

Final Survey Findings

USER SURVEY

December 2005

Total Respondents=171

1. *Why did you come to Honnold/Mudd Library today?*
Most frequent responses: to get books, make copies, work on papers, do research, study

- 2A. *Do you like the redesign of the search center?*
Yes 44%
No 4%
Didn't Notice 52%

- 2B. *What do you like about the redesign of the search center?*
Most frequent response was N/A (because respondent didn't notice the change)
Others liked its accessibility, the computers, and that it was easier to use

- 2C. *What don't you like about it?*
Most frequent response was N/A. Very few negative comments.

- 3A. *Did you use the Reference/Information desk at Honnold/Mudd today?*
Yes 44%
No 56%

- 3B. *Why or why not?*
Most frequent response: No need, didn't need help, etc. Those who did use the desk wanted help mainly with research or finding books. However, many of those who didn't stop at the desk still answered 3C affirmatively—referring instead to a prior experience.

- 3C. *Did you receive good service?*
Yes 65%
No 2%
N/A 33%

4. *Did you know that the Libraries offer live online Chat Reference?*
Yes 50%
No 50%

- 5A. *Do you feel comfortable finding your way around Honnold/Mudd Library?*
Yes 84%
No 15%
N/A 2%

- 5B. *How could we make it easier to find you way around the library?*
Even if respondents answered "yes" for 5A (as most did), they still felt a need for more maps and signs more prominently placed.

6A. *Do you like the new Welcome Desk at the entrance of Honnold/Mudd Library?*
 Yes 86%
 No 6%
 N/A 8%

6B. *What do you like or dislike about the Welcome Desk?*
 Very few respondents disliked the Welcome Desk. Most found its staff helpful and friendly.

7. *Did you find what you were looking for today?*
 Yes 91%
 No 4%
 N/A 5%

8. *What could have made your experience at Honnold/Mudd Library a better one?*
 While many requested “more” (books, online articles, amenities like food and coffee, etc.), many described the experience as “great” and felt that nothing needed to be changed.

9. **AFFILIATION**

CGU	33	19%
CMC	35	20%
CST	1	1%
CUC	4	2%
HMC	3	2%
PIT	17	10%
POM	40	23%
SCR	38	22%
Total	171	100%

10. **STATUS**

Faculty	1	1%
Staff	2	1%
Student	133	78%
Blank	35	20%
Total	171	100%