

**WISCONSIN-OHIO REFERENCE EVALUATION PROGRAM**

**Produced By**

**LIBRARIES AND MEDIA SERVICES**

**KENT STATE UNIVERSITY**

**May 26, 2004**

**ACADEMIC LIBRARY NAME: Washburn University ACADEMIC LIBRARY ID: 504**

**ACADEMIC LIBRARIES OF SAME SIZE: 36 NO. OF TRANSACTIONS: 3457**

**TOTAL ACADEMIC LIBRARIES: 113 NO. OF TRANSACTIONS: 10642**

**PAGE 1**

**STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE**

**TOT NO. % PERCENT PERCENT PERCENT**

**1. NUMBER OF PATRON FORMS GIVEN OUT 240 100.00 100.00 100.00**

**2. PATRON REFERENCE FORMS RETURNED ENTIRELY COMPLETED 240 212 88.33 84.53  
100.00 84.20**

**3. PATRON FORMS RETURNED ENTIRELY COMPLETED BUT  
LIBRARY EMPLOYEE FORM MISSING OR EMPTY 11 0.46 0.00 0.48**

**4. NUMBER OF SPECIFIC ITEM QUESTIONS 201 32 15.92 15.53 8.00 15.57**

**5. PATRONS WHO FOUND EXACTLY WHAT WAS WANTED ON SPECIFIC  
BOOK QUESTIONS UNDER DIFFERING CONDITIONS**

**(A) OVERALL 32 22 68.75 60.64 75.00 58.92**

**(B) WHEN HELPED BY A PROFESSIONAL LIBRARIAN 32 22 68.75 60.38 66.67 58.52**

**(C) WHEN HELPED BY A LIBRARY ASSISTANT 0 . . 68.98 100.00 58.71**

**(D) WHEN HELPED BY A STUDENT/OTHER 0 . . 73.40 . 74.01**

**6. NO. OF COMPLETE SETS OF PATRON-LIBRARY EMPLOYEE FORMS 169  
(MINUS SPECIFIC ITEM QUESTIONS)**

**7. PATRONS**

**PERCENT OF TOTAL PATRONS ASKING REFERENCE QUESTIONS**

**FRESHMEN 209 28 13.40 14.77 22.00 16.14**

**SOPHOMORES 209 36 17.22 12.40 18.00 15.16**

**JUNIORS 209 41 19.62 19.64 32.00 17.65**

**SENIORS 209 67 32.06 22.10 14.00 21.69**

**GRADUATES 209 13 6.22 17.57 8.00 15.37**

**CONTINUING EDUCATION OR NON-DEGREE 209 4 1.91 1.43 0.00 2.19**

**FACULTY 209 3 1.44 3.58 2.00 3.21**

**STAFF 209 1 0.48 2.11 2.00 2.07**

**ALUMNI 209 3 1.44 1.77 0.00 1.81**

**NOT AFFILIATED WITH COLLEGE OR UNIVERSITY 209 13 6.22 5.90 2.00 6.04**

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**STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE**

**TOT NO. % PERCENT PERCENT PERCENT**

**PATRONS MAJORS**

**SOCIAL SCIENCES 150 32 21.33 15.33 2.33 13.12**

**LAW 150 8 5.33 3.51 2.33 3.25**

**EDUCATION 150 22 14.67 11.57 6.98 11.53**

**BIOLOGICAL/AGRICULTURAL 150 2 1.33 3.31 0.00 4.53**

**MEDICAL AND HEALTH 150 34 22.67 8.94 0.00 8.28**

**ARTS AND HUMANITIES 150 23 15.33 18.46 60.47 19.17**

**BUSINESS/MANAGEMENT 150 10 6.67 18.12 11.63 19.52**

**TECHNOLOGY/ENGINEERING 150 5 3.33 7.01 0.00 7.08**

**MATH/PHYSICAL SCIENCE 150 2 1.33 2.38 0.00 2.86**

**INTERDISCIPLINARY OR OTHER 150 5 3.33 6.14 9.30 4.90**

**MAJOR NOT DECLARED 150 7 4.67 5.55 6.98 6.14**

8. PERCENT WHO FOUND EXACTLY WHAT WAS WANTED  
AND WERE SATISFIED 169 123 72.78 61.03 78.26 58.44  
9. PERCENT ADDING THOSE WHO FOUND APPROXIMATELY  
WHAT WAS WANTED AND WERE SATISFIED 169 136 80.47 72.86 91.30 70.05  
10. PERCENT ADDING THOSE WHO DID NOT FIND WHAT  
WAS WANTED BUT WERE SATISFIED ANYWAY 169 137 81.07 74.36 91.30 71.58  
11. UNDERCLASS WHO FOUND EXACTLY 47 35 74.47 60.92 . 58.64  
UPPERCLASS WHO FOUND EXACTLY 92 67 72.83 58.97 . 56.74  
GRADUATES WHO FOUND EXACTLY 9 6 66.67 56.97 . 56.15

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

12. PATRONS WHO FOUND EXACTLY WHAT WAS WANTED AND WERE SATISFIED  
UNDER DIFFERING CONDITIONS

(A) PATRONS WHO FOUND EXACTLY WHAT WAS WANTED WHEN:

LIBRARY EMPLOYEE WAS NOT BUSY AND SEARCHED 78 58 74.36 69.11 73.91 66.49

LIBRARY EMPLOYEE WAS BUSY AND SEARCHED 22 16 72.73 60.59 . 61.24

LIBRARY EMPLOYEE WAS NOT BUSY AND DIRECTED 49 37 75.51 60.28 . 54.48

LIBRARY EMPLOYEE WAS BUSY AND DIRECTED 6 6 100.00 59.53 . 53.41

(DEFINITION OF "SEARCH" OR "DIRECT":

BOTH LIBRARY EMPLOYEE AND PATRON REPORT SEARCH.

EITHER LIBRARY EMPLOYEE OR PATRON REPORT DIRECT)

(B) PERCENT OF QUESTIONS ON WHICH LIBRARY EMPLOYEE

REPORTED BUSY 169 28 16.57 24.73 41.30 23.16

(C) PERCENT OF QUESTIONS ON WHICH PATRON REPORTED

LIBRARY EMPLOYEE WAS BUSY OR PARTLY BUSY 169 45 26.63 41.53 32.61 42.34

(D) PERCENT OF QUESTIONS ON WHICH LIBRARY EMPLOYEE

REPORTED DIRECT OR SUGGEST ONLY 169 36 21.30 26.09 4.35 22.95

(E) NO. OF TRANSACTIONS HANDLED BY STUDENT/OTHER 169 0 0.00 4.33 2.17 6.08

(F) NO. OF TRANSACTIONS HANDLED BY LIBRARY ASSISTANT 169 7 4.14 15.89 56.52 17.00

(G) NO. OF TRANSACTIONS HANDLED BY NONPROFESS. STAFF 169 7 4.14 20.22 58.70 23.08

(H) NO. OF TRANSACTIONS HANDLED BY PROFESSIONAL

LIBRARIANS 169 150 88.76 74.22 41.30 71.86

(I) NO. OF TRANSACTIONS WHERE TYPE OF STAFF NOT

REPORTED 169 12 7.10 5.57 0.00 5.06

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

(J) PATRONS WHO FOUND EXACTLY WHAT WAS WANTED WHEN

HELPED BY LIBRARY ASSISTANT (DID NOT CONSULT) 5 5 100.00 61.32 83.33 .

(K) PATRONS WHO FOUND EXACTLY OR APPROXIMATELY

WHAT WAS WANTED WHEN HELPED BY LIBRARY

ASSISTANT (DID NOT CONSULT) 5 5 100.00 72.24 91.67 .

(L) PATRONS WHO FOUND EXACTLY WHAT WAS WANTED

WHEN HELPED BY A PROFESSIONAL LIBRARIAN 150 108 72.00 63.23 68.42 59.78

(M) PATRONS WHO FOUND EXACTLY OR APPROXIMATELY

WHAT WAS WANTED WHEN HELPED BY A PROFESSIONAL

LIBRARIAN 150 121 80.67 75.61 89.47 71.56

(N) PATRONS WHO FOUND EXACTLY WHAT WAS WANTED

WHEN TYPE OF STAFF NOT REPORTED 12 8 66.67 55.01 . 51.81

(O) PATRONS WHO FOUND EXACTLY WHAT WAS WANTED

WHEN HELPED BY A PROFESSIONAL LIBRARIAN

WHO WAS NOT BUSY AND SEARCHED 69 50 72.46 70.44 66.67 67.67

(P) PATRONS WHO FOUND EXACTLY OR APPROXIMATELY  
WHAT WAS WANTED WHEN HELPED BY A PROFESSIONAL

LIBRARIAN WHO WAS NOT BUSY AND SEARCHED 69 58 84.06 82.28 100.00 79.22

(Q) UNDERSTANDING WHAT IS WANTED AND PROVIDING RELEVANT  
INFORMATION/MATERIAL

PATRON'S PERCEPTION

ONLY PARTLY/DIDNOT UNDERSTAND WHAT WAS WANTED 169 2 1.18 5.13 6.52 5.17

APPEARED ONLY PARTLY OR NOT KNOWLEDGEABLE 169 8 4.73 8.42 2.17 9.10

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES

IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

(R) ACTUAL RESULT AS REPORTED BY PATRON  
INFORMATION OR MATERIALS

NOT RELEVANT ENOUGH 169 3 1.78 4.13 2.17 4.25

WANT DIFFERENT VIEWPOINT 169 4 2.37 2.21 4.35 2.08

NOT SURE IF INFORMATION IS CORRECT 169 0 0.00 1.15 0.00 1.48

(S) PROVIDING SUFFICIENT TIME AND ASSISTANCE TO ENABLE  
PATRONS TO FIND DESIRED INFORMATION/MATERIALS

PATRON'S PERCEPTION

ONLY PARTLY OR NOT ENOUGH TIME 169 2 1.18 5.81 0.00 5.10

ONLY PARTLY OR NOT ENOUGH HELP & EXPLANATION 169 2 1.18 7.61 4.35 7.63

REPORTED BY LIBRARY EMPLOYEE

NEEDS EXTRA HELP 169 35 20.71 12.04 15.22 9.65

(T) ACTUAL RESULTS AS REPORTED BY PATRON FOLLOW UP

FOUND NOTHING 169 4 2.37 2.91 0.00 2.99

COULDN'T FIND INFORMATION IN SOURCE 169 5 2.96 3.69 0.00 4.25

NOT ENOUGH 169 2 1.18 11.02 4.35 12.11

NEED MORE IN-DEPTH 169 4 2.37 7.49 4.35 8.60

(U) TIME SPENT ON QUESTION

0-3 MINUTES 163 17 10.43 33.60 8.70 34.41

3-5 MINUTES 163 57 34.97 40.48 30.43 40.95

5-15 MINUTES 163 60 36.81 19.82 45.65 20.61

OVER 15 MINUTES 163 29 17.79 6.63 17.39 4.50

(V) NUMBER OF SOURCES USED, RECOMMENDED, OR INTERPRETED

1 SOURCE 144 51 35.42 44.27 22.22 41.33

2 SOURCES 144 41 28.47 29.49 20.00 29.91

3 SOURCES 144 24 16.67 15.26 24.44 15.97

4 SOURCES 144 10 6.94 5.86 20.00 6.42

5 SOURCES 144 18 12.50 5.12 13.33 6.37

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES

IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

13. PROVIDING INFORMATION/MATERIALS ON THE RIGHT LEVEL

WANT MORE SIMPLE 169 2 1.18 2.56 0.00 2.94

TOO MUCH 169 17 10.06 0.93 2.17 1.24

PATRON'S PERCEPTION

EXPLANATION PARTLY OR NOT CLEAR 169 4 2.37 6.17 0.00 6.23

14. COURTESY

PATRON'S PERCEPTION

LIBRARY EMPLOYEE ONLY PARTLY OR NOT COURTEOUS 169 2 1.18 2.14 0.00 2.09

15. AGREEMENT IN LIBRARY EMPLOYEE & PATRON PERCEPTION OF SUCCESS

LIBRARY EMPLOYEE REPORTS "FOUND" 161 127 78.88 71.25 . 67.78  
PATRON REPORTS "FOUND" EXACTLY 169 123 72.78 61.03 78.26 58.44  
LIBRARY EMPLOYEE REPORTS "DON'T KNOW IF FOUND" 169 7 4.14 12.85 0.00 11.10  
PATRON REPORTS "FOUND EXACTLY" ON SAME QUESTIONS 127 103 81.10 71.85 83.33  
71.44  
OVERALL AGREEMENT ON FOUND, PARTLY FOUND & NOT F 161 117 72.67 65.96 . 65.14  
16A. COMMUNICATION DIFFICULTY  
TOTAL COMMUNICATION DIFFICULTY  
NO. OF TRANSACTIONS ON WHICH EITHER PATRON OR  
LIBRARY EMPLOYEE REPORTED COMMUNICATION DIFFICULTY 169 19 11.24 11.85 17.39  
12.02  
PERCENT OF TRANSACTIONS ON WHICH PATRON REPORTS  
COMMUNICATION DIFFICULTY 169 8 4.73 8.54 10.87 8.66  
PERCENT OF TRANSACTIONS ON WHICH LIBRARY EMPLOYEE  
REPORTS COMMUNICATION DIFFICULTY 169 11 6.51 4.35 10.87 4.21  
SENSITIVITY TO PATRON COMMUNICATION DIFFICULTY  
(% PATRON COMMUNICATION DIFFICULTY DETECTED) 19 11 57.89 37.03 . 34.75

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

16B. PATRON REPORT OF PROBLEMS

OVERALL SERVICE

ONLY PARTLY OR NOT ENOUGH TIME 169 2 1.18 5.81 0.00 5.10

ONLY PARTLY OR NOT ENOUGH EXPLANATION AND HELP 169 2 1.18 7.61 4.35 7.63

EXPLANATIONS ONLY PARTLY OR NOT CLEAR 169 4 2.37 6.17 0.00 6.23

LIBRARY EMPLOYEES ONLY PARTLY OR NOT COURTEOUS 169 2 1.18 2.14 0.00 2.09

LIBRARY EMPLOYEES ONLY PARTLY OR DID NOT UNDERSTAND

WHAT WAS WANTED 169 2 1.18 5.13 6.52 5.17

LIBRARY EMPLOYEES APPEARED ONLY PARTLY OR NOT

KNOWLEDGEABLE 169 8 4.73 8.42 2.17 9.10

INFORMATION OR MATERIALS

FOUND NOTHING 169 4 2.37 2.91 0.00 2.99

COULDN'T FIND INFORMATION IN SOURCE 169 5 2.96 3.69 0.00 4.25

NOT ENOUGH 169 2 1.18 11.02 4.35 12.11

NEED MORE IN-DEPTH 169 4 2.37 7.49 4.35 8.60

WANT MORE SIMPLE 169 2 1.18 2.56 0.00 2.94

TOO MUCH 169 17 10.06 0.93 2.17 1.24

NOT RELEVANT ENOUGH 169 3 1.78 4.13 2.17 4.25

WANT DIFFERENT VIEWPOINT 169 4 2.37 2.21 4.35 2.08

NOT SURE IF INFORMATION IS CORRECT 169 0 0.00 1.15 0.00 1.48

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
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IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

17. LIBRARY EMPLOYEE REPORT OF FREQUENCY OF PROBLEMS

(A) PATRON PROBLEMS

PATRON IN HURRY 169 7 4.14 5.07 6.52 5.21

COMMUNICATION DIFFICULTY 169 11 6.51 4.35 10.87 4.21

NEEDS EXTRA HELP 169 35 20.71 12.04 15.22 9.65

RETURNS FREQUENTLY 169 17 10.06 5.23 2.17 4.76

WANTS NUMBER OF THINGS 169 63 37.28 15.83 52.17 14.26

(B) QUESTION PROBLEMS

VERY RECENT INFORMATION WANTED 169 16 9.47 8.50 4.35 8.58

FOREIGN LANGUAGE OR COUNTRY 169 6 3.55 4.66 17.39 4.85  
DIFFICULT CITATION 169 13 7.69 3.74 4.35 3.53  
QUESTION COMPLEXITY AND SPECIFICITY 168 108 64.29 48.37 65.22 48.11  
PROFESSIONAL STAFF 150 98 65.33 48.00 52.63 47.94  
LIBRARY ASSISTANT 7 3 42.86 50.70 73.08 51.27  
STUDENT/OTHER EMPLOYEE . . . 52.82 100.00 42.90

**(C) SEARCHING PROBLEMS**

QUESTIONS PERCEIVED AS MODERATELY DIFFICULT  
OR DIFFICULT 169 80 47.34 42.07 82.61 41.08  
DIFFICULT TO THINK OF SOURCES 169 9 5.33 5.88 15.22 5.70  
DIFFICULT TO FIND SUBJECT HEADINGS 169 22 13.02 5.29 8.70 6.19  
SOURCE DIFFICULT TO CONSULT 169 8 4.73 3.37 6.52 3.15  
LACKING & MISINFORMATION IN PATRON'S QUESTION 169 35 20.71 8.90 19.57 7.97

**(D) COLLECTION PROBLEMS**

COLLECTION WEAK OR OUT-OF-DATE 169 23 13.61 6.55 0.00 7.82  
NEEDS BOOKS IN ANOTHER AREA 169 6 3.55 7.63 15.22 7.97

**(E) STAFFING PROBLEMS**

LIBRARY EMPLOYEE REPORTS BUSY 169 28 16.57 24.73 41.30 23.16

**(F) ADMINISTRATIVE PROBLEMS**

CATALOGING OR TECHNICAL PROBLEM 169 4 2.37 1.36 0.00 1.38  
BOOKS OFF SHELF 169 10 5.92 3.80 17.39 3.76

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**STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE**

**TOT NO. % PERCENT PERCENT PERCENT**

**18. LIBRARY EMPLOYEE REPORT OF PROBLEMS AND PATRON  
SUCCESS IN FINDING EXACTLY WHAT WAS WANTED**

**(A) PATRON PROBLEMS**

PATRON IN HURRY 7 4 57.14 57.31 100.00 49.38  
COMMUNICATION DIFFICULTY 11 7 63.64 48.67 40.00 47.17  
NEEDS EXTRA HELP 35 29 82.86 62.92 85.71 56.29  
RETURNS FREQUENTLY 17 14 82.35 55.48 100.00 50.19  
WANTS NUMBER OF THINGS 63 52 82.54 55.76 66.67 55.05

**(B) QUESTION PROBLEMS**

QUESTIONS PERCEIVED AS MODERATELY DIFFICULT  
OR DIFFICULT 80 53 66.25 51.88 73.68 47.84  
VERY RECENT INFORMATION WANTED 16 13 81.25 57.41 50.00 59.67  
FOREIGN LANGUAGE OR COUNTRY 6 3 50.00 62.14 75.00 51.87  
DIFFICULT CITATION 13 8 61.54 54.46 100.00 49.79  
QUESTION COMPLEXITY AND SPECIFICITY 108 78 72.22 57.46 . 55.25

**(C) SEARCHING PROBLEMS**

DIFFICULT TO THINK OF SOURCE 9 4 44.44 35.45 71.43 33.50  
DIFFICULT TO FIND SUBJECT HEADINGS 22 13 59.09 45.07 25.00 41.38  
SOURCE DIFFICULT TO CONSULT 8 4 50.00 46.01 66.67 43.23  
LACKING & MISINFORMATION IN PATRON'S QUESTION 35 28 80.00 45.19 88.89 45.45

**(D) COLLECTION PROBLEMS**

COLLECTION WEAK OR OUT-OF-DATE 23 15 65.22 34.16 . 31.51  
NEED BOOKS IN ANOTHER AREA 6 2 33.33 43.76 . 44.25

**(E) STAFFING PROBLEMS**

LIBRARY EMPLOYEE REPORTS BUSY 28 22 78.57 57.76 . 55.54

**(F) ADMINISTRATIVE PROBLEMS**

CATALOGING OR TECHNICAL PROBLEM 4 1 25.00 50.35 . 55.70  
BOOKS OFF SHELF 10 6 60.00 53.04 75.00 49.09

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**STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL**

**SIMILAR SIZE LIBRARY LIBRARIES**

**IN THIS SAMPLE**

**TOT NO. % PERCENT PERCENT PERCENT**

**19. PATRONS WHO FOUND EXACTLY WHAT WAS WANTED ACCORDING TO LIBRARY EMPLOYEE'S REPORT OF DIFFICULTY LEVEL OF QUESTION**

**EASY 88 70 79.55 69.34 100.00 66.71**

**MEDIUM 60 45 75.00 55.28 77.78 51.28**

**HARD 20 8 40.00 34.96 63.64 31.50**

**20. PATRON REPORTS LEARNING NEW SOURCE(S) AS A RESULT OF THE REFERENCE TRANSACTION**

**TWO OR MORE NEW SOURCES 169 82 48.52 35.28 40.00 35.51**

**ONE NEW SOURCE 169 70 41.42 48.20 44.44 48.78**

**NO NEW SOURCES 169 17 10.06 16.52 15.56 15.71**

**PATRON REPORTS LEARNING SOMETHING ABOUT THE LIBRARY AS A RESULT OF THE REFERENCE TRANSACTION**

**YES 167 148 88.62 77.21 76.09 77.99**

**YES AND PARTLY 167 164 98.20 92.95 95.65 93.32**

**NO 167 3 1.80 7.05 4.35 6.68**

**21. DEMONSTRATION OF EXTRA EFFORT (PERCENT OF TRANSACTIONS)**

**CONSULT 169 14 8.28 8.28 . 5.48**

**REFER 169 7 4.14 4.14 . 2.96**

**USE OR RECOMMENDATION OF 4 & 5 SOURCES 169 28 16.57 9.56 32.61 10.77**

**OVER 5 MINUTES 169 89 52.66 25.59 63.04 23.85**

**SEARCH WHEN BUSY 28 22 78.57 61.04 . 58.53**

**PATRON RESPONSE TO EFFORT EXPENDED**

**ONLY PARTLY OR NOT ENOUGH HELP 169 2 1.18 7.61 4.35 7.63**

**EXPLANATIONS ONLY PARTLY OR NOT CLEAR 169 4 2.37 6.17 0.00 6.23**

**PARTLY OR NOT COURTEOUS 169 2 1.18 2.14 0.00 2.09**

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**STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL SIMILAR SIZE LIBRARY LIBRARIES**

**IN THIS SAMPLE**

**TOT NO. % PERCENT PERCENT PERCENT**

**22. TYPE OF QUESTION**

**(BASED ON ALL TRANSACTIONS AND ADJUSTED FOR ONE TYPE OF QUESTION PER TRANSACTION)**

**SPECIFIC BOOK, SERIAL, SCORE, RECORDING, ETC. 229 36 15.72 15.45 8.00 15.26**

**SMALLER ITEM IN LARGER PUBLICATION 229 4 1.75 2.77 2.00 2.58**

**ANYTHING BY PARTICULAR AUTHOR 229 4 1.75 0.95 2.00 0.83**

**SHORT ANSWER FACTS 229 11 4.80 10.62 2.00 9.59**

**FACTS AND STATISTICS 229 15 6.55 10.47 4.00 10.85**

**EXPLANATION OF LIBRARY OR PARTICULAR SOURCE 229 12 5.24 8.92 0.00 9.69**

**SOMETHING, ANYTHING 229 41 17.90 13.24 14.00 13.60**

**CERTAIN TYPE OF SOURCE OR MATERIALS 229 41 17.90 12.64 20.00 11.60**

**CRITICISM, REVIEWS, INTERPRETATIONS 229 2 0.87 5.92 28.00 5.60**

**ANALYSIS, TRENDS PRO/CON, CAUSE/EFFECT, ETC. 229 17 7.42 4.27 . 4.83**

**FOCUS ON ASPECT, BIOG, HIST, OTHER 229 27 11.79 5.74 . 6.00**

**23. TYPE OF QUESTION AND PATRON SUCCESS IN FINDING EXACTLY WHAT WAS WANTED**

**SHORT ANSWER FACTS 9 9 100.00 68.30 100.00 66.39**

**FACTS AND STATISTICS 13 9 69.23 56.11 100.00 53.42**

**EXPLANATION OF PARTICULAR SOURCE OR LIBRARY 11 10 90.91 62.90 . 65.67**

**SOMETHING, ANYTHING 92 64 69.57 57.93 80.77 53.08**

**CERTAIN TYPE OF SOURCE OR MATERIALS 58 42 72.41 62.26 80.77 58.42**

**CRITICISM, REVIEWS 3 0 0.00 56.68 71.43 54.37**

**ANALYSIS, TRENDS PRO/CON, CAUSE/EFFECT, ETC. 18 11 61.11 56.04 100.00 48.43**

FOCUS ON ASPECT 36 24 66.67 61.83 91.67 54.92

**24. ASPECTS OF QUESTIONS (PERCENT OF ALL QUESTIONS)**

STATISTICAL 169 1 0.59 6.60 0.00 6.90  
BIOGRAPHICAL 169 7 4.14 4.18 0.00 4.15  
HISTORICAL 169 9 5.33 5.05 0.00 4.76  
BIBLIOGRAPHICAL 169 7 4.14 5.97 0.00 5.21  
EDUCATION 169 15 8.88 5.99 0.00 6.23  
BUSINESS 169 12 7.10 6.65 0.00 7.63

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

**25. ASPECTS OF QUESTIONS AND PATRON SUCCESS IN FINDING EXACTLY WHAT WAS  
WANTED**

STATISTICAL 1 1 100.00 53.97 . 51.58  
BIOGRAPHICAL 7 4 57.14 55.73 . 55.39  
HISTORICAL 9 4 44.44 47.77 . 53.31  
BIBLIOGRAPHICAL 7 7 100.00 66.84 . 63.95  
EDUCATION 15 13 86.67 58.08 . 57.62  
BUSINESS 12 9 75.00 54.91 . 55.94

**26. TYPES OF SOURCES USED (REVISED LIST 2004)**

PERCENT OF TRANSACTIONS WHERE THIS SOURCE WAS USED

PRINT INDEXES 167 9 5.39 5.39 . 6.67  
RESEARCH DATABASES 167 91 54.49 54.49 . 55.90  
PRINT REFERENCE BOOKS 167 37 22.16 22.16 . 19.53  
ONLINE REFERENCE SOURCES 167 20 11.98 11.98 . 16.38  
LIBRARY CATALOG 167 86 51.50 51.50 . 51.49  
CIRCULATING BOOKS (PRINT/ONLINE) 167 15 8.98 8.98 . 4.40  
FULL TEXT ARTICLES (PRINT/ONLINE) 167 72 43.11 43.11 . 25.03  
EXTERNAL FREE WEB SITES 167 17 10.18 10.18 . 12.36  
LIBRARY-MADE WEB PAGES/GUIDES 167 13 7.78 7.78 . 4.55  
VERTICAL FILE 167 1 0.60 0.60 . 0.12  
OWN KNOWLEDGE 167 35 20.96 20.96 . 14.26  
CONSULT 167 14 0.08 8.38 . 5.62  
REFER 167 7 0.04 4.19 . 3.02  
OTHER 167 6 0.04 3.59 . 3.70

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STATISTICAL PROFILE YOUR LIBRARY LIBRARIES OF TOP SCORING AVERAGE ALL  
SIMILAR SIZE LIBRARY LIBRARIES  
IN THIS SAMPLE

TOT NO. % PERCENT PERCENT PERCENT

**27. PERCENT OF PATRONS WHO FOUND EXACTLY WHAT WAS  
WANTED WHEN SOURCE WAS USED**

PRINT INDEXES 9 6 66.67 66.67 . 62.60  
RESEARCH DATABASES 91 66 72.53 72.53 . 67.63  
PRINT REFERENCE BOOKS 37 27 72.97 72.97 . 65.37  
ONLINE REFERENCE SOURCES 20 12 60.00 60.00 . 63.35  
LIBRARY CATALOG 86 62 72.09 72.09 . 66.15  
CIRCULATING BOOKS (PRINT/ONLINE) 15 9 60.00 60.00 . 55.94  
FULL TEXT ARTICLES (PRINT/ONLINE) 72 53 0.74 0.74 . 0.74  
EXTERNAL FREE WEB SITES 17 11 0.65 0.65 . 0.60  
LIBRARY-MADE WEB PAGES/GUIDES 13 11 0.85 0.85 . 0.85  
VERTICAL FILE 1 1 100.00 1.00 . 100.00  
OWN KNOWLEDGE 35 26 74.29 74.29 . 62.78  
CONSULT 14 11 0.79 0.79 . 0.67

REFER 7 3 0.43 0.43 . 0.29

OTHER 6 4 0.67 0.67 . 0.58

**28. SUBJECTS OF QUESTIONS:**

**NUMBER OF QUESTIONS IN EACH SUBJECT AREA**

**ARTS AND HUMANITIES 170 21 12.35 22.42 95.74 21.53**

**SOCIAL SCIENCES 170 102 60.00 56.90 2.13 56.58**

**SCIENCE AND TECHNOLOGY 170 47 27.65 20.68 2.13 21.00**

**29. PATRONS WHO FOUND EXACTLY WHAT WAS WANTED  
IN SUBJECT AREAS**

**ARTS AND HUMANITIES 21 18 85.71 64.79 . 58.96**

**SOCIAL SCIENCES 102 71 69.61 57.62 100.00 55.81**

**SCIENCE AND TECHNOLOGY 47 32 68.09 56.37 . 55.45**

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**STATISTICAL PROFILE LIBRARY: 504**

**30. FACTORS ASSOCIATED WITH LESS-THAN-SUCCESSFUL QUESTIONS**

**(NOTE: FOR SUBJECTS GIVES TOTAL NO. OF TIMES SUBJECT NUMBER OF LESS-THAN-MARKED EITHER AS 1ST OR 2ND SUBJECT) SUCCESSFUL QUESTIONS**

**TYPE OF QUESTION - ANYTHING BY PARTICULAR AUTHOR 1**

**TYPE OF QUESTION - EXPLANATION OF LIBRARY OR PARTICULAR SOURCE 1**

**TYPE OF QUESTION - MULTIPLE SUBJECT 17**

**TYPE OF QUESTION - SOMETHING, ANYTHING, EVERYTHING 28**

**TYPE OF QUESTION - MUST BE CERTAIN TIME PERIOD, PLACE, ETC. 16**

**TYPE OF QUESTION - MUST BE CERTAIN TYPE OF SOURCE/MATERIAL 16**

**TYPE OF QUESTION - FOCUS ON ASPECT 12**

**TYPE OF QUESTION - FACTS AND STATISTICS 4**

**TYPE OF QUESTION - CRITICISM, INTERPRETATION, REVIEWS, ETC 3**

**TYPE OF QUESTION - ANALYSIS, TRENDS, PRO/CON, ETC. 7**

**TYPE OF QUESTION - COMPILE LIST OF REFERENCES 1**

**DIRECT AND SUGGEST ONLY 8**

**TIME 0-3 MINUTES 1**

**LACKING & MISINFORMATION IN QUESTION 7**

**QUESTION INVOLVES FOREIGN COUNTRY, LANGUAGE 3**

**QUESTION INVOLVES GOVERNMENT DOCUMENTS 4**

**QUESTION INVOLVES DIFFICULT CITATION 5**

**LIBRARIAN REPORTS VERY RECENT INFORMATION WANTED 3**

**LIBRARIAN REPORTS PATRON WANTS NUMBER OF THINGS 11**

**LIBRARIAN REPORTS PATRON IN HURRY 3**

**LIBRARIAN REPORTS COMMUNICATION DIFFICULTY 4**

**LIBRARIAN REPORTS PATRON NEEDS EXTRA HELP 6**

**LIBRARIAN REPORTS PATRON RETURNS FREQUENTLY 3**

**LIBRARIAN REPORTS DIFFICULT TO THINK OF SOURCE 5**

**LIBRARIAN REPORTS DIFFICULT TO FIND SUBJECT HEAD 9**

**LIBRARIAN REPORTS BOOKS OFF SHELF 4**

**LIBRARIAN REPORTS SOURCE DIFFICULT TO CONSULT 4**

**LIBRARIAN REPORTS BUSY 6**

**LIBRARIAN REPORTS CATALOGING/TECHNICAL PROBLEM 3**

**LIBRARIAN REPORTS COLLECTION WEAK 8**

**LIBRARIAN REPORTS NEEDS BOOKS IN OTHER AREA 4**

**LIBRARIAN REPORTS ONE SOURCE USED 12**

**ASPECT OF QUESTION - BIOGRAPHICAL 3**

**ASPECT OF QUESTION - HISTORICAL 5**

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**30. (CONTINUED)**

**FACTORS ASSOCIATED WITH LESS-THAN-SUCCESSFUL**

**QUESTIONS (NOTE: FOR SUBJECTS GIVES TOTAL NO. OF TIMES NUMBER OF LESS-**

THAN-

SUBJECT MARKED EITHER AS 1ST OR 2ND SUBJECT) SUCCESSFUL QUESTIONS

PATRON REPORTS "LIBRARIAN DIDN'T UNDERSTAND" 1

PATRON REPORTS "EXPLANATIONS NOT CLEAR" 3

PATRON REPORTS "LIBRARIAN NOT KNOWLEDGEABLE" 4

PATRON REPORTS "LIBRARIAN NOT COURTEOUS" 2

PATRON REPORTS "ONLY PARTLY/NOT ENOUGH TIME" 2

PATRON REPORTS "FOUND NOTHING" 4

PATRON REPORTS "NOT ENOUGH" 2

PATRON REPORTS "NEED MORE SIMPLE" 2

PATRON REPORTS "TOO MUCH" 17

PATRON REPORTS "NEED MORE IN-DEPTH" 4

PATRON REPORTS "NOT RELEVANT ENOUGH" 3

PATRON REPORTS "WANT DIFFERENT VIEWPOINT" 4

PATRON REPORTS "COULDN'T FIND INFO IN SOURCE" 5

SUBJECT: CURRENT EVENTS 1

SUBJECT: LITERATURE 1

SUBJECT: MUSIC 1

SUBJECT: PHILOSOPHY 1

SUBJECT: BLACKS 1

SUBJECT: BUSINESS & ECON 3

SUBJECT: ADVERTISING 1

SUBJECT: COMMUNICATION 2

SUBJECT: CRIME, CRIMINALS, & LAW ENFORCEMENT 2

SUBJECT: EDUCATION 2

SUBJECT: FOREIGN AFFAIRS 1

SUBJECT: HISTORY 3

SUBJECT: LAW & LEGISLATION 2

SUBJECT: MARRIAGE & FAMILY 1

SUBJECT: POLITICS & GOVERNMENT 5

SUBJECT: PSYCHOLOGY & PSYCHIATRY 5

SUBJECT: RACE RELATIONS 1

SUBJECT: SOCIOLOGY & SOCIAL WORK 5

SUBJECT: ASTRONOMY 1

SUBJECT: BIOLOGY 1

SUBJECT: CHEMISTRY 1

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STATISTICAL PROFILE LIBRARY: 504

30. (CONTINUED)

FACTORS ASSOCIATED WITH LESS-THAN-SUCCESSFUL

QUESTIONS (NOTE: FOR SUBJECTS GIVES TOTAL NO. OF TIMES NUMBER OF LESS-

THAN-

SUBJECT MARKED EITHER AS 1ST OR 2ND SUBJECT) SUCCESSFUL QUESTIONS

SUBJECT: COMPUTERS 1

SUBJECT: DRUGS (PHARMACEUTICAL) 1

SUBJECT: DRUG & ALCOHOL ABUSE 1

SUBJECT: FOOD & BEVERAGES 1

SUBJECT: MATHEMATICS 1

SUBJECT: MEDICAL/HEALTH 9

ARTS AND HUMANITIES 3

SOCIAL SCIENCES 31

SCIENCE AND TECHNOLOGY 15

31. SUBJECTS OF QUESTIONS WHERE PATRON FOUND EXACTLY WHAT WAS WANTED

(TOTAL NO. TIMES SUBJECT MARKED EITHER AS 1ST OR 2ND SUBJECT)

GENERAL 1

BOOKS, SERIALS - BIBLIOGRAPHICAL INFO 7

**CURRENT EVENTS 2**  
**NONE OR DON'T KNOW 4**  
**DRAMA & THEATRE 1**  
**FOLKLORE & MYTH 1**  
**LANGUAGE & LANGUAGES 2**  
**LITERATURE 3**  
**MUSIC 3**  
**PHILOSOPHY 2**  
**RELIGION 4**  
**WRITING, AUTHORSHIP 4**  
**ANTHROPOLOGY 1**  
**AREA STUDIES 1**  
**BLACKS 1**  
**BUSINESS & ECON 9**  
**COMMUNICATION 3**  
**CRIME, CRIMINALS, & LAW ENFORCEMENT 4**  
**EDUCATION 13**  
**ETHNIC STUDIES 2**  
**PAGE 17**  
**STATISTICAL PROFILE LIBRARY: 504**  
**31. (CONTINUED)**  
**SUBJECTS OF QUESTIONS WHERE PATRON FOUND EXACTLY WHAT WAS WANTED**  
**(TOTAL NO. TIMES SUBJECT MARKED EITHER AS 1ST OR 2ND SUBJECT)**  
**FOREIGN AFFAIRS 1**  
**GEOGRAPHY 1**  
**HISTORY 2**  
**JOURNALISM 1**  
**LAW & LEGISLATION 2**  
**MARRIAGE & FAMILY 3**  
**MENTAL ILLNESS & HEALTH 1**  
**MILITARY & WAR 3**  
**OCCUPATION & JOBS 1**  
**POLITICS & GOVERNMENT 7**  
**PSYCHOLOGY & PSYCHIATRY 13**  
**RACE RELATIONS 2**  
**SOCIOLOGY & SOCIAL WORK 5**  
**SPORTS, PHYSICAL EDUCATION & RECREATION 5**  
**TV & MEDIA 3**  
**WOMEN 3**  
**BIOLOGY 3**  
**BOTANY 1**  
**COMPUTERS 1**  
**DRUGS (PHARMACEUTICAL) 1**  
**EARTH SCIENCES 1**  
**ENVIRONMENT 2**  
**HOME ECONOMICS 1**  
**MEDICAL/HEALTH 21**  
**ZOOLOGY 2**