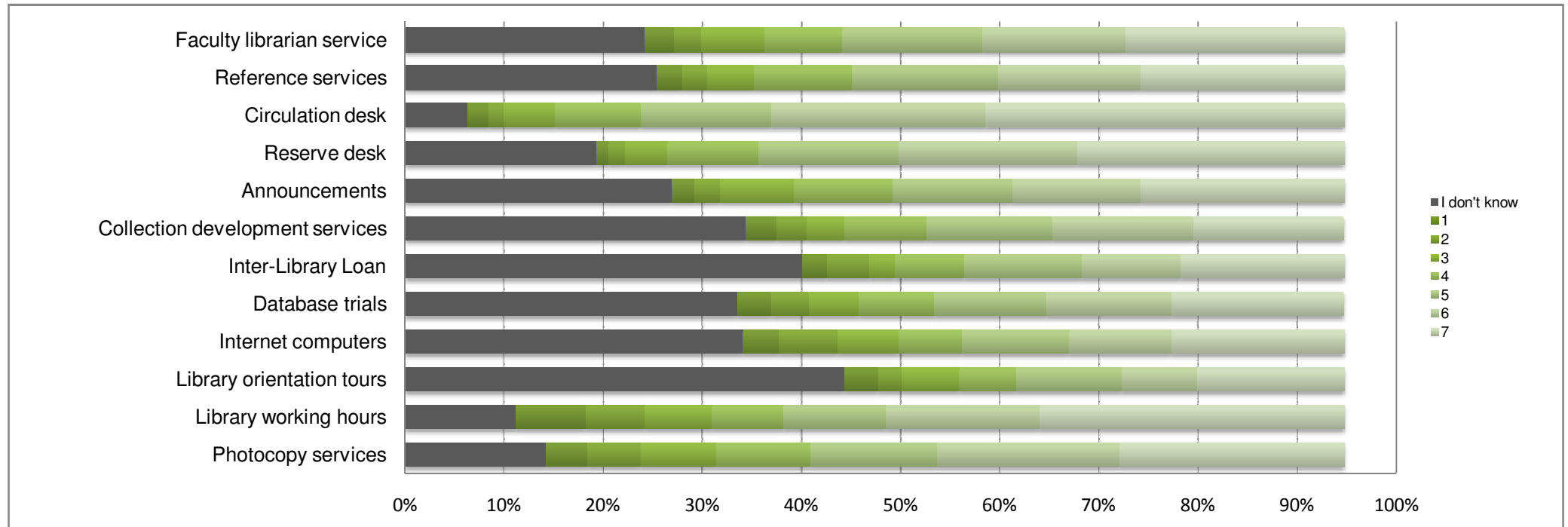


### 9. How satisfied are you with the following library services?

(1=Unsatisfied, 7=Very satisfied)



|                                 | I don't know | 1     | 2     | 3     | 4     | 5      | 6      | 7      |
|---------------------------------|--------------|-------|-------|-------|-------|--------|--------|--------|
| Faculty librarian service       | 24.15%       | 2.97% | 2.75% | 6.36% | 7.84% | 14.19% | 14.41% | 22.03% |
| Reference services              | 25.42%       | 2.54% | 2.54% | 4.66% | 9.96% | 14.62% | 14.41% | 20.55% |
| Circulation desk                | 6.36%        | 2.12% | 1.48% | 5.08% | 8.69% | 13.14% | 21.61% | 36.23% |
| Reserve desk                    | 19.28%       | 1.27% | 1.69% | 4.24% | 9.11% | 14.19% | 18.01% | 26.91% |
| Announcements                   | 26.91%       | 2.33% | 2.54% | 7.42% | 9.96% | 12.08% | 12.92% | 20.55% |
| Collection development services | 34.32%       | 3.18% | 2.97% | 3.81% | 8.26% | 12.71% | 14.19% | 15.25% |
| Inter-Library Loan              | 40.04%       | 2.54% | 4.24% | 2.54% | 6.99% | 11.86% | 9.96%  | 16.53% |
| Database trials                 | 33.47%       | 3.39% | 3.81% | 5.08% | 7.63% | 11.23% | 12.71% | 17.37% |
| Internet computers              | 34.11%       | 3.60% | 5.93% | 6.14% | 6.36% | 10.81% | 10.38% | 17.37% |
| Library orientation tours       | 44.28%       | 3.39% | 2.33% | 5.93% | 5.72% | 10.59% | 7.63%  | 14.83% |
| Library working hours           | 11.23%       | 6.99% | 5.93% | 6.78% | 7.20% | 10.38% | 15.47% | 30.72% |
| Photocopy services              | 14.19%       | 4.24% | 5.30% | 7.63% | 9.53% | 12.71% | 18.43% | 22.67% |