

**Graduate Student Interlibrary Loan Survey
Spring 2011**

Response Rate: 22 completes/161 invites = 13.7%

1. What is your Major? Choose from the drop down list below:		
Accounting	0	0%
African-American Studies	0	0%
Air Force Studies	0	0%
Art/Art History/Visual Arts	0	0%
Biological Sciences	0	0%
Chemical Engineering	0	0%
Chemistry	0	0%
Civil Engineering	1	5%
Communication	3	14%
Computer & Information Sciences	0	0%
Continuing Education/Special Programs	0	0%
Dramatic Arts	0	0%
Earth Sciences	0	0%
Economics & Finance	0	0%
Electrical & Computer Engineering	0	0%
English	3	14%
Environmental Toxicology	1	5%
Foreign Languages & Literatures	0	0%
Gender Studies	0	0%
Gerontology	0	0%
Health, Physical Ed & Leisure Studies (COE)	0	0%
History	2	9%
International Studies	0	0%
Leadership & Teacher Education (COE)	2	9%

Management	0	0%
Marine Sciences	3	14%
Marketing & E-Commerce	0	0%
Mathematics & Statistics	0	0%
Mechanical Engineering	2	9%
Military Science	0	0%
Music	0	0%
Personalized Studies (A & E)	0	0%
Philosophy	0	0%
Physics	0	0%
Political Science & Criminal Justice	0	0%
Professional Studies (COE)	1	5%
Psychology	3	14%
Public Administration	0	0%
Sociology/Anthropology/Social Work	1	5%
Total	22	100%

2. Using the scale below, please answer the following questions about your experiences with Interlibrary Loan.

	Excellent	Good	Average	Below average	Poor
How would you rate your satisfaction with the online ILLiad request system?	18	5	0	0	0
	78%	22%	0%	0%	0%
How would you rate the Interlibrary Loan service provided to you?	20	3	0	0	0
	87%	13%	0%	0%	0%

3. Do you have any suggestions for improvements for ILL service?

Excellent service. I wish we had more libraries enrolled in this system.
ILL has always provided efficient service and made alternate recommendations when they could not purchase a dissertation/article for me. My only suggestion for improvement (which may or may not be part of ILL's work) is to petition the university to subscribe to more journals and discover a way to borrow more dissertations. Overall, the only problem I have run into is not being able to utilize more dissertations because of the costs. Thanks for your service!! You've been a great help to me for my own research and for the professors Ive assisted!
Most of the time, I've recieved items in a timely fashion. When I needed a book from other states it took quite a while, I requested one a month into the semester and I recieved the item a week before the assignment was due (near the end of the semester).
The books could be re-checked out at the desk instead of online. This caused some confusion at first.
Quicker response time.
My experience has been nothing but positive

4. Do you have any other comments?
As a graduate student, the library staff in most areas have been so helpful which is crucial to my research. It has been a pleasure to work with them.
ILL is awesome, fast, and easy to use. Thanks for being great!
It's very fast and efficient. Kudos!
No complaints. Excellent service.
Very useful in my research.
Thanks for diligent and efficient work!
Great service, very helpful!