SATISFACTION SURVEY, Fall, 2000

RESULTS

<table>
<thead>
<tr>
<th></th>
<th>Moore County</th>
<th>Wash Reserve Desk</th>
<th>Wash ILL</th>
<th>Wash Circ</th>
<th>Wash Reference</th>
<th>ATC</th>
<th>West Campus</th>
<th>TOTAL</th>
<th>Total %</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACULTY</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>0</td>
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<td>1</td>
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<tr>
<td>STUDENT</td>
<td>64</td>
<td>26</td>
<td>6</td>
<td>25</td>
<td>57</td>
<td>24</td>
<td>15</td>
<td>217</td>
<td>83%</td>
</tr>
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<td>0</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>16</td>
<td>6%</td>
</tr>
<tr>
<td>OTHER</td>
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<td>1</td>
<td>1</td>
<td>4</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>14</td>
<td>5%</td>
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Licker Scale

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<th></th>
<th>5</th>
<th>4</th>
<th>3</th>
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<th>1</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uncertain</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not applicable</td>
<td></td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>

1. The Library Resource Network (LRN) services at this site met my information needs.

<table>
<thead>
<tr>
<th></th>
<th>Moore County</th>
<th>ATC</th>
<th>West Campus</th>
<th>Washington Street</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement</td>
<td>25</td>
<td>42%</td>
<td>20</td>
<td>86%</td>
<td>4</td>
</tr>
<tr>
<td>Uncertain</td>
<td>21</td>
<td>35%</td>
<td>3</td>
<td>13%</td>
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</tr>
<tr>
<td>Disagreement</td>
<td>13</td>
<td>22%</td>
<td>0</td>
<td>0%</td>
<td>28</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>13</td>
<td>1</td>
<td>9</td>
<td>5</td>
<td>28</td>
</tr>
</tbody>
</table>

2. The Library Resource Network (LRN) hours at this site met my time schedule.

<table>
<thead>
<tr>
<th></th>
<th>Moore County</th>
<th>ATC</th>
<th>West Campus</th>
<th>Washington Street</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement</td>
<td>26</td>
<td>46%</td>
<td>16</td>
<td>69%</td>
<td>5</td>
</tr>
<tr>
<td>Uncertain</td>
<td>18</td>
<td>32%</td>
<td>5</td>
<td>22%</td>
<td>5</td>
</tr>
<tr>
<td>Disagreement</td>
<td>2</td>
<td>21%</td>
<td>2</td>
<td>9%</td>
<td>28</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>15</td>
<td>1</td>
<td>9</td>
<td>6</td>
<td>31</td>
</tr>
</tbody>
</table>

3. The Library Resource Network and the VIRTUAL Library provide resources that satisfy my information needs.

<table>
<thead>
<tr>
<th></th>
<th>Moore County</th>
<th>ATC</th>
<th>West Campus</th>
<th>Washington Street</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement</td>
<td>25</td>
<td>46%</td>
<td>14</td>
<td>61%</td>
<td>5</td>
</tr>
<tr>
<td>Uncertain</td>
<td>20</td>
<td>37%</td>
<td>9</td>
<td>39%</td>
<td>7</td>
</tr>
<tr>
<td>Disagreement</td>
<td>9</td>
<td>17%</td>
<td>0</td>
<td>0%</td>
<td>27</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>15</td>
<td>1</td>
<td>8</td>
<td>18</td>
<td>42</td>
</tr>
</tbody>
</table>

4. Accessing the VIRTUAL Library 24 hours 7 days a week over the Internet from anywhere is a great advantage.
5. The library is an attractive and comfortable environment for learning.

<table>
<thead>
<tr>
<th></th>
<th>Moore County</th>
<th>ATC</th>
<th>West Campus</th>
<th>Washington Street</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agreement</td>
<td>44</td>
<td>7</td>
<td>29%</td>
<td>7</td>
<td>19%</td>
</tr>
<tr>
<td>Uncertain</td>
<td>18</td>
<td>75%</td>
<td>4</td>
<td>17%</td>
<td>9</td>
</tr>
<tr>
<td>Disagreement</td>
<td>3</td>
<td>5%</td>
<td>2</td>
<td>8%</td>
<td>20</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>9</td>
<td>0</td>
<td>6</td>
<td>18%</td>
<td>18</td>
</tr>
</tbody>
</table>

**Comments**

**MOORE COUNTY**
- I now plan to use the LRN now that I know about it.
- We have to learn good library use.
- Need resource ASAP
- Thank you for a library on this campus.
- We don’t have a library yet. I feel like we need an in service to learn about the Virtual library. We need to learn what is available and how to access the information for our students.
- Have not used equipment at this campus this year, not sure it meets the need
- Presently we do not have a library at this campus. However, I have spoken with Karen Ruddy and we discussed my needs and the students needs. I am happy to assist you in your efforts to establish an on-site library here.
- We do not have a library yet. Most people are unaware of many of these things because they have not been given information about them.
- Library Resource Network here at Moore County is a good place to learn the people here are very helpful and don’t mind working with you.
- Put more services on West Campus.
- Please help this campus.
- We need more computers to work on.
- They can access more and adequate help for the student. An whatever source is not available anywhere else then maybe they can add it here at this library.
- We hope to see all this coming up because it would be very helpful to our students and save them lots of time.
- As we familiarize ourselves with the programs I’m sure the benefits will be great.
- I was unaware of the virtual library.

**WASHINGTON – RESERVE DESK COMMENTS:**
- The library is attractive and efficient but not comfortable.
- I find the staff to be very courteous and helpful.
- Need some books on Karate- also tell everyone on the side streets not to park ¾ of the length of a car apart.
- I appreciate the help I receive from the library staff.
- The staff at the library is doing a fantastic job: I feel comfortable knowing that they will help me when I need them.
- I like everything about the library. I can get what I need because everything is easy to find. All of the library staff are helpful.
- Everyone here is very friendly and helpful.

WASHINGTON- ILL DESK
- I especially appreciate being able to have the quiet environment that I need to study. I also appreciate the space available that allows me to spread out if necessary while studying. Not having to be crowded in the library allows me to concentrate and focus better on what I’m studying which almost guarantees improved learning.
- I love to study on the 4th floor of the library. It is a quiet atmosphere I use often.
- Really enjoy the quiet tranquil library environment. It is a great place to study for class.
- Library should be open 24 hours – 7 days a week.
- Nancy Klingsick is wonderful about acquiring resources even when I am late returning them. Thanks.
- Lots of space, quiet, great views of the city – great hours.
- I like the 4th floor of the library because it is quiet and I like to study when things are quiet.

ATC COMMENTS
- this library is coordinated and run very well.
- I am glad you are here.
- Nice people
- I have not been to the library but I hope to in the future.
- Did not know the library existed
- Good services – hope to see even more improvements in future
- Need to be open on Saturdays
- Open weekends – even a few hours is better than nothing.

WASHINGTON – CIRCULATION – COMMENTS
- Please keep up the good work.
- Library is just great for me.
- The Library staff is certainly helpful to students to faculty alike appreciate all your hard work.
- A great resource.
- It would be nice to keep the library open later on Saturday on the 3rd floor
- I don’t really use the LRN. I just use my own PC
- I am new to Amarillo and new to the college. So far the library seems satisfactory.
- I like everything about this library— it’s quiet and I can get everything I need and the hours are great.
- I have never really been in a library so a lot of people to answer questions and not be too busy to help me it is great.
- Sherri Hromas was very helpful and didn’t mind helping me when I needed it.

WEST CAMPUS COMMENTS
- We need a library here at the West Campus
- There is no library on the West campus and I have never used the Virtual library
- We need a library on the West Campus
- We really need a library on the West Campus. It is not realistic for us to drive to the other campus.
- There is no library here
-There is no library at this campus
-We need a library on the West campus
-West campus needs a library
-We need a library on the West campus
-We would like and appreciate a library at West Campus with computer access
-We really need a library at West campus to meet our needs
-We really need a full scale library on West campus. Thank you
-We don’t have a library on West campus
-Library need at West Campus
-At the West Campus we do not have a library and it is hard to get to the Washington Street campus to get the information I need.
-We don’t have a library at West Campus. So why don’t we get one?
-I haven’t had a chance to use the library yet, but I’m sure I will.
-There is no library on this campus and there should be
-It would be helpful to students who have classes on the West campus to have a library on this campus.
-I have not had the need to use the library facilities up to this point except for the computer lab on Washington. I found what I needed and the staff helpful.
-We need a library out here. Need computer lab open 24 hours a day.
-The library is like church – can go and study without children- telephone – or hundreds of disturbances.
-I am not aware of what is available to me through the library
-There is not a library at West Campus. I never heard of the Virtual library it is not advertised anywhere.
-Please provide a librarian on the West Campus. Also need someone at West Campus to show students how to access the Virtual library.

WASHINGTON – REFERENCE – COMMENTS
-The librarian who helped was very well-informed
-Need more safeguards on certain sites
-Great help
-Longer weekend hours
-You could stay open later on weekdays. You guys are a big college now. Look at WT’s times.
-I haven’t used the LRN yet, but I am glad it is here for when I will need it
-Everyone who works here has been very helpful
-For me, it’s the stuff that makes this library great. They are always willing to help and have helped me with many writing and research projects.
-Good job
-Staff at the library are very helpful in finding what I needed
-Every time I am in here there is always someone to help me
-The computer catalog was overwhelming. I would like to search for books only in this library. It may have been a choice that I just missed.
-High speed internet access greatly appreciated. Never have to wait for an open computer. Many thanks for periodical “Automotive News”
-It’s too loud in here most of the time
-Use of the computers, the availability and accessibility is a big plus! Thank you
-This place is great. I wouldn’t want it any other way
-I haven’t actually used the Virtual Library
-The staff here is very nice and extremely helpful
-Very nice, quiet place to study. I think the research tools are great.
-The librarian has been a great help to me. I have received excellent help on my research paper.
-Staff (librarians) are helpful