
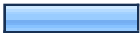




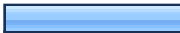

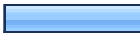




1. What is your classification?

		Response Percent	Response Count
Freshman		21.8%	90
Sophomore		19.7%	81
Junior		25.0%	103
<b>Senior</b>		<b>29.9%</b>	<b>123</b>
Graduate student		3.6%	15
<b>answered question</b>			<b>412</b>
<b>skipped question</b>			<b>2</b>

## 2. What is your college or area of study?

		Response Percent	Response Count
College of Business (FACIS, MMBA)		19.6%	78
<b>College of Humanities and Social Sciences (Arts &amp; Humanities, English, Social Sciences)</b>		<b>26.6%</b>	<b>106</b>
College of Public Service (Criminal Justice, Education, Security Management)		24.9%	99
College of Science and Technology (CMS, Engineering, Natural Sciences)		20.1%	80
University College		4.8%	19
I don't know		4.0%	16
		Other (please specify)	16
		<b>answered question</b>	<b>398</b>
		<b>skipped question</b>	<b>16</b>

### 3. Which of the following best describes you?

		Response Percent	Response Count
I attend most of my classes at the UHD campus in downtown Houston.		89.1%	368
I attend most of my classes at Atascocita.		0.2%	1
I attend most of my classes at Cy-Fair.		0.2%	1
I attend most of my classes at Kingwood.		0.5%	2
I attend most of my classes at UHD-Northwest (University Park)		2.9%	12
I take most of my classes online.		7.0%	29
		<b>answered question</b>	<b>413</b>
		<b>skipped question</b>	<b>1</b>






### 4. How often do you come to the library or computer lab at a UHD distance site (Atascocita, Cy-Fair, Kingwood, or UHD-NW)?

		Response Percent	Response Count
Daily		25.0%	4
<b>Weekly</b>		<b>50.0%</b>	<b>8</b>
Monthly		0.0%	0
Rarely		25.0%	4
Never		0.0%	0
		<b>answered question</b>	<b>16</b>
		<b>skipped question</b>	<b>398</b>






**5. Please rate your level of satisfaction with these facilities as a place to study or work on assignments:**

	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	I Don't Use It	Rating Average
Furniture & seating	0.0% (0)	0.0% (0)	5.9% (1)	29.4% (5)	<b>64.7% (11)</b>	0.0% (0)	4.59
Computers & printing	0.0% (0)	5.9% (1)	0.0% (0)	29.4% (5)	<b>64.7% (11)</b>	0.0% (0)	4.53
Temperature	0.0% (0)	0.0% (0)	11.8% (2)	<b>47.1% (8)</b>	41.2% (7)	0.0% (0)	4.29
Group study space	0.0% (0)	0.0% (0)	5.9% (1)	41.2% (7)	<b>52.9% (9)</b>	0.0% (0)	4.47
Noise level	0.0% (0)	5.9% (1)	11.8% (2)	35.3% (6)	<b>47.1% (8)</b>	0.0% (0)	4.24
<b>answered question</b>							
<b>skipped question</b>							

**6. How often do you use information resources or services online through the library website?**

		Response Percent	Response Count
Daily		13.2%	54
<b>Weekly</b>		<b>35.1%</b>	<b>144</b>
Monthly		22.9%	94
Rarely		22.9%	94
Never		5.9%	24
<b>answered question</b>			<b>410</b>
<b>skipped question</b>			<b>4</b>

## 7. How often do you come to the UHD Library in person?

		Response Percent	Response Count
Daily		22.7%	93
<b>Weekly</b>		<b>34.7%</b>	<b>142</b>
Monthly		15.4%	63
Rarely		19.6%	80
Never		7.6%	31
<b>answered question</b>			<b>409</b>
<b>skipped question</b>			<b>5</b>

## 8. Please rate your level of satisfaction with the UHD Library as a place to study or work on assignments:

	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	I Don't Use It	Rating Average
Furniture & seating	2.4% (9)	3.7% (14)	8.2% (31)	<b>41.5%</b> <b>(156)</b>	40.4% (152)	3.7% (14)	4.18
Computers & printing	2.9% (11)	4.8% (18)	6.7% (25)	35.3% (132)	<b>44.4%</b> <b>(166)</b>	5.9% (22)	4.20
Temperature	2.4% (9)	4.3% (16)	10.7% (40)	<b>42.1%</b> <b>(157)</b>	38.3% (143)	2.1% (8)	4.12
Group study space	4.0% (15)	6.7% (25)	16.0% (60)	<b>31.8%</b> <b>(119)</b>	30.2% (113)	11.2% (42)	3.87
Noise level	4.0% (15)	6.4% (24)	9.9% (37)	<b>40.4%</b> <b>(151)</b>	37.2% (139)	2.1% (8)	4.02
<b>answered question</b>							
<b>skipped question</b>							

**9. Please rate your level of satisfaction with the library staff:**

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	I Don't Use It	Rating Average
Courtesy	2.0% (8)	5.1% (20)	6.6% (26)	36.6% (144)	<b>41.5% (163)</b>	8.1% (32)	4.20
Helpfulness	3.1% (12)	3.6% (14)	5.4% (21)	34.6% (135)	<b>44.9% (175)</b>	8.5% (33)	4.25
<b>answered question</b>							
<b>skipped question</b>							

**10. Please rate your awareness of the following ways to request help from library staff ("Ask a Librarian"):**

	Not Aware of This	Never Used It, Never Would	Never Used It, Might Someday	Used It, Was Dissatisfied	Used It, Was Satisfied	Rating Count
Ask a question in person at a library service desk	4.0% (16)	1.8% (7)	27.9% (111)	4.5% (18)	<b>61.8% (246)</b>	398
Ask by calling the library	11.4% (45)	8.6% (34)	<b>59.2% (234)</b>	2.0% (8)	18.7% (74)	395
Ask by e-mail	9.6% (38)	6.6% (26)	<b>63.7% (251)</b>	1.8% (7)	18.3% (72)	394
Ask by chat	16.6% (66)	9.6% (38)	<b>55.9% (222)</b>	1.5% (6)	16.4% (65)	397
Ask by text	22.8% (90)	11.2% (44)	<b>58.6% (231)</b>	1.0% (4)	6.3% (25)	394
Make an appointment	18.4% (72)	9.7% (38)	<b>60.2% (236)</b>	0.8% (3)	11.0% (43)	392
<b>answered question</b>						<b>399</b>
<b>skipped question</b>						<b>15</b>

**11. If you have additional comments about the library's customer service, please tell us:**

	Response Count
	60
<b>answered question</b>	<b>60</b>
<b>skipped question</b>	<b>354</b>

**12. Please rate your level of satisfaction with the usefulness of the library's information resou**





	Very Dissatisfied	Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied	I Don't Use It	Rating Average
Books and Journals	1.8% (7)	1.8% (7)	10.4% (40)	<b>40.9%</b> (157)	33.9% (130)	11.2% (43)	4.16
Electronic Resources	1.3% (5)	2.4% (9)	7.1% (27)	36.9% (141)	<b>41.4%</b> (158)	11.0% (42)	4.29
Videos (DVD/Online)	1.3% (5)	1.8% (7)	22.5% (86)	24.5% (94)	19.3% (74)	<b>30.5%</b> (117)	3.85
Library Website	1.6% (6)	3.7% (14)	10.2% (39)	37.2% (142)	<b>39.8%</b> (152)	7.6% (29)	4.19
<b>answered question</b>							
<b>skipped question</b>							

### 13. Please rate your awareness of the following:

	Not Aware of This	Never Used It, Never Would	Never Used It, Might Someday	Used It, Was Dissatisfied	Used It, Was Satisfied	Rating Count
Access to electronic resources from an off-campus computer	6.5% (25)	1.8% (7)	20.3% (78)	4.2% (16)	<b>67.2% (258)</b>	384
Access to electronic resources from my smart phone or tablet	11.2% (43)	4.4% (17)	<b>42.4% (163)</b>	3.9% (15)	38.0% (146)	384
Ability to renew books or view my account from library website	13.2% (50)	1.6% (6)	<b>45.9% (174)</b>	1.8% (7)	37.5% (142)	379
Using my ID card to borrow from other University of Houston System libraries	13.9% (53)	2.6% (10)	<b>52.2% (199)</b>	1.3% (5)	29.9% (114)	381
Using the Library Catalog "request" button or Interlibrary Loan to get materials from other libraries	13.2% (50)	3.4% (13)	<b>51.6% (196)</b>	3.9% (15)	27.9% (106)	380
Using a TexShare card to borrow at other Texas libraries	29.8% (113)	5.8% (22)	<b>49.3% (187)</b>	1.3% (5)	13.7% (52)	379
Ability to check-out calculators, USB drives, headphones	28.6% (109)	3.9% (15)	<b>44.9% (171)</b>	1.3% (5)	21.3% (81)	381
Help citing sources (APA, MLA, etc.)	12.8% (49)	2.1% (8)	30.1% (115)	2.6% (10)	<b>52.4% (200)</b>	382
Research guides on library web site	10.7% (41)	1.8% (7)	29.8% (114)	2.9% (11)	<b>54.8% (210)</b>	383
<b>answered question</b>						<b>384</b>
<b>skipped question</b>						<b>30</b>



**14. How would you rate your overall experience with the UHD library?**

		Response Percent	Response Count
Excellent		45.5%	175
Good		45.7%	176
Fair		8.3%	32
Poor		0.5%	2
answered question			385
skipped question			29

**15. Please tell us anything else you think the library staff should know about your experiences with the UHD Library. If there are services or resources you would like us to add, please use this space to tell us.**

	Response Count
	95
answered question	95
skipped question	319

Personal descriptions that could identify individuals have been removed from the following comments.

**Question 11 - If you have additional comments about the library's customer service, please tell us:**

- The staff was very lazy and seemed too relaxed to get up from their seat to help locate a book. They were either talking amongst themselves or texting on their cell phone.
- Library staff has always been helpful and courteous every time I have been in the library.
- Great Jo
- the staff have always been pleasant and exceptionally knowledgeable with assist
- Excellent! Always more than happy to help!
- The students on staff there have always been VERY RUDE
- I'd like to see the library staff monitor conversations and group work in the computer lab on the 4th floor main building library. It's out of control sometimes.
- The new cafe is awesome! No complaints from Library staff at all :)
- The staff is friendly and very helpful.
- Overall satisfied with the library
- very helpful and offers suggestions
- The library staff has always been absolutely the most intelligent, gracious, and helpful individuals on the campus. I would never have made it this far had it not been for UHD's library staff! Thank you.
- They are very courteous and helpful, and do a good job at keeping the noise level down so we can study in a comfortable environment.
- I went to the library once to watch an online video for a class assignment. The librarian treated me like I was an idiot because I asked for her help. I learned how to access the video from home and haven't been back to the library.
- I liked the overall service at the library. Very useful. Sometimes a little too cold temperature wise....but that's my only problem with it.
- I appreciate the high level of service that the library personnel provides. I have been able to come to them and get all of my questions answered. With the cutting of the public library hours our UHD library is a vital resource for our community.
- There need to be more computers.
- The reasons for the dissatisfactions are that there are some staff at the front desk that have an attitude like you are bothering them if you even ask for a tiny bit of help. The other reason why I marked dissatisfied with the group rooms is that they are often occupied with a single person and those that need the rooms cannot gain access, there is no monitor to kick the party of one out of the room. Maybe the library staff on the 4th floor should also be responsible for monitoring this activity.
- Very accessible
- more educational video and scholarly
- Everyone is very helpful.

- Regarding the Interlibrary payments: Check and/or money order is not acceptable. It costs more money for a money order and we are in 2013, and no one carries a check book anymore. You guys need to make it more convenient for students to pay fees. Instead, they have to go downstairs and deal with an incredibly rude lady. I will never use your interlibrary services again. I am no longer attending UHD because they made everything so much more difficult than it needed to be. I will never recommend this school to anyone. The hallways are full of people who don't even take school seriously. The atmosphere felt like I was in high school again. I have decided to pursue the rest of my college career with a university that actually has their shit together. Thank you.
- The Library is too cold it makes it unpleasant to study there.
- You may as well post a sign that reads "feel free to talk on your phone and eat and drink as you please". It's a library for god's sake, not a cafeteria.
- more computers
- The librarians don't make any effort to help you use the services. They don't explain how you would be able to rent a room, for example. They just explain the rules.
- Librarians are rude and demanding. Not very helpful
- the [person...] is mean. she wants evidence that there is a group of people in the room. that is why we reserve the room because we have a group, duh.
- Efficient and educated personnel.
- I think you should put computers with printers in the work study rooms. They shouldn't charge for the study rooms. I think we pay enough for books and tuition for the ones that end up broke before the end of the month.
- I would like to see dramatically expanded hours for "ask by chat online". The current hours are ineffective. This is something I WOULD use.
- The library could have confessional "quiet" areas like UH main campus library. Love the Windows Cafe on the 4th floor, very convenient
- I have always found the library staff helpful and knowledgeable. Thanks!
- Are the computer labs the same as the library? I love the computer labs, because I can stay in the library easily.
- there needs to be more accurate labeling of sections (i.e. fiction, non fiction, science, etc.)
- Stopped at front desk to ask location of previous thesis, [people] there told me there was no such thing. Went downstairs and very helpful lady there pointed me exactly where I needed to go.
- The print expense amount for a graduate student should be more than the allotment for undergraduate students. It is not feasible to have \$25 as the maximum print amount for graduate students. We pay more so we should be allowed more money for printing. Journals and researched articles are lengthy.
- I find the library customer service helpful when I was searching for a text book, they were eager to help and answered all my questions.
- LOVE the ability to text call numbers to our cell phone.

- The UHD in-school and online library have been very helpful. The library staff are wonderful and they are willing to assist whenever their services are needed. I have borrowed books from the library since my first semester with the UHD and I receive an e-mail one week before the books are due; this interests me. Now, that I am a senior I can clearly look back and recommend the UHD library to students.
- The noise level needs to be permitted. This is not a cafeteria where people can just talk as loud as they want or talk on the phone. This not only goes for the students but the faculty and staff of UHD as well. They come through the library and talk as if there was no one trying to study. Along with the people who work in the library, who just come out of the rooms and talk very loudly. Finally, the construction work should not be done during school hours.
- I believe that the services provided by the library staff are effective for any student seeking information for research purposes because if the UHD library does not carry the material sought UHD library will seek it elsewhere for you. Thanks for being there. GOD Bless.
- The students you have that checkout the books and stock the shelves are extremely rude and unprofessional. I will go out of my way to go to any other library. Often times I will drive to Lone Star College and use the Harris County Library, which is a good 30 miles out of my way.
- Overall I am satisfied by my experience with the library it serves the purpose I need it to and if I need help it is always there, I just tend to do my studying outside of the library setting.
- My in person library experiences have always been rude and uninformative. The only positive I've experienced has been from the online chat.
- The library's customer service is good overall. They are attentive to the student's needs and are helpful should a concern arise.
- Very satisfied with the services the library provides to its students
- I feel like a valued customer at the library
- I enjoy UHD library atmosphere. The individuals working in the library are always very helpful.
- no matter how hard of a day you have, you should be professional and not take it out on the students
- love what you did with the 5th floor though wish there was another lab area in the library it seems to always be full
- I like the library but I think there should be more readily available sources to use such as a scanner and more use of comfortable chairs in the actual library and also I really dislike [personal description] .. is extremely rude and annoying
- One of the [people] in the library computer lab was very rude when I tried to book a study room. I did not appreciate [his/her] attitude
- Great staff here in the Downtown library and tons of help finding resources.

**Question 15 - Please tell us anything else you think the library staff should know about your experiences with the UHD Library. If there are services or resources you would like us to add, please use this space to tell us.**

- My experiences at the library have been very, very good, however when there are no more computers left, I think some students need to stop checking their social websites to let others use it for their school work.
- The UHD Library has always had the sources I need for the papers I have had to write. The electronic journal sources available are really good and plentiful. I have always known I could count on that, which is a relief! I also like the interlibrary loan system--very quick and efficient.
- The people behind the desks on the first and second floor should smile more.
- My experience that I have encounter at the Library everyone is very helpful.
- There is not enough study rooms available on the 4th floor make more for single persons and the temperature is not pleasant its too cold and noise level due to construction is understandable
- Nothing in particular that I can think of.
- Its so great
- I do not have anything to add at this time.
- Recently, I needed help with using Respondus lockdown, I logged on to chat with a Librarian and she left me hanging. She told me to wait and I waited for over an hour. When I tried to chat with another person, the system will not allow me because she was still logged on with me. This is so frustrating for someone trying to do his homework. Thanks.
- More study seats need to installed in the library because lately there have been few.
- Didn't know where Library was at till a student took me there
- There should be more places to search for books on the computer in the library. The arrangement of books are awkward. I like to see more cubicles with plugs close to them
- More computers in the library would be amazing. I usually don't go because the computers are always full and it gets hot as well.
- Everything's ok
- While the computer area on the 4th floor is large it sometimes does not have computers free during peak times. also the cloth chairs get really nasty dirty.
- Almost every service I can think of; the UHD Library has a solution for. Great resource!
- So far everything has been splendid, for my personal experience.
- One of the best I have ever used.
- There is none
- "Thank you for keeping some loud students quiet. I really appreciate not having to tell them myself..."
- Very active staff and always willing to help."
- Please keep up the great work. You are a vital part of our education.
- Allow for free printing and have more study rooms
- Create more study rooms.

- It is too complicated to look up a specific item online. Every version of each item is listed separately, so you have to click on multiple items to find which library branches have it.
- Staff should make an effort to get off their desk and walk to show students the breakdown on shelves.
- staff should be more helpful, as far as getting off their desk, and walk and show students how the breakdown is in shelves.
- It would be helpful if they had a bigger space and more computers because it is very hard to catch an empty seat. On the other had the study area on the 5th floor is perfect I love it.
- more connections through ILL system, It is often frustrating to receive e-mails that say you cannot get the book needed and the reason that was given is: "other" that does not help.
- "If possible having staff accessible outside of the UHD library, through the use of technology.
- Used the electronic journals a lot. All very good!"
- UHD is a great working class university that holds high standards!
- Keep up the great job!
- I would like my account on the school computer to hold documents, instead of automatically wiping it out when I log off.
- More study rooms!!!! there is NEVER a room available
- The Library is too cold and the temperature should be adjusted to turn on and off when it has normal room temperature.
- I went to ask a question about my paper and the person helping did so reluctantly and irritably.
- I like the library a lot I think [a particular person] takes her job way too seriously and sometimes gets annoying.
- I think signs are needed clearly explaining what types of noises are permitted in each area of the library, as the UH main library has. Signs stating where cell phone conversations, group studying, video watching, etc. are permitted would be helpful in allowing us to decide what part of the library we want to study in.
- Don't understand why there is a 2 hr limit on rooms among the same people. A different person in a room can't book the same room to study w a group? We are obviously using the rooms to study what difference does this make?
- My experiences with the UHD Library are excellent! I love the environment and space each student has in there. I feel like home when I walk in there.
- I feel that UHD library is being cheated by not having the opportunity to store old classic books on its shelves. Many times I've had to request a book, because it was on UH-Clear Lake's shelves. UH -Clear Lake is clearly hoarding many good books. They are in an Elite area of greater Houston and should share more of their wonderful books with other people. UHD might be a campus of poor & middle class students but we like to read the classics too.
- The library is fair it just needs more chairs or places to sit down. because there is so many people and not so many places to study.
- Please, the UHD library needs to add more book titles in more authors. Thank you so much.
- The staff is great!! Keep up the good work!

- Again, please dramatically expand the online chat hours. The current hours are not useful. This is something I would use, and I have tried to use but was unable to do so.
- Quiet "confessional" areas similar to UH main campus
- Eres search should be more generalized so that when you search for something, anything relevant comes up. More like the ease of Google
- I love it!!!
- Online noise complaint for fifth floor library.
- Students talk on their cell phones in the library often despite the numerous signs requesting/indicating not to which is disruptive to others. I don't know how this could be better controlled but it would be appreciated if students extended courtesy towards each other.
- The library staff is very knowledgeable, helpful and courteous.
- Last year one of my classes included an informational session about library resources and how to use them in research. The course was extremely helpful.
- Study rooms should be soundproofed.
- Things have been getting better and better.
- Great system!
- PROVIDE Cleaning Wipes. PLEASE. keyboards are DISGUSTING.
- The library looks really nice. And the staff is very friendly and approachable. Having the Ask a Librarian cart in the business building is an awesome way to keep students aware of the resources the library has. Though I haven't needed them this semester, I am always reminded that they are there when I see the cart.
- I am 100% satisfied with UHD library this is because the library is equipped with adequate resources and the staff are encouraging. However, more books should be made available to students without a loan.
- The noise level needs to be permitted. This is not a cafeteria where people can just talk as loud as they want or talk on the phone. This not only goes for the students but the faculty and staff of UHD as well. They come through the library and talk as if there was no one trying to study. Along with the people who work in the library, who just come out of the rooms and talk very loudly. Finally, the construction work should not be done during school hours.
- Keep up the good work and keep improving.
- need more reserve copies of the textbooks
- Teach your staff customer service.
- Great!
- Awesome library!
- Cool
- Look out for people talking on the phone, because it's very disrupting.
- N/A
- never tried it
- everything is good at times it can get a little loud, but so far everything is good
- I am currently satisfied with the services the library provides.

- Maybe a larger computer area could be more helpful to the students. Sometimes students have to wait for computers and students have to fend for themselves when locating an open computer when the library is crowded.
- I enjoy the cheerfulness of the staff; [this one person] is a bit stern though. The two monitors at the front (on the 5th floor) makes a buzzing sound that is distracting sometimes too. It would be super-great if the other elevators went to the 5th as well. Also, give [X] a raise!
- I would personally like my books on how to learn, Hungarian, Dutch, and French books.
- "Warm foods Candy machines, soda, place to sleep ir b"
- it would nice if you guys came up with a faster method to maneuver through the library
- They should let our printing allowance rollover to the next semester....
- I love the staff. They are always so nice and helpful.
- they are very helpful
- Overall the staff in the library is good. However sometimes finding a computer is troublesome and more computers will be welcomed.
- Study rooms should be soundproofed. It is very hard to study when other groups are debating or watching a movie next door.
- Often crowded on the fifth floor of the library with few places to sit.
- pretty good
- some staff are lazy to point out where some books are located, and personal frustration should be kept to themselves and not released upon others.
- its a great place to study I am here all the time
- just more comfortable chairs and less hassle about being on cell phones from security
- Most of the time there are not enough computers available. I understand there is one more lab in the commerce building. But I am un aware of any others at this campus besides the library and commerce.
- Often times, in cubicles that are isolated from the busy parts of the library, couples sit two at a cubicle and....well I think that the cubicles should be sanitized by library staff every so often. Or sanitizing wipes should be more readily available.
- Good
- I just think that the organization of the books should be a little better.
- It would please people if the library had more leisure reading books.
- "I've had a good experience here at UH-D's library with the staff and resources for help. Thank you."
- service is good