LibQUAL+ 2013 Survey, UC Santa Barbara Library Addendum, Qualitative Analysis Findings

Comments			Count
	AS		**93**
Employees & Customer Service		1	82
	Positive		54
	Neutral		8
	Negative		20
Instruction		2	7
	Positive		2
	Neutral		1
	Negative		4
Library Account		3	4
	Negative		4
	IC		**352**
Books--print collection		4	36
	Positive		5
	Neutral		12
	Negative		19
Books--electronic		5	16
	Positive		1
	Neutral		4
	Negative		11
Databases		6	19
	Positive		4
	Neutral		2
	Negative		13
ILL		7	31
	Positive		21
	Neutral		3
	Negative		7
Print Journals		8	7
	Neutral		2
	Negative		5
Electronic Journals		9	44
	Positive		18
	Neutral		4
	Negative		22
Computers--(desktop)		10	9
	Neutral		1
	Negative		8
Laptops		11	1
	Negative		1
Periodicals		12	9
	Neutral		1
	Negative		8
Electronic Resources		13	30
	Positive		13
	Neutral		4
	Negative		13

Website		**14**	**22**
	Positive		3
	Neutral		4
	Negative		15
Catalog--Local		**15**	**29**
	Positive		1
	Neutral		1
	Negative		27
Catalog--Melvyl		**16**	**15**
	Positive		1
	Neutral		1
	Negative		13
Missing/Misplaced Items		**17**	**10**
	Negative		10
Have the resources I need		**18**	**24**
	Positive		8
	Neutral		1
	Negative		15
General Access		**19**	**16**
	Positive		6
	Neutral		1
	Negative		9
Electronic resources available from		**20**	**25**
	Positive		12
	Neutral		5
	Negative		8
Special Collections		**21**	**9**
	Positive		6
	Neutral		2
	Negative		1
	LP		**207**
Study space--group		**22**	**17**
	Positive		1
	Neutral		5
	Negative		11
Study space--individual		**23**	**45**
	Positive		9
	Neutral		5
	Negative		31
Hours		**24**	**2**
	Positive		2
Library carrels		**25**	**14**
	Positive		1
	Neutral		1
	Negative		12
Electrical outlets		**26**	**22**
	Positive		1
	Negative		21
Library Building--aesthetics		**27**	**28**
	Positive		1
	Neutral		2

	Negative		25
Study Bean		28	6
	Positive		1
	Neutral		1
	Negative		4
Construction		29	14
	Positive		5
	Neutral		3
	Negative		6
Furniture--comfort		30	7
	Negative		7
Lighting		31	6
	Negative		6
Noise levels		33	18
	Positive		2
	Neutral		1
	Negative		15
Internet connection		34	7
	Neutral		1
	Negative		6
Special Accomodations		35	21
	Positive		1
	Neutral		6
	Negative		14
	NA		**148**
No Comment/Blank/NA		36	2
	Neutral		2
Survey design		37	23
	Neutral		5
	Negative		18
Survey administration		38	9
	Positive		1
	Neutral		1
	Negative		7
Library--do not use		39	29
	Neutral		24
	Negative		5
General Library		40	72
	Positive		44
	Neutral		18
	Negative		10
Thank you		41	13
	Positive		13
(blank)			
(blank)			
(blank)			
Grand Total			**800**