

**Watzek Library Student Questionnaire Results**  
**April, 2004**  
**Summary**

**Respondents**

Undergraduates	102
Graduate students	32
Total	134

Preferred way to get **help from a reference librarian**

69% chose "in person at the Reference Desk"

Way to get help that students would NOT use

71% chose "chat online with a librarian"

Does the Library usually have **needed resources**?

80% said yes

Specific areas of the **Library collection** that could be improved

Most frequent replies:

More CDs, DVDs and videos

More journals, especially psychology, counseling, and science

More books, especially fiction, psychology, classical studies, religion

**Summit service**

65 % of the respondents have used it

75% commented that it is "great", "good", or "fast"

12% said it is "too slow"

Several would like improvements in notification and longer loan periods

**Interlibrary Loan service (ILL)**

84% of the respondents have used it

60% said it was "good", "great" or "fast"

27% said it is "too slow"

Comments included problems with electronic article access, need for better notification and tracking of requests

**Research skills classes** given by a librarian

49% of respondents have attended one or more

26% found them "very helpful"

63% found them "somewhat helpful"

10% thought they were "not helpful at all"

Suggestions for improving these classes varied considerably.

Comments on **course reserves**

35% commented that they liked the system, especially electronic reserves.

Other comments included:

Problems with the way the scanning is done, missing pages, etc.

Problems with communication with professors about what is on reserve

Want multiple copies of reserve items

Want higher print quotas

There were many thoughtful and varied suggestions on how the Library might make research easier, and on other improvements students would like to see.