Percentages are rounded up.

1. **Staff Availability and Knowledge**
   - A. Very Satisfied: 46%
   - B. Satisfied: 44%
   - C. Unsatisfied: 2%
   - D. Unknown: 9%

2. **Staff Courtesy and Helpfulness**
   - A. Very Satisfied: 48%
   - B. Satisfied: 43%
   - C. Unsatisfied: 1%
   - D. Unknown: 8%

3. **Hours Open**
   - A. Very Satisfied: 26%
   - B. Satisfied: 46%
   - C. Unsatisfied: 16%
   - D. Unknown: 12%

4. **General Appearance of the Library**
   - A. Very Satisfied: 55%
   - B. Satisfied: 40%
   - C. Unsatisfied: 2%
   - D. Unknown: 4%

5. **Library Instruction Sessions**
   - A. Very Satisfied: 24%
   - B. Satisfied: 40%
   - C. Unsatisfied: 3%
   - D. Unknown: 33%

6. **Interlibrary Loan (ILL)**
   - A. Very Satisfied: 19%
   - B. Satisfied: 28%
   - C. Unsatisfied: 1%
   - D. Unknown: 52%

7. **Book Collection**
   - A. Very Satisfied: 21%
   - B. Satisfied: 54%
   - C. Unsatisfied: 3%
   - D. Unknown: 21%

8. **Magazines/Journals**
   - A. Very Satisfied: 21%
   - B. Satisfied: 46%
   - C. Unsatisfied: 5%
   - D. Unknown: 27%

9. **Video/Audio Tapes**
   - A. Very Satisfied: 19%
   - B. Satisfied: 41%
   - C. Unsatisfied: 3%
   - D. Unknown: 36%

10. **Electronic Resources: LINCC & Other Databases**
    - A. Very Satisfied: 30%
    - B. Satisfied: 42%
    - C. Unsatisfied: 2%
    - D. Unknown: 26%

11. **Access to the Internet**
    - A. Very Satisfied: 42%
    - B. Satisfied: 42%
    - C. Unsatisfied: 2%
    - D. Unknown: 14%

12. **Availability of Computers**
    - A. Very Satisfied: 20%
    - B. Satisfied: 51%
    - C. Unsatisfied: 17%
    - D. Unknown: 12%

13. **HCC Library Website**
    - A. Very Satisfied: 34%
    - B. Satisfied: 46%
    - C. Unsatisfied: 1%
    - D. Unknown: 20%
Student Comments – 2004

“Open longer on Saturdays, More computers”

“Please add a simple, direct writing program on all the computers. Please also add a typing tutor or some educational game programs.”

“There needs to be a more diverse selection of historical movies and documentaries; and more copies, and they should be able to be rented.”

“I often sit in the group section where conversations are not permitted, and groups are having loud discussions not related to learning subjects! Wish people would respect those there for the quite [sic] spaces and study times.”

“Library needs to be open longer to allow for students who cannot attend during scheduled hours.”

“There was a time when I needed to make a few extra copies at the machines. One of the library attendants (African American, always has her purse on her) actually gave me change from her purse to help me out. Thank you all !!!”

“I never really got a chance to use the library! But my friends tell me that the staff is very helpful [sic]”

“I’ve never been.”

“I have never been to the library.”

“I never go to the library.”

“I wish that there was more time allowed to use the facilities at the library.”

“Very good. Wish we could spend more time in the library as a class.”

“The library people are very helpful.”

“Help & assistance was always provided, staff was very courtious [sic] and always available when needed.”

“I like the art exhibits, also the space upstairs. It’s difficult [sic] to study at home. It would be nice if it was open later.”

“Very nice library.”

“There are not enough computers also they need more black authors like Zane Franis Ray etc.”

“The library should bring international magazines like Indian Bollywood magazines and Arabic magazines and add more computers to accomodate [sic] more students.”

“Could not be better.”

“I like the library. It’s a good place to study.”
“When doing presentations for the art shows do not close down the reference center. Some only have mornings to get there and the literary criticism is back there.”

“Our art exhibits are awesome. I haven’t visited many library [sic]] myself, however it’s a plus. Staff is also a plus, very helpful, knowledgeable, and courteous.”

“We like Lekiva Judge!!!”

“Lekiva is very nice and helpful.”

“We need more computer [sic]”

“Need new computers or repair them.”

“More computers!!”