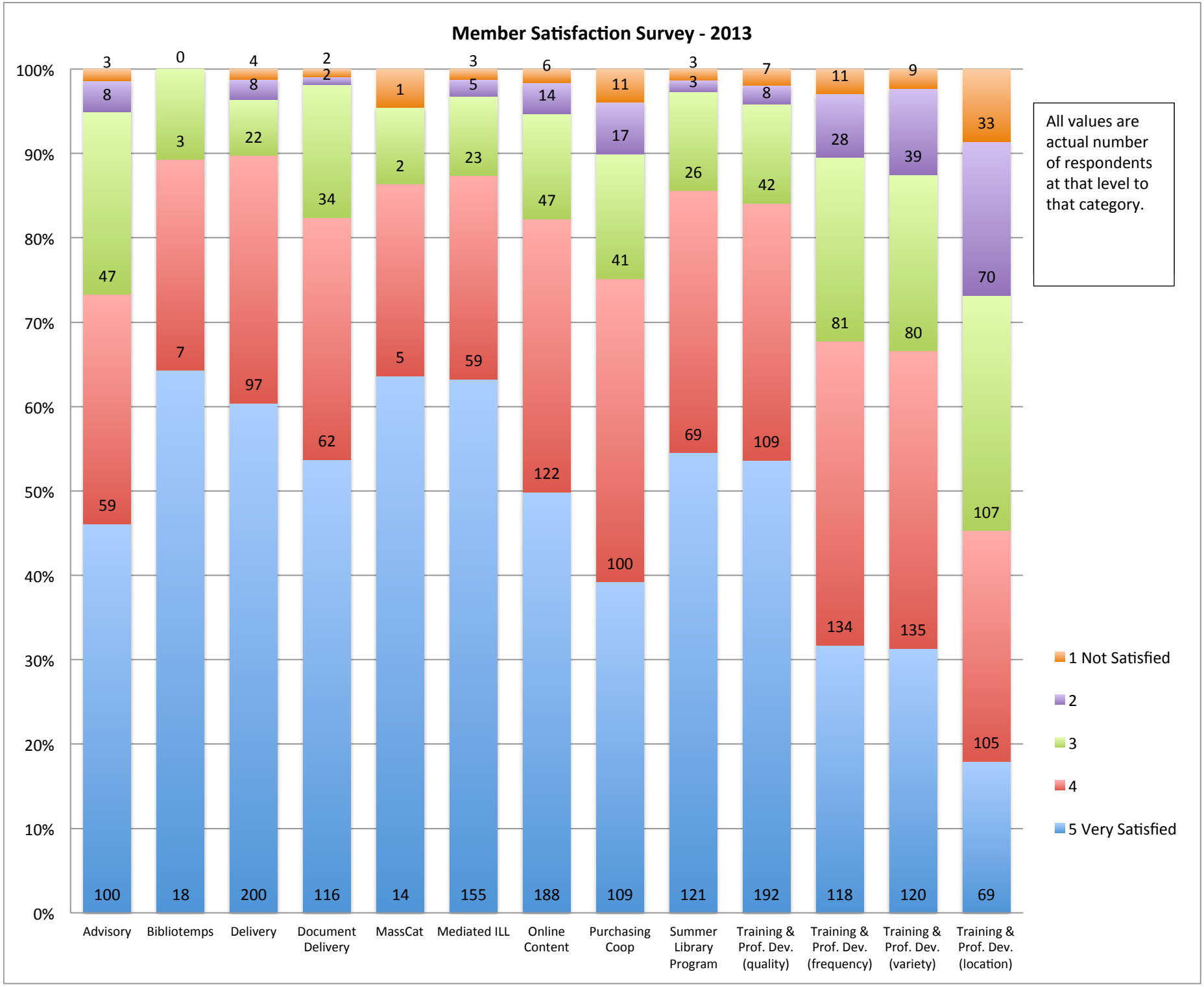
Member Satisfaction Survey - 2013
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Advisory
Bibliotemps
Delivery
Document Delivery
MassCat
Mediated ILL
Online Content
Purchasing Coop
Summer Library Program
Training & Prof. Dev. (quality)
Training & Prof. Dev. (frequency)
Training & Prof. Dev. (variety)
Training & Prof. Dev. (location)
3 8 47 59 100
0 3 7 18
4 8 22 97 200
2 2 34 62 116
1 2 5 14
3 5 23 59 155
6 14 47 122 188
11 17 41 100 109
3 3 26 69 121
7 8 42 109 192
11 28 81 134 118
9 39 80 135 120
33 70 107 105 69
All values are actual number of respondents at that level to that category.
1 Not Satisfied
2
3
4
5 Very Satisfied