

Clarion University of Pennsylvania

Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries' LibQUAL+® program.

Please answer all items. Thank you for your participation!

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

Minimum – the number that represents the *minimum* level of service that you would find acceptable

Desired – the number that represents the level of service that *you personally want*

Perceived – the number that represents the level of service that *you believe* our library currently provides

For each item, you must EITHER rate the item in all three columns OR identify the item as "N/A" (not applicable). Selecting "N/A" will override all other answers for that item.

- Political Science, Sociology, Philosophy
- Psychology
- Social Sciences
- Undecided
- Visual/Performing Arts

42) Position: (Select the ONE option that best describes you.)

- Undergraduate First year
- Second year
- Third year
- Fourth year
- Fifth year and above
- Non-degree
- Graduate Masters
- Doctoral
- Non-degree or Undecided
- Faculty Professor
- Associate Professor
- Assistant Professor
- Lecturer
- Adjunct Faculty
- Other Academic Status
- Library Staff Administrator
- Manager, Head of Unit
- Public Services
- Systems
- Technical Services
- Other
- Staff Research Staff
- Other Staff Positions

43) Please enter any comments about library services in the box below:

44) Enter your e-mail address if you would like to enter an optional drawing for a prize. Your e-mail address will be kept confidential and will not be linked to your survey responses. (Not Required)

If you have any questions email the Survey Webmaster.