

Library Customer Satisfaction

Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Long Beach		Los Angeles		Sacramento		San Bernardino		San Jose		San Marcos	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q- Cleanliness Library	4.27	4.27	4.34	4.27	3.98	4.27	3.97	4.27	4.55	4.27	4.35	4.27	4.41	4.27
Q- Climate Control	4.10	4.10	4.02	4.10	4.00	4.10	3.73	4.10	4.18	4.10	4.36	4.10	4.28	4.10
Q- Electronic Resources Usefulness	4.07	4.07	--	4.07	4.03	4.07	3.83	4.07	4.05	4.07	4.14	4.07	4.28	4.07
Q- Evening Access	4.05	4.05	4.12	4.05	4.09	4.05	3.83	4.05	4.29	4.05	4.20	4.05	3.78	4.05
Q- Helpfulness of Library Staff	4.21	4.21	4.30	4.21	4.16	4.21	4.02	4.21	4.30	4.21	4.20	4.21	4.27	4.21
Q- Journals Usefulness	4.06	4.06	--	4.06	4.03	4.06	3.84	4.06	4.11	4.06	4.14	4.06	4.17	4.06
Q- Lighting Library	4.15	4.15	--	4.15	3.93	4.15	3.84	4.15	--	4.15	4.34	4.15	4.47	4.15
Q- Media Usefulness	3.92	3.92	--	3.92	3.85	3.92	3.68	3.92	3.85	3.92	4.06	3.92	4.18	3.92
Q- Noise Level	3.98	3.98	4.17	3.98	3.78	3.98	3.67	3.98	4.18	3.98	4.02	3.98	4.03	3.98
Q- Overall Service of Library	4.20	4.20	4.17	4.20	4.06	4.20	3.91	4.20	4.42	4.20	4.27	4.20	4.36	4.20
Q- Printers & Copiers	3.57	3.57	--	3.57	3.58	3.57	3.35	3.57	3.60	3.57	3.47	3.57	3.86	3.57
Q- Quality of Programs	3.97	3.97	--	3.97	3.97	3.97	3.76	3.97	4.04	3.97	3.93	3.97	4.15	3.97
Q- Safety Library	4.23	4.23	4.30	4.23	4.20	4.23	3.95	4.23	--	4.23	4.34	4.23	4.37	4.23
Q- Services Provided	4.05	4.05	--	4.05	3.92	4.05	3.89	4.05	4.00	4.05	4.05	4.05	4.40	4.05
Q- Usefulness of Books	4.00	4.00	--	4.00	3.92	4.00	3.83	4.00	4.02	4.00	4.08	4.00	4.13	4.00
Q- Weekdays Access	4.29	4.29	4.19	4.29	4.33	4.29	4.21	4.29	4.46	4.29	4.28	4.29	4.28	4.29
Q- Weekend Access	3.86	3.86	3.77	3.86	3.95	3.86	3.78	3.86	4.07	3.86	3.92	3.86	3.65	3.86