

Response Rate: 922 valid surveys, 10.5% of the invited participants have completed the survey.

LibQual Survey results as of May 17, 2010			
	Faculty	Graduate	Undergraduates
Total completed surveys	243	177	434
Number of Comments	131	90	188
Collections Complaints	49	17	7
% of comments	37%	19%	4%
Compliments about staff/service	39	15	26
% of comments	30%	17%	14%
Facility complaints	4	18	63
% of comments	3%	20%	34%
Computers too few or too slow	0	2	24
% of comments	0%	2%	13%
Catalog or website complaint	14	8	3
% of comments	11%	9%	2%

Faculty are most apt to comment on collection problems, lack of journal titles, or lack of print resources. 30% of their comments were compliments about library services or staff. 11% of the faculty comments were negative comments about the new catalog interface and their frustration with not being able to find local materials.

Graduate students comments are divided fairly evenly among three areas: complaints about collections; compliments about staff or services; or complaints about facilities.

Undergraduate students' comments are apt to be complaints about facilities particularly the Knight Library. One out of three comments is about needing more seating; better group study space, more tables, or more outlets. Students are also complimentary about library staff and services as 14% of their comments included words like "love" and "thank you" and "what I like best."