

How often did you use each of the following libraries during Autumn Quarter 1997?

(results on p. 1-7 refer to this question)

Use of the Chemistry Library

	Total	Faculty	Graduate	Undergrad
Daily	1%	1%	1%	0%
2-3/week	1%	2%	0%	1%
Weekly	1%	2%	1%	1%
Occasionally	6%	9%	3%	5%
Never	91%	86%	94%	94%
Totals	100%	100%	100%	100%

Use of the Chemistry Library

	Total	Faculty	Graduate	Undergrad
Yes	9%	14%	6%	6%
No	91%	86%	94%	94%
Totals	100%	100%	100%	100%

Faculty Use of the Chemistry Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	1%	0%	2%	0%
2-3/week	2%	0%	4%	0%
Weekly	2%	0%	3%	0%
Occasionally	9%	2%	16%	5%
Never	86%	98%	75%	95%
Totals	100%	100%	100%	100%

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	14%	2%	25%	5%
No	86%	98%	75%	95%
Totals	100%	100%	100%	100%

Graduate Use of the Chemistry Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	1%	0%	4%	0%
2-3/week	0%	0%	0%	4%
Weekly	1%	1%	4%	0%
Occasionally	3%	1%	8%	4%
Never	94%	99%	84%	93%
Totals	100%	100%	100%	100%

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	6%	1%	16%	7%
No	94%	99%	84%	93%
Totals	100%	100%	100%	100%

Undergraduate Use of the Chemistry Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	0%	0%	0%	0%	0%
2-3/week	1%	0%	2%	0%	0%
Weekly	1%	0%	0%	0%	4%
Occasionally	5%	0%	4%	2%	12%
Never	94%	100%	93%	98%	84%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	6%	0%	7%	2%	16%
No	94%	100%	93%	98%	84%
Totals	100%	100%	100%	100%	100%

*Note: Regenstein Disciplines include Business, Divinity, Humanities, Social Sciences, and Public Policy
Other includes Law, SSA, and those who did not indicate a Division*

Use of the Eckhart Library

	Total	Faculty	Graduate	Undergrad
Daily	1%	1%	0%	2%
2-3/week	2%	2%	1%	3%
Weekly	4%	5%	2%	3%
Occasionally	17%	20%	10%	21%
Never	77%	72%	86%	72%
Totals	100%	100%	100%	100%

Use of Eckhart Library

	Total	Faculty	Graduate	Undergrad
Yes	23%	28%	14%	28%
No	77%	72%	86%	72%
Totals	100%	100%	100%	100%

Faculty Use of Eckhart Library by Division

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Daily	1%	0%	2%	0%
2-3/week	2%	0%	3%	0%
Weekly	5%	3%	8%	0%
Occasionally	20%	19%	22%	11%
Never	72%	79%	65%	89%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Yes	28%	21%	35%	11%
No	72%	79%	65%	89%
Totals	100%	100%	100%	100%

Graduate Use of Eckhart Library by Division

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Daily	0%	1%	0%	0%
2-3/week	1%	1%	2%	0%
Weekly	2%	1%	6%	0%
Occasionally	10%	9%	18%	0%
Never	86%	88%	73%	100%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Yes	14%	12%	27%	0%
No	86%	88%	73%	100%
Totals	100%	100%	100%	100%

Undergraduate Use of Eckhart Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
		Daily	2%	0%	0%
2-3/week	3%	6%	0%	0%	4%
Weekly	3%	4%	2%	4%	0%
Occasionally	21%	12%	33%	20%	20%
Never	72%	78%	64%	76%	70%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
		Yes	28%	22%	36%
No	72%	78%	64%	76%	70%
Totals	100%	100%	100%	100%	100%

Use of the SSA Library

	Total	Faculty	Graduate	Undergrad
Daily	0%	0%	0%	0%
2-3/week	1%	1%	2%	0%
Weekly	2%	2%	3%	0%
Occasionally	9%	10%	12%	3%
Never	88%	88%	82%	97%
Totals	100%	100%	100%	100%

Use of the SSA Library

	Total	Faculty	Graduate	Undergrad
Yes	12%	12%	18%	3%
No	88%	88%	82%	97%
Totals	100%	100%	100%	100%

Faculty Use of SSA Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	1%	1%	0%	13%
Weekly	2%	1%	0%	17%
Occasionally	10%	11%	6%	26%
Never	88%	87%	94%	43%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	12%	13%	6%	57%
No	88%	87%	94%	43%
Totals	100%	100%	100%	100%

Graduate Use of SSA Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	3%
2-3/week	2%	1%	0%	12%
Weekly	3%	1%	0%	15%
Occasionally	12%	11%	0%	33%
Never	82%	87%	100%	36%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	18%	13%	0%	64%
No	82%	87%	100%	36%
Totals	100%	100%	100%	100%

Undergraduate Use of SSA Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	0%	0%	0%	0%	0%
2-3/week	0%	0%	0%	0%	0%
Weekly	0%	0%	0%	0%	0%
Occasionally	3%	0%	2%	6%	2%
Never	97%	100%	98%	94%	98%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	3%	0%	2%	6%	2%
No	97%	100%	98%	94%	98%
Totals	100%	100%	100%	100%	100%

Use of the D'Angelo Library

	Total	Faculty	Graduate	Undergrad
Daily	1%	2%	0%	1%
2-3/week	0%	0%	0%	1%
Weekly	1%	1%	2%	0%
Occasionally	18%	21%	16%	15%
Never	80%	76%	81%	84%
Totals	100%	100%	100%	100%

Use of the D'Angelo Library

	Total	Faculty	Graduate	Undergrad
Yes	20%	24%	19%	16%
No	80%	76%	81%	84%
Totals	100%	100%	100%	100%

Faculty Use of D'Angelo Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	2%	0%	0%	23%
2-3/week	0%	1%	0%	0%
Weekly	1%	0%	0%	9%
Occasionally	21%	35%	8%	32%
Never	76%	65%	92%	36%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	24%	35%	8%	64%
No	76%	65%	92%	36%
Totals	100%	100%	100%	100%

Graduate Use of D'Angelo Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	1%	0%	0%
2-3/week	0%	1%	0%	0%
Weekly	2%	2%	0%	4%
Occasionally	16%	19%	6%	18%
Never	81%	77%	94%	79%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	19%	23%	6%	21%
No	81%	77%	94%	79%
Totals	100%	100%	100%	100%

Undergraduate Use of D'Angelo Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	1%	2%	0%	0%	0%
2-3/week	1%	2%	0%	0%	0%
Weekly	0%	0%	0%	0%	0%
Occasionally	15%	10%	16%	17%	18%
Never	84%	86%	84%	83%	82%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	16%	14%	16%	17%	18%
No	84%	86%	84%	83%	82%
Totals	100%	100%	100%	100%	100%

Use of Harper Library

	Total	Faculty	Graduate	Undergrad
Daily	2%	0%	2%	7%
2-3/week	7%	2%	7%	15%
Weekly	10%	4%	10%	21%
Occasionally	42%	41%	41%	44%
Never	39%	54%	40%	13%
Totals	100%	100%	100%	100%

Use of Harper Library

	Total	Faculty	Graduate	Undergrad
Yes	61%	46%	60%	87%
No	39%	54%	40%	13%
Totals	100%	100%	100%	100%

Faculty Use of Harper Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	2%	3%	0%	10%
Weekly	4%	8%	0%	5%
Occasionally	41%	60%	19%	57%
Never	54%	30%	81%	29%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	46%	70%	19%	71%
No	54%	30%	81%	29%
Totals	100%	100%	100%	100%

Graduate Use of Harper Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	2%	3%	0%	0%
2-3/week	7%	9%	4%	0%
Weekly	10%	14%	2%	3%
Occasionally	41%	43%	38%	38%
Never	40%	32%	56%	59%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	60%	68%	44%	41%
No	40%	32%	56%	59%
Totals	100%	100%	100%	100%

Undergraduate Use of Harper Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	7%	4%	7%	6%	12%
2-3/week	15%	16%	7%	22%	14%
Weekly	21%	27%	2%	29%	24%
Occasionally	44%	38%	63%	35%	41%
Never	13%	15%	22%	8%	10%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	87%	85%	78%	92%	90%
No	13%	15%	22%	8%	10%
Totals	100%	100%	100%	100%	100%

Use of the Crerar Library

	Total	Faculty	Graduate	Undergrad
Daily	3%	2%	3%	5%
2-3/week	11%	14%	7%	12%
Weekly	20%	28%	10%	17%
Occasionally	34%	36%	31%	33%
Never	31%	20%	49%	33%
Totals	100%	100%	100%	100%

Use of the Crerar Library

	Total	Faculty	Graduate	Undergrad
Yes	69%	80%	51%	67%
No	31%	20%	49%	33%
Totals	100%	100%	100%	100%

Faculty Use of Crerar Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	2%	1%	3%	0%
2-3/week	14%	2%	23%	4%
Weekly	28%	10%	43%	20%
Occasionally	36%	46%	27%	44%
Never	20%	42%	4%	32%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	80%	58%	96%	68%
No	20%	42%	4%	32%
Totals	100%	100%	100%	100%

Graduate Use of Crerar Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	3%	1%	11%	0%
2-3/week	7%	5%	18%	0%
Weekly	10%	5%	25%	10%
Occasionally	31%	28%	38%	28%
Never	49%	61%	7%	62%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	51%	39%	93%	38%
No	49%	61%	7%	62%
Totals	100%	100%	100%	100%

Undergraduate Use of Crerar Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	5%	4%	10%	2%	4%
2-3/week	12%	15%	10%	4%	19%
Weekly	17%	15%	21%	14%	17%
Occasionally	33%	30%	27%	43%	33%
Never	33%	36%	31%	37%	28%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	67%	64%	69%	63%	72%
No	33%	36%	31%	37%	28%
Totals	100%	100%	100%	100%	100%

Use of the Regenstein Library

	Total	Faculty	Graduate	Undergrad
Daily	11%	7%	11%	19%
2-3/week	19%	18%	22%	19%
Weekly	19%	20%	17%	21%
Occasionally	35%	38%	31%	34%
Never	16%	17%	20%	8%
Totals	100%	100%	100%	100%

Use of the Regenstein Library

	Total	Faculty	Graduate	Undergrad
Yes	84%	83%	80%	92%
No	16%	17%	20%	8%
Totals	100%	100%	100%	100%

Faculty Use of Regenstein Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	7%	13%	0%	8%
2-3/week	18%	31%	4%	13%
Weekly	20%	29%	9%	21%
Occasionally	38%	25%	52%	50%
Never	17%	2%	35%	8%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	83%	98%	65%	92%
No	17%	2%	35%	8%
Totals	100%	100%	100%	100%

Graduate Use of Regenstein Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	11%	15%	0%	6%
2-3/week	22%	27%	8%	13%
Weekly	17%	21%	10%	9%
Occasionally	31%	22%	47%	53%
Never	20%	15%	35%	19%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	80%	85%	65%	81%
No	20%	15%	35%	19%
Totals	100%	100%	100%	100%

Undergraduate Use of Regenstein Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	19%	20%	13%	25%	17%
2-3/week	19%	16%	10%	27%	21%
Weekly	21%	20%	27%	19%	19%
Occasionally	34%	35%	40%	25%	36%
Never	8%	9%	10%	4%	8%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	92%	91%	90%	96%	92%
No	8%	9%	10%	4%	8%
Totals	100%	100%	100%	100%	100%

How often did you use the following services of the University of Chicago Library during Autumn Quarter 1997? (p. 8-14 all refer to this question)

Use of LibInfo

	Total	Faculty	Graduate	Undergrad
Daily	3%	6%	2%	0%
2-3/week	13%	16%	13%	7%
Weekly	13%	14%	15%	12%
Occasionally	30%	26%	31%	37%
Never	23%	21%	21%	27%
Never heard of it	17%	17%	17%	18%
Totals	100%	100%	100%	100%

Use of LibInfo

	Total	Faculty	Graduate	Undergrad
Yes	60%	62%	62%	55%
No	40%	38%	38%	45%
Totals	100%	100%	100%	100%

Faculty Use of LibInfo by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	6%	9%	3%	9%
2-3/week	16%	25%	8%	5%
Weekly	13%	16%	11%	5%
Occasionally	26%	25%	28%	27%
Never	21%	14%	28%	27%
Never heard of it	17%	11%	23%	27%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	61%	75%	49%	45%
No	39%	25%	51%	55%
Totals	100%	100%	100%	100%

Graduate Use of LibInfo by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	2%	3%	0%	0%
2-3/week	13%	16%	10%	6%
Weekly	15%	17%	6%	15%
Occasionally	31%	27%	31%	55%
Never	21%	22%	21%	18%
Never heard of it	17%	15%	33%	6%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	62%	63%	46%	76%
No	38%	37%	54%	24%
Totals	100%	100%	100%	100%

Undergraduate Use of LibInfo by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	0%	0%	0%	0%	0%
2-3/week	7%	4%	6%	10%	8%
Weekly	12%	9%	10%	16%	11%
Occasionally	37%	32%	27%	39%	47%
Never	27%	36%	33%	25%	15%
Never heard of it	18%	20%	23%	10%	19%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	55%	45%	44%	65%	66%
No	45%	55%	56%	35%	34%
Totals	100%	100%	100%	100%	100%

Use of ILL

	Total	Faculty	Graduate	Undergrad
Daily	0%	0%	0%	0%
2-3/week	1%	1%	2%	0%
Weekly	7%	12%	2%	1%
Occasionally	35%	49%	30%	11%
Never	46%	36%	54%	59%
Never heard of it	11%	2%	12%	29%
Totals	100%	100%	100%	100%

Use of ILL

	Total	Faculty	Graduate	Undergrad
Yes	43%	62%	34%	12%
No	57%	38%	66%	88%
Totals	100%	100%	100%	100%

Faculty Use of ILL Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	1%	1%	0%	8%
Weekly	7%	7%	7%	12%
Occasionally	52%	55%	49%	44%
Never	38%	37%	40%	36%
Never heard of it	2%	1%	3%	0%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	60%	62%	57%	64%
No	40%	38%	43%	36%
Totals	100%	100%	100%	100%

Graduate Use of ILL Library by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	2%	4%	0%	0%
Weekly	2%	2%	2%	0%
Occasionally	30%	31%	33%	22%
Never	54%	52%	48%	75%
Never heard of it	12%	12%	17%	3%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	34%	36%	35%	22%
No	66%	64%	65%	78%
Totals	100%	100%	100%	100%

Undergraduate Use of ILL Library by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	0%	0%	0%	0%	0%
2-3/week	0%	0%	0%	0%	0%
Weekly	1%	0%	0%	2%	4%
Occasionally	11%	2%	6%	14%	20%
Never	59%	57%	57%	65%	57%
Never heard of it	29%	41%	36%	20%	19%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	12%	2%	6%	16%	24%
No	88%	98%	94%	84%	76%
Totals	100%	100%	100%	100%	100%

Use of Gargoyle Express

	Total	Faculty	Graduate	Undergrad
Daily	0%	0%	0%	0%
2-3/week	0%	0%	0%	0%
Weekly	1%	1%	1%	0%
Occasionally	5%	9%	2%	1%
Never	41%	48%	40%	27%
Never heard of it	53%	42%	56%	72%
Totals	100%	100%	100%	100%

Use of Gargoyle Express

	Total	Faculty	Graduate	Undergrad
Yes	6%	10%	4%	1%
No	94%	90%	96%	99%
Totals	100%	100%	100%	100%

Faculty Use of Gargoyle by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	0%	0%	0%	0%
Weekly	1%	2%	1%	5%
Occasionally	9%	12%	4%	14%
Never	48%	44%	54%	33%
Never heard of it	42%	42%	41%	48%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	10%	14%	5%	19%
No	90%	86%	95%	81%
Totals	100%	100%	100%	100%

Graduate Use of Gargoyle by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	2%	0%
2-3/week	0%	0%	0%	0%
Weekly	1%	1%	0%	0%
Occasionally	2%	3%	0%	3%
Never	40%	47%	28%	28%
Never heard of it	56%	49%	70%	69%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	4%	4%	2%	3%
No	96%	96%	98%	97%
Totals	100%	100%	100%	100%

Undergraduate Use of Gargoyle by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	0%	0%	0%	0%	0%
2-3/week	0%	0%	0%	0%	0%
Weekly	0%	0%	0%	0%	0%
Occasionally	1%	2%	0%	2%	0%
Never	27%	26%	26%	24%	31%
Never heard of it	72%	72%	74%	74%	69%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	1%	2%	0%	2%	0%
No	99%	98%	100%	98%	100%
Totals	100%	100%	100%	100%	100%

Use of Reference and Information Services

	Total	Faculty	Graduate	Undergrad
Daily	1%	2%	0%	1%
2-3/week	4%	4%	5%	4%
Weekly	7%	10%	5%	6%
Occasionally	49%	53%	48%	41%
Never	27%	23%	29%	35%
Never heard of it	11%	9%	13%	14%
Totals	100%	100%	100%	100%

Use of Ref/Info Services

	Total	Faculty	Graduate	Undergrad
Yes	62%	69%	58%	52%
No	38%	31%	42%	48%
Totals	100%	100%	100%	100%

Faculty Use of Ref/Info Services by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	2%	2%	2%	9%
2-3/week	4%	2%	5%	9%
Weekly	10%	11%	8%	9%
Occasionally	53%	59%	48%	52%
Never	23%	18%	27%	22%
Never heard of it	9%	8%	11%	0%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	69%	74%	63%	78%
No	31%	26%	37%	22%
Totals	100%	100%	100%	100%

Graduate Use of Ref/Info Services by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	1%	0%	0%
2-3/week	5%	4%	8%	3%
Weekly	5%	6%	2%	3%
Occasionally	48%	51%	36%	53%
Never	29%	27%	38%	26%
Never heard of it	13%	12%	16%	15%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	58%	62%	46%	59%
No	42%	38%	54%	41%
Totals	100%	100%	100%	100%

Undergraduate Use of Ref/Info Services by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	1%	0%	2%	0%	2%
2-3/week	4%	5%	4%	4%	2%
Weekly	6%	4%	2%	8%	10%
Occasionally	41%	31%	35%	44%	54%
Never	35%	42%	39%	31%	27%
Never heard of it	14%	18%	17%	13%	6%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	52%	40%	43%	56%	67%
No	48%	60%	57%	44%	33%
Totals	100%	100%	100%	100%	100%

Use of Electronic Resources Instruction Program (ERI)

	Total	Faculty	Graduate	Undergrad
Daily	0%	0%	0%	0%
2-3/week	1%	1%	1%	1%
Weekly	2%	1%	2%	1%
Occasionally	6%	6%	4%	9%
Never	40%	46%	35%	37%
Never heard of it	51%	46%	57%	51%
Totals	100%	100%	100%	100%

	Total	Faculty	Graduate	Undergrad
Yes	9%	8%	8%	12%
No	91%	92%	92%	88%
Totals	100%	100%	100%	100%

Faculty Use of ERI by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	1%	0%	2%	0%
Weekly	1%	1%	2%	0%
Occasionally	6%	7%	6%	5%
Never	46%	46%	45%	47%
Never heard of it	46%	47%	45%	47%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	8%	7%	10%	5%
No	92%	93%	90%	95%
Totals	100%	100%	100%	100%

Graduate Use of ERI by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	0%	0%	0%
2-3/week	1%	0%	2%	3%
Weekly	2%	1%	6%	3%
Occasionally	4%	6%	4%	0%
Never	35%	39%	26%	30%
Never heard of it	57%	54%	62%	64%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	8%	7%	12%	6%
No	92%	93%	88%	94%
Totals	100%	100%	100%	100%

Undergraduate Use of ERI by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	0%	0%	0%	0%	0%
2-3/week	1%	2%	0%	0%	4%
Weekly	1%	0%	2%	2%	2%
Occasionally	9%	7%	2%	12%	15%
Never	37%	43%	34%	37%	33%
Never heard of it	51%	48%	62%	50%	46%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	12%	9%	4%	13%	20%
No	88%	91%	96%	87%	80%
Totals	100%	100%	100%	100%	100%

Use of NWU Reciprocal Borrowing Program

	Total	Faculty	Graduate	Undergrad
Daily	0%	0%	0%	0%
2-3/week	0%	0%	0%	0%
Weekly	0%	0%	1%	0%
Occasionally	6%	7%	7%	1%
Never	50%	56%	43%	48%
Never heard of it	44%	36%	49%	50%
Totals	100%	100%	100%	100%

Use of NWU Reciprocal Borrowing

	Total	Faculty	Graduate	Undergrad
Yes	6%	7%	8%	1%
No	94%	93%	92%	99%
Totals	100%	100%	100%	100%

Faculty Use of NWU Recip Borrowing by Division

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Daily	0%	0%	0%	0%
2-3/week	0%	0%	1%	0%
Weekly	0%	0%	1%	0%
Occasionally	7%	8%	5%	10%
Never	56%	62%	51%	55%
Never heard of it	36%	30%	43%	35%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Yes	7%	8%	6%	10%
No	93%	92%	94%	90%
Totals	100%	100%	100%	100%

Graduate Use of NWU Recip Borrowing by Division

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Daily	0%	0%	0%	3%
2-3/week	0%	0%	0%	0%
Weekly	1%	1%	0%	0%
Occasionally	7%	7%	4%	9%
Never	43%	46%	34%	41%
Never heard of it	49%	45%	62%	47%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein	Phys/Bio	Other
		Disciplines	Sciences	
Yes	8%	9%	4%	13%
No	92%	91%	96%	88%
Totals	100%	100%	100%	100%

Undergraduate Use of NWU Recip. Borr. by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
		Daily	0%	0%	0%
2-3/week	0%	0%	0%	0%	0%
Weekly	0%	0%	0%	0%	0%
Occasionally	1%	0%	0%	2%	4%
Never	48%	46%	49%	43%	54%
Never heard of it	50%	54%	51%	55%	43%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
		Yes	1%	0%	0%
No	99%	100%	100%	98%	96%
Totals	100%	100%	100%	100%	100%

Use of Special Collections

	Total	Faculty	Graduate	Undergrad
Daily	1%	0%	1%	1%
2-3/week	0%	1%	0%	0%
Weekly	1%	1%	1%	0%
Occasionally	17%	22%	13%	12%
Never	59%	60%	56%	59%
Never heard of it	22%	15%	29%	28%
Totals	100%	100%	100%	100%

Use of Special Collections

	Total	Faculty	Graduate	Undergrad
Yes	19%	25%	15%	14%
No	81%	75%	85%	86%
Totals	100%	100%	100%	100%

Faculty Use of Special Collections by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	0%	1%	0%	0%
2-3/week	1%	2%	0%	0%
Weekly	1%	2%	0%	0%
Occasionally	22%	36%	7%	33%
Never	60%	54%	68%	57%
Never heard of it	15%	5%	25%	10%
Totals	100%	100%	100%	100%

Faculty

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	25%	41%	7%	33%
No	75%	59%	93%	67%
Totals	100%	100%	100%	100%

Graduate Use of Special Collections by Division

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Daily	1%	1%	2%	0%
2-3/week	0%	1%	0%	0%
Weekly	1%	1%	0%	0%
Occasionally	13%	16%	4%	9%
Never	56%	58%	46%	59%
Never heard of it	29%	23%	48%	31%
Totals	100%	100%	100%	100%

Graduate

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	15%	18%	6%	9%
No	85%	82%	94%	91%
Totals	100%	100%	100%	100%

Undergraduate Use of Special Collections by Year

	Total	1st Year	2nd Year	3rd Year	4th Year
Daily	1%	4%	0%	0%	0%
2-3/week	0%	0%	0%	0%	0%
Weekly	0%	2%	0%	0%	0%
Occasionally	12%	7%	7%	10%	24%
Never	59%	61%	57%	62%	56%
Never heard of it	28%	26%	37%	29%	20%
Totals	100%	100%	100%	100%	100%

Undergraduate

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	14%	13%	7%	10%	24%
No	86%	87%	93%	90%	76%
Totals	100%	100%	100%	100%	100%

Did you attend a Library-conducted tour, orientation or training session during Autumn Quarter 1997?

Attend Tour

	Total	Faculty	Graduate	Undergrad
Yes	8%	1%	14%	15%
No	92%	99%	86%	85%
Total	100%	100%	100%	100%
Responses	918	445	263	210

If yes [attended a tour], did you learn what you wanted to?

Learned what intended on tour

	Total	Faculty	Graduate	Undergrad
Yes	84%	100%	83%	84%
No	16%	0%	17%	16%
Total	100%	100%	100%	100%
Responses¹	68	2	35	31

Collation of Comments on Satisfaction with Tour:

- 12 Found tour helpful
- 10 Did not learn what was needed on tour
- 10 Described material learned on tour
- 5 Miscellaneous tour comments

Did you ask for assistance from a reference librarian or bibliographer during Autumn Quarter 1997?

Use of Reference Librarian

	Total	Faculty	Graduate	Undergrad
Yes	60%	66%	62%	44%
No	40%	34%	38%	56%
Total	100%	100%	100%	100%
Responses	931	460	262	209

Use of Reference Librarian by Division/Year

Faculty	Total	Regenstein	Phys/Bio	Other
		Discipline	Sciences	
Yes	66%	70%	61%	69%
No	34%	30%	39%	31%
Total	100%	100%	100%	100%
Responses	460	211	223	26

Graduate	Total	Regenstein	Phys/Bio	Other
		Discipline	Sciences	
Yes	62%	63%	53%	73%
No	38%	37%	47%	27%
Total	100%	100%	100%	100%
Responses	262	176	53	33

Undergrad	Total	1st Year	2nd Year	3rd Year	4th Year
		Yes	44%	34%	40%
No	56%	66%	60%	50%	45%
Total	100%	100%	100%	100%	100%
Responses	209	56	48	52	53

Did you use the Privileges Office in Regenstein Library during Autumn Quarter 1997?

Use JRL Privileges Office

	Total	Faculty	Graduate	Undergrad
Yes	24%	23%	29%	19%
No	76%	77%	71%	81%
Total	100%	100%	100%	100%
Responses	920	457	258	205

If yes [used Privileges Office], were you satisfied with service you received?

Satisfied with JRL Privileges Office

	Total	Faculty	Graduate	Undergrad
Yes	85%	95%	76%	74%
No	15%	5%	24%	26%
Total	100%	100%	100%	100%
Responses ³	210	99	72	39

Collation of Comments on Satisfaction with JRL Privileges Office:

- 8 Had good experience with Privileges Office
- 4 Privileges Office has improved
- 12 Had bad experience with Privileges Office
- 22 Found the Privileges Staff Rude
- 6 Experienced Slow Service
- 3 Would like more service hours/locations
- 2 Never heard of the Privileges Office
- 5 Miscellaneous Comments

Did you place materials on Course Reserve during Autumn Quarter 1997? [faculty only]

Faculty Use of Reserve

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	40%	54%	26%	43%
No	60%	46%	74%	57%
Total	100%	100%	100%	100%
Responses	458	209	221	28

Did you borrow materials on Course Reserve during Autumn Quarter 1997? [students only]

Graduate Use of Reserve

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	38%	40%	25%	52%
No	62%	60%	75%	48%
Total	100%	100%	100%	100%
Responses	258	170	55	33

Undergraduate Use of Reserve

	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	76%	55%	73%	96%	80%
No	24%	45%	27%	4%	20%
Total	100%	100%	100%	100%	100%
Responses	211	56	49	52	54

If yes [placed material on Reserve], which facility did you use? Please check all that apply. [faculty only]

Faculty Use of Reserve Locations

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Eckhart	5%	1%	17%	0%
SSA	3%	1%	0%	46%
Art	2%	3%	0%	0%
Law	2%	1%	0%	31%
Crerar	24%	2%	80%	0%
Harper	18%	26%	3%	8%
Reg	44%	67%	0%	15%
Totals	100%	100%	100%	100%
Responses ⁴	201	129	59	13

If yes [borrowed material on Reserve], which facility did you use? Please check all that apply [students only]

Graduate Use of Reserve Locations

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Eckhart	4%	3%	19%	0%
SSA	7%	1%	0%	37%
Art	2%	3%	0%	0%
Law	0%	0%	0%	0%
Crerar	13%	3%	75%	5%
Harper	10%	13%	0%	11%
Regenstein	63%	79%	6%	47%
Totals	100%	100%	100%	100%
Responses ⁴	115	80	16	19

Undergraduate Use of Reserve Locations

	Total	1st Year	2nd Year	3rd Year	4th Year
Eckhart	5%	3%	5%	3%	8%
SSA	0%	0%	0%	0%	0%
Art	2%	3%	2%	1%	1%
Law	0%	0%	0%	1%	0%
Crerar	25%	42%	27%	13%	28%
Harper	34%	29%	41%	35%	31%
Regenstein	34%	24%	25%	46%	31%
Totals	100%	100%	100%	100%	100%
Responses ⁴	256	38	56	91	71

Were you satisfied with the service you received?

Satisfied with Reserve

	Total	Faculty	Graduate	Undergrad
Yes	93%	97%	87%	93%
No	7%	3%	13%	7%
Total	100%	100%	100%	100%
Responses	416	167	94	155

Collation of Comments on Reserve Service

- 44 Pleased with Reserve service
- 14 Unhappy with Reserve service
- 12 Unhappy with Reserve policies
- 2 Problems with Horizon Reserve Module
- 10 Incomplete or unavailable Reserve items
- 12 Miscellaneous Reserve Comments

Do you think faculty indefinite loans should be replaced by fixed-term loan periods (e.g. once a year)? [faculty only]

Faculty Believe Loans Should be Reduced

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	53%	35%	71%	50%
No	47%	65%	29%	50%
Total	100%	100%	100%	100%
Responses	443	204	211	28

Should faculty be required to bring books to the Library at least once every three years to recharge them? [faculty only]

Faculty Should Bring Back Books

	Total	Regenstein Disciplines	Phys/Bio Sciences	Other
Yes	71%	60%	81%	72%
No	29%	40%	19%	28%
Total	100%	100%	100%	100%
Responses	430	195	210	25

Collation of Comments on Faculty Loans

- 8 Library books are not part of faculty's personal library
- 24 Some kind of limit prevents loss/ promotes greater accountability
- 26 Comments on limits/suggested length of time (10 were suggestions for 1 year limits)
- 29 Returning books would be an unnecessary hassle
- 23 Enforce recalls instead
- 12 Alternate suggestions for accountability (e.g. printouts, email)
- 3 Either fixed-term or recharge but not both
- 19 Misc recharge comments

Do you read LIBRA, the Library's newsletter for the faculty? [faculty only]

Read LIBRA

	Total	Faculty
Yes	48%	48%
No	52%	52%
Total	100%	100%
Responses	458	458

If yes [read LIBRA], do you read it in print or on the web? [faculty only]

Format of LIBRA

	Total	Faculty
Print	98%	98%
Web	2%	2%
Total	100%	100%
Responses ²	216	216

Do you have a computer?

Own Computer

	Total	Faculty	Graduate	Undergrad
Yes	94%	99%	93%	85%
No	6%	1%	7%	15%
Total	100%	100%	100%	100%
Responses	938	463	264	211

If yes [own a computer], please indicate number of all that apply:

DESK TOP

LAPTOP

Macintosh

Macintosh

PC (IBM-compatible)

PC (IBM-compatible)

at home in office/lab

in dorm[students] in faculty study [faculty]

Type of Operating System

	Total	Faculty	Graduate	Undergrad
Macintosh	35%	40%	27%	32%
PC	53%	44%	63%	59%
Both	12%	14%	9%	8%
Other	1%	2%	1%	1%
Total	100%	100%	100%	100%
Responses ⁵	881	457	245	179

Type of Computer Owned

	Total	Faculty	Graduate	Undergrad
Desktop	50%	40%	55%	68%
Laptop	13%	5%	23%	21%
Both	36%	54%	22%	9%
Other	1%	2%	1%	1%
Total	100%	100%	100%	100%
Responses ⁵	881	457	245	179

Place Computer Used

	Total	Faculty	Graduate	Undergrad
Home	51%	47%	74%	41%
Office/Lab	36%	46%	26%	14%
Faculty Study	5%	8%	0%	0%
Dorm	8%	0%	0%	45%
Total	100%	100%	100%	100%
Responses	1300	796	267	237

If you have one or more computers, does at least one of them have a web browser (e.g. Netscape)?

Have Web Browser on Computer

	Total	Faculty	Graduate	Undergrad
Yes	92%	96%	87%	85%
No	8%	4%	13%	15%
Total	100%	100%	100%	100%
Responses⁵	865	455	239	171

If you have a laptop, do you use it in the Library?

Use Laptop in Library

	Total	Faculty	Graduate	Undergrad
Yes	37%	27%	46%	67%
No	63%	73%	54%	33%
Total	100%	100%	100%	100%
Responses⁶	427	264	109	54

If yes [*use your laptop in the Library*], do you use the Library's network connections?

Use Library's Network Connections for Laptops

	Total	Faculty	Graduate	Undergrad
Yes	23%	24%	14%	33%
No	34%	26%	40%	39%
Didn't know of it	44%	50%	46%	28%
Total	100%	100%	100%	100%
Responses⁷	158	72	50	36

What types of Library electronic resources have you used during Autumn Quarter 1997? (please check all that apply)

Use of Electronic Resources⁸

	Total	Faculty	Graduate	Undergrad
E-Journals	24%	27%	26%	14%
Reference	32%	37%	27%	27%
Index/Abstr	52%	59%	56%	30%
CD-ROMs	16%	14%	22%	10%
E-Texts	11%	10%	13%	9%
Horizon Online	67%	58%	68%	89%
Web Horizon	41%	41%	41%	38%
Other Catalogs	33%	28%	48%	27%
Responses	772	395	215	162

Faculty Use of Electronic Resources⁸

	Total	Regenstein Discipline	Phys/Bio Sciences	Other
E-Journals	27%	26%	27%	32%
Reference	37%	43%	32%	36%
Index/Abstr	59%	43%	76%	55%
CD-ROMs	14%	18%	9%	23%
E-Texts	10%	12%	7%	18%
Horizon Online	58%	77%	39%	55%
Web Horizon	41%	59%	25%	32%
Other Catalogs	28%	45%	11%	23%
Responses	395	186	187	22

Graduate Use of Electronic Resources⁸

	Total	Regenstein Discipline	Phys/Bio Sciences	Other
E-Journals	26%	25%	25%	30%
Reference	27%	31%	21%	17%
Index/Abstr	56%	50%	77%	50%
CD-ROMs	22%	27%	10%	20%
E-Texts	13%	18%	0%	7%
Horizon Online	68%	76%	52%	60%
Web Horizon	41%	48%	25%	37%
Other Catalogs	48%	62%	15%	40%
Responses	215	137	48	30

Undergraduate Use of Electronic Resources⁸

	Total	1st Year	2nd Year	3rd Year	4th Year
E-Journals	14%	3%	18%	17%	14%
Reference	27%	26%	12%	29%	35%
Index/Abstr	30%	13%	21%	38%	39%
CD-ROMs	10%	10%	6%	10%	14%
E-Texts	9%	13%	9%	6%	10%
Horizon Online	89%	81%	76%	98%	94%
Web Horizon	38%	39%	44%	35%	37%
Other Catalogs	27%	35%	15%	33%	22%
Responses	162	31	34	48	49

Do you use computing facilities provided by Academic Computing Services (ACS) or a Division/School?
 (e.g. Regenstein, 2nd floor cluster, USITE, Crerar lower level cluster, GSB, in a residence hall, etc.) [students only]

Use Computing Facilities Provided by ACS or a Division/School

	Total	Graduate	Undergrad
Yes	71%	65%	77%
No	29%	35%	23%
Total	100%	100%	100%
Responses	466	256	210

Do you use the Library's computers to access electronic information?

Use Library's Computers to Access Electronic Information

	Total	Faculty	Graduate	Undergrad
Yes	59%	57%	60%	64%
No	41%	43%	40%	36%
Total	100%	100%	100%	100%
Responses	921	452	258	211

Do you access the Library's electronic resources from outside the Library, via the network?

Use Library's Electronic Information from Outside the Library via the Network

	Total	Faculty	Graduate	Undergrad
Yes	57%	71%	50%	37%
No	43%	29%	50%	63%
Total	100%	100%	100%	100%
Responses	911	446	258	207

Use Library's Electronic Information from Outside the Library via the Network by Division/Year

Faculty	Total	Regenstein Discipline	Phys/Bio Sciences	Other
Yes	71%	79%	65%	60%
No	29%	21%	35%	40%
Total	100%	100%	100%	100%
Responses	446	202	219	25

Graduate	Total	Regenstein Discipline	Phys/Bio Sciences	Other
Yes	50%	51%	55%	36%
No	50%	49%	45%	64%
Total	100%	100%	100%	100%
Responses	258	172	53	33

Undergraduate	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	37%	25%	43%	35%	44%
No	63%	75%	57%	65%	56%
Total	100%	100%	100%	100%	100%
Responses	207	55	47	51	54

How easy do you find the online catalog to use?

Ease of Use of Horizon

	Total	Faculty	Graduate	Undergrad
Very Easy	20%	17%	21%	25%
Easy	52%	51%	55%	52%
Somewhat Diff	24%	27%	21%	20%
Very Difficult	4%	5%	3%	2%
Total	100%	100%	100%	100%
Responses	809	403	224	182

Have you used the UnipriNT networked laser printers in the Library to print electronic information?

Used UnipriNT Networked Laser Printers

	Total	Faculty	Graduate	Undergrad
Yes	16%	9%	25%	20%
No	84%	91%	75%	80%
Total	100%	100%	100%	100%
Responses	897	440	250	207

If yes [used UnipriNT], were you satisfied with the system?

Satisfied with UnipriNT

	Total	Faculty	Graduate	Undergrad
Yes	63%	59%	63%	66%
No	37%	41%	37%	34%
Total	100%	100%	100%	100%
Responses	143	34	68	41

Collation of Comments on UnipriNT

- 7 Keep UnipriNT
- 31 Do not like cost
- 17 Cumbersome
- 11 UnipriNT not well serviced
- 3 Don't know about Uniprint
- 10 Misc UnipriNT comments

Did you use a photocopier in the Library during Autumn Quarter 1997?

Used Photocopier in Library

	Total	Faculty	Graduate	Undergrad
Yes	82%	78%	83%	92%
No	18%	22%	17%	8%
Total	100%	100%	100%	100%
Responses	931	458	264	209

Used Photocopier in Library by Division/Year

Faculty	Total	Regenstein Discipline	Phys/Bio Sciences	Other
Yes	78%	74%	83%	59%
No	22%	26%	17%	41%
Total	100%	100%	100%	100%
Responses	458	208	223	27

Graduate	Total	Regenstein Discipline	Phys/Bio Sciences	Other
Yes	83%	80%	89%	91%
No	17%	20%	11%	9%
Total	100%	100%	100%	100%
Responses	264	175	55	34

Undergrad	Total	1st Year	2nd Year	3rd Year	4th Year
Yes	92%	77%	92%	100%	100%
No	8%	23%	8%	0%	0%
Total	100%	100%	100%	100%	100%
Responses	209	56	48	51	54

If yes [used photocopier], how would you rate the copy quality?

Rating of Photocopy Quality

	Total	Faculty	Graduate	Undergrad
Adequate	77%	76%	72%	85%
Inadequate	23%	24%	28%	15%
Total	100%	100%	100%	100%
Responses ⁹	749	338	219	192

Rating of Photocopy Quality

Faculty	Total	Regenstein Discipline	Phys/Bio Sciences	Other
Adequate	76%	78%	76%	64%
Inadequate	24%	22%	24%	36%
Total	100%	100%	100%	100%
Responses ⁹	338	148	176	14

Graduate	Total	Regenstein Discipline	Phys/Bio Sciences	Other
Adequate	72%	73%	71%	72%
Inadequate	28%	27%	29%	28%
Total	100%	100%	100%	100%
Responses ⁹	219	139	48	32

Undergrad	Total	1st Year	2nd Year	3rd Year	4th Year
Adequate	85%	88%	91%	88%	74%
Inadequate	15%	12%	9%	12%	26%
Total	100%	100%	100%	100%	100%
Responses ⁹	192	43	44	51	54

**Did you take a complaint to the IKON (copy/printing vendor) Customer Service Desk 1997?
 in Regenstein during Autumn Quarter 1997?**

Complained to IKON Customer Service Desk

	Total	Faculty	Graduate	Undergrad
Yes	5%	4%	8%	4%
No	95%	96%	92%	96%
Total	100%	100%	100%	100%
Responses	874	420	253	201

If yes [took complaint to IKON], was the problem solved to your satisfaction
IKON Resolved Problem Satisfactorily

	Total	Faculty	Graduate	Undergrad
Yes	66%	57%	68%	75%
No	34%	43%	32%	25%
Total	100%	100%	100%	100%
Responses¹⁰	41	14	19	8

Collation of Comments on IKON service

- 7 Unhappy with service
- 12 Servicing of machines is poor
- 4 Don't know about IKON
- 4 Misc IKON comments

What additional fee-based copy/printing services would you like to have available in the Library?

Collation of Suggestions for Additional Fee-based Copy Services

- 31 Double-sided copiers
- 27 Color copiers
- 24 More copiers/service points
- 23 Misc fee-based services comments
- 23 Sheet-fed copiers
- 19 Better quality copiers
- 16 Services should be less expensive or free
- 15 Article retrieval/copying service
- 14 No new services needed
- 10 Microformat printing
- 9 Transparency/Overhead printing
- 8 Scanners
- 5 Fax machines
- 4 Ability to handle larger formats

Notes

- ¹Tabulations include only respondents who answered yes to the question "Did you attend a tour?"
- ²Tabulations include only respondents who answered yes to the question "Do you read LIBRA?"
- ³Tabulations include only respondents who answered yes to the question "Did you use the JRL Privileges Office?"
- ⁴Tabulations include only respondents who answered yes to the question "Did you use Reserve?"
- ⁵Tabulations include only respondents who answered yes to the question "Do you own a computer?"
- ⁶Tabulations include only respondents who answered yes to the question "Do you own a laptop?"
- ⁷Tabulations include only respondents who answered yes to the question "Do you use your laptop in the Library?"
- ⁸Percentages for each category reflect the percent of total respondents to the question who answered that they use that category of electronic resource.
- ⁹Tabulations include only respondents who answered yes to the question "Do you use photocopiers in the Library?"
- ¹⁰Tabulations include only respondents who answered yes to the question "Did you complain to IKON?"