

Fall 2002 ETS Customer Service Survey : Library

	(low)			(high)	Total Responses:
Damon - Circulation / Reserve Desk					
Questions/Ratings	1	2		3	4
1 - Completes request promptly				1	15
2 - Provides accurate information				3	13
3 - Exhibits helpfulness & courtesy				1	15
4 - Overall rating				2	14
Total Damon - C/RD:	0	0		7	57
Total Percentages:	0%	0%		11%	89%

Damon - Reference Desk					
Questions/Ratings	1	2		3	4
1 - Completes request promptly				1	9
2 - Provides accurate information				1	9
3 - Exhibits helpfulness & courtesy				2	8
4 - Overall rating				2	8
Total Damon - Ref. Desk:	0	0		6	34
Total Percentages:	0%	0%		15%	85%

Damon - Interlibrary Loan					
Questions/Ratings	1	2		3	4
1 - Completes request promptly					5
2 - Provides accurate information					5
3 - Exhibits helpfulness & courtesy				1	4
4 - Overall rating				1	4
Total Damon - Inter. Loan:	0	0		2	18
Total Percentages:	0%	0%		10%	90%

Damon - Library Instruction					
Questions/Ratings	1	2		3	4
1 - Completes request promptly					6
2 - Provides accurate information					6
3 - Exhibits helpfulness & courtesy					6
4 - Overall rating					6
Total Damon - Lib. Instr.:	0	0		0	24
Total Percentages:	0%	0%		0%	100%

Damon - Other					
Questions/Ratings	1	2		3	4
1 - Completes request promptly					1
2 - Provides accurate information					1
3 - Exhibits helpfulness & courtesy					1
4 - Overall rating					1
Total Damon - Other	0	0		0	4
Total Percentages:	0%	0%		0%	100%

Fall 2002 ETS Customer Service Survey : Library

	(low)			(high)	Total Responses:
Brighton - ARL					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly			1	2	
2 - Provides accurate information				3	
3 - Exhibits helpfulness & courtesy			1	2	
4 - Overall rating			1	2	
Total ARL:	0	0	3	9	12
Total Percentages:	0%	0%	25%	75%	

Brighton - Circulation/Reserve					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly	1			33	
2 - Provides accurate information	1			33	
3 - Exhibits helpfulness & courtesy	1			33	
4 - Overall rating	1			33	
Total Brighton - C/R:	4	0	0	132	136
Total Percentages:	3%	0%	0%	97%	

Brighton - Information Desk					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly				13	
2 - Provides accurate information			1	12	
3 - Exhibits helpfulness & courtesy				13	
4 - Overall rating				13	
Total Info. Desk:	0	0	1	51	52
Total Percentages:	0%	0%	2%	98%	

Brighton - Interlibrary Loan					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly				3	
2 - Provides accurate information				3	
3 - Exhibits helpfulness & courtesy				3	
4 - Overall rating				3	
Total Inter. Loan:	0	0	0	12	12
Total Percentages:	0%	0%	0%	100%	

Brighton - Library Instruction					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly				2	
2 - Provides accurate information				2	
3 - Exhibits helpfulness & courtesy				2	
4 - Overall rating				2	
Total Library Instruction:	0	0	0	8	8
Total Percentages:	0%	0%	0%	100%	

Fall 2002 ETS Customer Service Survey : Library

	(low)			(high)	Total Responses:
Brighton - Other					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly			1	4	
2 - Provides accurate information				5	
3 - Exhibits helpfulness & courtesy			1	4	
4 - Overall rating			1	4	
Total Other:	0	0	3	17	20
Total Percentages:	0%	0%	15%	85%	
Unidentified Service					
Questions/Ratings	1	2	3	4	
1 - Completes request promptly	1			9	
2 - Provides accurate information	1		3	6	
3 - Exhibits helpfulness & courtesy	1			9	
4 - Overall rating	1			9	
Total Unidentified Service:	4	0	3	36	43
Total Percentages:	9%	0%	7%	84%	
Total for Library Services:	8	0	25	402	435
	2%	0%	6%	92%	