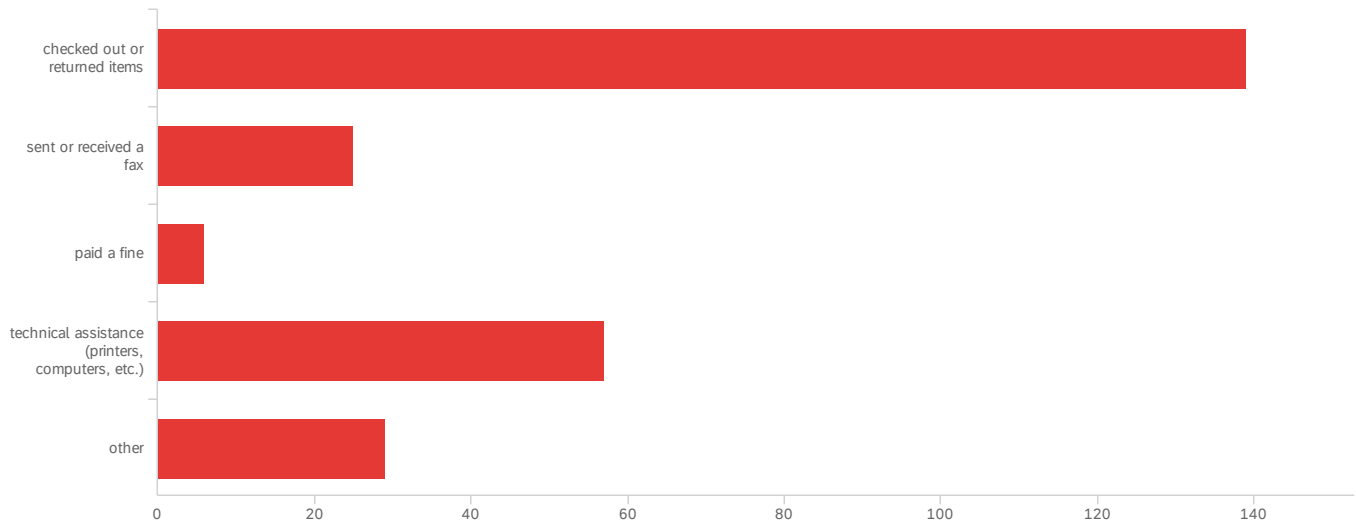
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the Circulation staff in the past year?	1.00	2.00	1.36	0.48	0.23	297

#	Field	Choice Count
1	Yes	63.97% 190
2	No	36.03% 107

297

Showing rows 1 - 3 of 3

### Q3.4 - What kind(s) of help did you get from the Circulation staff? [check all that apply]



#	Field	Choice Count
1	checked out or returned items	54.30% 139
2	sent or received a fax	9.77% 25
3	paid a fine	2.34% 6
4	technical assistance (printers, computers, etc.)	22.27% 57
5	other	11.33% 29
		256

Showing rows 1 - 6 of 6

#### Q3.4\_5\_TEXT - other

other

used interlibrary loan

help finding a book

I was interested in finding a specific book.

course reserves

they helped me find a book

checked out study room

Information

other

Just met them at orientation

Direction to use computer

Printer Card

circulation goes out of there way to deliver newspapers to acquisition for check-in, also on occasion locating a book

asked general questions

asked for information

unlocking doors

asked about ILL

asked a simple question

Bought card for printer

Asked about meeting locations and times

directions around the library

Ordering Materials

course reserves

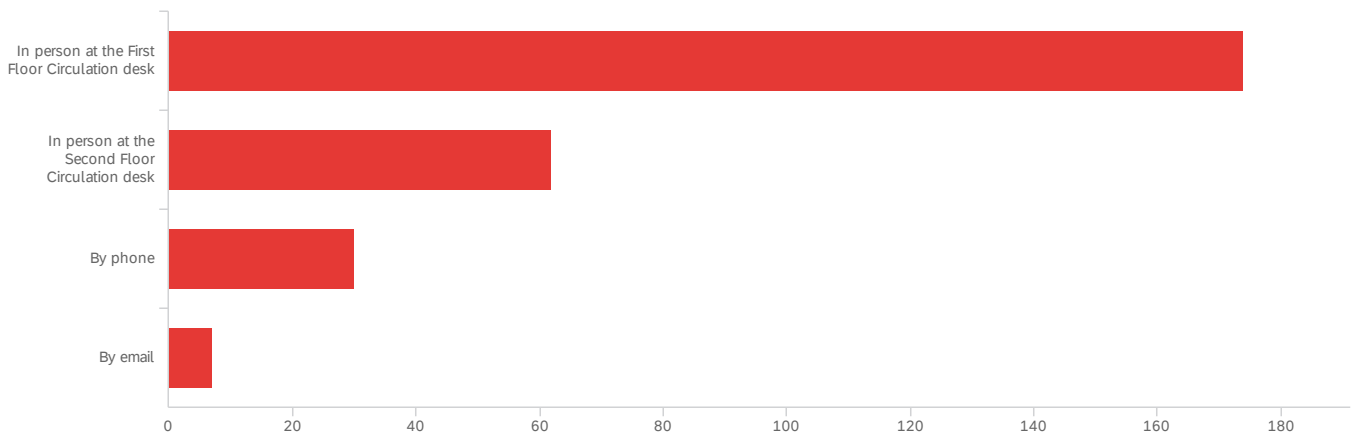
asked for directions

where the bathroom was

direction

call transfer

### Q3.5 - How did you contact the Circulation staff? [check all that apply]

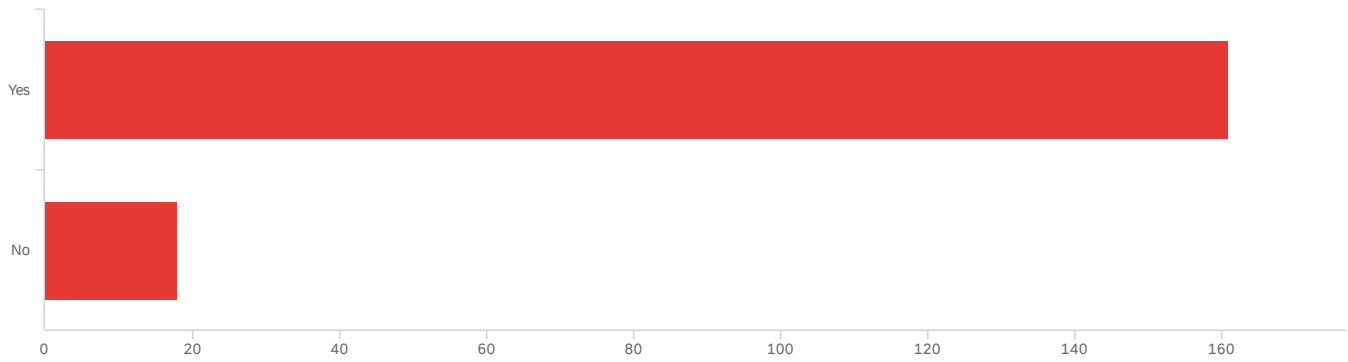


#	Field	Choice Count
1	In person at the First Floor Circulation desk	63.74% 174
2	In person at the Second Floor Circulation desk	22.71% 62
3	By phone	10.99% 30
4	By email	2.56% 7

273

Showing rows 1 - 5 of 5

### Q3.6 - Did the Circulation staff greet you promptly?



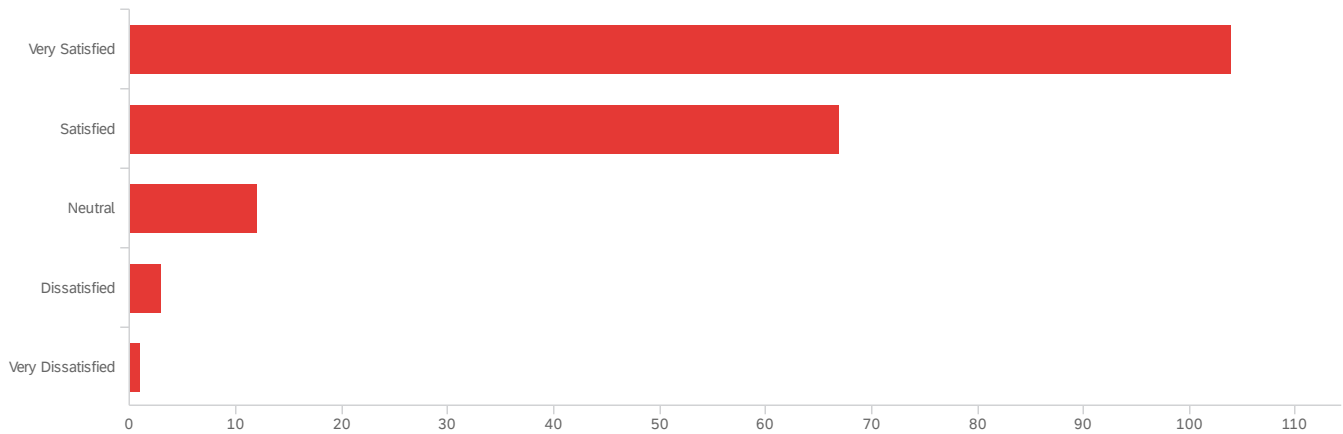
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did the Circulation staff greet you promptly?	1.00	2.00	1.10	0.30	0.09	179

#	Field	Choice Count
1	Yes	89.94% 161
2	No	10.06% 18

179

Showing rows 1 - 3 of 3

### Q3.7 - How satisfied were you with the service you received from the Circulation staff?

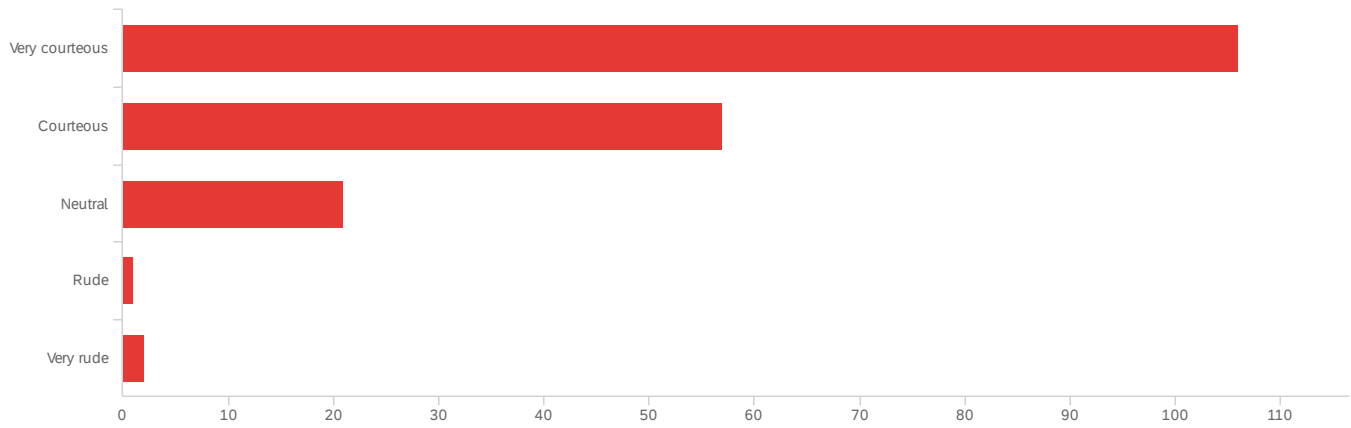


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied were you with the service you received from the Circulation staff?	1.00	5.00	1.56	0.73	0.54	187

#	Field	Choice	Count
1	Very Satisfied	55.61%	104
2	Satisfied	35.83%	67
3	Neutral	6.42%	12
4	Dissatisfied	1.60%	3
5	Very Dissatisfied	0.53%	1
			187

Showing rows 1 - 6 of 6

### Q3.8 - How courteous were the Circulation staff?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How courteous were the Circulation staff?	1.00	5.00	1.59	0.79	0.63	187

#	Field	Choice Count
1	Very courteous	56.68% 106
2	Courteous	30.48% 57
3	Neutral	11.23% 21
4	Rude	0.53% 1
5	Very rude	1.07% 2
		187

Showing rows 1 - 6 of 6

## Q3.9 - Is there anything else you would like to tell us about your experience with the

### Circulation staff?

Is there anything else you would like to tell us about your experience with...

They need a raise

the IT desk does a GREAT JOB but the main desk is not very helpfull

no

No

No

They do a great job! They are the first people that I see when I enter the building and they are always friendly.

no

Thank you

I tried printing off my papers, but the printers took to long. Due to the printers taking awhile, it canceled my prints, and this result to extra charges on my library money on my one Card. I was unable to get IT to print them off, and it took one hour of my time for them to try to print off my stuff. I was never refunded.

Smiling faces every time I see them. Nice sense of welcome at our library. We have great staff.

Rebecca is always especially helpful.

The downstairs staff are unfriendly and seem to be inconvenienced when asked a question.

Continue the good work

Always very helpful and friendly.

Circulation staff are always helpful:)

At the time I was at the circulation desk, there were two people in front of me but the staff member at the desk took time to give help to each of us individually courteously.

The Circulation staff are always helpful to me.

Smiling and friendly faces!!!

The circulation staff is always very polite. They quickly check in/out books I occasionally get from the library.

Every encounter has been in excess of extremely satisfied!



Is there anything else you would like to tell us about your experience with...

Keep up the good work!

Very helpful

Nope

Darell is an awesome employee. He was very helpful with provding information regarding the available books in Odum.

I needed a very rushed order of an item for a class I was teaching this Fall and the Acquisitions & Collection Development department took special effort to make sure the materials I needed arrived in time for the students; they should be commended for both their care and their efficiency!

I'm a new faculty member that was hired right before classes started and the circulation staff went above and beyond to help get course materials in front of my students!

I thought I answered this question before.

Like the reference folks...always willing to assist and point one in the right direction

The young woman whose picture is above is extremely helpful, nice, courteous, but not all the staff share her seeming enjoyment at work.

no

when asked to help find a book, they won't leave the desk to help you.

Very helpful

No

Staff seemed to be unfamiliar with checking out books.

Just like the reference librarians, most of the Circulation staff is very friendly, but some are rude and act like they do not want to be there.

Will is the coolest.

The Circulation staff at VSU are always friendly and helpful. No complaints here!

No

The circulation staff are consistently knowledgable, helpful, and thorough in their patron interactions.

The circulation staff is very helpful and are very willing to help you with what you need. They are very nice and welcoming.

The Ciruculation staff at both desk are very welcoming and helpful

None

The people at these desks always know EVERYTHING.

Is there anything else you would like to tell us about your experience with...

Keep the library open 24/7 7 days a week

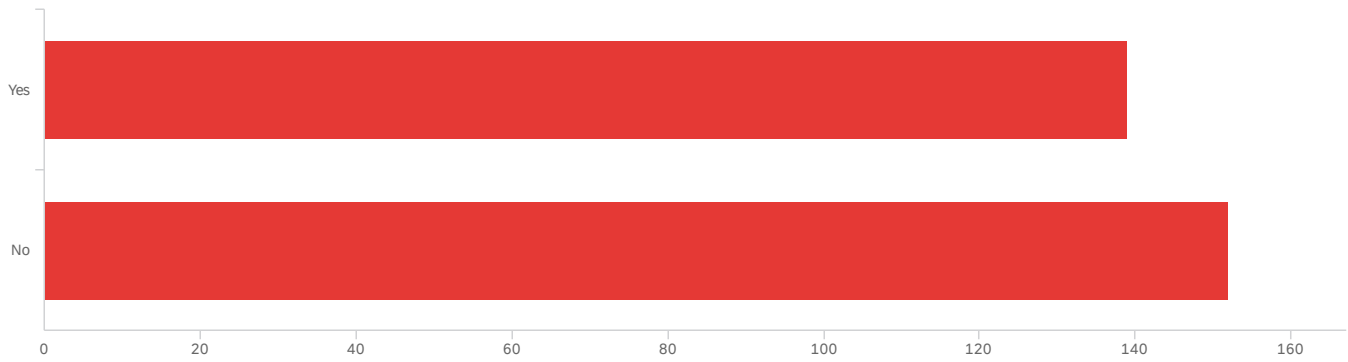
There are a few circulation staff members who are very helpful, an older woman—I don't know her name—went ahead and renewed all of my outstanding materials when I was checking out an additional book and was very courteous. There's one larger gentleman with glasses at the desk who seems to always be listening to music and is not very responsive when patrons come up to the desk and will often look at you blankly and say—"What!?" I try to avoid him if possible.

Very professional group.

They just told me how to work the printer like I should try to figure it out on my own. It would have been nice if they would have gotten off their seat and walked over to the printer and assisted me, instead of me going back and forth.

Great workers, always helped me.

### Q4.3 - Have you interacted with the Media Center staff in the past year?



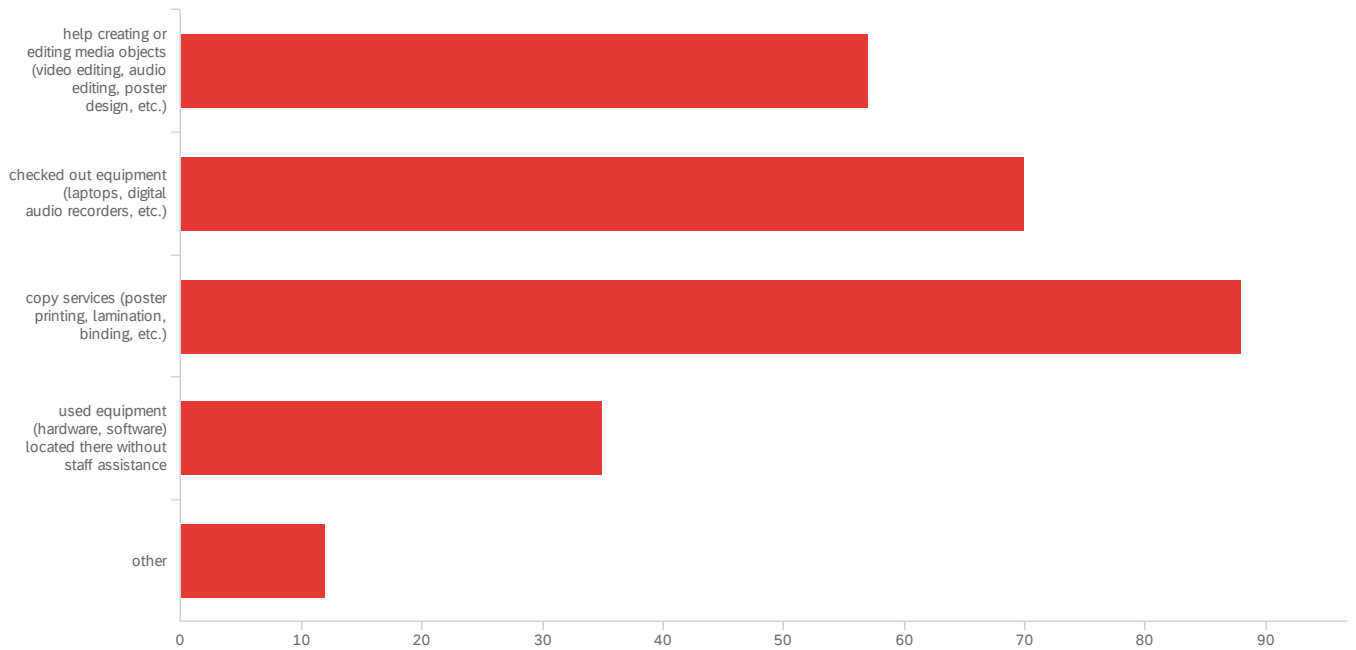
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the Media Center staff in the past year?	1.00	2.00	1.52	0.50	0.25	291

#	Field	Choice Count
1	Yes	47.77% 139
2	No	52.23% 152

291

Showing rows 1 - 3 of 3

## Q4.4 - What kind(s) of help did you get from the Media Center staff? [check all that apply]



#	Field	Choice Count
1	help creating or editing media objects (video editing, audio editing, poster design, etc.)	21.76% 57
2	checked out equipment (laptops, digital audio recorders, etc.)	26.72% 70
3	copy services (poster printing, lamination, binding, etc.)	33.59% 88
4	used equipment (hardware, software) located there without staff assistance	13.36% 35
5	other	4.58% 12
		262

Showing rows 1 - 6 of 6

### Q4.4\_5\_TEXT - other

other

workshop

printer repair

Answered questions and clarified points

took a class

assistance with navigating the facility

other

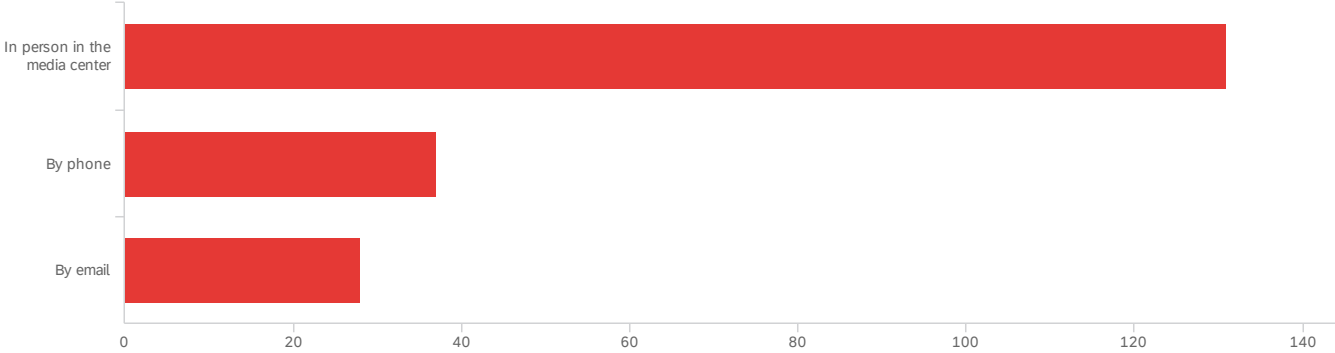
scanned large images

purchased blank project board

workshop- moviemaker

Prepared videos for placement on the videostream server

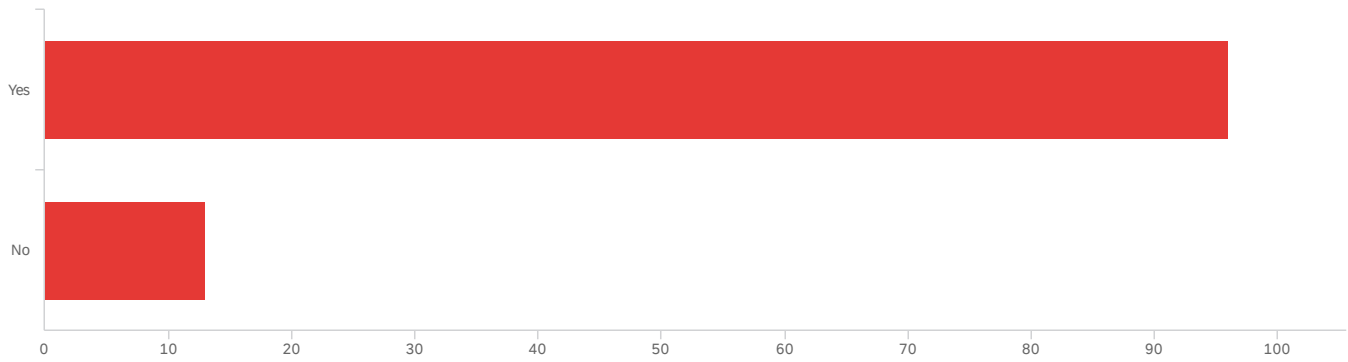
Q4.5 - How did you contact the Media Center staff? [check all that apply]



#	Field	Choice Count
1	In person in the media center	66.84% 131
2	By phone	18.88% 37
3	By email	14.29% 28
		196

Showing rows 1 - 4 of 4

## Q4.6 - Did the Media Center staff greet you promptly?



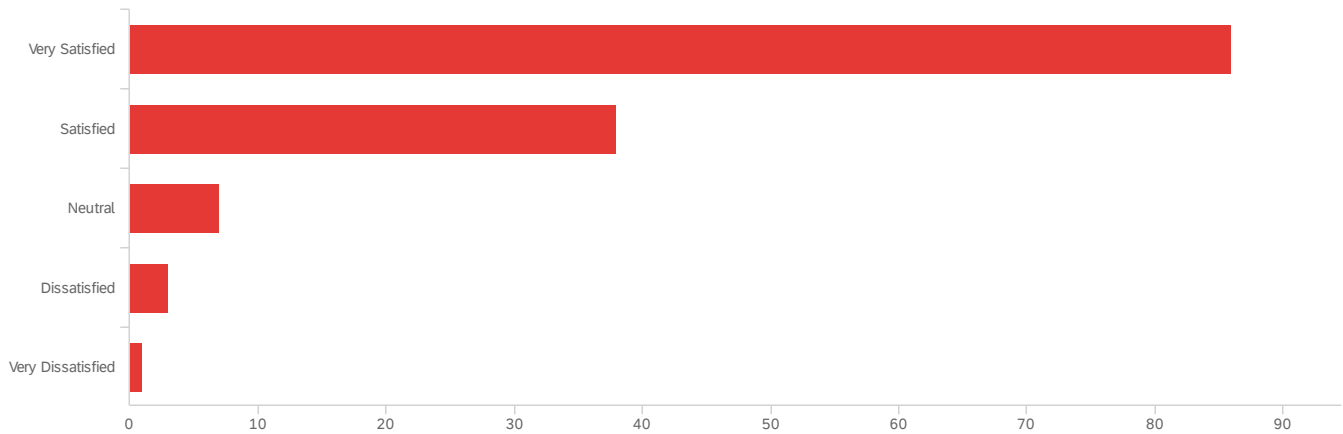
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did the Media Center staff greet you promptly?	1.00	2.00	1.12	0.32	0.11	109

#	Field	Choice Count
1	Yes	88.07% 96
2	No	11.93% 13

109

Showing rows 1 - 3 of 3

## Q4.7 - How satisfied were you with the service you received from the Media Center staff?



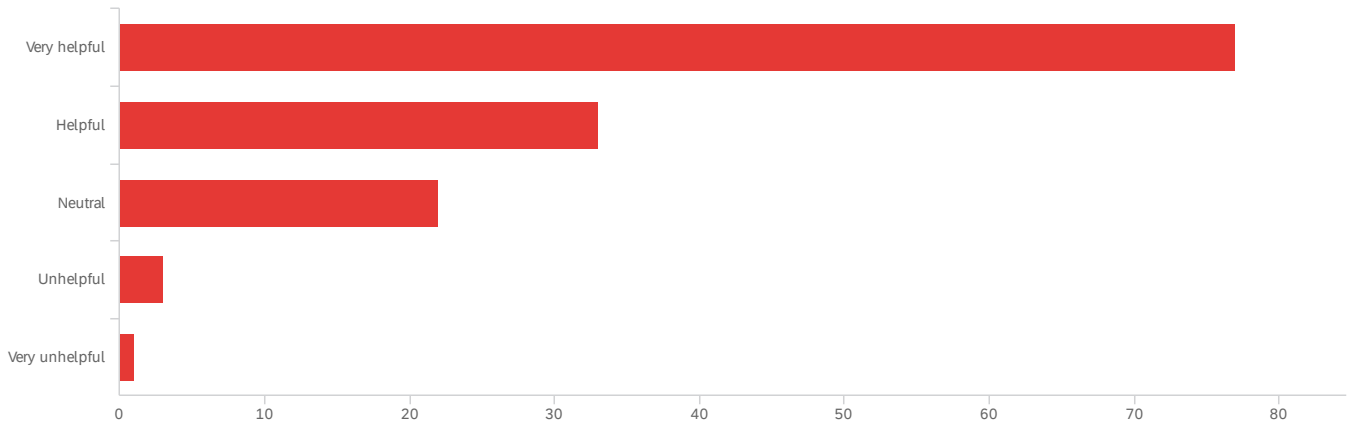
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied were you with the service you received from the Media Center staff?	1.00	5.00	1.48	0.76	0.58	135

#	Field	Choice Count
1	Very Satisfied	63.70% 86
2	Satisfied	28.15% 38
3	Neutral	5.19% 7
4	Dissatisfied	2.22% 3
5	Very Dissatisfied	0.74% 1
		135

Showing rows 1 - 6 of 6



## Q4.8 - How helpful were the staff in teaching you how to use the Media Center's resources?

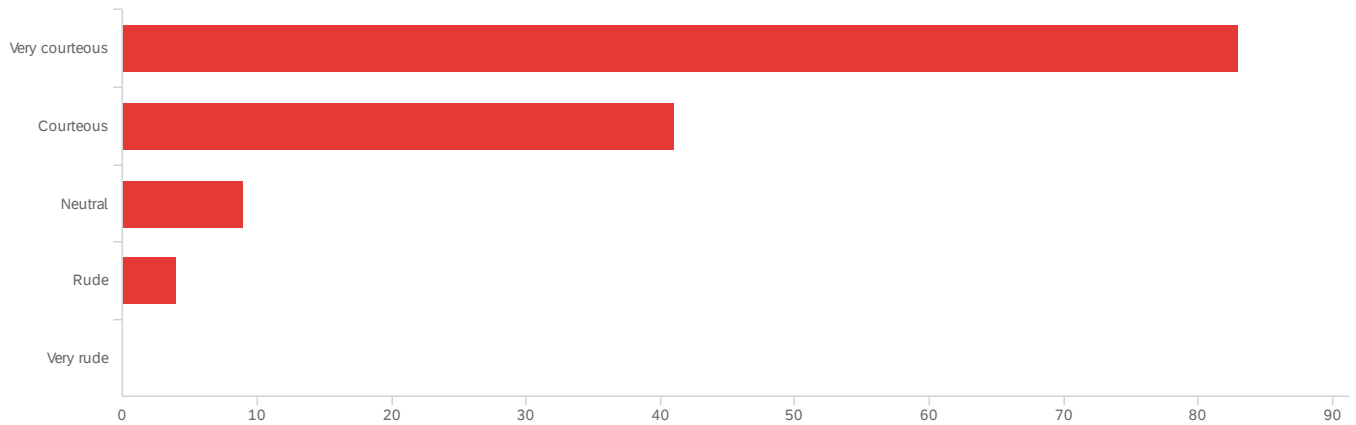


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How helpful were the staff in teaching you how to use the Media Center's resources?	1.00	5.00	1.66	0.88	0.77	136

#	Field	Choice Count
1	Very helpful	56.62% 77
2	Helpful	24.26% 33
3	Neutral	16.18% 22
4	Unhelpful	2.21% 3
5	Very unhelpful	0.74% 1
		136

Showing rows 1 - 6 of 6

## Q4.9 - How courteous were the Media Center staff?

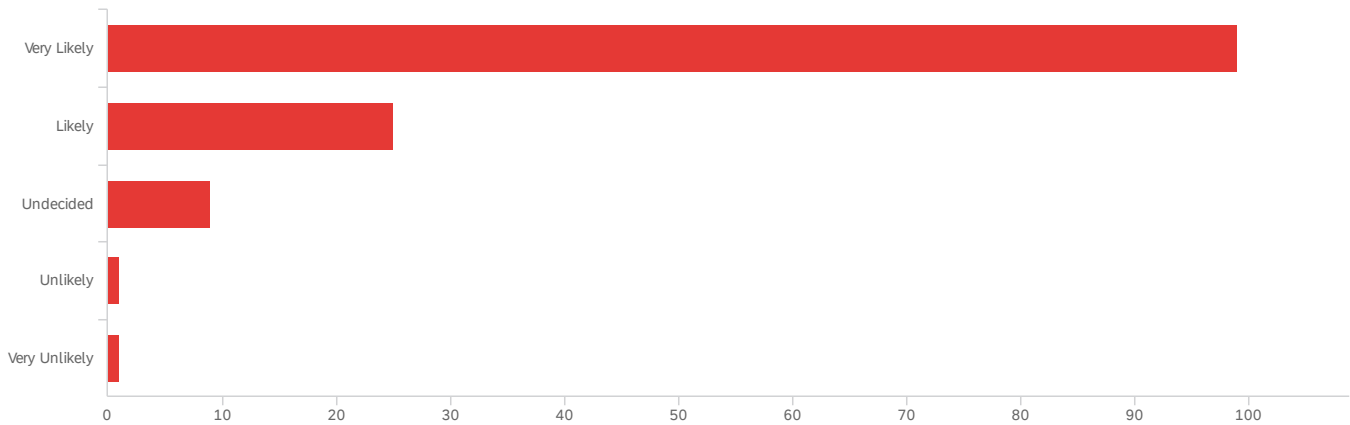


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How courteous were the Media Center staff?	1.00	4.00	1.52	0.75	0.56	137

#	Field	Choice Count
1	Very courteous	60.58% 83
2	Courteous	29.93% 41
3	Neutral	6.57% 9
4	Rude	2.92% 4
5	Very rude	0.00% 0
		137

Showing rows 1 - 6 of 6

## Q4.10 - Based on this experience, how likely are you to visit the Media Center again?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Based on this experience, how likely are you to visit the Media Center again?	1.00	5.00	1.37	0.71	0.50	135

#	Field	Choice Count
1	Very Likely	73.33% 99
2	Likely	18.52% 25
3	Undecided	6.67% 9
4	Unlikely	0.74% 1
5	Very Unlikely	0.74% 1
		135

Showing rows 1 - 6 of 6

## Q4.11 - Is there anything else you would like to tell us about your experience with the Media Center staff?

Is there anything else you would like to tell us about your experience with...

The staff was very professional, great at their job, and all the services were completed as if I were their best friend. Thanks guys!!

Great department!

Thank you. Great job, Kyle with Photo Shop

So grateful for personalized help when I need it. I send students there for projects all the time, and I send myself there when I have media projects I need help with. The staff are phenomenal.

Rex, Kyle, Brad and the other staff are always full of helpful suggestions.

I'm hoping to take some of the short courses you've started offering --they look like fun!

When I visit the media center, the staff makes me feel like a bother. I will use the services because I don't have a choice. The staff is much better via email or phone. I think there may needs to be more staff members working in media services as they usually are running from person to person trying to help them which I think is what contributes to them appearing to be rude.

I have worked with this department for years as I work at Student Health and have done my undergraduate and am currently in the MSN program at VSU and the staff is wonderful and such a great help.

Have visited the Media Center several times during the past year and was very pleased with the overall experience

They have a wealth of knowledge concerning the use of equipment and producing printed materials. They can make helpful suggestions on how to go about reproducing your idea in a media format.

My experience was asking directions hence no opinion on use of equipment.information

I knew how to use the equipment so there was no need for staff to assist me with that.

Great group of people! Very friendly and helpful.

Explain services better

No problem here.

as per the entire library staff...always ready to do their jobs and assist

The method by which department charge accounts are setup seems antiquated. Department staff come and go with frequency.

There should be a better way to check out or return equipment. Every time I have to use there is only 1 person working. I see enough staff, why can't they help her out?

The Media center ROCKS they are awesome they lead the way to Excellent CSR

Is there anything else you would like to tell us about your experience with...

Very helpful. Phillip will be missed.

Always good

The media center staff are rude. Please give them customer service training or education.

Always friendly and helpful

I've used the media center on several occasions to print posters. Each time I was taken care of expertly. I said they didn't really teach me how to use the equipment, as I was using the big poster printer, but I understand that to teach me how to use that would probably take a good while, so it's understandable that they do most of that for you.

Media Center staff are helpful, informative, and courteous. It is always a pleasure dealing with them.

They quickly converted several floppy disks to CD format. Their work was thorough and correct.

None

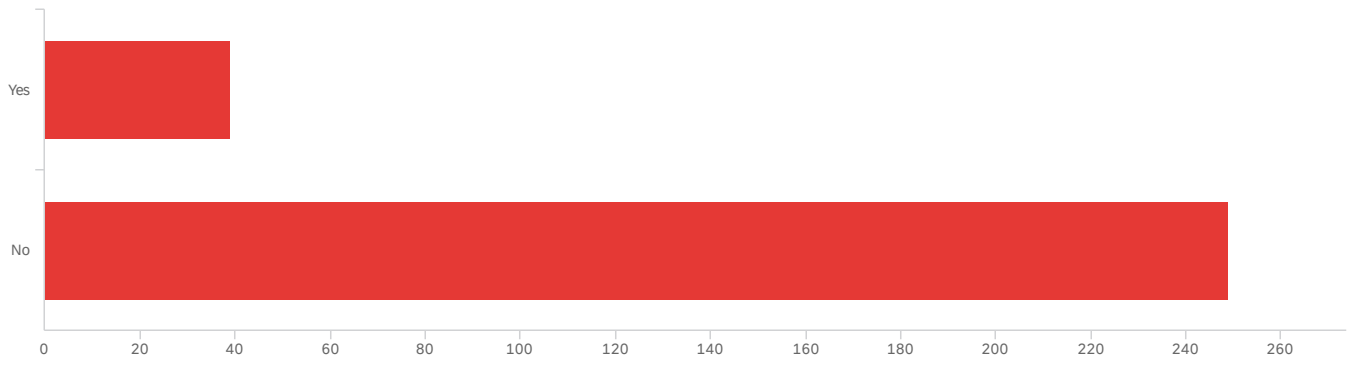
These guys are fucking helpful as shit!

no.

Great group- they know their stuff.

They have always helped me as a student with individual jobs, but when I need to do something for a department, they have been difficult and seem confused.

### Q5.3 - Have you interacted with the Archives staff in the past year?



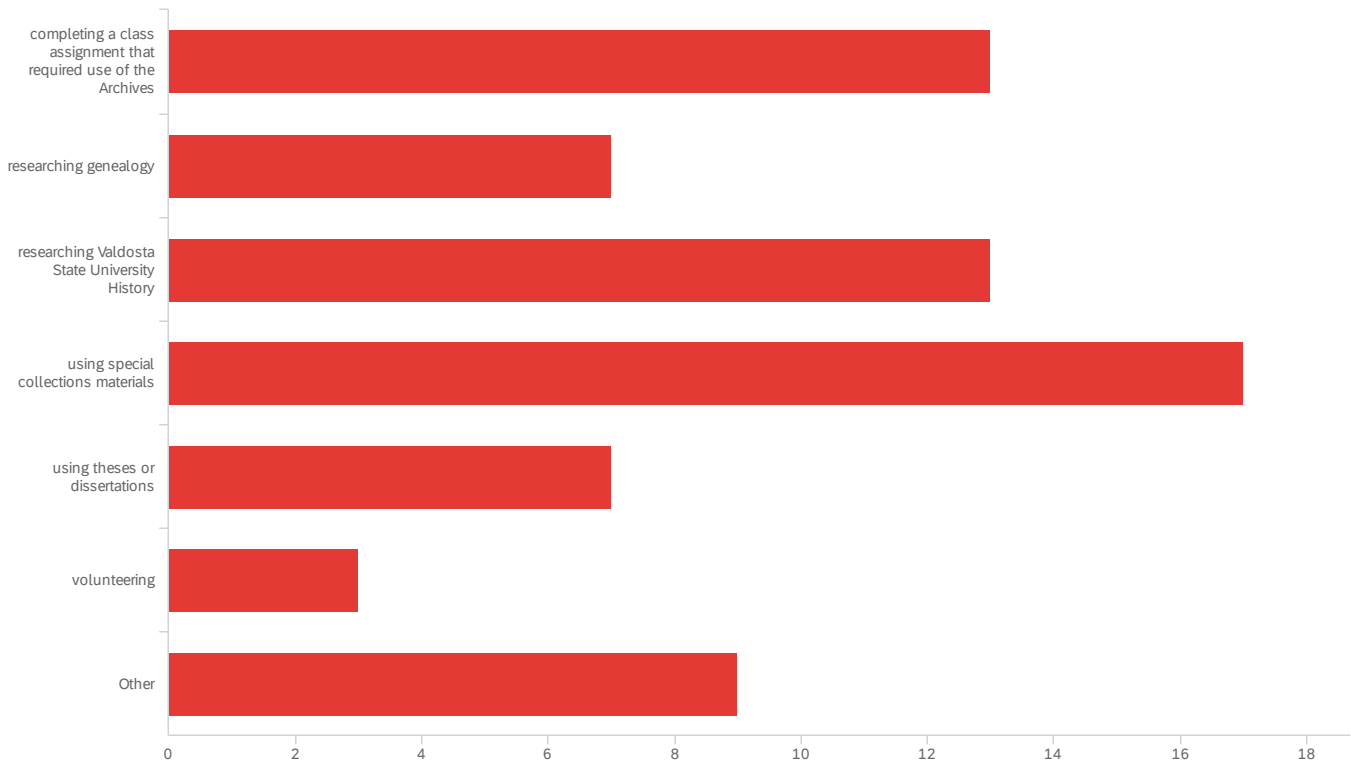
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Have you interacted with the Archives staff in the past year?	1.00	2.00	1.86	0.34	0.12	288

#	Field	Choice Count
1	Yes	13.54% 39
2	No	86.46% 249

288

Showing rows 1 - 3 of 3

## Q5.4 - What brought you to the Archives? [check all that apply]



#	Field	Choice Count
1	completing a class assignment that required use of the Archives	18.84% 13
2	researching genealogy	10.14% 7
3	researching Valdosta State University History	18.84% 13
4	using special collections materials	24.64% 17
5	using theses or dissertations	10.14% 7
6	volunteering	4.35% 3
7	Other	13.04% 9
		69

Showing rows 1 - 8 of 8

### Q5.4\_7\_TEXT - Other

Other

archives are integral to some of the courses that I teach

Other

MLIS Orientation

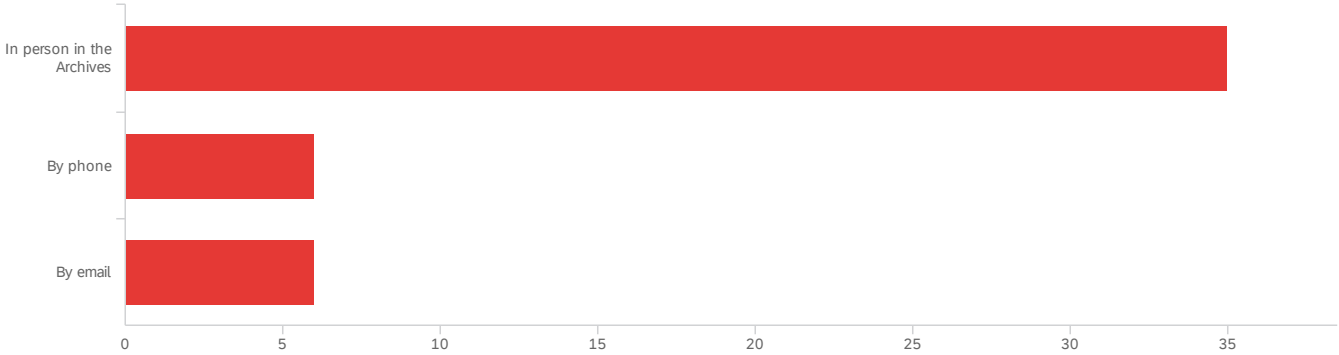
look at cunieform tablets and other historical items

delivering the mail, directing students to them

suggestions in book repair, reproducing a image from newspaper



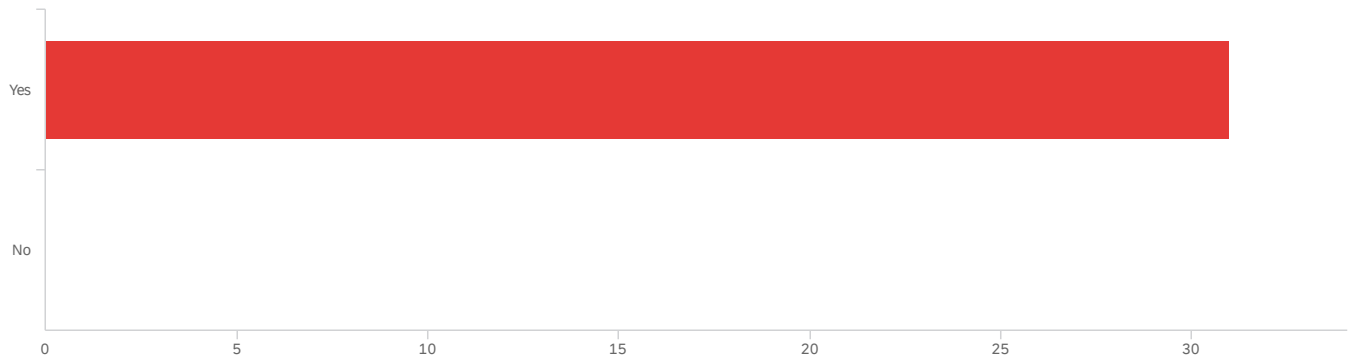
### Q5.5 - How did you contact the Archives staff? [check all that apply]



#	Field	Choice Count
1	In person in the Archives	74.47% 35
2	By phone	12.77% 6
3	By email	12.77% 6
		47

Showing rows 1 - 4 of 4

## Q5.6 - Did the Archives staff greet you promptly?



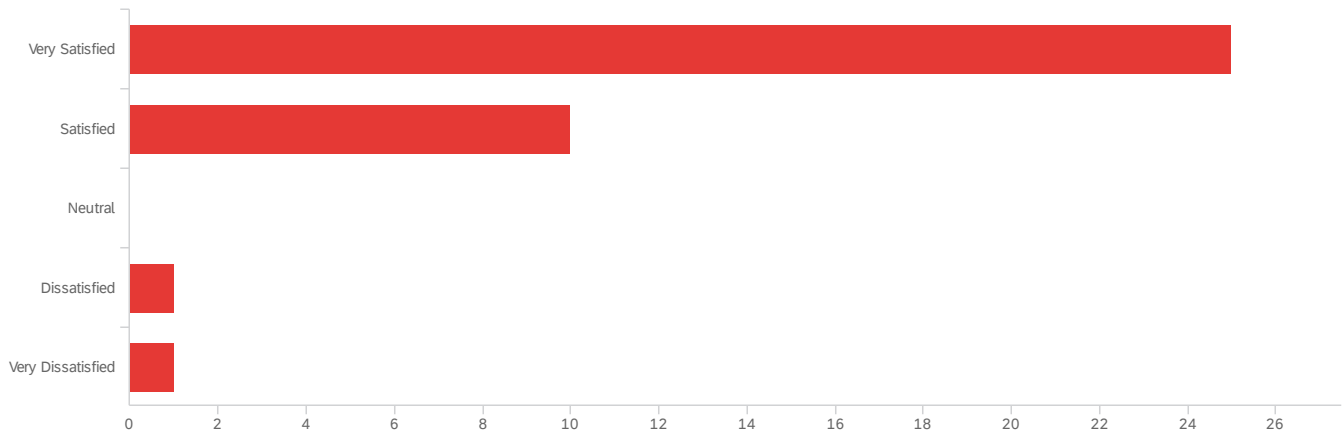
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did the Archives staff greet you promptly?	1.00	1.00	1.00	0.00	0.00	31

#	Field	Choice Count
1	Yes	100.00% 31
2	No	0.00% 0

31

Showing rows 1 - 3 of 3

## Q5.7 - How satisfied were you with the service you received from the Archives staff?

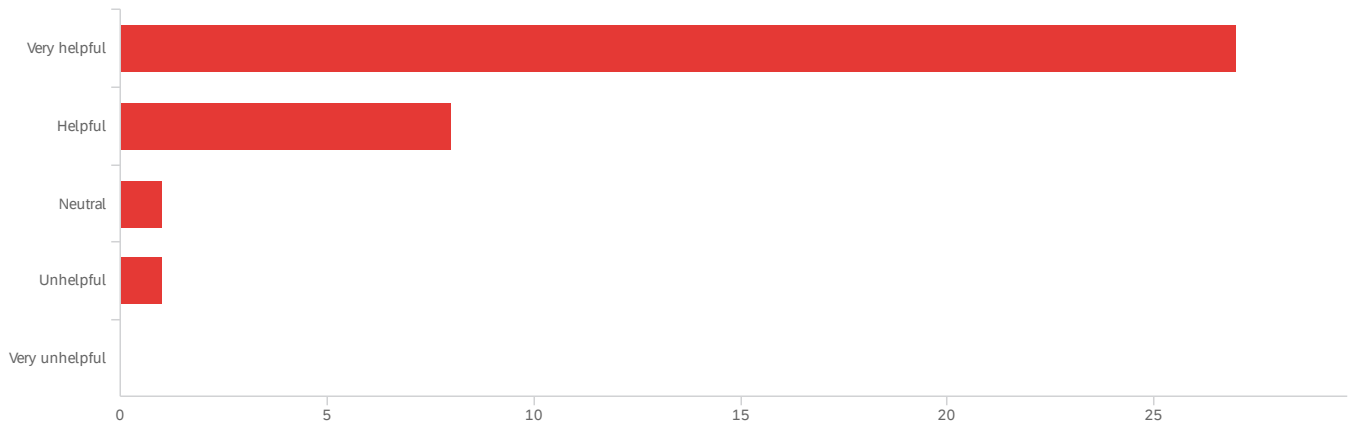


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How satisfied were you with the service you received from the Archives staff?	1.00	5.00	1.46	0.86	0.73	37

#	Field	Choice Count
1	Very Satisfied	67.57% 25
2	Satisfied	27.03% 10
3	Neutral	0.00% 0
4	Dissatisfied	2.70% 1
5	Very Dissatisfied	2.70% 1
		37

Showing rows 1 - 6 of 6

## Q5.8 - How helpful were the Archives staff?

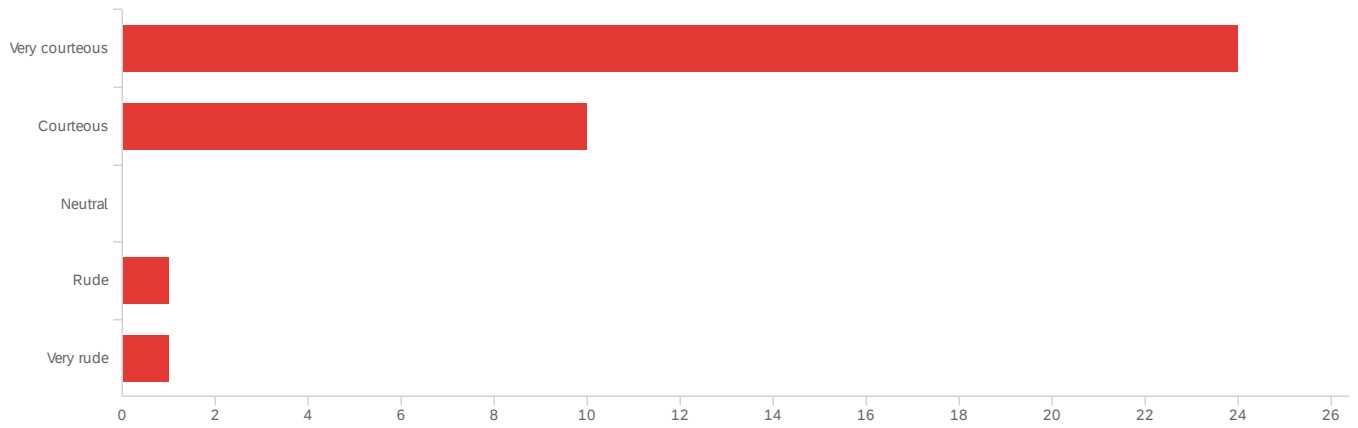


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How helpful were the Archives staff?	1.00	4.00	1.35	0.67	0.44	37

#	Field	Choice Count
1	Very helpful	72.97% 27
2	Helpful	21.62% 8
3	Neutral	2.70% 1
4	Unhelpful	2.70% 1
5	Very unhelpful	0.00% 0
		37

Showing rows 1 - 6 of 6

## Q5.9 - How courteous were the Archives staff?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How courteous were the Archives staff?	1.00	5.00	1.47	0.87	0.75	36

#	Field	Choice Count
1	Very courteous	66.67% 24
2	Courteous	27.78% 10
3	Neutral	0.00% 0
4	Rude	2.78% 1
5	Very rude	2.78% 1
		36

Showing rows 1 - 6 of 6

## Q5.10 - Is there anything else you would like to tell us about your experience with the

### Archives staff?

Is there anything else you would like to tell us about your experience with...

No

they are super and very dedicated

The staff made me feel welcomed and urged me to let others know that they were available and willing to assist the public's needs.

So many interesting things up there! Maybe VSU could work with/thru Alumni re bequests of historically significant items?

Archives staff is very very knowledgable.

I have also used the archives several times and always have been greeted and helped as if they had nothing else to do! They always try to find what I need or have suggestions on where to look or get help.

There are not enough POSITIVE adjectives in the English language to describe the staff of the Archives. A great big giant "THUMBS UP".....

There are many treasures on the 4th floor which are now being shared throughout campus. I have seen more outreach from the Archives to the rest of campus than from other departments.

I tried to find the information on their website, but it wasn't helpful either.

I went into the archives for information concerning a class project I was working on. One of the staff members asked what class I was in and when I told her, she proceeded on a "rant and rave" about how my instructors couldn't send all of the class up to the archives. She said that research took time, more than the twenty to thirty minutes which I had. This rant was directed to my instructor, however she came across as extremely rude and impolite to me.

They quickly directed me to the information I needed and explained how it was organized.

They have such passion for what they do. I went in to find genealogical stuff and the man helped me with photos of my family and information on what their VSU was like.

Very nice staff.

**End of Report**