

## Reference Desk evaluations – Aggregated Data

**Table 1: evaluations collected Fall2007-Spring 2010**

### Reference Desk Evaluations

Number of evaluations 187

Criteria Comments:

5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never NA = Not Applicable (I can't answer)

		5		4		3	
		#	%	#	%	#	%
1	The Librarian knew how to find the appropriate material and resources for me.	174	93%	21	11%		0%
2	The librarian explained the library resources that were available to me.	171	91%	25	13%		0%
3	The librarian treated me with fairness, civility and respect.	176	94%	19	10%		0%
4	The librarian was attentive to my questions and comments and was clear and precise in his/her response.	163	87%	30	16%		0%
5	The librarian recognized and was responsive to my needs.	165	88%	28	15%		0%

**Table 2: evaluations collected Fall 2010-Spring 2013**

Number of evaluations:

365

Criteria Comments:

5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never NA = Not Applicable (I can't answer)

		5		4		3		2		1		NA	
		#	%	#	%	#	%	#	%	#	%	#	%
1	Made me feel welcome in the library.	354	97%	8	2%	2	1%	0%	0%	0%	0%		0%
2	Treated me respectfully.	360	99%	4	1%	0%	0%	0%	0%	0%	0%		0%
3	Clearly explained the library and on-line resources that were available to me.	351	96%	11	3%	0%	0%	0%	0%	0%	2	1%	
4	Made me feel comfortable about asking questions.	357	98%	6	2%	1	0%	0%	0%	0%	0%		0%
5	Knew how to find the material and resources that I needed.	358	98%	6	2%	0%	0%	0%	0%	0%	0%		0%
6	Listened to me and answered questions in a way that I could understand.	355	97%	8	2%	1	0%	0%	0%	0%	0%		0%