

PATRON Questionnaire: ACC Library Services 87-07
 (Multi-Year Comparison)
PATRON Questionnaire: ACC Library Services 87-07
 (Multi-Year Comparison)
Student Questionnaire Results 1987-2007

Please circle only one response per question. Your comments are encouraged, space has been allowed for them at the end of the questionnaire. Please complete and return this questionnaire to the library circulation desk as soon as possible. Thank you.

1. You are : (a) an ACC Student (b) a Student at another college
 (c) a High School Student (d) Not a student
 (If you are a "Non-ACC Student" and answered Other than (a), "Skip" to question 10)

Year	Number	Omit	A	B	C	D
07	106	0%	88%	4%	0%	8%
06	108	3%	89%	1%	1%	6%
05	105	4%	86%	1%	0%	9%
04	104	1%	91%	5%	0%	3%
03	108	3%	87%	3%	3%	5%
02	101	0%	90%	5%	0%	5%
01	104	2%	89%	2%	2%	5%
00	106	0%	89%	4%	0%	8%
99	106	0%	92%	2%	2%	5%
98	110	0%	87%	4%	4%	5%
97	105	0%	84%	4%	4%	12%
96	104	1%	97%	2%	1%	3%

2. You have attended ACC's "Library orientation" taught by the Librarian?
 (a) Yes (b) No
 (If you answered "No" to question 2 "Skip" to question 4)

Year	Number	Omit	A	B
07	91	14%	53%	33%
06	98	12%	62%	26%
05	97	11%	68%	32%
04	104	9%	67%	24%
03	108	10%	67%	23%
02	101	12%	58%	30%
01	104	10%	58%	33%
00	106	9%	73%	18%
99	106	11%	64%	25%
98	110	10%	69%	21%
97	105	19%	50%	31%
96	110	5%	64%	31%
95	107	3%	55%	42%
94	103	1%	64%	35%
93	109	2%	51%	47%
92	104	2%	69%	29%
91	104	0%	60%	40%
90	104	0%	65%	35%
89	102	0%	54%	46%

3. The Librarian's orientation to the library was beneficial to my college experience.
 (a) strongly agree (b) agree (c) no opinion (d) disagree
 (e) strongly disagree

Year	Number	Omit	A	B	C	D	E
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07	59	44%	16%	33%	6%	0%	1%
06	72	35%	18%	38%	8%	0%	1%
05	67	39%	17%	40%	3%	2%	0%
04	104	23%	17%	39%	17%	3%	0%
03	108	34%	25%	31%	8%	2%	0%
02	101	42%	25%	26%	7%	1%	0%
01	104	44%	17%	35%	4%	0%	0%
00	106	23%	27%	46%	3%	1%	0%
99	106	29%	17%	41%	11%	3%	0%
98	110	29%	15%	45%	8%	2%	0%
97	105	48%	19%	28%	6%	0%	0%
96	104	38%	21%	35%	6%	2%	0%
95	110	39%	20%	34%	5%	3%	0%
94	103	32%	30%	33%	4%	1%	0%
93	109	46%	19%	32%	2%	1%	0%
92	104	25%	23%	46%	6%	0%	0%

4. Status: (a) ACC/Main Campus Student (b) ACC/Huron Shores Student
(c) Non-ACC Student

Year	Number	Omit	A	B	C
07	90	15%	70%	15%	
06	98	12%	77%	12%	
05	94	14%	71%	16%	
04	104	10%	83%	8%	
03	108	10%	69%	20%	
02	101	12%	70%	18%	
01	104	10%	77%	13%	
00	106	11%	73%	16%	
99	106	9%	69%	22%	
98	110	14%	75%	12%	
97	105	22%	68%	10%	
96	104	10%	84%	7%	
95	110	1%	75%	15%	10%
94	103	3%	87%	7%	3%
93	109	0%	90%	0%	2%
92	104	3%	88%	2%	7%
91	104	0%	99%	0%	1%
90	104	4%	91%	0%	5%
89	102	0%	94%	0%	6%
88	104	2%	91%	3%	4%
87	100	0%	94%	1%	5%

Non-students now skip this question.
(c) option deleted in 96

5. ACC Status: (a) College Freshman (b) College Sophomore (c) Other

Year	Number	Omit	A	B	C
07	93	12%	29%	43%	15%
06	97	13%	41%	38%	9%
05	95	13%	33%	30%	24%
04	104	10%	36%	38%	17%
03	108	9%	31%	42%	18%
02	101	12%	35%	42%	12%
01	104	10%	30%	33%	28%
00	106	10%	48%	28%	13%
99	106	8%	50%	36%	6%
98	110	14%	40%	42%	5%
97	105	20%	41%	30%	9%
96	104	7%	38%	48%	8%
95	110	5%	36%	37%	21%

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94	103	5%	41%	46%	9%
93	109	1%	36%	50%	14%
92	104	5%	37%	40%	18%
91	104	2%	42%	53%	3%
90	104	6%	47%	38%	10%
89	102	1%	39%	47%	13%
88	104	4%	44%	43%	9%
87	100	2%	44%	41%	13%

6. Student Load: (a) Full-Time (12+ credits) (b) Part-Time

Year	Number	Omit	A	B
07	94	11%	73%	16%
06	100	10%	69%	21%
05	93	15%	58%	28%
04	104	10%	75%	15%
03	108	10%	77%	13%
02	101	12%	76%	12%
01	104	9%	71%	20%
00	106	11%	77%	11%
99	106	8%	82%	10%
98	110	13%	74%	14%
97	105	21%	70%	10%
96	104	8%	78%	14%
95	110	6%	74%	20%
94	103	5%	75%	20%
93	109	2%	78%	18%
92	104	2%	82%	16%
91	104	0%	86%	14%
90	104	5%	85%	11%
89	102	2%	83%	15%
88	104	3%	78%	20%
87	100	2%	79%	18%

7. You use ACC Library materials for class assignments?
(a) frequently (b) occasionally (c) never

Year	Number	Omit	A	B	C
07	94	11%	42%	42%	6%
06	100	10%	36%	48%	6%
05	95	13%	48%	38%	2%
04	104	10%	52%	37%	2%
03	108	9%	47%	40%	4%
02	101	11%	38%	49%	3%
01	104	9%	30%	56%	6%
00	106	11%	29%	57%	3%
99	106	7%	32%	53%	8%
98	110	13%	36%	47%	4%
97	105	20%	23%	54%	3%
96	104	5%	29%	62%	5%
95	110	2%	30%	65%	3%
94	103	1%	35%	61%	3%
93	109	0%	26%	72%	3%
92	104	1%	30%	62%	8%
91	104	1%	31%	63%	6%
90	104	2%	34%	58%	7%
89	102	0%	37%	61%	2%
88	104	1%	40%	56%	3%

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87 100 1% 31% 64% 4%

8. You are able to obtain the materials you need from or through ACC's Library: (a) strongly agree (b) agree (c) no opinion (d) disagree (d) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	42%	47%	10%	0%	0%
06	110	1%	33%	59%	7%	0%	0%
05	108	1%	39%	50%	6%	2%	2%
04	104	0%	40%	56%	4%	0%	0%
03	108	0%	44%	49%	7%	0%	0%
02	101	2%	47%	48%	4%	0%	0%
01	104	0%	32%	57%	12%	0%	0%
00	106	0%	38%	58%	4%	1%	0%
99	106	1%	30%	61%	8%	0%	0%
98	110	0%	36%	54%	10%	0%	0%
97	105	1%	30%	62%	6%	2%	0%
96	104	0%	25%	58%	16%	1%	0%
95	110	2%	41%	46%	10%	1%	0%
94	103	2%	45%	46%	5%	3%	0%
93	109	0%	30%	61%	6%	2%	1%
92	104	0%	35%	51%	12%	2%	1%
91	104	1%	26%	62%	5%	6%	1%
90	104	1%	35%	53%	10%	2%	0%
89	102	0%	29%	67%	4%	0%	0%
88	104	2%	24%	63%	10%	1%	0%
87	100	1%	15%	71%	6%	7%	0%

9. You consider the use of Library materials: (a) very important (b) of some importance (c) of no importance

Year	Number	Omit	A	B	C
07	106	0%	75%	25%	1%
06	110	1%	67%	32%	1%
05	107	2%	78%	18%	2%
04	104	0%	80%	20%	0%
03	108	0%	77%	23%	0%
02	101	1%	77%	20%	2%
01	104	1%	72%	26%	1%
00	106	0%	78%	19%	3%
99	106	0%	73%	26%	1%
98	110	0%	88%	10%	2%
97	105	0%	77%	23%	0%
96	104	0%	74%	26%	0%
95	110	1%	70%	29%	0%
94	103	0%	82%	18%	0%
93	109	0%	73%	27%	0%
92	104	0%	79%	20%	1%
91	104	2%	72%	26%	0%
90	104	0%	84%	15%	1%
89	102	0%	80%	20%	0%
88	104	0%	77%	21%	2%
87	100	0%	73%	24%	3%

10. You use other libraries:

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Year	Number	(a) frequently Omit	(b) occasionally		(c) never
			A	B	
07	106	0%	9%	43%	47%
06	110	1%	8%	54%	37%
05	108	1%	14%	54%	31%
04	104	0%	14%	48%	38%
03	108	0%	9%	56%	35%
02	101	0%	21%	47%	33%
01	104	0%	11%	68%	21%
00	106	0%	8%	67%	25%
99	106	0%	16%	61%	24%
98	110	0%	15%	63%	22%
97	105	0%	16%	60%	24%
96	104	0%	18%	74%	8%
95	110	2%	8%	69%	21%
94	103	1%	14%	65%	20%
93	109	0%	17%	65%	17%
92	104	0%	19%	69%	12%
91	104	0%	10%	77%	13%
90	104	1%	13%	70%	16%
89	102	0%	16%	72%	13%
88	104	0%	11%	64%	25%
87	100	0%	12%	76%	12%

11. You have used the interlibrary loan service? (a) frequently
(b) occasionally (c) never (d) don't know what it is?

Year	Number	(a) frequently Omit	(b) occasionally			
			A	B	C	D
07	106	0%	3%	9%	56%	32%
06	110	1%	2%	15%	52%	30%
05	108	1%	4%	14%	52%	29%
04	104	0%	4%	21%	50%	25%
03	108	1%	5%	19%	48%	28%
02	101	0%	3%	19%	55%	23%
01	104	1%	3%	13%	51%	32%
00	106	0%	2%	18%	60%	20%
99	106	1%	7%	21%	51%	21%
98	110	0%	3%	21%	55%	22%
97	105	0%	4%	24%	50%	23%
96	104	0%	1%	21%	59%	19%
95	110	1%	4%	25%	56%	15%
94	103	0%	9%	23%	61%	7%
93	109	1%	5%	19%	62%	13%
92	104	0%	2%	31%	57%	11%
91	104	0%	3%	24%	63%	11%
90	104	1%	2%	23%	60%	14%
89	102	2%	1%	18%	64%	16%
88	104	0%	2%	11%	60%	28%
87	100	0%	0%	8%	37%	55%

12. The photocopying & Microfiche/film copying facilities in the Library are:

Year	Number	(a) adequate Omit	(b) inadequate		
			A	B	C
07	106	0%	48%	1%	51%
06	108	3%	44%	2%	51%
05	108	1%	43%	5%	51%

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04	104	3%	48%	6%	43%
03	108	0%	58%	1%	41%
02	101	2%	55%	2%	41%
01	104	0%	46%	0%	54%
00	106	0%	64%	2%	34%
99	106	0%	54%	3%	43%
98	110	2%	55%	4%	40%
97	105	1%	55%	2%	42%
96	104	0%	73%	3%	24%

13. The number of seats in the Library is adequate?

(a) Yes (b) No (c) no opinion

Year	Number	Omit	A	B	C
07	106	0%	89%	7%	5%
06	109	2%	86%	4%	9%
05	108	1%	89%	6%	4%
04	104	1%	90%	4%	5%
03	108	0%	93%	6%	1%
02	101	1%	92%	1%	6%
01	104	0%	95%	0%	5%
00	106	0%	93%	1%	6%
99	106	1%	92%	0%	7%
98	110	0%	87%	4%	9%
97	105	1%	91%	3%	5%
96	104	1%	78%	13%	9%
95	110	0%	85%	9%	5%
94	103	1%	70%	18%	11%
93	109	2%	57%	39%	3%
92	104	0%	68%	27%	5%
91	104	0%	68%	22%	10%
90	104	1%	80%	15%	4%
89	102	2%	80%	10%	8%
88	104	1%	86%	5%	9%
87	100	0%	86%	6%	8%

14. The seating in the library is comfortable.

(a) strongly agree (b) agree (c) no opinion (d) disagree

(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	106	0%	29%	65%	2%	4%	0%
06	109	2%	33%	57%	3%	4%	2%
05	107	2%	36%	55%	3%	3%	2%
04	104	1%	33%	63%	2%	2%	0%
03	108	0%	48%	49%	0%	1%	2%
02	101	1%	46%	50%	2%	2%	0%
01	104	1%	41%	57%	1%	0%	0%
00	106	0%	50%	48%	1%	1%	0%
99	106	0%	43%	55%	2%	0%	0%
98	110	1%	40%	55%	2%	2%	1%
97	105	1%	49%	47%	3%	1%	0%
96	104	0%	23%	68%	3%	5%	1%
95	110	1%	26%	66%	3%	3%	1%
94	103	0%	20%	67%	5%	5%	3%
93	109	2%	21%	70%	1%	6%	1%

15. The Library staff keeps you informed on services, regulations,

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hours, etc.?

(a) strongly agree (b) agree (c) no opinion (d) disagree
(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	25%	58%	15%	1%	0%
06	109	2%	27%	46%	21%	4%	1%
05	108	1%	26%	57%	11%	4%	2%
04	104	1%	35%	45%	16%	3%	0%
03	108	0%	36%	44%	18%	2%	1%
02	101	1%	42%	46%	12%	0%	0%
01	104	0%	33%	54%	13%	1%	0%
00	106	1%	39%	47%	11%	2%	1%
99	106	1%	25%	58%	14%	2%	0%
98	110	0%	29%	57%	12%	2%	0%
97	105	1%	36%	53%	10%	0%	0%
96	104	0%	19%	56%	21%	4%	0%
95	110	23%	23%	54%	22%	2%	0%
94	103	0%	22%	56%	19%	2%	0%
93	109	2%	21%	70%	1%	6%	1%
92	104	1%	27%	58%	13%	1%	0%
91	104	0%	28%	55%	12%	5%	1%
90	104	2%	25%	60%	13%	1%	0%
89	102	2%	33%	51%	12%	1%	1%
88	104	2%	19%	56%	21%	2%	0%
87	100	0%	19%	56%	18%	7%	0%

16. The Librarian (Mr. Chuck Tetzlaff) is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree
(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	37%	41%	19%	2%	1%
06	109	2%	39%	38%	20%	0%	2%
05	108	1%	37%	39%	20%	1%	2%
04	104	2%	43%	41%	13%	1%	0%
03	108	0%	49%	31%	19%	1%	0%
02	101	1%	62%	23%	14%	0%	0%
01	104	0%	62%	23%	14%	1%	0%
00	106	0%	60%	29%	10%	0%	0%
99	106	0%	47%	31%	22%	0%	0%
98	110	1%	56%	33%	8%	0%	2%
97	105	1%	64%	30%	5%	0%	0%
96	104	0%	51%	33%	16%	0%	0%
95	110	0%	55%	31%	15%	0%	0%
94	103	0%	62%	27%	11%	0%	0%
93	109	1%	62%	27%	10%	0%	0%
92	104	1%	64%	29%	6%	0%	0%
91	104	0%	62%	22%	15%	1%	0%
90	104	2%	59%	25%	14%	0%	0%

17. The Library Technician, Nathaniel Salziger, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree
(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	46%	33%	19%	0%	1%
06	109	2%	33%	35%	29%	0%	1%
05	107	2%	32%	37%	28%	0%	2%

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04	104	2%	39%	39%	19%	0%	0%
03	108	0%	40%	32%	28%	0%	0%
02	101	1%	49%	32%	19%	0%	0%
01	104	0%	47%	26%	27%	0%	0%
00	106	0%	43%	28%	25%	1%	3%

18. The Library Technician, Kelly Jackson, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree
(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	39%	38%	21%	0%	2%
06	109	2%	34%	34%	29%	0%	1%
05	108	1%	31%	42%	25%	0%	1%
05	108	1%	31%	43%	25%	0%	1%
04	104	1%	40%	35%	24%	0%	0%
03	108	0%	45%	29%	26%	0%	0%
02	101	1%	52%	28%	19%	0%	0%
01	104	0%	44%	25%	31%	0%	0%
00	106	0%	51%	27%	22%	0%	0%
99	106	0%	32%	41%	27%	0%	0%
98	110	1%	35%	40%	23%	0%	2%
97	105	0%	40%	30%	30%	0%	0%
96	104	0%	27%	40%	33%	0%	0%
95	110	1%	32%	33%	35%	0%	0%
94	103	0%	32%	40%	28%	0%	0%
93	109	1%	27%	36%	37%	0%	0%

19. The Library Technician, Bev Suszek, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree
(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	25%	36%	37%	1%	1%
06	109	2%	31%	29%	37%	0%	2%
05	108	1%	21%	41%	34%	0%	3%
04	104	1%	39%	31%	28%	1%	0%
03	108	0%	41%	30%	29%	1%	0%

20. The Library student workstudy staff are helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree
(e) strongly disagree

Year	Number	Omit	A	B	C	D	E
07	105	1%	18%	34%	44%	2%	1%
06	109	2%	22%	33%	40%	2%	2%
05	108	1%	19%	42%	34%	3%	1%
04	104	1%	26%	46%	21%	6%	0%
03	108	0%	32%	43%	24%	1%	0%
02	101	1%	33%	39%	26%	2%	0%
01	104	0%	27%	36%	37%	1%	0%
00	106	0%	23%	35%	42%	1%	0%
99	106	0%	24%	50%	24%	1%	2%
98	110	0%	22%	45%	31%	1%	2%
97	105	1%	20%	47%	32%	0%	0%
96	104	1%	17%	33%	47%	2%	0%
95	110	1%	18%	38%	41%	2%	0%
94	103	2%	24%	44%	30%	0%	1%
93	109	3%	17%	47%	33%	0%	0%

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92	104	2%	23%	59%	14%	2%	0%
91	104	0%	31%	50%	14%	5%	0%
90	104	2%	28%	47%	22%	1%	0%

21. Overall, in your opinion, the ACC Library is: (a) excellent
(b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	105	1%	48%	49%	2%	0%	0%
06	109	2%	50%	45%	1%	1%	1%
05	108	1%	42%	50%	4%	1%	2%
04	104	1%	56%	38%	4%	1%	0%
03	108	1%	54%	44%	1%	0%	0%
02	101	2%	63%	31%	2%	0%	2%
01	104	0%	53%	47%	0%	0%	0%
00	106	0%	52%	45%	2%	0%	1%
99	106	1%	47%	46%	4%	0%	2%
98	110	0%	51%	47%	2%	0%	0%
97	105	2%	49%	48%	2%	0%	0%
96	104	0%	32%	62%	5%	1%	1%
95	110	0%	31%	58%	11%	0%	0%
94	103	1%	40%	50%	8%	0%	1%
93	109	1%	28%	57%	10%	3%	2%
92	104	0%	38%	56%	7%	0%	0%
91	104	0%	23%	66%	10%	0%	1%
90	104	2%	29%	62%	7%	0%	1%
89	102	2%	34%	55%	8%	0%	1%
88	104	1%	31%	63%	3%	0%	3%
87	100	0%	17%	70%	10%	0%	3%

22. How would you evaluate the Computer Library Catalog?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	105	1%	21%	28%	5%	1%	44%
06	109	2%	28%	33%	3%	1%	33%
05	108	1%	23%	37%	4%	1%	35%
04	104	1%	29%	38%	9%	0%	23%
03	108	0%	35%	41%	6%	0%	18%
02	101	1%	37%	32%	6%	0%	25%
01	104	2%	25%	38%	2%	0%	34%
00	106	0%	37%	40%	1%	0%	23%
99	106	1%	27%	55%	5%	0%	12%
98	110	0%	35%	47%	7%	0%	11%
97	105	1%	31%	50%	8%	0%	10%
96	104	0%	33%	44%	4%	2%	17%
95	110	0%	32%	46%	3%	0%	19%
94	103	1%	43%	38%	5%	0%	14%
93	109	2%	38%	27%	4%	1%	29%

23. How would you evaluate the computer (full text) sources.

Indexes? (a) excellent (b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	103	3%	26%	43%	7%	1%	20%
06	109	1%	39%	35%	4%	2%	19%
05	108	1%	28%	39%	6%	2%	24%
04	104	1%	26%	49%	9%	0%	15%
03	108	0%	45%	36%	4%	0%	15%

PATRON Questionnaire: ACC Library Services 87-07
(Multi-Year Comparison)

02 101 1% 44% 28% 2% 0% 26%

24. How would you evaluate the e-book Collection?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	104	2%	18%	33%	6%	1%	41%
06	109	2%	17%	40%	8%	1%	32%
05	107	2%	19%	31%	5%	2%	41%
04	104	1%	14%	36%	9%	1%	39%
03	108	1%	21%	32%	7%	0%	39%
02	101	1%	19%	30%	4%	0%	47%

25. How would you evaluate the Library's general book collection (general, Ref., JUV, & FIC)

(a) excellent (b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	105	1%	19%	45%	10%	1%	24%
06	109	2%	15%	59%	8%	2%	14%
05	108	1%	19%	43%	17%	1%	18%
04	104	1%	20%	51%	15%	2%	11%
03	108	0%	26%	46%	18%	1%	9%
02	101	2%	31%	42%	8%	0%	18%
01	104	0%	14%	54%	13%	1%	18%
00	106	0%	21%	48%	12%	0%	19%
99	106	0%	21%	54%	13%	0%	12%
98	110	0%	15%	61%	16%	0%	7%
97	105	1%	17%	53%	12%	1%	15%
96	104	0%	8%	55%	16%	2%	19%
95	110	0%	15%	52%	17%	3%	13%
94	103	1%	18%	57%	17%	2%	5%
93	109	1%	11%	61%	14%	2%	12%
92	104	2%	17%	60%	12%	3%	7%
91	104	0%	10%	57%	22%	2%	10%
90	104	2%	9%	65%	14%	0%	10%
89	102	2%	14%	60%	16%	2%	7%
88	104	1%	9%	72%	8%	2%	9%
87	100	0%	10%	57%	17%	5%	11%

26. How would you evaluate the Library's Magazine/Newspaper Collection?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	105	1%	28%	44%	8%	0%	18%
06	109	2%	23%	50%	8%	1%	16%
05	108	1%	26%	41%	11%	4%	17%
04	104	1%	29%	41%	12%	3%	14%
03	108	0%	39%	32%	9%	1%	19%
02	101	1%	44%	29%	8%	0%	19%
01	104	0%	33%	41%	10%	0%	16%
00	106	0%	30%	51%	8%	0%	10%
99	106	0%	25%	45%	12%	4%	14%
98	110	0%	20%	51%	14%	1%	15%
97	105	1%	24%	57%	9%	2%	8%

PATRON Questionnaire: ACC Library Services 87-07
(Multi-Year Comparison)

96	104	0%	13%	48%	14%	2%	20%
95	110	0%	23%	52%	11%	2%	13%
94	103	1%	24%	50%	13%	3%	9%
93	109	1%	17%	54%	17%	1%	11%
92	104	1%	19%	59%	13%	1%	7%
91	104	0%	15%	63%	9%	1%	12%
90	104	3%	21%	49%	9%	0%	20%
89	102	2%	25%	46%	10%	1%	16%
88	104	1%	18%	50%	11%	1%	19%
87	100	2%	12%	50%	16%	4%	16%

27. How would you evaluate the Library's Typing & Word Processing software & equipment?

		(a) excellent	(b) good	(c) fair	(d) poor	(e) no opinion		
Year	Number	Omit	A	B	C	D	E	
07	105	1%	37%	43%	7%	0%	12%	
06	109	2%	39%	46%	4%	1%	9%	
05	107	2%	39%	46%	6%	3%	6%	
04	104	1%	35%	51%	3%	1%	10%	
03	108	0%	49%	34%	2%	1%	14%	
02	101	3%	47%	31%	5%	0%	15%	
01	104	0%	36%	38%	3%	0%	24%	
00	106	2%	40%	40%	1%	0%	18%	
99	106	1%	29%	44%	6%	0%	20%	
98	110	0%	37%	34%	5%	0%	25%	
97	105	2%	25%	37%	10%	1%	26%	
96	104	1%	12%	32%	14%	1%	40%	
95	110	3%	12%	32%	7%	1%	45%	
94	103	2%	15%	34%	10%	0%	40%	
93	109	1%	9%	39%	12%	0%	39%	
92	104	1%	19%	36%	13%	4%	27%	

28. How would you evaluate the Internet access software and equipment?

		(a) excellent	(b) good	(c) fair	(d) poor	(e) no opinion		
Year	Number	Omit	A	B	C	D	E	
07	105	1%	48%	40%	5%	1%	6%	
06	110	1%	47%	40%	5%	2%	6%	
05	107	2%	44%	45%	6%	1%	3%	
04	104	1%	43%	43%	6%	0%	7%	
03	108	0%	62%	31%	1%	0%	6%	
02	101	2%	58%	25%	3%	0%	12%	
01	104	0%	41%	40%	4%	2%	13%	
00	106	2%	46%	41%	2%	0%	9%	
99	106	1%	42%	38%	8%	1%	9%	
98	110	0%	37%	39%	3%	0%	21%	
97	105	1%	29%	38%	7%	3%	23%	

29. How would you rate the noise level in the main seating area?

(a) excellent (b) about right most of the time

PATRON Questionnaire: ACC Library Services 87-07
(Multi-Year Comparison)

(c) too noisy some of the time (d) too noisy most of the time
(e) no opinion

Year	Number	Omit	A	B	C	D	E
07	104	2%	14%	49%	29%	4%	2%
06	110	1%	20%	59%	16%	6%	4%
05	106	3%	19%	50%	19%	6%	4%
04	104	1%	9%	59%	20%	10%	2%
03	108	0%	20%	67%	10%	2%	1%
02	101	2%	26%	58%	7%	3%	4%
01	104	0%	20%	55%	21%	1%	3%
00	106	0%	24%	49%	21%	5%	0%
99	106	0%	22%	58%	13%	4%	4%
98	110	0%	21%	50%	19%	6%	4%
97	105	0%	17%	56%	22%	2%	3%
96	104	2%	12%	63%	18%	1%	5%
95	110	3%	10%	70%	14%	2%	2%
94	103	2%	16%	66%	10%	4%	3%
93	109	1%	6%	49%	28%	14%	3%
92	104	0%	6%	58%	30%	5%	2%
91	104	1%	10%	63%	22%	4%	1%
90	104	5%	12%	51%	30%	2%	1%
89	102	1%	8%	70%	20%	0%	2%

30. How would you evaluate the Quiet Study Area (in back of Library)?

(a) excellent (b) about right most of the time
(c) too noisy some of the time (d) too noisy most of the time
(e) no opinion

Year	Number	Omit	A	B	C	D	E
07	104	2%	44%	28%	4%	0%	22%
06	110	1%	43%	36%	1%	0%	19%
05	107	2%	37%	39%	5%	2%	17%
04	104	1%	43%	31%	7%	2%	16%
03	108	0%	55%	31%	4%	0%	10%
02	101	2%	61%	23%	2%	1%	11%
01	104	1%	44%	26%	4%	0%	25%
00	106	2%	49%	28%	2%	0%	19%
99	106	0%	42%	33%	1%	0%	24%
98	110	0%	43%	29%	2%	1%	25%
97	105	0%	45%	28%	0%	1%	27%
96	104	0%	47%	33%	4%	1%	15%
95	110	3%	47%	30%	1%	2%	17%
94	103	2%	42%	35%	3%	1%	17%
93	109	0%	38%	44%	6%	1%	11%

31. Generally, how would you evaluate the Library's Hours?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	104	2%	30%	55%	9%	1%	3%
06	110	1%	33%	54%	6%	3%	3%
05	107	2%	32%	44%	12%	5%	6%
04	104	1%	29%	53%	10%	6%	2%
03	108	0%	38%	48%	8%	2%	4%
02	101	3%	44%	43%	6%	1%	4%
01	104	0%	35%	52%	10%	2%	2%
00	106	2%	34%	58%	4%	0%	3%

PATRON Questionnaire: ACC Library Services 87-07
(Multi-Year Comparison)

99	106	0%	30%	53%	10%	2%	5%
98	110	0%	35%	48%	10%	1%	5%
97	105	0%	43%	38%	10%	3%	7%
96	104	0%	30%	56%	9%	1%	5%
95	110	3%	24%	56%	14%	2%	2%
94	103	3%	33%	50%	9%	3%	3%
93	109	2%	30%	51%	12%	2%	3%
92	104	0%	30%	57%	8%	2%	4%
91	104	1%	32%	58%	8%	1%	1%
90	104	4%	26%	56%	9%	0%	6%
89	102	1%	30%	50%	11%	5%	3%
88	104	2%	21%	62%	10%	1%	5%
87	100	2%	21%	54%	12%	6%	5%

32. You recommend that the library's weekend hours:

(a) Be increased (b) Keep the same as now (c) Be discontinued
(d) other (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	105	1%	24%	50%	0%	2%	24%
06	110	1%	19%	62%	0%	2%	16%
05	107	2%	23%	59%	1%	2%	14%
04	104	1%	35%	51%	0%	4%	10%
03	108	0%	32%	53%	0%	1%	14%
02	101	2%	25%	52%	0%	5%	16%
01	104	2%	18%	14%	33%	5%	28%
00	106	2%	22%	22%	26%	4%	25%
99	106	1%	15%	18%	27%	5%	34%
98	110	2%	25%	12%	28%	1%	33%
97	105	1%	13%	12%	32%	1%	40%
96	104	1%	18%	18%	38%	0%	24%
95	110	3%	15%	17%	37%	5%	22%
94	103	3%	10%	10%	40%	6%	32%
93	109	4%	9%	17%	37%	5%	29%
92	104	1%	16%	16%	39%	3%	24%
91	104	1%	13%	23%	31%	4%	29%
90	104	4%	21%	13%	33%	1%	28%
89	102	3%	13%	10%	42%	5%	27%

33. You recommend that the library's evening hours:

(a) be extended (b) kept the same as now (c) be discontinued
(d) other (e) no opinion

Year	Number	Omit	A	B	C	D	E
07	105	1%	14%	67%	0%	1%	17%
06	110	1%	13%	71%	0%	0%	15%
05	107	2%	17%	67%	1%	2%	11%
04	104	1%	31%	57%	0%	2%	10%
03	108	0%	24%	60%	0%	3%	13%
02	101	2%	18%	62%	1%	2%	15%
01	104	0%	28%	44%	1%	3%	24%
00	106	3%	30%	46%	1%	1%	19%
99	106	0%	27%	51%	4%	1%	17%
98	110	0%	30%	55%	0%	4%	11%
97	105	1%	30%	44%	0%	1%	25%
96	104	3%	34%	44%	2%	1%	16%
95	110	3%	29%	43%	0%	3%	23%
94	103	2%	30%	48%	0%	1%	20%

PATRON Questionnaire: ACC Library Services 87-07
(Multi-Year Comparison)

93	109	2%	34%	45%	1%	2%	17%
92	104	3%	36%	46%	0%	1%	14%
91	104	2%	31%	44%	0%	1%	23%
90	104	4%	26%	56%	0%	2%	13%
89	102	1%	43%	34%	1%	5%	16%
88	104	3%	42%	27%	0%	1%	25%