This report describes a survey of 942 California State University, Northridge, (CSUN) library patrons conducted from March 15 through April 15, 1987. The survey was administered by student interviewers who approached patrons exiting the two CSUN libraries and asked them questions from the survey questionnaire. Survey findings are briefly summarized for the following areas: (1) patrons' purpose for entering the library; (2) bibliographic instruction; (3) library hours; (4) use of the online catalog; (5) loan period for graduate students; (6) copier service; (7) complaints; (8) library materials; (9) library services and facilities; (10) use of the library by non-CSUN people; (11) the worst thing about the library; and (12) the best thing about the library. Appendices, which make up three quarters of the document, include the survey questionnaire, responses to questions with unweighted and weighted frequencies, responses of CSUN students only to selected questions, comments on the worst thing about the library, comments on the best thing about the library, and comments and suggestions for improving the library. (KM)
CSUN LIBRARIES

PATRON SURVEY

March 15 to April 15, 1987

Susan Eichelberger
September 3, 1987
California State University, Northridge (CSUN) is located in the San Fernando Valley and is the third largest campus of the California State University system with 29,000 students and 1,000 faculty. The University Libraries contain over 900,000 volumes housed in two buildings. The Oviatt Library, the "main" library, contains the humanities and social science collections. The South Library contains the science and technology collection.

SURVEY ADMINISTRATION

A survey of library patrons was conducted March 15 through April 15, 1987. Student interviewers approached patrons as they were leaving the library and asked them the questions on the survey questionnaire. Two interviewers were stationed in Oviatt Library and one in South Library each hour the survey was conducted, three to five hours each day throughout the four week period.

An exit count was taken each hour the survey was conducted and was used to weigh the responses. Weighted responses were produced in the same manner as in the CSUN Libraries patron survey conducted in 1976. The weight factor is the number of people who exited per hour divided by the number of respondents per hour. The weight factor was then multiplied by the response for that hour to produce the weighted response. The weight factor inflates the number of responses in order to determine the relationship of respondents actually surveyed to the total population per hour. This produces a hypothetical response that accounts for each person who used the libraries during the time the survey was conducted.

Unless otherwise noted the responses quoted in this report are unweighted responses for the question.

PROFILE OF RESPONDENTS

A total of 942 patrons completed the questionnaire. Approximately two-thirds of the respondents answered the questionnaire in Oviatt Library and one-third in South Library. The vast majority, 88.8 percent, of the respondents were CSUN students. CSUN student respondents were 9.4 percent freshmen, 13.4 percent sophomores, 26.6 percent juniors, 37.6 percent seniors, 12.5 percent graduate students and .5 percent other such as extension.

The next largest group of respondents was other college and university students comprising 3.1 percent of the total. The top five institutions from which these students came are Pierce Junior College with 31 percent of the other college and university students, UCLA with 17.2 percent and Moorpark Junior College, Valley Junior College and USC with 6.9 percent each.
Local residents and business persons made up the third largest group of respondents at 2.7 percent. Junior high and high school students were 2.1 percent of the total number of respondents. CSUN alumni made up 1.3 percent of the respondents. CSUN faculty made up .7 percent and CSUN staff .5 percent. Bibliographic Society members were .5 percent of the respondents and other university faculty made up .2 percent of total number of respondents.

PURPOSE FOR ENTERING THE LIBRARY

The most popular reason respondents had for entering the library was to study their own materials, 38.9 percent came for this reason. The next most popular reasons for using the library were to do research using library materials (23.7 percent), to checkout or renew books (6.4 percent), to meet a friend (6.2 percent) and because the respondent was employed in the library (5.1 percent). The overwhelming majority, 88.4 percent, accomplished their purpose for entering the library.

Of the 11.6 percent who said they did not accomplish their purpose for entering the library the reason they did not may be classified as either a library or a patron failure. Library failures, such as library materials being checked out or missing, the computer being down and the building being too hot, accounted for 43 percent of the reasons respondents did not accomplish their purpose. Patron failures, such as procrastination and friends not showing up, accounted for 57 percent of the reasons respondents did not accomplish their purpose for entering the library.

Of those who came to use library materials (342 of the respondents) an overwhelming number, 86.3 percent, said that library holdings were adequate for their needs. Of the 13.7 percent who did not find library holdings adequate fourteen respondents said the material was not in the library, eleven complained there was not enough material and four stated the material was not up-to-date.

Only 199 of the respondents looked for books. Of those looking for books 7.5 percent didn't find any, 77 percent found one to five books, 12 percent found six to ten, 2.5 percent found eleven to twenty books and 1 percent found twenty-one to thirty books. Ninety respondents looked for current periodicals. Twenty percent of these did not find any, 64.5 percent found one to five current periodicals, 12.1 percent found six to ten and 3.4 percent found eleven to fifteen. Fifty-five respondents looked for bound periodicals. Of those looking for bound periodicals 16.4 percent didn't find any, 69.2 percent found one to five, 9 percent found six to ten and 5.4 percent found eleven to eighteen.
BIBLIOGRAPHIC INSTRUCTION

Approximately two-thirds of all respondents had asked staff for help during the spring semester. Less than half had had a tour or a library lecture. Almost two-thirds had used bibliographies or information handouts. One-third of the respondents said they would take an "Introduction to Library Research" class.

Of the CSU students responding to the survey 66.8 percent had asked staff for help during the semester, 52 percent had had a tour or a library lecture and 63.1 percent had used bibliographies or informational handouts. One-third of the CSUN students said they would take an "Introduction to Library Research" class; 13 percent would take the research class one day a week, 3.7 percent would take it one night a week, 3.1 percent would take it during summer session, 13.9 percent would take it at any of these times, and 66.2 percent were not interested in the class.

HOURS

The vast majority of the respondents, 92.2 percent, said they came to the library either daily or weekly during the spring semester; 36.3 percent of the respondents came to the library daily or more than once a day and 55.9 percent came to the library weekly.

Less than half of the respondents expressed a preference for morning hours. Of those expressing a preference for weekday morning hours 48.7 percent would come to the library if it was open by 7 A.M. or earlier on weekdays and 28.7 percent would come at 8 A.M. On Saturday mornings 31.8 percent would come at 8 A.M. or earlier and 30.9 percent would come at 9 A.M. On Sunday mornings 44.1 percent would come at 9 A.M. or earlier, 31.5 percent would come at 10 A.M., 6.8 percent would come at 11 A.M. and 8.6 percent would come at noon.

On Monday through Thursday nights 41.2 percent of the respondents with a preference would leave at 10 P.M. or earlier, 20.4 percent would leave at 11 P.M., 28.7 percent would leave at midnight and 6.7 percent would leave at 1 A.M. or later or want the library to stay open 24 hours a day. On Friday evenings 25.1 percent of those with a preference would leave at 5 P.M. or earlier, 26.5 percent would leave between 6 P.M. and 8 P.M., 24.9 percent would leave between 9 P.M. and 10 P.M. and 20.6 percent would leave between 10 P.M. and midnight.

On Saturday evenings 22 percent of respondents with a preference would leave at 5 P.M. or earlier, 27.1 percent would leave between 6 P.M. and 8 P.M., 29.4 percent would leave between 9
P.M. and 10 P.M., and 17.8 percent would leave between 10 P.M. and midnight. On Sundays 59.3 percent of those with a preference would leave by 10 P.M. or earlier, 10.9 percent would leave at 11 P.M., 22 percent would leave at midnight and 7.8 percent would leave at 1 A.M. or later or would like the library to be open 24 hours a day.

ONLINE CATALOG

One-third of the respondents had used the online catalog. Of these 89.2 percent had a somewhat favorable or very favorable attitude towards it. The most popular way to learn how to use the online catalog was from library staff; 30.6 percent of those who had used the online catalog learned how to use it this way. A close second was learning to use the online catalog by themselves, 27.4 percent learned this way. The other respondents who had used the online catalog learned from printed instructions (20.2 percent), from a friend (12.2 percent), from terminal instructions (4.6 percent) and from lecture or orientation (4.6 percent).

LOAN PERIOD FOR GRADUATE STUDENTS

Of those surveyed 41.3 percent thought graduate students should not have a longer loan period, 18.2 percent were undecided and 40.5 percent thought graduate students should have a longer loan period. Of the respondents who thought graduates should have a longer loan period 45.3 percent thought the loan period should be three weeks, 43.4 percent thought it should be four weeks and 11.3 percent had other ideas.

COPIER SERVICE

A large majority, 79.3 percent, said they would use a copier service. Of those who said they would use a copier service 76.1 percent said the most they would pay per page would be five cents, 18.1 percent would pay ten cents, 3.5 percent would pay fifteen cents, 1.6 percent would pay twenty cents and .7 percent would pay twenty-five cents per page.

COMPLAINTS

Only 14.1 percent of the respondents had ever made a complaint about the library to a library staff member. The most common complaint was about noise (twenty-three respondents had complained about noise). The next most common complaints were library material (fifteen respondents), fines (twelve respondents), library staff (twelve respondents), temperature
(twelve respondents) and photocopiers (ten respondents). The complaints about temperature are understandable. During the four weeks the survey was conducted the air conditioning system in Oviatt Library had broken down and there was a heat wave.

Of those who had complained 33 percent reported unsatisfactory results from their complaint, 31 percent had satisfactory results, 24 percent did not respond to this question, 7 percent were given an explanation by library staff and 4 percent did not know the result of their complaint.

EVALUATION OF LIBRARY MATERIALS

The book collection was rated good or excellent by 88.9 percent of the respondents, poor or very poor by 4.6 percent and only 6.5 percent had never used the book collection. Current periodicals were rated good or excellent by 69.1 percent of those surveyed, poor or very poor by 14.1 percent and 16.9 percent had never used current periodicals. Bound periodicals were rated good or excellent by 60.7 percent of respondents, poor or very poor by 11.3 percent and 28.0 percent had never used them.

Microform materials were rated as good or excellent by 49.7 percent of the respondents, poor or very poor by 7.4 percent and 42.9 percent stated they had never used microforms. Government documents were rated good or excellent by 27.6 percent of those surveyed, poor or very poor by 4.2 percent and the majority, 68.1 percent, had never used government documents. The majority, 73.6 percent, reported no need for Pacific Rim materials.

EVALUATION OF LIBRARY SERVICES AND FACILITIES

An overwhelming majority, 86 percent, rated the reference desk as good or excellent, only 3.5 percent rated it poor or very poor and 10.5 percent reported never using it. The vast majority, 82.8 percent, rated the circulation desk as good or excellent, 4.1 percent rated it as poor or very poor and 12.9 percent have never used the circulation desk. The Microform Room was rated as good or excellent by 53.4 percent of the respondents, as poor or very poor by 5.2 percent and 41.2 percent stated they have never used it. The Fine Arts Service Desk was rated good or excellent by 28.3 percent, poor or very poor by 4.1 percent and 67.6 percent have never used the Fine Arts Service Desk. Interlibrary loan was rated good or excellent by 20.4 percent, poor or very poor by 3.2 percent with a large majority of respondents, 76.4 percent, never having used interlibrary loan.

Group study rooms were rated good or excellent by 49.2 percent, poor or very poor by 18.4 percent and never used by 32.4 percent
of those surveyed. Individual study rooms were rated as good or excellent by 45 percent, poor or very poor by 13.5 percent and never used by 41.4 percent of the respondents. Seating was evaluated as good or excellent by 79.2 percent, poor or very poor by 16.8 percent and was never used by 4.1 percent of those surveyed. Directional signs were rated as good or excellent by 75.6 percent, poor or very poor by 14.8 percent and not used by 9.6 percent.

Cleanliness received an 80.8 percent good or excellent rating, 17.1 percent think it is poor or very poor and 2.1 percent had no opinion. Noise level was rated by 67.2 percent of the respondents as good or excellent, 30.5 percent rated it poor or very poor and 2.2 percent had no opinion. Interior decorations were rated as good or excellent by 63.1 percent of the respondents, poor or very poor by 30.7 percent and 6.2 percent had no opinion. Rest rooms received 67.9 percent good or excellent rating, 27.1 percent poor or very poor rating and 5 percent had no opinion. Photocopiers were rated as good or excellent by 42.8 percent of the respondents, poor or very poor by 50 percent and 7.2 percent said they never use photocopiers.

USE OF LIBRARY BY NON-CSUN PEOPLE

Only CSUN students, faculty and staff were asked their opinion on use of the library by non-CSUN people. A majority of these, 63.9 percent, tend to or strongly favor use of the library by non-CSUN people. A small number, 12.3 percent, tend to or strongly disfavor non-CSUN people using the library. The rest of the respondents, 21.7 percent, had no opinion on this question.

WHAT IS THE WORST THING ABOUT THE LIBRARY?

Noise level won the prize as the worst thing about the library; 16.4 percent of the respondents answering this question picked noise level as the worst. Second place goes to library hours with 9.7 percent choosing hours as the worst thing; these respondents feel the library closes too early. Photocopiers came in as the third worst thing about the library, with 8.4 percent; these respondents feel that photocopiers are always broken. Library material was chosen as the fourth worst thing about the library, with 6.8 percent. Complaints about library materials include lack of up-to-date material and lack of material on certain subjects such as black history. There was a tie for fifth place between having to open bags as patrons leave the library and seating, both had 6 percent of the respondents answering this question choosing them as the worst thing about the library.
WHAT IS THE BEST THING ABOUT THE LIBRARY?

The best thing about the library is library materials; 31.4 percent of respondents who answered the question felt this way. Most comments were about the variety, size and availability of library resources. Atmosphere came a distant second with 13.8 percent picking it as the best thing about the library. Comments included that the library is a good place to study and has a comfortable, nice environment. Convenience came in third with 9.6 percent choosing convenience as the best thing about the library. Ease of use, accessibility, organization and the fact that the library is here comprised most of the comments on convenience. The library staff was considered the best thing about the library by 9.5 percent of those responding to this question. The staff was appreciated for their helpfulness and friendly attitude. Seating came in fifth with 5.8 percent considering it the best thing about the library.
<table>
<thead>
<tr>
<th>Appendix</th>
<th>Description</th>
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<tr>
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<td>Responses to questions with unweighted and weighted frequencies</td>
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<td>Appendix 3</td>
<td>Responses of CSUN students only to selected questions</td>
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<td>Appendix 4</td>
<td>Comments on the worst thing about the library</td>
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<td>Comments on the best thing about the library</td>
<td>76</td>
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<td>Appendix 6</td>
<td>Comments and suggestions for improving the library</td>
<td>89</td>
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</tbody>
</table>
Appendix 1

Questionnaire
Library
Date
Time

CSUN LIBRARIES PATRON SURVEY

(Circle or fill in the response to each question.)

A. What is your status?

1. CSUN student
   a. Class standing
      1. Freshman
      2. Sophomore
      3. Junior
      4. Senior
      5. Graduate
      6. Other_________________________
   b. Major________________________________________

2. Student attending another college or university
   Name of college or university________________________

3. Student attending junior high or high school
   Name of school____________________________________

4. CSUN faculty member
   a. Department____________________________________
   b. 1. Full-time
      2. Part-time

5. Faculty member from another college or university
   Name of college or university________________________

6. CSUN staff member

7. CSUN alumnus

8. Bibliographic Society Member

9. Local resident or business person

0. Other____________________________________________
Appendix 1

B. What was your primary reason for entering the library today?
   1. Center for Research Libraries collection
   2. Change machines
   3. Check out books
   4. Computer terminals
   5. Computerized database search
   6. Copying machines
   7. Employed in library
   8. Fine Arts Service Desk (fourth floor Oviatt Library)
   9. Information Desk (lobby Oviatt Library)
   10. InfoTrac
   11. Instructional Materials Laboratory (first floor South Library)
   12. Interlibrary loan
   13. Learning Resource Center (first floor South Library)
   14. Library on Deafness (third floor South Library)
   15. Meet a friend
   16. Microform room materials (ground floor Oviatt Library)
   17. Online catalog (second floor South Library)
   18. Pay a fine
   19. Recreational reading
   20. Reference desk librarian
   21. Researching using library materials
   22. Reserve Book Room (third floor South Library)
   23. Return books
   24. Search Helper
   25. Special Collections (ground floor Oviatt Library)
   26. Study from own materials
   27. Telephone
   28. Typing room
   29. Urban Archives
   30. Other

C. Did you accomplish your purpose for entering the library?
   1. Yes
   2. No   Why not?___________________________________

[If the answer to question B was one of the responses in bold type, ask questions D through G. If not, go to question H.]

D. Did you find the library holdings adequate for your needs?
   1. Yes
   2. No   Why not?___________________________________

E. How many books did you look for?   
   How many did you find?   

F. How many current periodicals did you look for?   
   How many did you find?   

G. How many bound periodical volumes did you look for?   
   How many did you find?  

10 12
Appendix 1

H. Have you asked a librarian or library staff member for help this semester?
   1. Yes
   2. No

I. Have you ever had a tour or a lecture about the library?
   1. Yes
   2. No

J. Have you ever used any of the bibliographies or informational handouts provided by the Reference Department?
   1. Yes
   2. No

K. Would you take a one unit "Introduction to Library Research" class?
   1. Yes, one day a week during the first five weeks of the semester
   2. Yes, one night a week during the first six weeks of the semester
   3. Yes, during summer session
   4. Yes, possibly any of the times listed above
   5. No, not interested

L. On average, how many times have you entered the library (either Oviatt or South) this semester?
   1. More than once a day
   2. Once a day
   3. 3 or 4 times a week
   4. 1 or 2 times a week
   5. 2 or 3 times a month
   6. Once a month
   7. Once this semester

M. If you could choose the library's hours what would they be? Please indicate if you have no preference. [If no preference, leave the line blank.]

I. How early would you come on weekdays? 1._____
   How early would you come on Saturdays? 2._____
   How early would you come on Sundays? 3._____

II. How late would you stay Monday through Thursday? 1._____
   How late would you stay on Fridays? 2._____
   How late would you stay on Saturdays? 3._____
   How late would you stay on Sundays? 4._____
N. Online catalog

I. Have you used the online catalog on the second floor of South Library?
   1. Yes [If answer is yes, ask parts II and III]
   2. No [If answer is no, go to question 0]

II. How would you describe your overall attitude toward the online catalog?
   1. Very favorable
   2. Somewhat favorable
   3. Somewhat unfavorable
   4. Very unfavorable

III. How did you first learn to use the online catalog?
   1. From a friend or someone at a nearby terminal
   2. Using printed instructions
   3. Using instructions on the terminal screen
   4. From the library staff
   5. From a library lecture or orientation
   6. By myself without any help

O. Do you think graduate students, given their additional research needs, should be able to keep books checked out for a longer period than undergraduates?
   1. Yes
   2. Undecided
   3. No

If yes, how long do you think graduate students should be able to keep books checked out? ______________________________________

P. Library photocopy service

I. Would you use a photocopying service if one were located in the library (for example, leaving material to be photocopied with a library worker and returning later to pick it up)?
   1. Yes [If yes, ask part II]
   2. No [If no, go to question Q]

II. What is the most you would pay per page?
   1. Five cents per page
   2. Ten cents per page
   3. Fifteen cents per page
   4. Twenty cents per page
   5. Twenty-five cents per page
Q. Have you ever made a complaint about the library to a library staff member?
1. Yes
2. No

If yes, about what?

What happened?

R. Evaluate the following collections in terms of how they meet your study and research needs.

A = EXCELLENT  B = GOOD  C = POOR  D = VERY POOR  E = NEVER USE

1. Books
2. Current periodicals
3. Bound periodicals
4. Microform materials
5. U.S. or California Government Documents

S. Pacific Rim materials are books and periodicals dealing with the geographic areas, nations and peoples surrounding the Pacific Ocean. These include the Soviet Union, East Asia, Australia, New Zealand, mid Pacific islands, Canada, west coast of the United States, Mexico, Central America and Western South America.

Do you have information needs for Pacific Rim materials?
1. Yes
2. No

T. Evaluate the following library services, facilities and equipment.

A = EXCELLENT  B = GOOD  C = POOR  D = VERY POOR  E = NEVER USE

1. Reference Desk
2. Circulation Desk
3. Microform Room
4. Fine Arts Service Desk
5. Interlibrary loan
6. Group study rooms
7. Individual study rooms
8. Seating
9. Directional signs
10. Cleanliness
11. Noise level
12. Interior decorations
13. Rest rooms
14. Photocopiers
Appendix 1

[Ask question U of CSUN students, faculty and staff only.]

U. What is your opinion on the use of the library by non-CSUN people?

1. Strongly favor
2. Tend to favor
3. No opinion
4. Tend to disfavor
5. Strongly disfavor

V. Do you have any comments or suggestions for improving the library's services, collections or facilities?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

W. What do you think is the worst thing about the library?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

X. What do you think is the best thing about the library?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

THANK YOU FOR YOUR HELP IN COMPLETING THIS SURVEY!
### RESPONSES BY LIBRARY

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<th>CATEGORY</th>
<th>* NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>* WEIGHTED NUMBER OF RESPONSES</th>
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<td>69.6%</td>
<td>69.6%</td>
<td>38,383</td>
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<td>SOUTH</td>
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<td>12,342</td>
<td>24.3%</td>
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*VALID CASES: 941  
*MISSING CASES: 1

### PATRON STATUS

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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
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<td>88.8%</td>
<td>45,461</td>
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<td>OTHER STUDENT</td>
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<td>1,711</td>
<td>3.4%</td>
<td>93.0%</td>
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<td>JR/HIGH STUDENT</td>
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<td>94.0%</td>
<td>964</td>
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*VALID CASES: 941  
*MISSING CASES: 1

*VALID CASES: 50,725  
*MISSING CASES: 0
Appendix 2

CLASS YEAR OF CSUN STUDENTS

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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
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<td>10.9%</td>
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<td>SOPHOMORE</td>
<td>112</td>
<td>13.4%</td>
<td>22.8%</td>
<td>6,678</td>
<td>14.7%</td>
<td>25.6%</td>
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<td>JUNIOR</td>
<td>223</td>
<td>26.6%</td>
<td>49.4%</td>
<td>12,827</td>
<td>28.2%</td>
<td>53.8%</td>
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<tr>
<td>SENIOR</td>
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<td>37.6%</td>
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*VALID CASES: 838  *MISSING CASES: 104

*VALID CASES: 45,510  *MISSING CASES: 5,215
## MAJOR OF CSUN STUDENTS

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## Appendix 2

### MAJORS OF CSUN STUDENTS

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### Appendix 2

#### MAJOR OF CSUN STUDENTS

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*VALID CASES: 821  *VALID CASES: 44,581
*MISSING CASES: 121  *MISSING CASES: 6,144
### Other College Students

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*Valid Cases: 29  *Valid Cases: 1,662
*Missing Cases: 913  *Missing Cases: 49,063
## Appendix 2

**JR HIGH OR HIGH SCHOOL STUDENTS**

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*VALID CASES: 20
*MISSING CASES: 922

**FULL OR PART TIME FACULTY**

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*VALID CASES: 7
*MISSING CASES: 935

*VALID CASES: 453
*MISSING CASES: 50,272
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**VALID CASES:** 938 **MISSING CASES:** 4

**VALID CASES:** 50,432 **MISSING CASES:** 293
### Appendix 2

#### DID YOU ACCOMPLISH YOUR PURPOSE FOR ENTERING THE LIBRARY?

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<th>CUMULATIVE FREQUENCY</th>
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*VALID CASES: 938  
*MISSING CASES: 4

#### DID YOU FIND THE LIBRARY HOLDINGS ADEQUATE FOR YOUR NEEDS?

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<th>CUMULATIVE FREQUENCY</th>
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*MISSING CASES: 600

*VALID CASES: 50,471  
*MISSING CASES: 254
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*VALID CASES: 199  
*MISSING CASES: 743  

*VALID CASES: 10,486  
*MISSING CASES: 40,239
### NUMBER OF BOOKS FOUND

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*valid cases: 199

*missing cases: 743

Weighted valid cases: 10,486

Weighted missing cases: 40,239
## CURRENT PERIODICALS LOOKED FOR

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*VALID CASES: 90  *MISSING CASES: 852

*VALID CASES: 4,549  *MISSING CASES: 46,176
### CURRENT PERIODICALS FOUND

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<th>CATEGORY * NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY * WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>455</td>
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<td>70</td>
<td>1.5%</td>
</tr>
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*VALID CASES: 90  *MISSING CASES: 852

*VALID CASES: 4,549  *MISSING CASES: 46,176
### BOUND PERIODICALS LOOKED FOR

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<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
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<td>11</td>
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<td>60.4%</td>
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<td>78.2%</td>
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<td>85.5%</td>
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<td>1.8%</td>
<td>87.3%</td>
<td>15</td>
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<tr>
<td>8</td>
<td>1</td>
<td>1.8%</td>
<td>89.1%</td>
<td>23</td>
<td>0.9%</td>
<td>85.2%</td>
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<td>101</td>
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<td>100.0%</td>
<td>271</td>
<td>10.8%</td>
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</tr>
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*VALID CASES: 55  
*MISSING CASES: 887

*VALID CASES: 2,524  
*MISSING CASES: 48,201
### Bound Periodicals Found

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<th>Weighted Cumulative Frequency</th>
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<td>16.4 %</td>
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<td>9.5 %</td>
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<td>11</td>
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<td>71.1 %</td>
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<td>90.3 %</td>
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<tr>
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<td>6</td>
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<td>82.0 %</td>
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<tr>
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<td>2</td>
<td>3.6 %</td>
<td>85.6 %</td>
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<td>89.4 %</td>
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<tr>
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<td>1</td>
<td>1.6 %</td>
<td>89.2 %</td>
<td>15</td>
<td>0.6 %</td>
<td>88.0 %</td>
</tr>
<tr>
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<td>2</td>
<td>3.6 %</td>
<td>92.8 %</td>
<td>30</td>
<td>1.2 %</td>
<td>89.2 %</td>
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<td>1</td>
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<td>1.3 %</td>
<td>90.5 %</td>
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<td>1</td>
<td>1.8 %</td>
<td>96.4 %</td>
<td>37</td>
<td>1.5 %</td>
<td>92.0 %</td>
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<tr>
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<td>98.7 %</td>
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<td>100.0 %</td>
<td>32</td>
<td>1.3 %</td>
<td>100.0 %</td>
</tr>
</tbody>
</table>

*Valid cases: 55  
*Missing cases: 887

*Valid cases: 2,524  
*Missing cases: 48,201
**Appendix 2**

### HAVE YOU ASKED A LIBRARIAN OR LIBRARY STAFF MEMBER FOR HELP THIS SEMESTER?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
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<td>65.6%</td>
<td>32,082</td>
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<td>63.7%</td>
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<tr>
<td>NO</td>
<td>322</td>
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<td>100.0%</td>
<td>18,289</td>
<td>36.3%</td>
<td>100.0%</td>
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</table>

*VALID CASES: 936  
*MISSING CASES: 6

### HAVE YOU EVER HAD A TOUR OR A LECTURE ABOUT THE LIBRARY?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>48.3%</td>
<td>24,527</td>
<td>48.7%</td>
<td>48.7%</td>
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<tr>
<td>NO</td>
<td>484</td>
<td>51.7%</td>
<td>100.0%</td>
<td>25,857</td>
<td>51.3%</td>
<td>100.0%</td>
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*VALID CASES: 937  
*MISSING CASES: 5

### HAVE YOU EVER USED BIBLIOGRAPHIES OR INFORMATIONAL HANDOUTS PROVIDED BY THE REFERENCE DEPARTMENT?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<tr>
<td>YES</td>
<td>583</td>
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<td>62.3%</td>
<td>31,308</td>
<td>62.2%</td>
<td>62.2%</td>
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<tr>
<td>NO</td>
<td>353</td>
<td>37.7%</td>
<td>100.0%</td>
<td>19,018</td>
<td>37.8%</td>
<td>100.0%</td>
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</tbody>
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*VALID CASES: 936  
*MISSING CASES: 6
Appendix 2

WOULD YOU TAKE A ONE UNIT "INTRODUCTION TO LIBRARY RESEARCH" CLASS?

<table>
<thead>
<tr>
<th>CATEGORY</th>
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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
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<td>YES, DAY</td>
<td>114</td>
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<td>12.2%</td>
<td>7,256</td>
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<td>14.4%</td>
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<td>YES, NIGHT</td>
<td>40</td>
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<td>16.4%</td>
<td>1,961</td>
<td>3.9%</td>
<td>18.3%</td>
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<tr>
<td>YES, SUMMER</td>
<td>33</td>
<td>3.5%</td>
<td>20.0%</td>
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<tr>
<td>YES, ANYTIME</td>
<td>127</td>
<td>13.6%</td>
<td>33.5%</td>
<td>6,086</td>
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<td>33.7%</td>
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<tr>
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*VALID CASES: 937
*MISSING CASES: 5

AVERAGE VISITS THIS SEMESTER

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<th>CUMULATIVE FREQUENCY</th>
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<td>21.7%</td>
<td>11,414</td>
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<td>7,152</td>
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<td>248</td>
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<td>62.8%</td>
<td>14,067</td>
<td>28.0%</td>
<td>64.8%</td>
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<tr>
<td>1-2 PER WK</td>
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<td>84.1%</td>
<td>9,962</td>
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<td>84.6%</td>
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<tr>
<td>2-3 PER WK</td>
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<td>92.2%</td>
<td>3,968</td>
<td>7.9%</td>
<td>92.5%</td>
</tr>
<tr>
<td>1 PER NO</td>
<td>40</td>
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<td>96.5%</td>
<td>1,765</td>
<td>3.5%</td>
<td>96.0%</td>
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<tr>
<td>1 PER SEMS</td>
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<td>100.0%</td>
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<td>100.0%</td>
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*VALID CASES: 936
*MISSING CASES: 6

*VALID CASES: 50,326
*MISSING CASES: 399
HOW EARLY WOULD YOU COME ON WEEKDAYS?

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<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>0.1%</td>
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<td>4 AM</td>
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<td>0.4%</td>
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<td>5 AM</td>
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<td>0.6%</td>
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<td>6 AM</td>
<td>30</td>
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<td>7.5%</td>
<td>1,360</td>
<td>5.6%</td>
<td>6.2%</td>
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<td>49.9%</td>
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<td>28.7%</td>
<td>77.4%</td>
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<td>78.5%</td>
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<td>42</td>
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<td>86.6%</td>
<td>2,336</td>
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<td>25</td>
<td>5.5%</td>
<td>92.1%</td>
<td>1,030</td>
<td>4.2%</td>
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<td>7</td>
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<td>93.6%</td>
<td>401</td>
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<td>93.9%</td>
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<td>96.9%</td>
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<td>98.0%</td>
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<td>98.5%</td>
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<td>98.5%</td>
<td>54</td>
<td>0.2%</td>
<td>98.7%</td>
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<tr>
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<td>99.4%</td>
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<td>6 PM</td>
<td>1</td>
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<td>99.6%</td>
<td>22</td>
<td>0.1%</td>
<td>99.5%</td>
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<td>113</td>
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<td>100.0%</td>
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*VALID CASES: 456  *VALID CASES: 24,366
*MISSING CASES: 486  *MISSING CASES: 26,359
## How Early Would You Come on Saturdays?

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<th>Cumulative Frequency</th>
<th>Weighted Number of Responses</th>
<th>Weighted Relative Frequency</th>
<th>Weighted Cumulative Frequency</th>
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<td>0.2%</td>
<td>13</td>
<td>0.1%</td>
<td>0.3%</td>
</tr>
<tr>
<td>6 AM</td>
<td>*</td>
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<td>1.2%</td>
<td>287</td>
<td>1.3%</td>
<td>1.6%</td>
</tr>
<tr>
<td>7 AM</td>
<td>*</td>
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<td>5.7%</td>
<td>1,131</td>
<td>5.2%</td>
<td>6.8%</td>
</tr>
<tr>
<td>8 AM</td>
<td>*</td>
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<td>24.5%</td>
<td>5,149</td>
<td>23.5%</td>
<td>30.3%</td>
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<tr>
<td>9 AM</td>
<td>*</td>
<td>130</td>
<td>30.9%</td>
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<td>2</td>
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<td>0.5%</td>
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<td>100.0%</td>
</tr>
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</table>

*valid cases: 421  *valid cases: 21,874

*missing cases: 521 *missing cases: 28,851
Appendix 2

HOW EARLY WOULD YOU COME ON SUNDAYS?

<table>
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<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
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<td>826</td>
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<td>*</td>
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</tr>
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</table>

*VALID CASES: 454  *VALID CASES: 23,607
*MISSING CASES: 488  *MISSING CASES: 27,118

34
### How Late Would You Stay Monday - Thursday?

<table>
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<tr>
<th>Category</th>
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<th>Cumulative Frequency</th>
<th>Weighted Number of Responses</th>
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<th>Weighted Cumulative Frequency</th>
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<td>10.8%</td>
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<td>100.0%</td>
</tr>
</tbody>
</table>

*Valid Cases: 501
*Missing Cases: 441

*Valid Cases: 26,847
*Missing Cases: 23,878
Appendix 2

HOW LATE WOULD YOU STAY ON FRIDAY?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>* NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>225</td>
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</table>

*VALID CASES: 457  
*MISSING CASES: 485  

*VALID CASES: 24,285  
*MISSING CASES: 26,440
## HOW LATE WOULD YOU STAY ON SATURDAY?

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<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>0.4%</td>
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<td>99.1%</td>
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<td>99.2%</td>
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<td>238</td>
<td>1.0%</td>
<td>100.0%</td>
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</table>

*VALID CASES: 472  *MISSING CASES: 470

*VALID CASES: 24,818  *MISSING CASES: 25,907
Appendix 2

**How late would you stay on Sunday?**

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<th>Cumulative Frequency</th>
<th>Weighted Number of Responses</th>
<th>Weighted Relative Frequency</th>
<th>Weighted Cumulative Frequency</th>
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<td>0.5%</td>
<td>53</td>
<td>0.2%</td>
<td>0.2%</td>
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<td>1.0%</td>
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<td>127</td>
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<td>1.6%</td>
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<tr>
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<td>1.4%</td>
<td>3.0%</td>
<td>292</td>
<td>1.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>4 PM</td>
<td>9</td>
<td>2.2%</td>
<td>5.2%</td>
<td>487</td>
<td>2.2%</td>
<td>5.1%</td>
</tr>
<tr>
<td>5 PM</td>
<td>28</td>
<td>6.8%</td>
<td>12.0%</td>
<td>1,421</td>
<td>6.5%</td>
<td>11.6%</td>
</tr>
<tr>
<td>6 PM</td>
<td>30</td>
<td>7.2%</td>
<td>19.2%</td>
<td>1,572</td>
<td>7.1%</td>
<td>18.7%</td>
</tr>
<tr>
<td>7 PM</td>
<td>18</td>
<td>4.3%</td>
<td>23.5%</td>
<td>883</td>
<td>4.0%</td>
<td>22.7%</td>
</tr>
<tr>
<td>8 PM</td>
<td>23</td>
<td>5.6%</td>
<td>29.1%</td>
<td>1,352</td>
<td>6.2%</td>
<td>28.9%</td>
</tr>
<tr>
<td>9 PM</td>
<td>14</td>
<td>3.4%</td>
<td>32.5%</td>
<td>613</td>
<td>2.8%</td>
<td>31.7%</td>
</tr>
<tr>
<td>10 PM</td>
<td>111</td>
<td>26.8%</td>
<td>59.3%</td>
<td>6,411</td>
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<td>60.9%</td>
</tr>
<tr>
<td>11 PM</td>
<td>45</td>
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<td>70.2%</td>
<td>2,412</td>
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<td>71.9%</td>
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<tr>
<td>Midnight</td>
<td>91</td>
<td>22.0%</td>
<td>92.2%</td>
<td>4,367</td>
<td>19.9%</td>
<td>91.8%</td>
</tr>
<tr>
<td>1 AM</td>
<td>13</td>
<td>3.1%</td>
<td>95.3%</td>
<td>822</td>
<td>3.7%</td>
<td>99.5%</td>
</tr>
<tr>
<td>2 AM</td>
<td>10</td>
<td>2.4%</td>
<td>97.7%</td>
<td>520</td>
<td>2.4%</td>
<td>97.8%</td>
</tr>
<tr>
<td>3 AM</td>
<td>3</td>
<td>0.7%</td>
<td>98.4%</td>
<td>179</td>
<td>0.8%</td>
<td>98.7%</td>
</tr>
<tr>
<td>Open 24 Hrs</td>
<td>6</td>
<td>1.4%</td>
<td>100.0%</td>
<td>302</td>
<td>1.4%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*Valid Cases: 414

*Missing Cases: 528

38
### EVER USED ONLINE CATALOG?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>309</td>
<td>33.0%</td>
<td>33.0%</td>
<td>15,804</td>
<td>31.4%</td>
<td>31.4%</td>
</tr>
<tr>
<td>NO</td>
<td>627</td>
<td>67.0%</td>
<td>100.0%</td>
<td>34,553</td>
<td>68.6%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 936  *MISSING CASES: 6

### ATTITUDE TOWARD ONLINE CATALOG

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>VERY FAV</td>
<td>140</td>
<td>45.8%</td>
<td>45.8%</td>
<td>6,911</td>
<td>44.2%</td>
<td>44.2%</td>
</tr>
<tr>
<td>SOME FAV</td>
<td>133</td>
<td>43.5%</td>
<td>89.2%</td>
<td>7,106</td>
<td>45.4%</td>
<td>89.6%</td>
</tr>
<tr>
<td>SOME UNFAV</td>
<td>29</td>
<td>9.5%</td>
<td>98.7%</td>
<td>1,427</td>
<td>9.1%</td>
<td>98.7%</td>
</tr>
<tr>
<td>VERY UNFAV</td>
<td>4</td>
<td>1.3%</td>
<td>100.0%</td>
<td>202</td>
<td>1.3%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 306  *MISSING CASES: 636

*VALID CASES: 15,646  *MISSING CASES: 35,079

---

39
### How Did You Learn to Use Online Catalog?

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Responses</th>
<th>Relative Frequency</th>
<th>Cumulative Frequency</th>
<th>Weighted Number of Responses</th>
<th>Weighted Relative Frequency</th>
<th>Weighted Cumulative Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friend</td>
<td>39</td>
<td>12.7%</td>
<td>12.7%</td>
<td>2,364</td>
<td>15.1%</td>
<td>15.1%</td>
</tr>
<tr>
<td>Print Instr</td>
<td>62</td>
<td>20.2%</td>
<td>32.9%</td>
<td>3,013</td>
<td>19.2%</td>
<td>34.3%</td>
</tr>
<tr>
<td>Terminal</td>
<td>14</td>
<td>4.6%</td>
<td>37.5%</td>
<td>728</td>
<td>4.6%</td>
<td>38.9%</td>
</tr>
<tr>
<td>Staff</td>
<td>94</td>
<td>30.6%</td>
<td>68.1%</td>
<td>4,754</td>
<td>30.3%</td>
<td>69.3%</td>
</tr>
<tr>
<td>LGC/Orien</td>
<td>14</td>
<td>4.6%</td>
<td>72.6%</td>
<td>749</td>
<td>4.8%</td>
<td>74.1%</td>
</tr>
<tr>
<td>By Myself</td>
<td>84</td>
<td>27.4%</td>
<td>100.0%</td>
<td>4,065</td>
<td>25.9%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*Valid Cases: 307  *Valid Cases: 15,673  
*Missing Cases: 635  *Missing Cases: 35,052
## LONGER LOANS TO GRADUATE STUDENTS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>379</td>
<td>40.5%</td>
<td>40.5%</td>
<td>20,170</td>
<td>40.1%</td>
<td>40.1%</td>
</tr>
<tr>
<td>UNDECIDED</td>
<td>170</td>
<td>18.2%</td>
<td>58.7%</td>
<td>9,116</td>
<td>18.1%</td>
<td>58.2%</td>
</tr>
<tr>
<td>NO</td>
<td>387</td>
<td>41.3%</td>
<td>100.0%</td>
<td>21,071</td>
<td>41.8%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 936  
*MISSING CASES: 6  

## LOAN PERIOD FOR GRADUATE STUDENTS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 WEEKS</td>
<td>164</td>
<td>45.3%</td>
<td>45.3%</td>
<td>8,424</td>
<td>44.1%</td>
<td>44.1%</td>
</tr>
<tr>
<td>4 WEEKS</td>
<td>157</td>
<td>43.4%</td>
<td>88.7%</td>
<td>8,074</td>
<td>42.3%</td>
<td>86.4%</td>
</tr>
<tr>
<td>OTHER</td>
<td>41</td>
<td>11.3%</td>
<td>100.0%</td>
<td>2,607</td>
<td>13.6%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 362  
*MISSING CASES: 580  

*VALID CASES: 19,106  
*MISSING CASES: 31,619
Appendix 2

WOULD YOU USE COPIER SERVICE?

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>743</td>
<td>79.3%</td>
<td>79.3%</td>
<td>40,790</td>
<td>81.0%</td>
<td>81.0%</td>
</tr>
<tr>
<td>NO</td>
<td>194</td>
<td>20.7%</td>
<td>100.0%</td>
<td>9,594</td>
<td>19.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 937  
*MISSING CASES: 5

MOST YOU WOULD PAY PER PAGE

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 CENTS</td>
<td>567</td>
<td>76.1%</td>
<td>76.1%</td>
<td>31,113</td>
<td>76.1%</td>
<td>76.1%</td>
</tr>
<tr>
<td>10 CENTS</td>
<td>135</td>
<td>18.1%</td>
<td>94.2%</td>
<td>6,697</td>
<td>16.4%</td>
<td>92.5%</td>
</tr>
<tr>
<td>15 CENTS</td>
<td>26</td>
<td>3.5%</td>
<td>97.7%</td>
<td>1,784</td>
<td>4.4%</td>
<td>96.8%</td>
</tr>
<tr>
<td>20 CENTS</td>
<td>1</td>
<td>1.6%</td>
<td>99.3%</td>
<td>731</td>
<td>1.8%</td>
<td>98.6%</td>
</tr>
<tr>
<td>25 CENTS</td>
<td>5</td>
<td>0.7%</td>
<td>100.0%</td>
<td>558</td>
<td>1.4%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 745  
*MISSING CASES: 197

EVER MADE COMPLAINT?

<table>
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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td>132</td>
<td>14.1%</td>
<td>14.1%</td>
<td>7,328</td>
<td>14.6%</td>
<td>14.6%</td>
</tr>
<tr>
<td>NO</td>
<td>804</td>
<td>85.9%</td>
<td>100.0%</td>
<td>42,915</td>
<td>85.4%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 936  
*MISSING CASES: 6

*VALID CASES: 50,242  
*MISSING CASES: 483
### EVALUATION OF BOOKS

<table>
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<th>CATEGORY</th>
<th>* NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>* WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCELLENT</td>
<td>257</td>
<td>27.4%</td>
<td>27.4%</td>
<td>13,932</td>
<td>27.7%</td>
<td>27.7%</td>
</tr>
<tr>
<td>GOOD</td>
<td>576</td>
<td>61.5%</td>
<td>88.9%</td>
<td>30,910</td>
<td>61.5%</td>
<td>89.2%</td>
</tr>
<tr>
<td>POOR</td>
<td>38</td>
<td>4.1%</td>
<td>93.0%</td>
<td>1,829</td>
<td>3.6%</td>
<td>92.8%</td>
</tr>
<tr>
<td>VERY POOR</td>
<td>5</td>
<td>0.5%</td>
<td>93.5%</td>
<td>232</td>
<td>0.5%</td>
<td>93.3%</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>61</td>
<td>6.5%</td>
<td>100.0%</td>
<td>3,389</td>
<td>6.7%</td>
<td>100.0%</td>
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</table>

*VALID CASES: 937  *MISSING CASES: 5

### EVALUATION OF CURRENT PERIODICALS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>* NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>* WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCELLENT</td>
<td>207</td>
<td>22.1%</td>
<td>22.1%</td>
<td>10,501</td>
<td>20.9%</td>
<td>20.9%</td>
</tr>
<tr>
<td>GOOD</td>
<td>440</td>
<td>47.0%</td>
<td>69.1%</td>
<td>25,174</td>
<td>50.1%</td>
<td>70.9%</td>
</tr>
<tr>
<td>POOR</td>
<td>118</td>
<td>13.6%</td>
<td>81.6%</td>
<td>6,356</td>
<td>12.6%</td>
<td>83.6%</td>
</tr>
<tr>
<td>VERY POOR</td>
<td>14</td>
<td>1.5%</td>
<td>83.1%</td>
<td>736</td>
<td>1.5%</td>
<td>85.0%</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>158</td>
<td>16.9%</td>
<td>100.0%</td>
<td>7,524</td>
<td>15.0%</td>
<td>100.0%</td>
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*VALID CASES: 937  *MISSING CASES: 5
### EVALUATION OF BOUND PERIODICALS

<table>
<thead>
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<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCELLENT</td>
<td>148</td>
<td>15.8%</td>
<td>15.8%</td>
<td>7,596</td>
<td>15.1%</td>
<td>15.1%</td>
</tr>
<tr>
<td>GOOD</td>
<td>421</td>
<td>44.9%</td>
<td>60.7%</td>
<td>23,586</td>
<td>46.9%</td>
<td>62.0%</td>
</tr>
<tr>
<td>POOR</td>
<td>87</td>
<td>9.3%</td>
<td>70.0%</td>
<td>4,479</td>
<td>8.9%</td>
<td>70.9%</td>
</tr>
<tr>
<td>VERY POOR</td>
<td>19</td>
<td>2.0%</td>
<td>72.0%</td>
<td>1,006</td>
<td>2.0%</td>
<td>72.9%</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>262</td>
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<td>100.0%</td>
<td>13,625</td>
<td>27.1%</td>
<td>100.0%</td>
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*VALID CASES: 937  
*MISSING CASES: 5

### EVALUATION OF MICROFORM MATERIALS

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
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<td>15.6%</td>
<td>15.6%</td>
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<td>14.9%</td>
<td>14.9%</td>
</tr>
<tr>
<td>GOOD</td>
<td>320</td>
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<td>49.7%</td>
<td>17,744</td>
<td>35.3%</td>
<td>50.2%</td>
</tr>
<tr>
<td>POOR</td>
<td>60</td>
<td>6.4%</td>
<td>56.1%</td>
<td>3,507</td>
<td>7.0%</td>
<td>57.2%</td>
</tr>
<tr>
<td>VERY POOR</td>
<td>9</td>
<td>1.0%</td>
<td>57.1%</td>
<td>401</td>
<td>0.8%</td>
<td>58.0%</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>402</td>
<td>42.9%</td>
<td>100.0%</td>
<td>21,134</td>
<td>42.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 937  
*MISSING CASES: 5

*VALID CASES: 50,292  
*MISSING CASES: 433
### EVALUATION OF DOCUMENTS

<table>
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<tr>
<th>CATEGORY</th>
<th>NUMBER OF RESPONSES</th>
<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCELLENT</td>
<td>61</td>
<td>6.5%</td>
<td>6.5%</td>
<td>3,458</td>
<td>6.9%</td>
<td>6.9%</td>
</tr>
<tr>
<td>GOOD</td>
<td>198</td>
<td>21.1%</td>
<td>27.6%</td>
<td>11,272</td>
<td>22.4%</td>
<td>29.3%</td>
</tr>
<tr>
<td>POOR</td>
<td>33</td>
<td>3.5%</td>
<td>31.2%</td>
<td>1,754</td>
<td>3.5%</td>
<td>32.8%</td>
</tr>
<tr>
<td>VERY POOR</td>
<td>7</td>
<td>0.7%</td>
<td>31.9%</td>
<td>279</td>
<td>0.6%</td>
<td>33.3%</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>638</td>
<td>68.1%</td>
<td>100.0%</td>
<td>33,529</td>
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<td>100.0%</td>
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*VALID CASES: 937  *MISSING CASE  7

*VALID CASES: 50,292  *MISSING CASES: 433

### DO YOU NEED PACIFIC RIM MATERIALS?

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<tr>
<th>CATEGORY</th>
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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<tr>
<td>YES</td>
<td>247</td>
<td>26.4%</td>
<td>26.4%</td>
<td>14,265</td>
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<td>28.4%</td>
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<td>689</td>
<td>73.6%</td>
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<td>71.6%</td>
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*VALID CASES: 936  *MISSING CASES: 6

*VALID CASES: 50,265  *MISSING CASES: 460
## EVALUATION OF REFERENCE DESK

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<tr>
<td>EXCELLENT</td>
<td>338</td>
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<td>36.1%</td>
<td>17,791</td>
<td>35.4%</td>
<td>35.4%</td>
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<tr>
<td>GOOD</td>
<td>467</td>
<td>49.9%</td>
<td>86.0%</td>
<td>24,980</td>
<td>49.7%</td>
<td>85.1%</td>
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<tr>
<td>POOR</td>
<td>32</td>
<td>3.4%</td>
<td>89.4%</td>
<td>2,030</td>
<td>4.0%</td>
<td>89.2%</td>
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<td>VERY POOR</td>
<td>1</td>
<td>0.1%</td>
<td>89.5%</td>
<td>43</td>
<td>0.1%</td>
<td>89.3%</td>
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<td>98</td>
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**VALID CASES:** 936  **MISSING CASES:** 6

## EVALUATION OF CIRCULATION DESK

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<tr>
<td>GOOD</td>
<td>500</td>
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<td>82.8%</td>
<td>27,170</td>
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<td>83.8%</td>
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<tr>
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<td>2,115</td>
<td>4.2%</td>
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<td>3</td>
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<td>87.1%</td>
<td>130</td>
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<td>88.2%</td>
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<tr>
<td>NEVER USE</td>
<td>121</td>
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<td>5,920</td>
<td>11.8%</td>
<td>100.0%</td>
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**VALID CASES:** 937  **MISSING CASES:** 5

**VALID CASES:** 50,292  **MISSING CASES:** 482
**EVALUATION OF MICROFORM ROOM**

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<td>EXCELLENT</td>
<td>165</td>
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<td>17.6%</td>
<td>8,860</td>
<td>17.6%</td>
<td>17.6%</td>
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<tr>
<td>GOOD</td>
<td>335</td>
<td>35.8%</td>
<td>53.4%</td>
<td>17,990</td>
<td>35.8%</td>
<td>53.4%</td>
</tr>
<tr>
<td>POOR</td>
<td>44</td>
<td>4.7%</td>
<td>58.1%</td>
<td>2,401</td>
<td>4.8%</td>
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<tr>
<td>VERY POOR</td>
<td>7</td>
<td>0.7%</td>
<td>58.8%</td>
<td>255</td>
<td>0.5%</td>
<td>58.7%</td>
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<tr>
<td>NEVER USE</td>
<td>386</td>
<td>41.2%</td>
<td>100.0%</td>
<td>20,786</td>
<td>100.0%</td>
<td>100.0%</td>
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*VALID CASES: 937  *MISSING CASES: 5

**EVALUATION OF FINE ARTS SERVICE DESK**

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<td>EXCELLENT</td>
<td>95</td>
<td>10.1%</td>
<td>10.1%</td>
<td>5,609</td>
<td>11.2%</td>
<td>11.2%</td>
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<tr>
<td>GOOD</td>
<td>170</td>
<td>18.1%</td>
<td>28.3%</td>
<td>9,682</td>
<td>19.3%</td>
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<tr>
<td>POOR</td>
<td>35</td>
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<td>VERY POOR</td>
<td>4</td>
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<td>211</td>
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<tr>
<td>NEVER USE</td>
<td>633</td>
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<td>32,903</td>
<td>65.4%</td>
<td>100.0%</td>
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*VALID CASES: 937  *MISSING CASES: 5

*MISSING CASES: 433
### EVALUATION OF INTERLIBRARY LOAN

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<tr>
<td>EXCELLENT</td>
<td>53</td>
<td>5.7%</td>
<td>5.7%</td>
<td>2,966</td>
<td>5.9%</td>
<td>5.9%</td>
</tr>
<tr>
<td>GOOD</td>
<td>138</td>
<td>14.7%</td>
<td>20.4%</td>
<td>8,397</td>
<td>16.7%</td>
<td>22.6%</td>
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<tr>
<td>POOR</td>
<td>27</td>
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<td>23.3%</td>
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<td>25.5%</td>
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<td>23.6%</td>
<td>74</td>
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<td>37,374</td>
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*VALID CASES: 937
*MISSING CASES: 5

### EVALUATION OF GROUP STUDY ROOMS

<table>
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<tr>
<th>CATEGORY</th>
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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
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<td>122</td>
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<td>18,483</td>
<td>36.8%</td>
<td>50.1%</td>
</tr>
<tr>
<td>POOR</td>
<td>134</td>
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<td>63.5%</td>
<td>6,943</td>
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<td>67.4%</td>
</tr>
<tr>
<td>NEVER USE</td>
<td>304</td>
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<td>100.0%</td>
<td>16,404</td>
<td>32.6%</td>
<td>100.0%</td>
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*VALID CASES: 937
*MISSING CASES: 5
### EVALUATION OF INDIVIDUAL STUDY ROOMS

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<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>122</td>
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<td>33.8%</td>
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<td>300</td>
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<td>45.0%</td>
<td>16,475</td>
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<td>54.6%</td>
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<td>VERY POOR</td>
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<td>58.6%</td>
<td>1,978</td>
<td>3.9%</td>
<td>59.6%</td>
</tr>
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*VALID CASES: 937  
*MISSING CASES: 5

### EVALUATION OF SEATING

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<th>WEIGHTED RELATIVE FREQUENCY</th>
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*VALID CASES: 937  
*MISSING CASES: 5

*VALID CASES: 50,292  
*MISSING CASES: 423
### EVALUATION OF SIGNS

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<td>GOOD</td>
<td>558</td>
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<td>75.6%</td>
<td>29,876</td>
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*VALID CASES: 936  *
*MISSING CASES: 6  *

### EVALUATION OF CLEANLINESS

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<td>20.2%</td>
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<tr>
<td>GOOD</td>
<td>568</td>
<td>60.6%</td>
<td>80.8%</td>
<td>29,558</td>
<td>58.8%</td>
<td>80.1%</td>
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<td>135</td>
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<td>95.2%</td>
<td>7,493</td>
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<td>95.0%</td>
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<td>97.8%</td>
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<td>1,128</td>
<td>2.2%</td>
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*VALID CASES: 937  *
*MISSING CASES: 5  *

*VALID CASES: 50,239  *
*MISSING CASES: 486  *
### EVALUATION OF NOISE LEVEL

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<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCELLENT</td>
<td>* 95</td>
<td>10.1%</td>
<td>10.1%</td>
<td>5,331</td>
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<td>10.6%</td>
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<td>66.7%</td>
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<td>12,601</td>
<td>25.1%</td>
<td>91.8%</td>
</tr>
<tr>
<td>VERY POOR</td>
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<td>6.3%</td>
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<td>2,823</td>
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<td>97.4%</td>
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<td>1,289</td>
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*VALID CASES: 937  *MISSING CASES: 5

### EVALUATION OF INTERIOR DECORATIONS

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<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCELLENT</td>
<td>* 95</td>
<td>10.1%</td>
<td>10.1%</td>
<td>5,273</td>
<td>10.5%</td>
<td>10.5%</td>
</tr>
<tr>
<td>GOOD</td>
<td>* 497</td>
<td>53.0%</td>
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<td>26,089</td>
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<td>62.2%</td>
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<td>* 216</td>
<td>23.0%</td>
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<td>12,299</td>
<td>24.4%</td>
<td>86.7%</td>
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<td>VERY POOR</td>
<td>* 72</td>
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<td>93.8%</td>
<td>3,805</td>
<td>7.6%</td>
<td>94.2%</td>
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*VALID CASES: 938  *MISSING CASES: 4

*VALID CASES: 50,348  *MISSING CASES: 341
### EVALUATION OF REST ROOMS

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<th>CUMULATIVE FREQUENCY</th>
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<th>WEIGHTED RELATIVE FREQUENCY</th>
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<tr>
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<td>106</td>
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<td>11.3%*</td>
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<td>11.9%</td>
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<tr>
<td>GOOD</td>
<td>531</td>
<td>56.6%</td>
<td>67.9%*</td>
<td>27,882</td>
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<td>67.3%</td>
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<tr>
<td>POOR</td>
<td>197</td>
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<td>10,980</td>
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<td>89.1%</td>
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<tr>
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<td>57</td>
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<td>95.2%*</td>
<td>3,064</td>
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<td>2,438</td>
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*VALID CASES: 938  *MISSING CASES: 4

### EVALUATION OF PHOTOCOPIERS

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<td>17,749</td>
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<td>77.3%</td>
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<td>7,925</td>
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*VALID CASES: 938  *MISSING CASES: 4

*MISSING CASES: 341
LIBRARY USE BY NON-CSUN PEOPLE

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<th>WEIGHTED CUMULATIVE FREQUENCY</th>
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<td>STRONG FAV</td>
<td>189</td>
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<td>21.8%</td>
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<td>22.1%</td>
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<td>STRONG DSFAV*</td>
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*VALID CASES: 865

*MISSING CASES: 77

*VALID CASES: 46,887

*MISSING CASES: 3,838
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<th>WEIGHTED PCT OF RESPONSES</th>
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<td>NOT FIND MATH*</td>
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<td>1,005</td>
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<tr>
<td>DECOR</td>
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<tr>
<td>DIRECT SIGNS</td>
<td>4</td>
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<td>119</td>
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<td>1,835</td>
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<td>112</td>
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<td>GARBAGE</td>
<td>8</td>
<td>1.0%</td>
<td>677</td>
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<td>HOURS</td>
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<td>LACK OF HELP</td>
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<td>SHORT LOAN PER</td>
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<td>1,402</td>
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### WORST THING ABOUT LIBRARY

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<th>PCT OF RESPONSES</th>
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<th>WEIGHTED PCT OF RESPONSES</th>
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<tbody>
<tr>
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<td>44</td>
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<td>Elevators</td>
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*VALID CASES: 626 *VALID CASES: 34,321
*MISSING CASES: 316*MISSING CASES: 16,404
### Appendix 2

**BEST THING ABOUT LIBRARY**

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<th>CATEGORY</th>
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<th>WEIGHTED PCT OF RESPONSES</th>
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*VALID CASES: 709  **MISSING CASES:** 233
### CSUN Students Only

**Would Take Library Research Class?**

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<th>RELATIVE FREQUENCY</th>
<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
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<td>3.5%</td>
<td>18.3%</td>
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<td>26</td>
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*VALID CASES: 832
*MISSING CASES: 4

*VALID CASES: 45,212
*MISSING CASES: 248
### CSUN Students Only
**Longer Loans to Graduate Students**

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<th>WEIGHTED RELATIVE FREQUENCY</th>
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<td>YES</td>
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<td>40.9%</td>
<td>17,888</td>
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<td>39.6%</td>
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<td>57.6%</td>
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<td>NO</td>
<td>343</td>
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<td>100.0%</td>
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*VALID CASES: 831
*MISSING CASES: 5

### CSUN Students Only
**Loan Periods for Graduate Students**

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<th>CUMULATIVE FREQUENCY</th>
<th>WEIGHTED NUMBER OF RESPONSES</th>
<th>WEIGHTED RELATIVE FREQUENCY</th>
<th>WEIGHTED CUMULATIVE FREQUENCY</th>
</tr>
</thead>
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<td>3 WEEKS</td>
<td>152</td>
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<td>46.6%</td>
<td>7,881</td>
<td>46.4%</td>
<td>46.4%</td>
</tr>
<tr>
<td>4 WEEKS</td>
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<td>42.6%</td>
<td>89.3%</td>
<td>7,049</td>
<td>41.5%</td>
<td>88.0%</td>
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<td>OTHER</td>
<td>35</td>
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<td>100.0%</td>
<td>2,039</td>
<td>12.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

*VALID CASES: 326
*MISSING CASES: 510

*VALID CASES: 16,970
*MISSING CASES: 28,491
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

CAN'T FIND MATERIALS

during finals a lot of books being returned
	online catalog does not have everything I need

confusion in looking things up (books)

finding books; they are out of place

finding the periodicals because they are not replaced in the proper location

some things are not labeled clearly enough

unavailability of books

books are never where they should be

I have trouble finding books I need even though I have all the information

seems that every time I come to search for books they're out of place

finding periodicals and books at times is complicated; the reference computers are hard to use, should be a class on that

cannot always find a book you want and you know it's here because it's in the card catalog

frustrated not knowing my way around, how to find things

not being able to find things that are here

CHECKED OUT—MISSING MATERIAL

lack of concern for missing books

missing books

damaged books are not repaired as often as they should; pages torn out of books are not being replaced

not complete (some books missing)
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

CIRCULATION DEPARTMENT

they don't get the books back on the shelf soon enough
desk workers need to be courteous
replacement of books to shelf
not being able to take out periodicals
computers always down
computer keeps going down
can't check out books [from high school student]
people working at reserve book room
reserve book room people are not courteous
reserve book room—people working at the reserve book room are not very courteous

COMPUTER TERMINALS

not enough computer terminals

CROWDED

over populated
too crowded
too many people

DECOR

color of walls (Oviatt)
needs more decorations, at least this library (South)
decorations have got to go (South)
interior decorations (South)
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

it's ugly (South)

South needs better decorations

colors of furniture awful (Oviatt)

fixtures not repaired; overall look needs to be changed (South)

interior decoration—it's ugly; looks like something from stone age (South)

architecture of South Library

DIRECTIONAL SIGNS

finding my way around, ambiguous directional signs

better directions

directions concerning periodical location and availability

ELEVATORS

elevators are slow

SCALATORS

when the escalator to the fourth floor is cut off

when they turn escalator off and I have to walk

escalators not working

escalators don't work most of the time

escalators are always down, 4th floor

escalators are never running

turn off the escalators too much

escalators—they are always off

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Appendix 4

What do you think is the worst thing about the library?

Exit Control
having to show books at the exit
opening bags when leaving
inspection at exit
exit inspection
inspection at check out
book checkers
having to open your backpack at front counter
having your books searched; causes congestion
exit and entrance of Oviatt Library, where the book sensor is, is
like a cell, keeping people from trespassing
exit people looking into your stuff
checking the bags, briefcases, etc at the exit
the person at the check out doesn't really pay much attention to
thing in your bag so why have them there

What is the point of having someone check out bags on the way
out? They don't even look at them!

Why do we have a student sitting at the exit waiting for us to
open our bags before we can leave? Is this create-a-job or what?
Isn't everything in the library electronically tracked anyways,
so even if someone was trying to take something the alarm would
go off? Irregardless, the student worker is usually doing
his/her homework and not paying any attention . . . so why
bother?

having to open my book bag when I leave
checking the bag at the exit each time you pass by

Fines

wrongful overdue notices
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

they seem to fine me for things I never took out
flaky fines department

FOOD

that you can't have food
you can't eat while you study
doesn't have a place to eat, vital during finals week
no eating is allowed
should have snack machine in hall ways
you can't eat in here
the problem with the food brought in and eaten in the stacks
no food available
the no eating rule is stupid
you can't bring food here
students bringing food to the library and leaving empty containers

GARBAGE

the students that use the library who leave their garbage
Oriental people on the 4th floor make a big mess, mess around
with copy machines, etc.
messiness and the rest room problem
finals week the place is a mess, can't study
super dirty on weekends
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

HOURS

check out time

closes too early

it closes to early—open all night

it's open the time I work

weekdays library hours, closed at 10 pm

IML section not open on weekends

hours—not open long enough

closes too early

hours too short

summer hours, break hours—closed most of the time

Sunday hours

library closes too early

vacation hours are horrible; need weekend hours badly!!

not open long enough, should be open more on weekends and summer;
stay open later during breaks, weekends

the audio-visual room should be open on Saturday and Sunday

the 1st floor is the only floor left open after 10 pm and it's
the worst floor as far as seating and comfort

doesn't open till 1 pm on Sundays

opening hours inadequate

the upper floors closing at 9:45

lousy hours
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

LACK OF HELP
when they don't help you
not enough people to help students
lack of service toward University students
service is not always available
lack of help

LIBRARY MATERIALS

current magazine system
not enough books about different cultures
all the books are old
disorganization of periodicals
not enough information and periodicals on exercise science
many books are very old
lack of updated material
gaps in science books and journals
any books on black history
bound periodicals are torn and hard to copy
the selection is limited
people taking reference books (should be chained to desk) (joke)
they don't have any books on black history

I have an occasional need to drive to UCLA to use the research library for materials that aren't here
separation of psych materials; books not up to date
not enough books on the different subjects
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?
they do not have books for my major [Religious Studies]
don't carry enough books on black history
not enough books written about and written by black authors
there are more unnecessary books than important ones
not enough books by current black writers
periodicals need wider variety
don't have a wide variety of health journals
need more engineering books and computer science books
not enough engineering books
need books written by black authors
inadequacy of ethnic materials
if there could be additional copies of certain up-to-date material
not enough books available
more recent books on pacific rim and languages
not enough new engineering books
the 4th floor music section needs a wider variety
materials are too scattered
lack of materials

LIGHTING

need better lighting
South Library is dark
lighting is bad (Oviatt)
lighting makes you tired
Appendix 4

What do you think is the worst thing about the library?

blinking lights at closing time
lighting could be better (South)

Location
South Library too far from Oviatt
it's so far away from parking lot (Oviatt)
how far it is inside the campus (Oviatt)
not right next to parking (South)
far from the parking lot (Oviatt)

Microform Room
microform room lacks comprehensive information
microfilm room confusing, should be alphabetized instead of numbers
a lot of trouble looking up microfilm; microform paid copies usually most current but a lot of trouble to go through

Noise Level
noise level by groups outside group study area
noise level—not being able to find a quiet place; library being used for socializing and nothing is being done
students talking when they are supposed to be studying
trying to use the study areas and people talking
sometimes it gets too noisy and not enough supervision to tell them to be quiet
noise level is too much
non-CSUN people coming and making noise
people are very noisy during the day time
Appendix 4

**Why do you think is the worst thing about the library?**

- Noise level during the day
- Too many people talk loud on 2nd floor
- Too much noise during finals
- Noise level is too high
- Noise in Oviatt
- Loud talking
- Groups of sororities and fraternities are too noisy
- Talking in study areas
- Noise level during mid-terms and finals
- Some people make a lot of noise
- The noise level in the study area
- Fraternities make too much commotion; too many youngsters, not here really to study
- Groups of people get together and it's too noisy, no one to monitor that
- People chatting in here; no monitors
- Too many people which creates too much noise, especially in the lobbies
- Talkers while trying to study (it gets worse every semester)
- When the Greeks make too much noise on 3rd floor
- Noise, dirt during finals; madhouse [during] finals
- Non-CSUN people are usually noisy kids
- The shelvers talk too much
- Noise level from fraternities
- Noise—frat people, obnoxious people

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Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

don't enforce rules, because it's noisy

no regulation of noise level

high school students using group study rooms and talking in the halls

noisy—too many high school kids hang out and stay in group study rooms, smoke, etc.

noise level not enforced; check ID of high school [students] who cause noise; should not be used as a social place

OVIATT PAINTINGS

the art work

the Satanic style pictures that are located upstairs Oviatt

the paintings are Satanic

art work in the hallways need to be changed

PHOTOCOPIERS

the photocopiers are always out of order

bad photocopy machines, always broken

copy machines go down and are not fixed; long line to make copies

photocopy machines—always something wrong with them, never enough of them either

broken photocopiers

not enough Xerox machine

having to wait for the photocopiers

photocopiers not in service

photocopy machines terrible

photocopy machines are extremely bad
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?
when the photocopiers break down
photocopiers are always broken
photocopy machines—need a few that work every once in a while

REST ROOMS
rest rooms on weekends
bigger bathrooms on 1st floor
cleanliness in the rest rooms
rest rooms need cleaning
graffiti on the walls on the men's rest room; gives the feeling that this is not a school atmosphere
bathrooms on weekends are totally disgusting
bathrooms need weekend maintenance
bathrooms should be kept a little cleaner
when I first came to CSUN I thought urinating on the toilet seats was a prerequisite all students needed to do
rest rooms are small and dirty!
no one cleans up rest rooms on weekends
need cleaner rest rooms
the bathrooms are gross

SEATING
uncomfortable seats (South)
no place to lay down
needs more seats; more space (South)
chairs are not comfortable (South)
Appendix 4

What do you think is the worst thing about the library?

- Not enough individual seating and are not big enough
- Don't like the cubicles, I feel trapped
- Not enough seating during finals
- Chairs are uncomfortable (South)
- Sometimes there aren't enough seats
- Not being able to find a seat to sit a lot of times
- South needs comfortable seats
- Graffiti on desks
- Seats uncomfortable (South)
- Seating arrangement; seats too comfortable, fall to sleep
- Not comfortable, more privacy for individual
- Not enough study areas (for individuals)
- Use of chairs as beds, etc. which limits available seating
- People shouldn't be able to sleep on the couches—meaning not enough seats
- Finals week—not enough seating, need more
- Writing on the desks and in the individual study rooms
- You can never find a seat
- South Library has inadequate study space
- Not enough couches—more room; build more space
- People sleeping on couches
- Not comfortable library to study in (Oviatt)
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

SEPARATE LIBRARIES

related subjects split between both libraries; i.e. social science and education materials

two libraries instead of one
don't like separate libraries because of walking in the dark
it's that both libraries are separate; they should be combined together

There's a card catalog in this library and not one in the South. It's annoying to have to go back and forth to each library to look up a book.

the fact that periodicals (bound) are not in one building; the whole library should be in one building for that maybe

should not have to go to both libraries for same materials

SHORT LOAN PERIOD

extend book check out from two weeks to a longer period

too short a check out period for books

teachers being able to check out books for how long they want

short period for checking out books

only two weeks for check out

longer period for checking out books

time period they let you use the books; two weeks is too short

SMOKING

no smoking

smoking is allowed

smoking in the periodical room

smoking in the library
Appendix 4

What do you think is the worst thing about the library?

Staff

Fine Arts desk people are not courteous

not enough staffing

the ladies on fourth floor are very rude

No one knows what they are doing—they give you the runaround. They tell you to go to someone else and then that person tells you to go back to where you just came from.

the phone reference service is short staffed

need more staff

[need] knowledgeable staff in Fine Arts Service area

people who work here make a lot of noise while performing their tasks

Study Rooms

not enough study rooms

graduate and faculty rooms are limited to graduate students

individual study rooms

group study room never empty always same people using it

frats should not be able to use study rooms

the study rooms that can be used by up to 20 people but usually are occupied by 3 to 4 students; can't get enough small group rooms

study rooms are used by Korean kids who make a lot of noise

they won't allow people to use individual study rooms unless grad reserve undergraduate rooms

hard to find group study rooms
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

TEMPERATURE

room temperature, freezing on hot days, too hot on cold days (South)

heating (Oviatt)

air conditioner and heater (Oviatt)

sometimes it's very cold; air conditioning is up too high (Oviatt)

stuffy in here (Oviatt)

too warm (South)

it's hot on the third & fourth floors (Oviatt)

hot; no air circulation (Oviatt)

heat too high (Oviatt)

too warm in here (Oviatt)

do something about the heating-cooling system

air conditioner not under control and at night they always turn off air conditioner

air conditioning system breaks down

OTHER

the catalog system makes you walk up and down especially in the art section

Nation Council on Deafness (NOD) Library

no outdoor study space (patio area)

don't tell you when it is time to leave, should be announced

both entrances should be open (South)

the building itself is too old (South)

no enforcement of rules
Appendix 4

WHAT DO YOU THINK IS THE WORST THING ABOUT THE LIBRARY?

possibility of asbestos particles floating around
complexity
Learning Resource Center needs to be kept open longer
confusing
security guards during finals
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

ATMOSPHERE

best place to study

good for studying and research

great place to study

can study

good environment to study

clean and comfortable

you can come here to study when you can't study at home

they allow you to sleep

good place to study, can concentrate

great place to study

size; big enough can always get a seat or table (South)

comfortable (South)

good place to study

comfortable

good place to come to study

nice place to study

not crowded (South)

a great place to study during the weekend

comfortable, nice environment

air quality is very good and the open feeling associated with it

newspaper room, books it has; just that it is a comfortable place
to come and study

pleasant physical environment

it's a very relaxing atmosphere to study in
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

- good place to think and get away from something
- friendly atmosphere
- good place for sleeping
- quiet and good as a study place
- no distractions; can come and study without being disturbed
- Oviatt is very comfortable and noise level is good
- you can sleep here (Oviatt)
- beautiful

BUILDING
- physical structure and seems to be well run
- cleanliness
- good decorations (South)
- research facilities
- modern art
- I like the paintings on the wall
- the windows, there is a nice view
- windows facing north
- windows
- view

CIRCULATION
- circulation department
- quick service at the circulation desk
- circulation staff is great
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

new check out system by phone
circulation staff
phone service to check out books
3 dollar waiver on late fees
Circulation desk—Caroline
people that work here, especially the circulation desk, Eloisa, Susan and Caroline

COMPUTER RESEARCH

new computers being used make it easy to find materials
the computer systems, especially InfoTrac
computers for research
the neat database info system in the Reference Library helped a lot with my research
computer operations, specifically in the reference of periodical materials
computer system
computer index
CD-ROM for information retrieval

CONVENIENCE

easy to get in and out; can always find what you are looking for
whenever you need anything you can come in and pick it up
it's accessible when I need it
it's here
the Library is here
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

easy access to find books
well organized
you can get work done
well organized; books easily located
it exists
easy to find books
at least we have one place to go
big and easy to get to
proximity
convenient place to study
things are easy to find
convenience
easy to use
available, always found what I wanted
availability; open policy— anyone can come
everything is organized; it is very easy to find the books
everything is pretty self explanatory
there is some where to study and research subjects

FINE ARTS SERVICE DESK

Music Dept 4th floor excellent

GENERAL PRAISE

I have everything I need
they have everything I need
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

overall good impression
got everything I need
everything, I like the way it is
nice
well equipped in terms of directional signs and helpfulness
I've always found what I came in for
the whole thing functions very well; all in all it is a very good library
my needs are always met when I come here
I was a graduate student at UCLA, but could never find what I needed at the URL. However, when I came to the Oviatt, there it was on the shelf, just waiting for me. I cannot over emphasize my love of the Oviatt. If you had a sweat shirt sale with the shirt reading "I love the Oviatt Library" I would buy at least two.
I'm usually able to find what I look for

HOURS
opening hours
opens early
hours are good
it's open long periods of time and during vacation breaks
the hours it's open
I like the hours; they are long enough so I can study and get enough done; I also like the exam hours
hours are pretty good
Sunday hours
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

LEARNING RESOURCES CENTER

very good media center

LIBRARY MATERIALS

selection of books

collection of materials

variety of sources

wide range of materials

periodicals

availability of information

large collection of books

never had a problem finding a book

extensive materials easy to get to it

size of holdings

it has a lot of research materials that I need

its variety and volumes of books

big and had all the books that I ever needed

book selection

nice record collection

usually has all the books you need or other information

amount of available sources

I'm able to find most of the materials I need

pretty good about books

access to all the material

availability of all the periodicals
Appendix 5

What do you think is the best thing about the library?

Periodical section, but could add some more
lots of books
good index
good range of periodicals
books needed are available
good source of materials
collection of books
good collection of materials
materials available
freedom of access to journals
resources
you can find the information that you need
materials and directions
wide variety of books
selection of books
stuff here is very good
the volume of materials and information
good selection of books
reference material
large book collection
it has the books I need
good reference materials
fine selection of books; resources good; books in different fields
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

it's big, good access to books
the reference materials are almost always accessible
seems to have a lot of good material
lot of materials for reference
collection of books
selection of books and periodicals
the collection of books
has a lot of resources
periodicals availability
excellent books
reference materials
do have collections—if one can get a hold of them
reference section is very good; microform holdings are very good
the research material is excellent
collection of periodicals is excellent
adequate collection with the exception of third world and ethnic materials
the large and varied collection of materials
extensive amount of resources
good selection
seems to have a lot of reference material
good periodical section
good collection of religious books; a decent selection of language books
US and California government documents
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

periodicals—good selection all (bound)
great variety of art books
that the library has a vast collection of books and other materials

ONLINE CATALOG

QLSI

QUIET

quiet place to study
peace, not noisy
quiet to study
quiet for studying
noise level at South Library
quiet environment for studying

REFERENCE LIBRARIANS

the reference desk people are helpful and knowledgeable
reference desk
librarian always helping on the second floor of South Library
reference librarians' help
reference desk very nice
reference desk at Oviatt
reference room
reference help
reference desk is always available
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

the reference librarians are very helpful and don't make one feel stupid when asking for help

friendly and helpful reference librarians
helpful staff, especially reference desk
reference desk is very good
reference desk staff are very helpful
reference desk is really helpful
reference desk help is excellent

pretty good reference area; really helpful and nice reference librarians

staff at reference desk very helpful
reference librarians with one exception

SEATING

availability of cubicles
the couches
availability of seats
comfortable seating; cubby holes
comfortable chairs
grey couches

that there are seats close to the card catalog so you don't have to walk back and forth

cubicles; separation of cubicles, not a long table

SERVICES

Reserve Book Room; Microform Room; IML is great for teachers;
F Search Center; Math tutor; fine arts section at Oviatt
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

Information Desk (selection of goods)
provides service to off campus student
braille map

STAFF
people are helpful
the workers
people are really helpful
the people are helpful
service people are helpful
service is very good
librarians are very helpful
librarians very helpful
nice people
lots of help
people who help
very helpful and quick staff response
you can ask for help
people who work here are the finest
helpfulness of the staff toward the patrons
people here are very good
helpful people
the helpfulness of the staff, they go out of their way to help
people that work here are very helpful and efficient
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

kindness of the staff people, willingness to help, librarians are qualified and excellent

people are available

people who work here are nice and helpful; also there is a lot of help in trying to find things

people I speak with are nice and helpful

like workers' attitudes

the people I asked were extremely helpful

people that are employed here are very courteous and helpful

the people in the library make us feel comfortable all the time

cheerful students and staff working there; very helpful in reference

staff is helpful

people are very nice and helpful

the help; people are nice; the man was real helpful in microfilm library

nice people working in the library

people are friendly and librarians helpful

everyone is so friendly

the workers are always friendly and well informed

very friendly

STUDY ROOMS

individual study rooms

group study rooms are the best place in the library to study because they're the quietest
Appendix 5

WHAT DO YOU THINK IS THE BEST THING ABOUT THE LIBRARY?

OTHER

Math Lab

instructional aid television, I think that's a plus

math reading and statistical laboratories; should be publicized
so students would know that they exist
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY BUILDING

escalators do not work consistently
move all the offices to another location, especially on the 3rd floor (South)
get a new escalator
could be cleaner
should remodel the whole library (South)
need to paint South Library, it's ugly
lighting is poor; you should use soft lighting (Oviatt)
change paintings on fourth floor Oviatt
keep the escalators working
keep escalators running
open the elevator to everyone
need better paintings
lighting should be better
make more windows!
they could fix the escalators, sometimes they are not working
more paintings/posters; a lot of space fill up; display cases nice

Make the showcases in the lobby a bit flashier, or up to date. There have been some good displays, but mostly they go unnoticed. How about a bulletin board (not a clip board) where students can leave messages for other students.

do something about paintings on 3rd floor

need to do something about the escalators and stop turning them on and off
speed up the expansion program
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

put in a PA system to announce closing time

South needs to be redecorated

improve art, change more often; I know the art in the hallways was donated but I think it is very gloomy and negative, not conducive to the light fresh atmosphere I would like to see

change paintings--2 comments

change color of 2nd and 4th floor

would like to see both libraries become one, so I wouldn't have to go back and forth

should have both libraries in the same building

should have carpet in South Library

needs a larger photocopying area; more comfortable seating area; better lighting

remodel South--make a lounging area

Looks dreary; have more art inside library. When walking in should be happy. It looks boring modern. Everything else--how to get info--is good. When it gets hot outside they should keep the level of temperature for the A/C low.

need to combine the libraries

improve directional signs

remodel the South Library

better directional signs

combine both libraries

get the air conditioner fixed; combine libraries in one building

CIRCULATION

student workers should know more; books need to get back on the shelves quickly
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

should be able to renew a book by phone
reserve books should be checked out for longer periods
the books are not where they are supposed to be
extend loan period for research oriented materials
more book returns
all books should be able to be checked out for a month; books are in order
better organization returning books to proper shelves
we can only check out books for two weeks; easier way to renew books for out of town students
unclear guidelines for overdue book fines; longer check out periods
missing books, more strict when books are due
books in order
circulation privilege for periodicals for graduates
longer hours for the phone renewal--have people answer the phones for it, instead of getting a recording for 2 hours to renew your books
reshelve books quicker; accurate inventory
people at the circulation desk do not provide courteous service; sometimes they read a book and the patrons have to wait for long to check out books
students should be able to check out all types of books
it's great that they have a 3 dollar waiver on late fees
circulate the books back on the shelf sooner
have a place where people can request certain books
limit number of books able to checkout
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

books on reserve should be allowed to leave the library for the time period
allow patrons to keep book longer
allow non-students to check out books; give equal service to all patrons, especially non-students
should be able to call in books for renewal
explanation of fine procedures
extend time limit on reserve material
keep computer systems running
should have mail-in renewal forms
immediate shelving of books

EXIT CONTROL
I resent having to prove that I'm not a thief when I leave the library
take book detectors out and ban the book bags inspection rule
the book checker at the entrance has to go
person at front who checks your bags must GO!!
I don't like having to open my book bag when no one checks it and we have a scanner
by not checking the bags, briefcases, etc. at the gate
do something about having to open up bags upon leaving to people who never look

FOOD
food service on 5th floor, bar on 6th floor
no eating in the library while studying
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

food machines should be in the library
let us eat in the library
a lounge where you can eat
we need a snack room and beer; we also need a social room
need lunch counter/snack room
need a snack area
should be able to bring food
vending machines, we need coffee machines
there should be some type of food machine inside the library
because people bring food inside anyway
serve refreshments; vending machines

GUARDS
eating rule should be enforced
more monitors
enforce regulations during study hours
monitor walking around to encourage cleanliness, quietness, to
give information
enforce the quietness
increase the number of security guards
enforce 3 people or more rule in group study rooms
the library should have monitors to patrol the various levels
instead of driving (escort) women to their cars
no smoking rule enforced
needs to have assistant to keep students quiet
Appendix 6
COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

should strictly enforce study room rules and talking restrictions
people should enforce quietness
rule enforcement--2 comments
enforce library rules
have security patrol upstairs to make sure it's not noisy or people eating
enforce rules for quietness

HOURS
needs longer hours from Sunday through Thursday
study lab, open all night
extend library hours to 12:00 during the week
longer hours at night
keep library open Friday and Saturday nights
if CSUN is to be taken seriously as a university we need a library that doesn't hold banker's hours; should be open 24 hours a day or at least till midnight or 1 am
graduate students should be able to use library for longer hours
stay open longer
stay open later
longer hours
stay open till midnight
wish it would be open more hours
24 hour service
longer hours especially on weekends, mid-terms and finals
change hours
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

increase in hours
extend hours on weekends and vacations
later hours at night
open it on Saturday and Sunday earlier
open library more hours, for example Saturdays until 12 pm, weekdays until midnight
hours should be increased
open later--2 comments
the library should extend their hours to at least 12 pm
I think the library should have longer weekend hours
library should be open 24 hours
stay open later on weekends (open earlier too)
more hours on Saturday
extend hours during the week; finals week, should stay open until 2 am
need to be open earlier
change the hours; make them longer
Oviatt Library should stay open M-Th until 12 am and weekends till 10 pm and F 6 pm
change hours
leave it open longer
longer hours; longer checkout time
24 hour service; or 6 am to 12 pm
schedule, on Sunday should open early
longer hours
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

change vacation schedule to 10-8
longer hours (Sunday)
longer holiday hours
open earlier on Sundays
I would prefer later hours on Saturday

HOURS—INSTRUCTIONAL MATERIALS LABORATORY
keep IML open on Saturdays and Sundays
open IML on weekends
IML open later
weekend hours for IML
IML open later hours on weekends

INSTRUCTION
more explanation of how to find materials
more tutorial, explanation on given material
improve reference staff; better directions; printout for US govt documents
more signs
list of what the library offers; tutors for different subjects at the library
more detailed directions to find books
more information about library facilities
things could be marked better, the size and volume of books takes a long time to get oriented; more PR to local college students
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more desk staff, also short synopsis of facilities in handout format

instructions on how to use periodicals

need more frequent library orientations, tours

should have tours once a month

there needs to be some kind of central guide to how to use all of the library services

offer an orientation

offering a tour on how to obtain reference materials would be very helpful; need better accessibility to the reference works or further knowledge on how to obtain these materials

library should give a class to people so they would know more about the library

LIBRARY MATERIALS

need wider selection of books

sometimes books are missing from the shelves and they are listed

new current magazine system

have larger selection of general books—leisure reading

need more periodicals

more updated books

more newly released engineering books

get more funds so you can subscribe to more periodicals

more foreign newspapers

lack of book collections about fashion merchandising

get SMC; have current issues on display and rest [of the] issues behind desk
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more compact discs and more players
I would like to see an increase in the science journal collection
extra copies of journals during binding
more IML books in Spanish and film strips
more books and periodicals on computer science
collections—get more copies of popular books and periodicals
need more fiction leisure type books; more fine arts records
improve collection of reference books
provide more copies of periodicals
check to see if all the pages are in the books
periodicals are in two separate buildings, should be in one
remove data base, it's out dated
not enough periodicals
lack periodicals from Third World countries (Africa and Latin America, Caribbean), Black Studies
move psych material up here to Oviatt
bound books more available
missing a number of photo magazines; missing number of Readers Digest; Ventura newspapers should be available
promptly replace lost books if only 1 or 2 copies
more current books on a variety of subjects
keep up to date on new material
needs a bigger Afro-American selection on books
more newspapers
Appendix 6
COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more periodicals of certain areas not listed; there's Federal in 2nd Reporter series of law books; books go up to 1976- would like to see 84-85

increase in smaller subject area materials instead of business stuff
more recent publications; organization of current periodicals
increase current periodicals
get more books by foreign authors, preferably printed in their original language (Armenian specifically); get a wider collection of tapes and records

need more books on Pan-Africanism; need more books on black history
have more international authors, more topics
general lack of foreign periodicals available for reference
wider selection of records on 4th floor
better control of current magazines
expand collections
certain periodicals with a lot of use duplicate copies be made, that would cut down on copying need
more money for acquisitions
needs more current periodicals
gaps in bound periodicals especially in art history should be filled
double copies of magazines
update the PCC

need to get more suggestions for music 4th floor; need to get suggestions for bigger selection and upkeep the record needles and headphones more often; it is wonderful to study and listen to music

99
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

get more collections; editions of newspapers from each country
try to bring in more periodicals--speech
need recent books
more research materials and help
increase number of periodicals
more Bulgarian books
broaden the ethnic studies reference books and periodicals
need more periodicals
need variety of magazines
better maintenance of periodicals
update all engineering materials and reference books
please keep periodicals in order and up to date

Should have more engineering text books that teachers use at CSUN. Some books are at reserve book room and can only [be] checked out for 2 hours. I think we should not have this kind of restriction.

should have back up copies of periodicals
get more law journals
update books: fiction or non-fiction
have more periodicals because they are stolen, especially the sciences
get more current issues
improve the quality of the bound periodicals
more periodicals
replace lost books; update periodicals; more specialized areas of periodicals
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more journals
eliminate old books that have un-updated information
need to have a wider selection of microfilm
get more stuff
need updated books, current books 70's; advertising and marketing section terrible
stock up on current periodicals
more collections of books on China
update collections
improve math and physics collections
get current periodicals
get more engineering and computer science material; should get more recent computer graphic books
should have new engineering books--2 comments
library should order more new computer science books; it should have more computer graphics books
more current periodicals for students
the quality of many items in the IML is poor; many things in there are just too old
get extra copies of books
update on the collections of books
more student input on the collections material
more research articles available
repair books and update them
improve periodicals, carry extra copies
updating old files
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more periodical indexes and InfoTrac terminals
improve quality of books
not enough pamphlets
should have more computer science books
should have more engineering books
need to have periodicals that are listed in indexes; people to
tell how to get them
current periodicals are really torn-up
get current books for engineering

NOISE LEVEL

maintain a quiet study area with signs or people looking over;
individual rooms should be sound proof
somehow make it quiet during finals
keep noise level down on all floors
restrict noise
better control of noise level
covers on individual study rooms because noise from outside can
be heard inside
need to concentrate on noise level
no radios, walkmans allowed, ever!
too much noise
people should be more quiet
walkmans should be outlawed
noise level should be reduced
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

keep noise level down
people should monitor noise level
there should be some way of reducing noise level
staff talk too loud
noise level down in library
reduce the noise level

PHOTOCOPIERS
more photocopiers
improve copiers
better copiers
Xerox machines should be more reliable
provide more copiers and change machine on the fourth floor
more copy machines that are always in service
fix the Xerox machines
have in-house photocopy service
fix the photocopiers more quickly
regular service on copier machines
improve copying machines
more coin change and photocopy machines
photocopiers are always empty or broken when I happen to need them
more copiers for the microfilm
improve photocopiers (tremendously)
add more copy machines
Appendix 6

COMMENS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more copy machines
get more copy machines
get better quality and more reliable copiers
photocopy machine cheaper
get the photocopiers to work
have "quick express" copying machines
double the number of Xerox machines
Xerox cards, you buy $5 and it makes the cost slightly less
a copy service
more photocopiers
more copy machines, long lines
copy machines should be better

REST ROOMS
increase cleanliness of the bathrooms
bigger bathrooms
need to have weekend maintenance on the bathrooms
keep the bathrooms clean and in working order
more rest rooms
clean rest rooms during the weekend
keep bathrooms clean
bigger rest rooms--and keep them cleaner
rest rooms should be improved
bathrooms should be cleaner
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more stalls in bathrooms
rest rooms need to be replaced
need bigger rest rooms
rest rooms need to be keep up
rest rooms need to be bigger
redo bathrooms during high volume times
in Oviatt rest rooms too small
weekend cleaning, especially bathrooms
cleaner rest rooms on weekends

SEATING
more lounge areas
more study cubicles
seating can be improved; too noisy
more seats
more tables and seating
seats too low
more comfortable couch seats
more study rooms, few more couches on each floor
not enough seating for CSUN students
more couches like the ones by the windows all over the place
we need more booths to study in; need a place to rest (bed) in the rest rooms
there should be more stools
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

need more chairs
more individual study spots; more couches
more seating
tables need to be kept clean
reserve book room should have more desks and chairs
space the seating places
more seats--lounge chairs
should put better chairs in the South Library
clean the gum off the chairs, clean the pencil and ink marks on the desks at least once a week; sometimes people write on the desk and I get ink smeared on me and my books
more private study areas
more comfortable chairs
more comfortable seating in South Library
desk and chairs by the window or improve lighting
seats in the South Library are too hard
more seating with tables

SERVICES

reference computers for books on each floor--if not that, card catalogs
should have a better loan system between colleges
need better cross references
more reference librarians to help people; computers breaking down too often
periodical room does not seem to be taken care of
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

get journals photocopied

Interlibrary Loan should allow more books; more current books; more group study rooms, especially for required class projects; better copiers; escort service on weekends

let us laminate any hours; do it ourselves

need to expand library; better system for looking up books

improve number of service personnel in the South Library

keep InfoTrac systems running

books returned should be checked for marks written and defaced; people should be made to replace/pay for books

let non-CSUN people use the fine arts service equipment

periodical room needs to be organized

should go all computer instead of using card catalog

computerized card catalog for the whole library

computerized card catalog like in the South Library

more floor to floor help

microform room is out of reach

simplify!

more centralized services (if anything, I imagine new buildings will be added in other campus locations)

more cooperation and staff at reference desk

make the system a little easier

allow to borrow reference books for one or two days

vending machines and lounge

more service on the periodical room desk

should be able to use computers
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

24 hour service; food machines; working air conditioner

need to put more terminal (computer) for research books (like the one in the South Library) as well as for computer classes use (4th floor)

improve computer catalog service

place for submitting of complaints with immediate responses

keep computer systems running

allow people to check out reference books

card catalog difficult to use (add subheadings)

provide a way for blind students to key the elevator

fix tape recorders and turntables on 4th floor and more display of historical days and events on 1st floor lobby

SMOKING

put in a smoking section

no smoking in the library while studying

periodical room needs to be non-smoking

STAFF

reference desk should be improved

get more staff members

sometimes librarians don't know, don't give right answer

more staff

fire the girl (named Melanie) who works on the fourth floor of Oviatt Library

librarians should know more about their areas
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

ey need to hire more employees
hire new employees; pay more, I might come work for you
hire friendlier librarians
please get some people who help out around the library to SPEAK ENGLISH!
need more staff
more staffing; more supervision with study rooms; art on the 4th floor (change it); restrooms; better air circulation
more reference staff
more staffing
increase staff at high volume times
employ student assistants who speak some semblance of English
more reference desk people
I think the employees should make more money
people that work at the library should be more nice; more attention to the students' need
pay workers better
give staff a raise
more staff at reference desk
knowledgeable staff in Fine Arts Service area
more reference staff
I feel the library should not pay students to work. I feel just being able to use the facilities is enough payment for him/her.
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

STUDY ROOMS

need more rooms for group study
more group study rooms—5 comments
more study rooms—2 comments
need more group study rooms—3 comments
grad rooms should be available to everyone
more group study rooms; more individual study rooms
it should have more study rooms
open the graduate study rooms to undergraduates; I’ve never seen a graduate person use them
more rooms to study in
increase number of study rooms
need to check out who exactly is using study rooms—frats
recommend increasing areas where group discussion takes place aside from study rooms
check out individual study room (like a day or two in advance)
clean up study rooms, especially 4th floor
individual study rooms should be made available for undergraduates and non-CSUN students; it is not only the graduates who are serious about studying
the graduate study rooms should be available to everybody
study rooms—hard to get
study rooms should have a time limit
need study rooms (group) for non-CSUN people
have an individual study room for smokers; have more group study rooms
Appendix 6

COMMENTS AND SUGGESTIONS FOR IMPROVING THE LIBRARY

more group study rooms in the South Library
more group and individual study rooms
have time limit on study rooms
should have reservation for study rooms
change policy concerning group study room as it relates to video viewing

TEMPERATURE
sometimes library gets too cold
read the weather report and adjust temperature
the best temperature to study is 64 degrees; it's always too warm in here
better air conditioning
when it is hot, they should turn on the air conditioning and when it is cold they should turn on the heater
air conditioning needs to work, especially on spring and summer days

OTHER
NCOD Library: very poor, sub-standard, does not deserve the name given; many of the staff members are irresponsible and materials are not up-to-date and place is a mess and shambles
need to require people to take pride in the library; students should take a class on human behavior
should integrate mandatory library research project to graduate
keep Learning Resource open
should have LRC tutorial on weekends for night students