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Introduction & Main Findings

Every year Hull College Libraries conduct a survey of staff opinions which aims to identify ways to develop the library service and improve our support of teaching and staff development within the college. This year's survey was carried out during February & March 2011 using printed and online self-completion questionnaires. We received 128 responses (approximately 7.4% of staff) covering 18 schools and 6 sites.

Main Findings

1. Student support and eLearning

There has been an increase in the use of more interactive materials such as quizzes and Moodle which is good and these methods have higher student satisfaction. Library staff delivered 143 library inductions last year,. Books are still the most recommended resource but more tutors are recommending students use Moodle (72% more) and eResources (162% more). There are some issues with satisfaction with student support which stem from the lack of quiet study facilities at some sites as well as a desire for us to offer a wider range of resources to students.

Actions Continue to promote library inductions and library induction materials for use by tutors
Look for ways to improve our quiet study facilities and widen the range of resources we offer
Raise awareness of uses of Mahara among staff and students

2. Research Skills

We have delivered 48% more sessions this year and satisfaction with them has remained high overall although there are issues require further investigation, including some areas wishing to have sessions more spread out rather than concentrating on the start of the year. There is a big increase in desire for staff training in almost all areas showing the importance of delivering regular staff training sessions and developing support materials. Most staff feel their students need most additional help in referencing and we will continue to cover this in detail in the sessions we deliver next year. Staff feel their students need more help in all areas compared to last year, and we will continue to promote our information skills sessions to courses at all levels.

Actions Continue to promote research skills sessions, especially to level 3 courses
Offer regular staff training on different ways to use eLearning and eResources as part of your teaching and learning
Develop more materials to support staff and students, particularly on referencing, eResources and Moodle

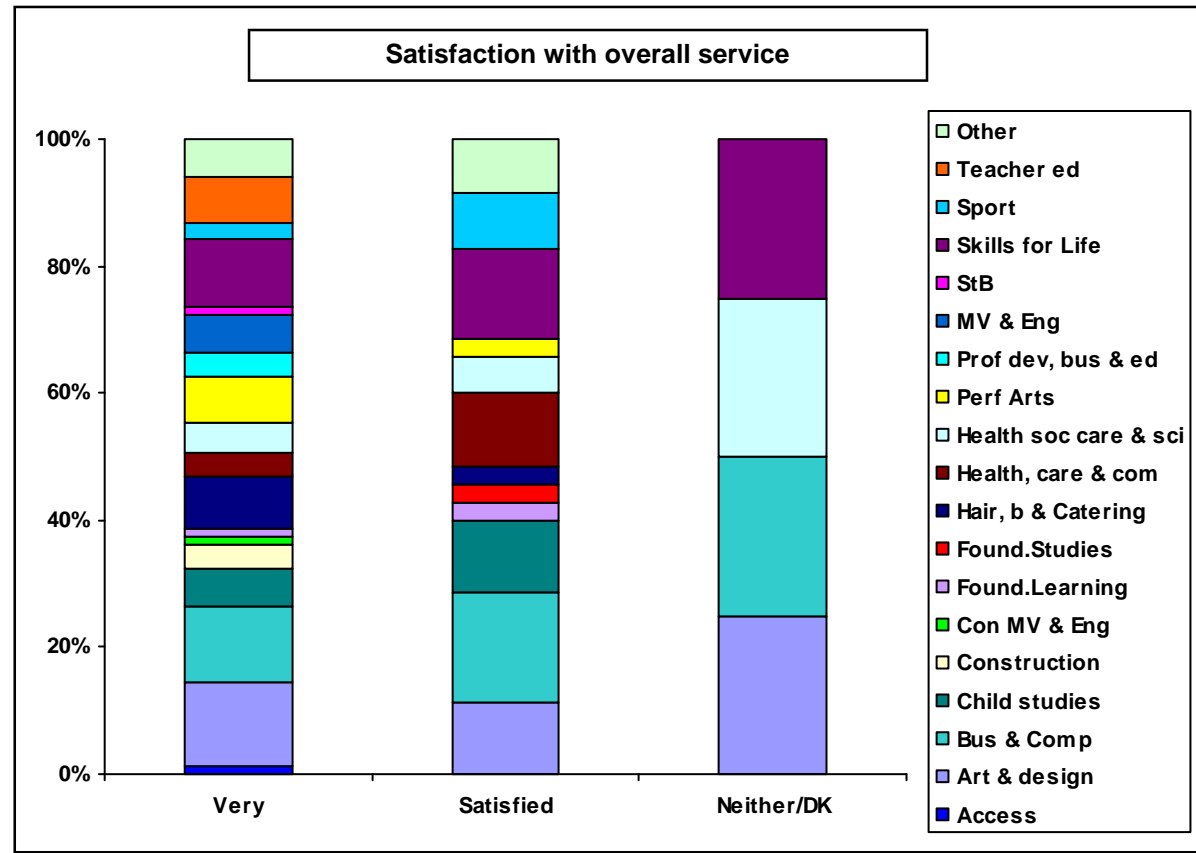
3. Satisfaction

Satisfaction with the service has increased by 1% to 97% - no staff stated they were dissatisfied and only 4 were not satisfied with our overall service. However, the number of staff who are very satisfied with our service has decreased by 6% to 68%.The area of highest dissatisfaction was with resources to support staff research at 6%. Information about new publications is the area of lowest satisfaction at 62%, 78% are very satisfied with their Subject Liaison Librarian and requesting materials remains the area with highest satisfaction levels at 81%.

Actions Investigate ways to improve our support for teachers' own learning and research activity
Re-organise subject liaison arrangement to reflect new college structure and promote it at all sites
Investigate alternative ways to alert staff to new publications in their subject area by email
Maintain our high quality of service by monitoring our services and improving and developing them wherever possible

User Survey Results Satisfaction with Service

Satisfaction

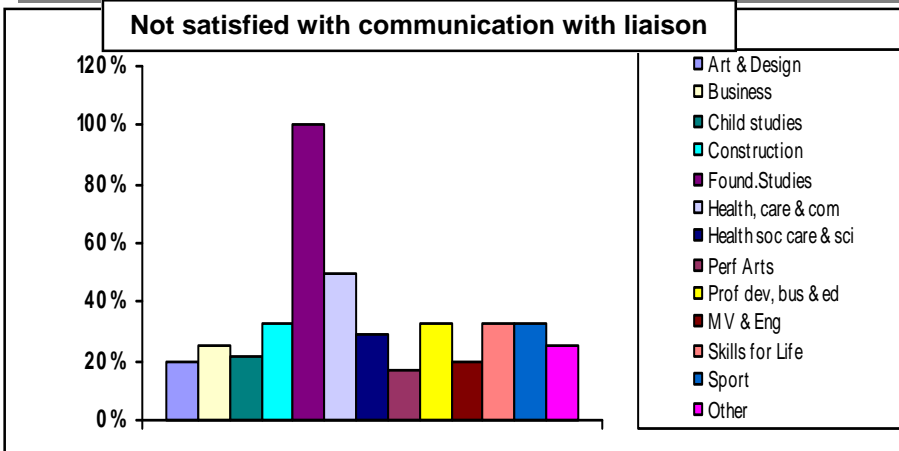
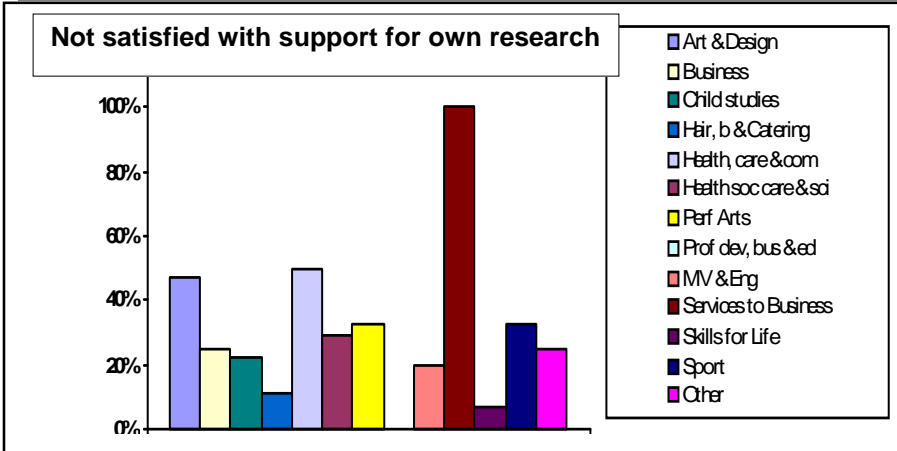
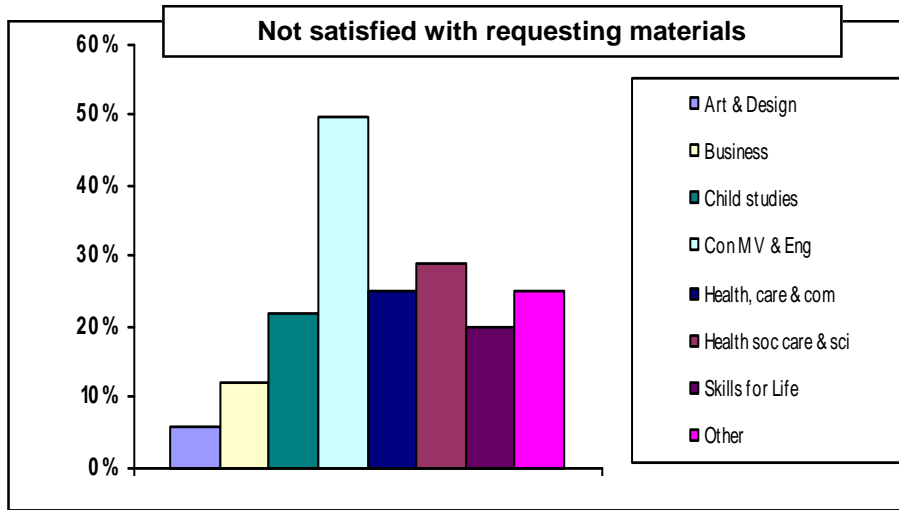
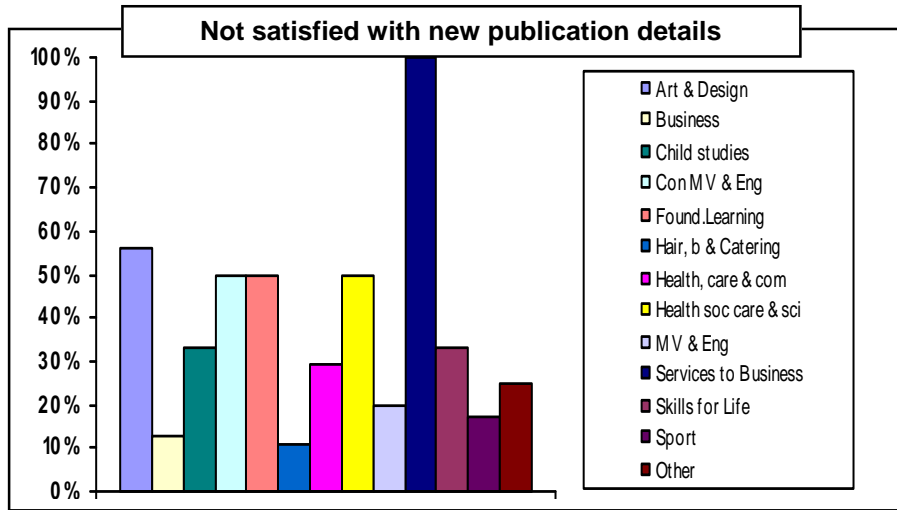


Commentary:

This is the first year our survey has included eLearning support and satisfaction with the service has increased to 97% with no respondents stating they were dissatisfied and only 4 respondents were not satisfied. These 4 responses were from different schools and sites suggesting no one area with lower areas of satisfaction. However, the number of staff who are very satisfied with our service has decreased by 6% to 68%. We will look to continue to develop our resources and services and communication with staff to maintain these high levels of satisfaction.

User Survey Results Comparisons

Lack of satisfaction by school



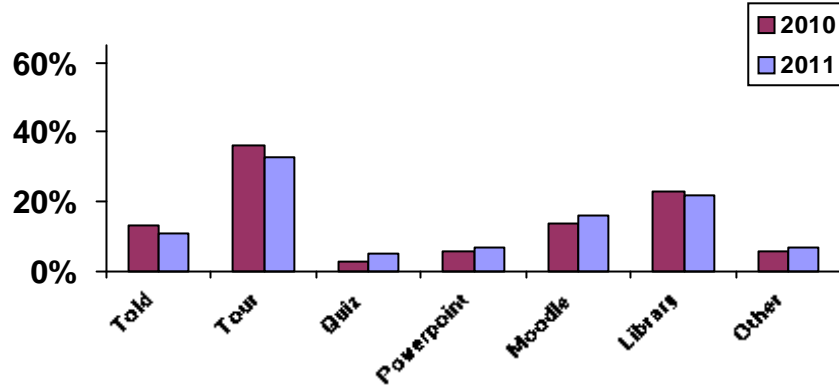
Levels of dissatisfaction with our services are low, the highest being the 6% of respondents who were dissatisfied with our teacher support, showing we need to develop our resources and service to support their research. These graphs show any respondents who did not answer Fairly or Very Satisfied. There are 2 schools where staff were satisfied with all 4 aspects. Information about new publications is the area of lowest satisfaction at 55% and we hope to find new ways to provide this by email. 78% are very satisfied with their Subject Liaison Librarian but we need to promote this system further in Harrogate where it has been more recently introduced. Requesting materials remains the area with highest satisfaction levels at 81%.

User Survey Results

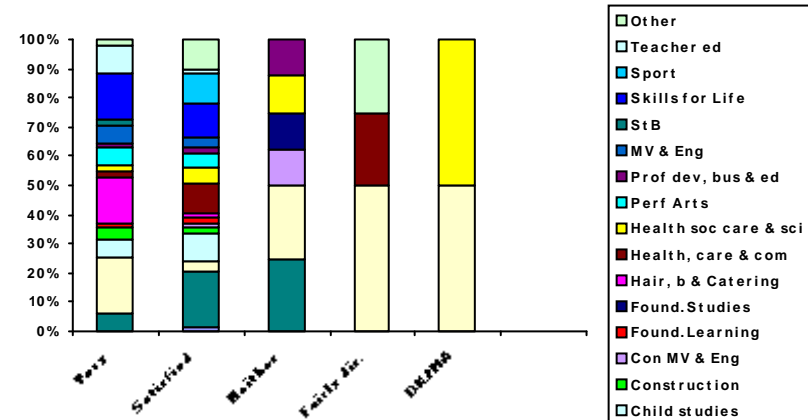
Other issues

Tutor views of student support

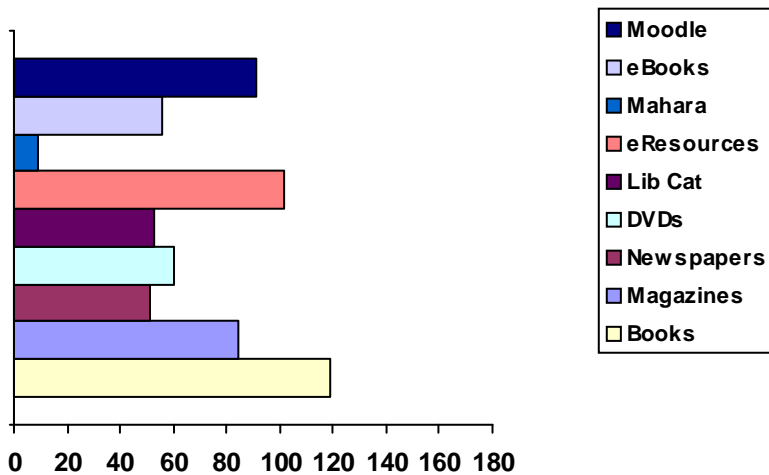
Use of induction materials



Satisfaction with student support by school



Recommended resources

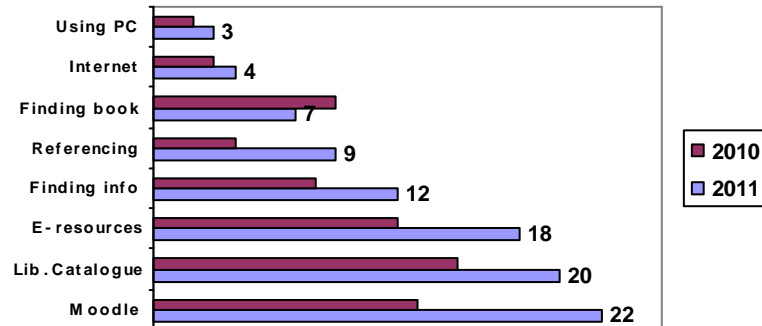


There has been a decrease in the use of tours and just telling student about the library at induction but an increase in the use of more interactive materials such as quizzes and Moodle which is good and these methods have higher student satisfaction. The graph shows a decrease in sessions delivered by library staff but in fact we delivered 143 library inductions last year.

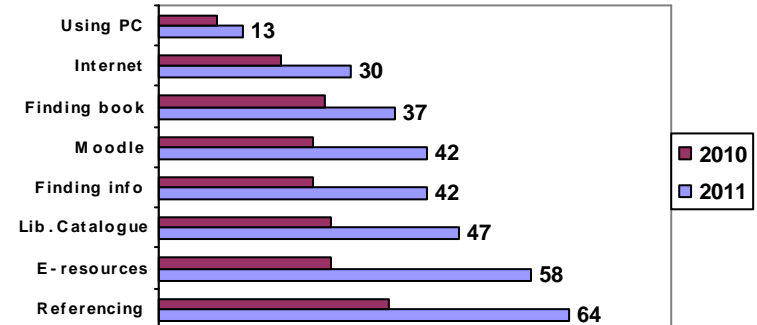
Books are still the most recommended resource but more tutors are recommending students use Moodle (72% more) and eResources (162% more). We need to promote Mahara further as awareness is low. Recommendations of journals' and magazines has increased by 58% reflecting the increase in HE and Masters level study. There are some issues with satisfaction with student support which stem from the lack of quiet study facilities at some sites as well as a desire for us to offer a wider range of resources to students.

Research skills

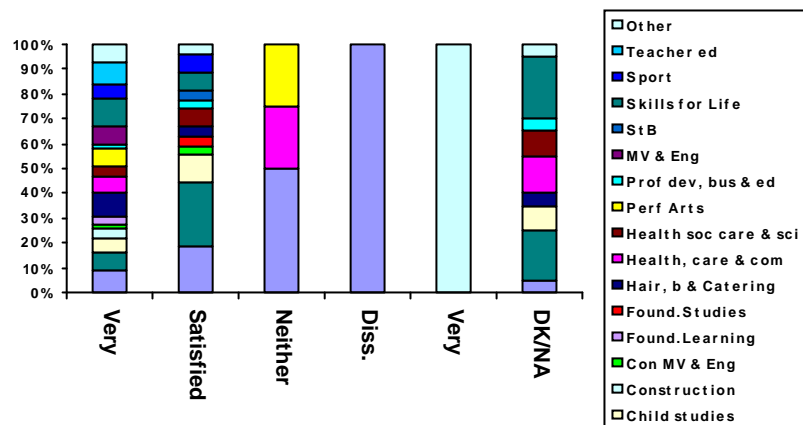
What tutors need



What tutors think their students need



Satisfaction with Library Skills Sessions

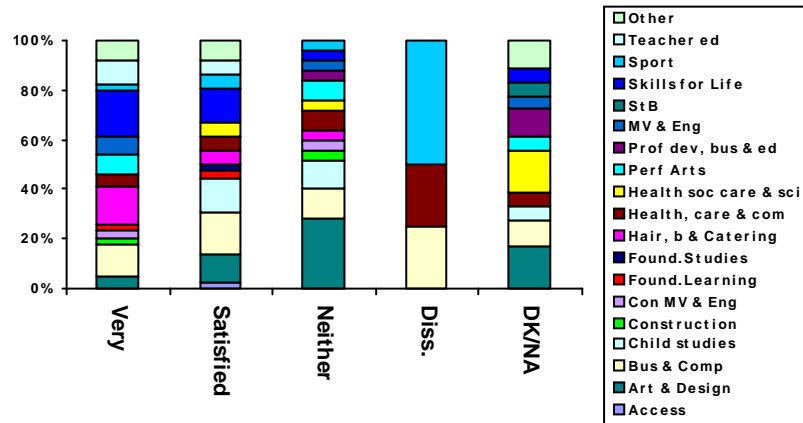


There is a big increase in desire for staff training in all areas except, finding particular books showing the importance of delivering regular staff training sessions and developing support materials. The area where the staff feel their students need most additional help is referencing and we will continue to cover this in detail in the sessions we deliver next year. Staff feel their students need more help in all areas than last year, and we will continue to promote our information skills sessions to courses at all levels.

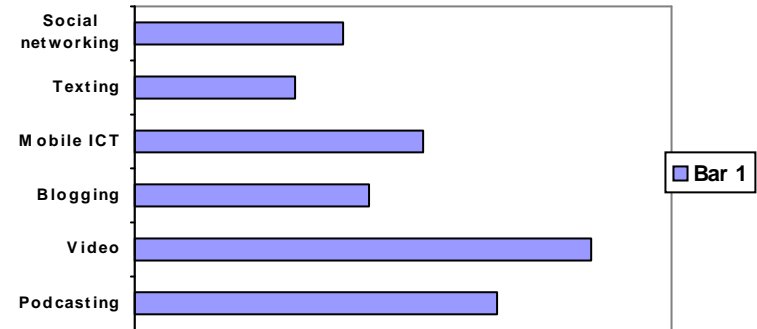
We have delivered 48% more sessions this year and satisfaction with them has remained high overall although there are issues which require further investigation, including some areas wishing to have sessions more spread out rather than concentrating on the start of the year.

eLearning support

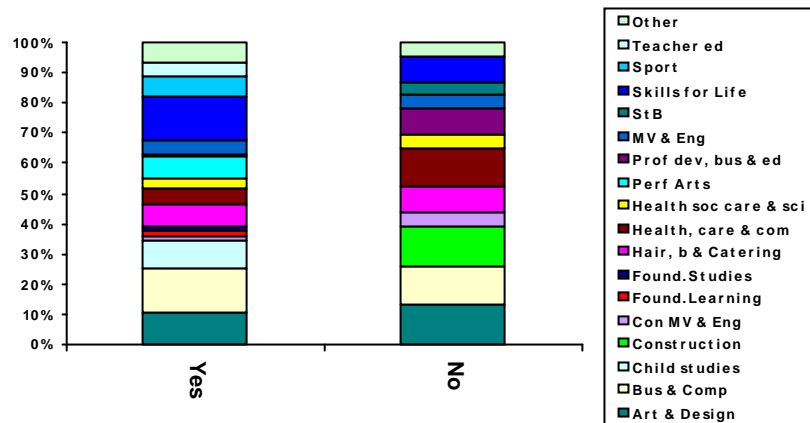
Satisfaction with eLearning support



Would you like to use ?



Moodle pages



Overall satisfaction with eLearning support is reasonable (62%) across the Schools, with only a relatively small number of staff reporting themselves to be dissatisfied. We will work to publicise our services to reduce the number of 'neither' and 'don't know' responses.

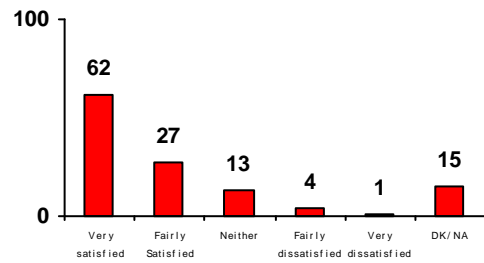
We will also work with staff who want to use particular eLearning resources, such as adding video footage onto Kaltura. Although many courses taught at College have a Moodle page, it's clear that some Schools still aren't using this resource to the full and we will work with Heads of School to address this. The eLearning team will continue to offer advice and training for staff who wish to create and maintain pages.

User Survey Results

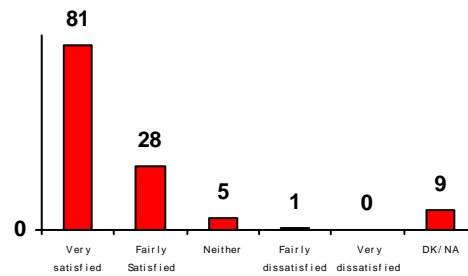
Barcharts for Opinion Rating Statements

Opinion Rating Statements

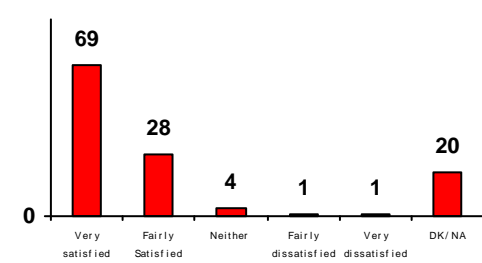
Details of new publications



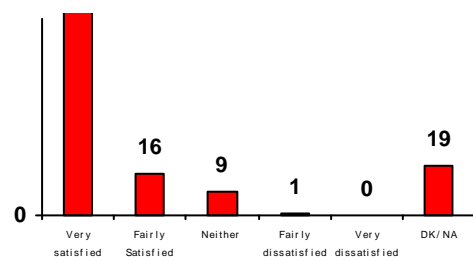
Ease of requesting material



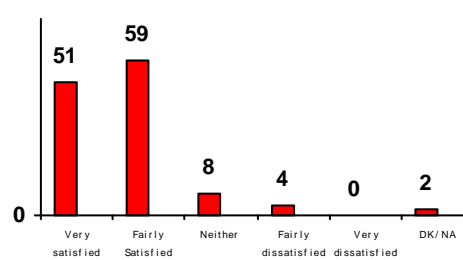
Library skills sessions



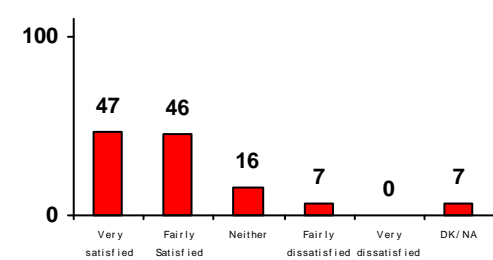
Subject liaison librarian



Supporting students

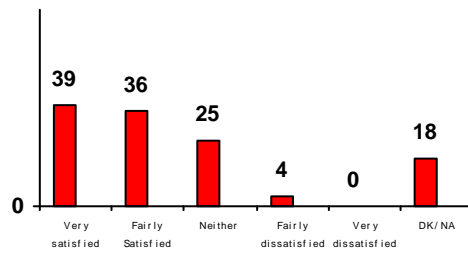


Supporting teaching & research

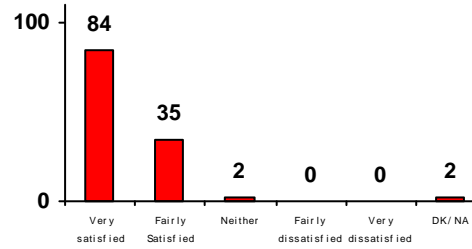


Opinion Rating Statements

Supporting eLearning



Overall service

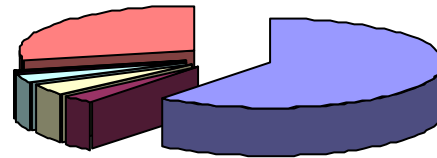


Appendix I

Survey Profile

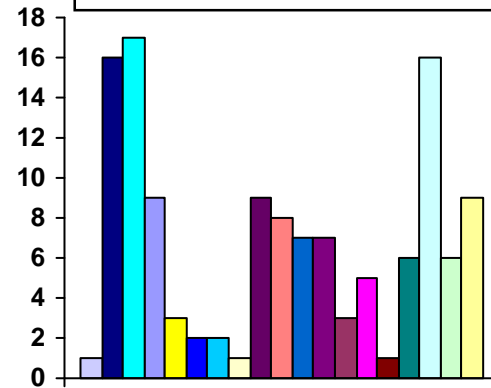
Survey Profile

Sites



- Queens Gardens
- Park St
- KC stadium
- Goole
- Cannon St
- Harrogate

Schools



- Access
- Art & design
- Bus & Comp
- Child studies
- Construction
- Con MV & Eng
- Found Learning
- Found Studies
- Hair, b & Catering
- Health, care & com
- Health soc care & sci
- Perf Arts
- Prof dev, bus & ed
- M V & Eng
- StB
- Skills for Life
- Sport
- Teacher ed
- Other

Appendix II

Summary of answers to free text questions

Summary of answers to free text questions

Question 4. Other induction methods

- As part of workshop introduction
- Assignment Briefs
- During the induction (3)
- Info in induction handout
- Part of study skills session
- Research Activity (2)
- Session from library staff (2)
- Show how to access Dawson ERA for electronic books.
- Staff encourage students to use Library throughout course (4)
- Student handbook
- Tutorial Session. (2)
-

Question 6.-8 Reasons for not having a Moodle page/library links/ sending in Reading lists

- All our resources are provided by us
- Course has own website. (2)
- Didn' t know I had a subject librarian (2)
- Don't have a reading list (4)
- Dont know how to link to library resources (2)
- Don't need a Moodle page (6)
- Have not set a page up yet (3)
- I don't like moodle (2)
- Moodle is not user-friendly
- Moodle is slow to use, restricted in terms of audio-visual content and generally found to be ignored by the majority of our students.
- Need more moodle training (4)
- Not aware I could (6)
- Not sure (4)
- NVQ
- Plan to for next year. (6)
- Someone else does the Moodle page/Reading lists (45)
- Use external website e.g. AAT

Question 14. How could we improve our services?

Access & Community learning

- I need to be kept abreast of any new initiatives
- The library staff offer an excellent service

Art & Design

- More advance information about forthcoming publications
- Training days for us new staff to familiarise us with new technology.
- You have been excellent every time I have needed info or have ordered new materials.

Business & Computing

- A new books section for computing - try and remove some of the older material that is redundant from the shelves.
- Increase the number of copies of printed materials available and the range of e-books
- Just keep it quiet in there.(2)
- Larger, quiet area for our HE students
- More budget for key texts, access to Mintel.
- The library has excellent resources,
- Would like a public access repository for research, including staff 's

Childhood studies

- Everyone is really helpful and patient. No complaints at all..... Really good service
- More computers and more study area for learners
- More copies of the main text books as we have more than 1 cohort
- The librarians are very helpful!

Construction, Motor Vehicle & Engineering

- It's fine for my students.
- Staff development training sessions.
- The books in stock are mostly out of date I have offered to review the current stock with the librarian over the summer

Summary of answers to free text questions

Foundation learning

- More celebrity visits

Hair, beauty & catering

- Excellent service + workshop training on staff development days.

Health, Care, Commercial & Public Services

- Fantastic Service - so many updates and so much information. the only limiting factor is my time really!
- I am happy with the services you provide
- I'm very pleased with the services available; staff are very helpful
- I think it is great and as long as it is updated as required it will carry on being great
- Let me know who subject librarian is
- More computers
- More information to be provided to skills trainers
- Need a comparable number of e-journals to that provided by a typical HEI to allow our students a comparable HE study experience
- Provide information on how to use Moodle
- Provide information on sites that can be used for smartboard work (interactive)

Health, social care & science

- A lot of students do not understand on to look for a book - an open day on how to find a book in the library would be helpful.
- A training session on Harvard referencing for both Staff and Students.
- At new staff induction a guide around the library and resources available particularly subject liaison person would be beneficial.
- Author visits
- Information on a general e-mail to whole of a school i.e. for Moodle training sessions
- More eBooks on science and Maths.
- I am not fully up to date with the resources available.
- Services are good, I just need more time to use them!

Hull School of Art & Design

- Allow staff involved in research to borrow more books at any one time - Timeframe of borrowing books is too short and needs to be extended Debate over having video games available to borrow from library to get round issues in the past resulting in non return of departmental games / peripherals.
- Have the link HE librarian hold occasional short meetings with programme leaders to exchange information and communicate about new initiatives, new on line resources, budget updates etc.
- I feel that the introductory session for the students at the beginning of the year is rather overwhelming for them and I don't think they take much in. For HE students I suggest another longer slower paced session, subject specific, halfway through the first term when they are more settled and familiar with things.
- More interaction with students and library staff at intervals during the academic year would support students further, as at the beginning of the year they have less understanding of why they need the library facilities.
- Overall I think we provide a good L.R. more time and instruction for me and my students would be good.
- Provide a genuinely quiet Quiet Reading Area.
- Renewal of materials on line is often blocked for no apparent reason.
- The online catalogue is not user friendly and can be difficult to navigate.
- The only improvements include: unlimited resource to build up the books available, siting of the library in this building
- The services and resources provided by the library are excellent.

Motor vehicle & engineering

- It is very good. Just need to find more time to expand use.

Performing arts & media

- A more established HE section of the QG library would greatly assist learning.- continue collection development, to bring in aspects of historical archive and further core texts so we can support MA research in the future

Summary of answers to free text questions

- I didn't realise that we had a subject librarian - it would be good to find out who this is and how we can work together.
- The library staff work very hard to provide continually excellent service to students and staff alike. We have a great relationship with the library and our stock requests are almost always accepted.

Professional Development, Education & Business

- Everything is fine
- More eBook versions for module reading lists and wider access for FD students to e-resources such as journals & magazines.
- More extensive academic search options, work at HE level is highly dependent on ability to source and reference journals and professional papers etc.
- We are provided with an efficient and helpful service.
- Have had access to text walls in the past which means the students can text there answers to you while in class.
- Lesley and David have always been very accommodating and have delivered sessions with my students in tutorials and have been open to answer questions from the students. Maybe tutors and librarians could work together to deliver an a session to the students using books for reference to help them with assignments.
- Library staff are very helpful though and the service is a good one (just need more books/resources!).
- Library staff at Harrogate are excellent and really helpful.
- More focused training on the use and inclusion of Moodle in class and the use of mobile devices which most students seem to now have.
- New resources when requested are dealt with promptly and staff are helpful in advising on these
- The resources on Emerald seem to have shrunk
- The stock could be improved (books, DVD collection and access to e-books) and access to either Keynote or Mintel. (2)
- Would like more Moodle training for both staff and students please.

Skills for Life

- A timetable of librarian availability so staff can arrange library visits or for someone to come and speak to learners.

- I find the library service excellent (2)
- I have attended the introductory sessions on e-resources, but as yet, have never felt confident enough to actually use any. May I suggest that you run actual courses, which have objectives, such as 'Create a simple resource incorporating ... (one of the e-resources you have)' or that require the staff member to access the materials available.
- I look forward to coming to the library as everyone is very helpful when I need something. Thank you.
- I'd love some class sets - multiple copies of a book/s that we could read and discuss as a class
- I've always had excellent service from the library staff I and don't think it could be any better. I've had lots of help with research, referencing etc. and everyone is very helpful
- The services are excellent - staff are always very helpful and the resources are invaluable.

Sport, public services, travel

- The service is very good so not sure how it could be improved

Teacher education

- I cannot think of how your services could be improved - already excellent - thank you.

Visual & Performing Arts

- Allow wider access to Internet resources: don't block Facebook etc. and less stringent limits to access. Often perfectly legitimate sites are blocked because of (supposedly) inappropriate content.
- More books on interior architectural design
- The library is very effective and useful

Other

- I am very satisfied with the service the library provides and am particularly impressed with how friendly and welcoming the library staff are. Often when I bring in students to join the library they are rather nervous but the friendliness and lack of officiousness from staff puts them at ease.
- I must do more research into what you have available

Summary of answers to free text questions

- Not enough access to HE Journals, but that is a difficult one for a college like ours. When I have asked for specific help, everyone has been very helpful, especially Chris Sk.
- Off-site students cannot fully benefit from the library both in terms of borrowing books and accessing e-learning resources because of Moodle accounts being disabled
- Students are pleased that you will buy books they ask for, thank you.
- When I have asked for specific help, everyone has been very helpful, especially Chris.

Goole College

- A more diverse range of books as well as up to date literature (Business & Computing)
- I find the staff very helpful to both staff and students with no real issues
- More computer access would be a big advantage as sometimes the area is very full

Appendix III

Sample Questionnaire

Hull College Group Libraries & eLearning Staff Satisfaction Survey

Visit the Library website : <http://library.hull-college.ac.uk>

Please complete this questionnaire. It will help us to understand the needs of our customers and to improve our services to you.

You could also win a £15 prize!

This questionnaire is anonymous. All information given will be treated in the strictest confidence.

Please return this questionnaire to one of our libraries or to:

**The Library
Hull College
Queen's Gardens
Hull
HU1 3DG**

**Please return
by 15th April**

1. School

- | | |
|--|--------------------------|
| <i>Access & Community Learning</i> | <input type="checkbox"/> |
| <i>Art & Design</i> | <input type="checkbox"/> |
| <i>Business & Computing</i> | <input type="checkbox"/> |
| <i>Childhood Studies</i> | <input type="checkbox"/> |
| <i>Construction</i> | <input type="checkbox"/> |
| <i>Foundation Studies</i> | <input type="checkbox"/> |
| <i>Health, Social Care & Science</i> | <input type="checkbox"/> |
| <i>Hair, Beauty & Catering</i> | <input type="checkbox"/> |
| <i>Motor Vehicle & Engineering</i> | <input type="checkbox"/> |
| <i>Employer Responsive</i> | <input type="checkbox"/> |
| <i>Performing Arts & Media</i> | <input type="checkbox"/> |
| <i>Teacher Education</i> | <input type="checkbox"/> |
| <i>Sport, Public Services & Travel</i> | <input type="checkbox"/> |
| <i>Skills for Life</i> | <input type="checkbox"/> |
| <i>Other</i> | <input type="checkbox"/> |

2. Job title and Course(s)

.....
.....

COMPLETE THIS QUESTIONNAIRE AND WIN £15!



3. Site(s) Goole Park St Queen's Gardens KC Stadium Cannon St Harrogate

4. How do you tell your students about the library ?

A tour Library powerpoint presentation Just mention it Other:

A quiz Library materials on Moodle Library induction session

5 Do you encourage your students to use:

Books Videos / DVDs Mahara

Magazines Library catalogue eBooks

Newspapers Online/e-resources Moodle

	Yes	No
6. Do you have a Moodle page for your course(s)?	<input type="checkbox"/>	<input type="checkbox"/>
7. Does your Moodle page link to library resources?	<input type="checkbox"/>	<input type="checkbox"/>
8. Does your Subject Librarian have the current Reading Lists for your courses ?	<input type="checkbox"/>	<input type="checkbox"/>

If any of Q6-8 is No, why not:

.....

.....

.....

9. Do you or your students need more help with any of the following ?

	Self/Students		Self/Students
Finding out information	<input type="checkbox"/> <input type="checkbox"/>	Searching the Internet	<input type="checkbox"/> <input type="checkbox"/>
Finding a specific book	<input type="checkbox"/> <input type="checkbox"/>	Searching online/e-resources	<input type="checkbox"/> <input type="checkbox"/>
Using a computer	<input type="checkbox"/> <input type="checkbox"/>	Library website/online catalogue	<input type="checkbox"/> <input type="checkbox"/>
Referencing	<input type="checkbox"/> <input type="checkbox"/>	Using Moodle	<input type="checkbox"/> <input type="checkbox"/>

10. Are you interested in using (in your teaching):

Podcasting Mobile ICT

Video Texting

Blogging Social networking

11. Please tell us how satisfied you are with the following:

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Don't know/ Not applicable

<i>Details sent about new publications you may want to order</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The ease of requesting materials for the library</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Library skills sessions delivered by library staff</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Communication with your subject liaison librarian</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The range of materials to support students</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The range of materials to support your own research & CPD</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Support for eLearning</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The overall service provided by the Library</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How could we improve our services to you ?

.....

.....

.....

.....

IF YOU REQUIRE A PERSONAL ANSWER TO ANY OF YOUR COMMENTS, PLEASE CONTACT YOUR SUBJECT LIAISON LIBRARIAN.
 If you do not know who this is, please check on the library website: <http://library.hull-college.ac.uk>



Appendix IV

Statistical Summary

Summary of Datafields

School	No.	%(R)	%	Methods of telling students about the library	No.	%(R)	%
Access, Community & eLearning	1	-	0.8%	Tour	86	33.0%	67.2%
Art & design	16	-	1.4%	Quiz	13	5.0%	1.1%
Business & computing	17	-	13.3%	Library Powerpoint	17	6.5%	13.3%
Childhood Studies	9	-	7.0%	Moodle	42	16.1%	32.8%
Construction	3	-	2.3%	Mention it	28	10.7%	21.9%
Construction, MV & Engineering	2	-	1.6%	Library induction session	58	22.2%	45.3%
Foundation learning	2	-	1.6%	Other	17	6.5%	13.3%
Foundation Studies	1	-	0.8%				
Hair & beauty and catering	9	-	7.0%	Do you encourage your students to use:			
Health, care, commercial & public services	8	-	6.3%	Books	119	19.0%	93.0%
Health, social care & science	7	-	5.5%	Magazines	84	13.4%	7.2%
Performing arts & media	7	-	5.5%	Newspapers	51	8.2%	39.8%
Professional development, business & ed	3	-	2.3%	Videos/DVDs	60	9.6%	46.9%
Motor Vehicle & Engineering	5	-	3.9%	Library catalogue	53	8.5%	41.4%
Services to Business	1	-	0.8%	eResources	102	16.3%	79.7%
Skills for Life	6	-	4.7%	Mahara	9	1.4%	7.0%
Sport, public services, travel & tourism	16	-	12.5%	eBooks	56	9.0%	43.8%
Teacher education	6	-	4.7%	Moodle	91	14.6%	71.1%
Other	9	-	7.0%				
				Do you have a Moodle page for your course?			
				Yes	95	80.5%	74.2%
				No	23	19.5%	2.0%
				N/R	10		0.9%
				Moodle page link to library resources?			
				Yes	52	49.5%	40.6%
				No	53	50.5%	4.5%
				N/R	23		2.1%

Summary of Datafields

	No.	%(R)	%		No.	%(R)	%
Do you send us copies of your reading lists?				Are you interested in using ?			
Yes	80	69.0	62.5%	Podcasting	54	21.2%	42.2%
No	36	31.0	3.1%	Video	68	26.7%	5.8%
				Blogging	35	13.7%	27.3%
N/R	12		1.1%	Mobile ICT	43	16.9%	33.6%
				Texting	24	9.4%	18.8%
Do you need more help on?				Social networking	31	12.2%	24.2%
Using a computer	3	3.2%	2.3%				
Using e-resources	18	18.9	1.5%	Satisfaction with details of new publications			
Finding out information	12	12.6	9.4%	Very satisfied	62	50.8%	48.4%
Searching the Internet	4	4.2%	3.1%	Fairly satisfied	27	22.1%	21.1%
Library website/online catalogue	20	21.1	15.6%	Neither	13	10.7%	10.2%
Referencing	9	9.5%	7.0%	Fairly dissatisfied	4	3.3%	3.1%
Finding a specific book	7	7.4%	5.5%	Very dissatisfied	1	0.8%	0.8%
Using Moodle	22	23.2	17.2%	Don't Know	15	12.3%	11.7%
Do your students need more help on?				N/R	6		0.6%
Using a computer	13	3.9%	10.2%				
Using e-resources	58	17.4	5.0%	Satisfaction with requesting materials			
Finding out information	42	12.6	32.8%	Very satisfied	81	65.3%	63.3%
Searching the Internet	30	9.0%	23.4%	Fairly satisfied	28	22.6%	21.9%
Library website/online catalogue	47	14.1	36.7%	Neither	5	4.0%	3.9%
Referencing	64	19.2	50.0%	Fairly dissatisfied	1	0.8%	0.8%
Finding a specific book	37	11.1	28.9%	Very dissatisfied	0	0.0%	0.0%
Using Moodle	42	12.6	32.8%	Don't Know	9	7.3%	7.0%
				N/R	4		0.4%

Summary of Datafields

Satisfaction with library skills sessions	No.	%(R)	%	Satisfaction with materials for own use	No.	%(R)	%
Very satisfied	69	56.1%	53.9%	Very satisfied	47	38.2	36.7
Fairly satisfied	28	22.8%	21.9%	Fairly satisfied	46	37.4	35.9
Neither	4	3.3%	3.1%	Neither	16	13.0	12.5
Fairly dissatisfied	1	0.8%	0.8%	Fairly dissatisfied	7	5.7%	5.5%
Very dissatisfied	1	0.8%	0.8%	Very dissatisfied	0	0.0%	0.0%
Don't Know	20	16.3%	15.6%	Don't Know	7	5.7%	5.5%
N/R	5		0.5%	N/R	5		0.5%
Satisfaction with subject liaison librarian				Satisfaction with support for elearning			
Very satisfied	78	63.4%	60.9%	Very satisfied	39	32.0	30.5
Fairly satisfied	16	13.0%	12.5%	Fairly satisfied	36	29.5	28.1
Neither	9	7.3%	7.0%	Neither	25	20.5	19.5
Fairly dissatisfied	1	0.8%	0.8%	Fairly dissatisfied	4	3.3%	3.1%
Very dissatisfied	0	0.0%	0.0%	Very dissatisfied	0	0.0%	0.0%
Don't Know	19	15.4%	14.8%	Don't Know	18	14.8	14.1
N/R	5		0.5%	N/R	6		0.6%
Satisfaction with support for students				Satisfaction with overall service			
Very satisfied	51	41.1%	39.8%	Very satisfied	84	68.3	65.6
Fairly satisfied	59	47.6%	46.1%	Fairly satisfied	35	28.5	27.3
Neither	8	6.5%	6.3%	Neither	2	1.6%	1.6%
Fairly dissatisfied	4	3.2%	3.1%	Fairly dissatisfied	0	0.0%	0.0%
Very dissatisfied	0	0.0%	0.0%	Very dissatisfied	0	0.0%	0.0%
Don't Know	2	1.6%	1.6%	Don't Know	2	1.6%	1.6%
N/R	4		0.4%	N/R	5		0.5%