



2023 UC San Diego - Academic and Staff Customer Satisfaction Survey

Library

EXECUTIVE SUMMARY

BACKGROUND

- 2023 was the 30th annual Academic & Staff Customer Satisfaction Survey
- 15,074 were invited to take the survey (9962 Staff, 5112 Academic Personnel/Faculty); 3,334 (22%) responded - Staff (17%); Academic (5%)
- Survey Period: October 18 to November 22, 2023
- 60 areas from 7 Vice Chancellor areas participated
- 10 standard satisfaction questions + 1 Net Promoter Score + up to 3 supplemental questions were asked in each survey area
- Open-ended questions: 2 standard (like best, see improve) plus up to 2 questions for each area

TOTAL RESPONSES	OVERALL SATISFACTION	NET PROMOTER SCORE
365 <small>Respondents</small>	92% <small>Very or Extremely Satisfied</small>	66 NPS <small>71% Promoters // 5% Detractors</small>

TOP SATISFACTION SCORES	LOWEST SATISFACTION SCORES	LARGEST CHANGES IN SCORES <small>↑ ↓ change of .09 or more, ● less than .09</small>
1 Helpful Front Desk Staff	1 Website Easy to Navigate	1 Website Easy to Navigate ↑
2 Course Reserves & Instructional Support	2 Kept Informed	2 Course Reserves & Instructional Support ↑
3 Responds to Requests Within an Acceptable Time Frame	3 Moving in a Positive Direction	3 Responds to Requests Within an Acc.. ↑
4 Knowledgeable Specialists	4 Collections that Meet My Needs	4 Kept Informed ↑
5 Overall Satisfaction	5 Facilities that Support My Work	5 Moving in a Positive Direction ↑

DRIVERS OF SATISFACTION	
STRENGTHS	OPPORTUNITIES
Tool & Services for Research	Facilities that Support My Work
Helpful Front Desk Staff	Collections that Meet My Needs
Knowledgeable Specialists	Moving in a Positive Direction

NEXT STEPS

- January-February: Review and discuss the results with teams for action planning
- March-April: Develop action plans based on opportunities and share this plan with staff
- April-July: Action implementation and document process
- Be comprehensive in your interpretation of the data by attending to areas of strength (e.g., 90% of customers were satisfied with your services) and opportunities for growth (e.g., 10% whose expectations were not met)
- Contact customersatsurvey@ucsd.edu if you have questions about this report or would like additional in-depth analysis of your data



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2023

365
respondents

Strengths

- Tool & Services for Research
- Helpful Front Desk Staff
- Knowledgeable Specialists

2022

274
respondents

Opportunities

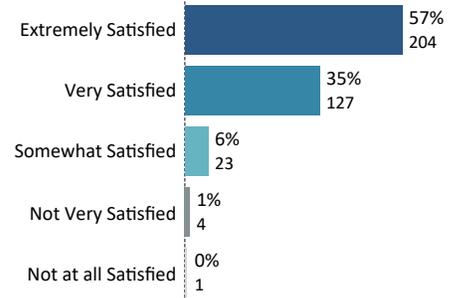
- Facilities that Support My Work
- Collections that Meet My Needs
- Moving in a Positive Direction

Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your needs?

4.47
mean

Standard Deviation
0.69



Mean Scores Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent

Mean Score

#	Question	2021	2022	2023	2023 change from prior year
1	Thinking of your OVERALL experience with Library, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.36	4.29	4.47	★ ↑
2	Collections of online and print resources that meet my needs	4.28	4.23	4.41	★ ↑
3	Responsive to requests within an acceptable time frame	4.34	4.33	4.54	★ ↑
4	Library facilities that support my work	4.26	4.32	4.44	↑
5	Helpful service desk staff	4.51	4.48	4.59	↑
6	Access to knowledgeable subject specialists	4.40	4.41	4.51	↑
7	Tools and services for managing my research data	4.26	4.30	4.46	↑
8	Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	4.41	4.31	4.54	★ ↑
9	A website that I can easily navigate to get to needed Library resources and services	3.95	4.03	4.27	★ ↑
10	Library's efforts to keep me informed about its news and events	4.15	4.15	4.35	★ ↑
11	Moving in a positive direction to meet my needs	4.23	4.21	4.40	★ ↑

★ Change from prior year is statistically significant

Arrow Up/Down - Increase/Decrease of 0.09 or greater



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2023 Satisfaction Question Response Frequencies

Response Frequencies Breakdown

			Mean	
1	Thinking of your OVERALL experience with Library, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	92% (331)	6%1% (23)5	4.47
2	Collections of online and print resources that meet my needs	91% (299)	7%1% (24)4	4.41
3	Responsive to requests within an acceptable time frame	95% (310)	4%1% (14)4	4.54
4	Library facilities that support my work	92% (306)	6%2% (20)8	4.44
5	Helpful service desk staff	95% (293)	4%1% (13)3	4.59
6	Access to knowledgeable subject specialists	94% (279)	3%2% (10)7	4.51
7	Tools and services for managing my research data	92% (242)	6%2% (16)5	4.46
8	Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	94% (223)	5%1% (11)3	4.54
9	A website that I can easily navigate to get to needed Library resources and services	86% (285)	10%4% (34)(14)	4.27
10	Library's efforts to keep me informed about its news and events	88% (260)	9%3% (28)(8)	4.35
11	Moving in a positive direction to meet my needs	90% (293)	8%2% (26)7	4.40

■ Very/Extremely Satisfied
 ■ Somewhat Satisfied
 ■ Not Very/Not At All Satisfied

Mean (Average) Scores - Below 3.00 - Low | 3.00 to 3.59 - Moderate | 3.60 to 4.29 - Good | 4.30 & above - Excellent



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Net Promoter Score

Below 0 - Low | 0-19 - Moderate | 20-49 - Good | 50 & above - Excellent

The Customer Satisfaction Survey includes the question "How likely is that you would share a positive impression of the Library with other colleagues? (10 being extremely likely and 0 being not at all likely)" answered on a scale from 0 to 10. The Net Promoter Score is calculated as follows: the percent falling in the lowest segment (red section below) is subtracted from the percent falling in the highest segment (blue section below) to determine the Net Promoter (NPS) score.

2021	2022	2023
53 NPS	55 NPS	66 NPS
62.0% - 8.9% = 53	66.0% - 11.1% = 55	71.0% - 5.3% = 66

NPS Breakdown for 2023

Detractor							Passive		Promoter	
0	1	2	3	4	5	6	7	8	9	10
1%		0%	0%	1%	2%	1%	7%	17%	22%	49%
9		3	3	9	18	12	69	174	222	504

About NPS

The Net Promoter Score (NPS) is widely used in business to determine growth potential [1]. Different types of customers can have positive or negative effects on the success of the survey unit. The NPS identifies them as follows:

Detractors

Score 0-6 on the Recommend question. These are dissatisfied customers who will not promote or recommend the survey unit at all and may provide negative information to others.

Passives

Score in the neutral sections of the Recommend question (7-8). These are passive, neutral customers, who, while perhaps satisfied, are likely to do nothing to actively contribute to the success of the survey unit.

Promoters

Score 9-10 on the Recommend question. These are satisfied and enthusiastic customers.

The NPS score can potentially range from +100, where all customers are Promoters, to -100, where all customers are Detractors. Evaluation of the NPS is based on the following scale:

- Below 0 – LOW
- 0 to 19 – MODERATE
- 20 to 49 – GOOD
- 50 & above - EXCELLENT

The cut-off points were developed by examining the distribution of NPS scores from over 300 survey departments rated by over 24,000 total customers from seven Universities (CSU Cal Poly, CSU Chancellor's Office, CSU Fullerton, CSU San Marcos, UC Davis, UC Riverside, and UC San Diego) participating in customer surveys. Along with Overall Satisfaction and unit Strengths and Opportunities, the NPS provides an externally-validated benchmark to help track progress over the course of future evaluations.

[1] Reichheld, Frederick F. (December 2003). "One Number You Need to Grow". *Harvard Business Review*.



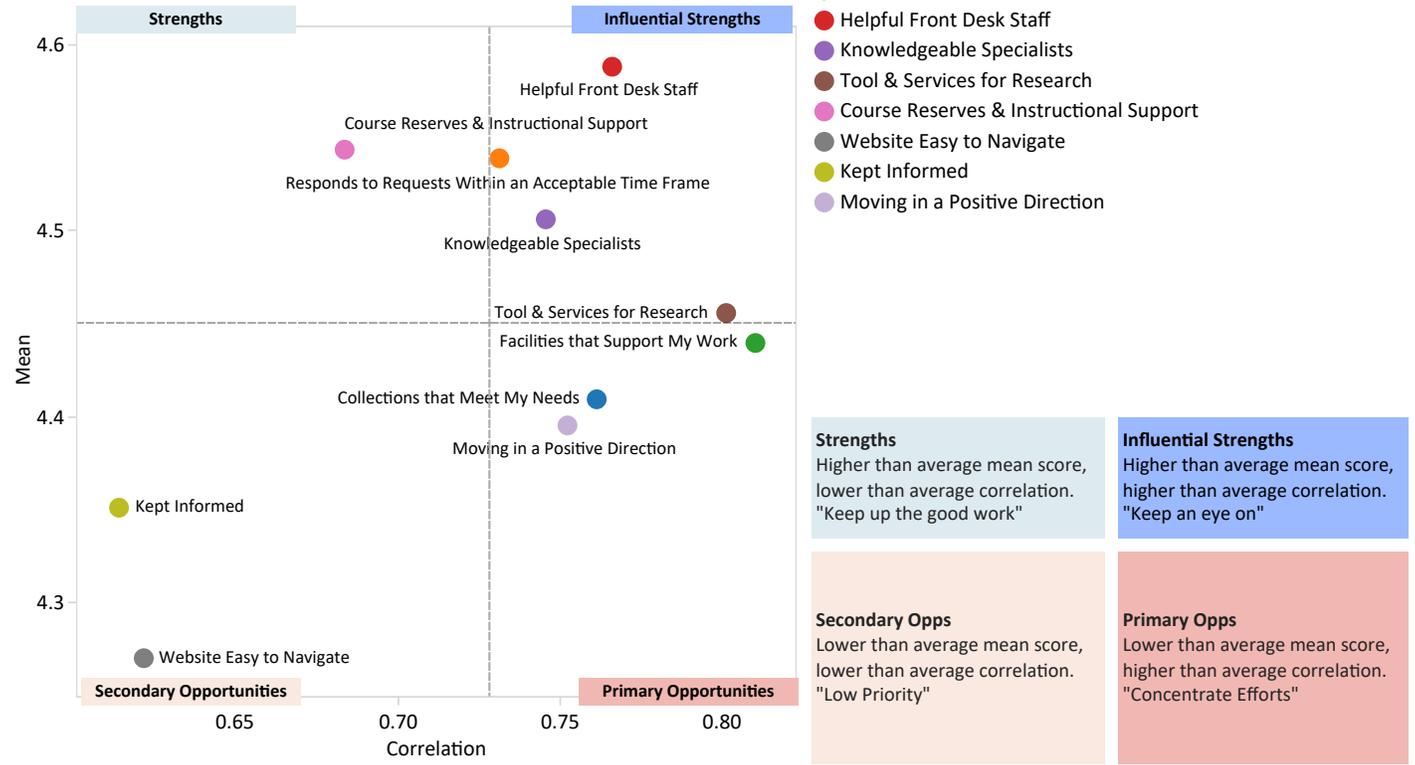
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Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
 Correlation Coefficient Average = **0.73**, Mean Average = **4.45**



List of Strengths & Opportunities by Question **ST - Strength** | **IS - Influential Strength** | **PO - Primary Opportunity** | **SO - Secondary Opportunity**

#	Question	Mean	Corr	Str/Opps
2	Collections of online and print resources that meet my needs	4.41	0.76	PO
3	Responsive to requests within an acceptable time frame	4.54	0.73	IS
4	Library facilities that support my work	4.44	0.81	PO
5	Helpful service desk staff	4.59	0.77	IS
6	Access to knowledgeable subject specialists	4.51	0.75	IS
7	Tools and services for managing my research data	4.46	0.80	IS
8	Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	4.54	0.68	ST
9	A website that I can easily navigate to get to needed Library resources and services	4.27	0.62	SO
10	Library's efforts to keep me informed about its news and events	4.35	0.61	SO
11	Moving in a positive direction to meet my needs	4.40	0.75	PO



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Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Collections that Meet My Needs	Responds to Requests Within an Acceptable Time Frame	Facilities that Support My Work	Helpful Front Desk Staff	Knowledgeable Specialists	Tool & Services for Research	Course Reserves & Instructional Support	Website Easy to Navigate	Kept Informed	Moving in a Positive Direction
Academic/Faculty	4.40 (161)	4.31 (154)	4.47 (148)	4.36 (156)	4.55 (132)	4.45 (135)	4.39 (134)	4.49 (126)	4.18 (156)	4.29 (129)	4.32 (146)
Staff	4.54 (198)	4.50 (173)	4.60 (180)	4.51 (178)	4.62 (177)	4.55 (161)	4.53 (129)	4.60 (111)	4.35 (177)	4.40 (167)	4.46 (180)

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five
 Blank cells: respondents did not provide an answer to the question.



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Satisfaction Mean Scores by Division and Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

		Overall Satisfaction	Collections that Meet My Needs	Responds to Requests Within an Acceptable Ti...	Facilities that Support My Work	Helpful Front-Desk Staff	Knowledgeable Specialists	Tool & Services for Research	Course Reserves & Instructional Support	Website Easy to Navigate	Kept Informed	Moving in a Positive Direction
ADVANCEMENT OPS & CAMPAIGN	Staff	4.00	4.00	5.00	4.00	4.00	4.00			3.00	3.00	
ADVANCEMENT SERVICES	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00		5.00	5.00	5.00
ANALYTICAL WRITING PROGRAM	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
ANESTHESIOLOGY	Staff	5.00	4.50	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
ANIMAL CARE PROGRAM	Staff	4.00			4.00							
BIOENGINEERING	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.33	5.00	5.00
BOOK STORE	Staff	4.33	4.50	4.00	4.00	4.33	4.00	4.00	4.00	4.00	4.50	4.50
CAMPUS ADVOCACY, RESOURCE & EDU	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CANCER CENTER	Staff	4.67 (6)	4.50 (6)	4.67 (6)	4.67 (6)	4.67 (6)	4.67 (6)	4.50	4.33	4.17 (6)	4.17 (6)	4.40 (5)
CAPITAL PROGRAM MANAGEMENT	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
CAREER SERVICES	Staff	5.00		5.00	5.00	5.00			4.00	4.00	4.00	4.00
CELL & DEVELOPMENTAL BIOLOGY	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CELLULAR & MOLECULAR MEDICINE	Academic/Faculty	4.29 (7)	4.67 (6)	4.60 (5)	4.29 (7)	4.60 (5)	4.60 (5)	5.00 (5)	4.60 (5)	4.50 (6)	4.17 (6)	4.33 (6)
	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
CHEMISTRY & BIOCHEMISTRY	Academic/Faculty	4.67	4.67	5.00	5.00	5.00	5.00	4.67	4.67	3.67	4.33	4.33
CLIMATE/ATMOS SCI/PHY OCEANOGRAPHY	Academic/Faculty	3.67	3.33	4.00	4.00	4.00	4.00	4.00	5.00	2.67	3.50	4.00
CLINICAL TRANSLATIONAL RESEARCH INST	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CNTR ENERGY RESEARCH	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
CNTR HUMAN DEVELOPMENT	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00			4.00	5.00
CNTR MEMORY & RECORDING RES	Staff	5.00	5.00	5.00	5.00	5.00		4.00		3.00	4.00	3.00

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COGNITIVE SCIENCE	Academic/Faculty	4.50	4.00	5.00	4.50	5.00	4.50	5.00	5.00	4.00	5.00	5.00
COMMUNICATIONS STRATEGY	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.00	5.00
COUNSELING & PSYCH SERV	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
CROSS CULTURAL CENTER	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
DEAN ARTS/HUMANITIES	Staff	5.00	4.00	5.00	5.00	5.00	5.00	4.00		4.00	4.00	4.00
DEAN SOCIAL SCIENCES	Staff	5.00	5.00	5.00	5.00	5.00				4.00	5.00	5.00
DERMATOLOGY	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
DIV-EXTENDED STUDIES	Academic/Faculty	4.00	4.00	4.50	4.50	5.00	4.50	4.00	5.00	5.00	5.00	4.50
	Staff	4.25	4.50	5.00	4.67	4.67	5.00	3.50	5.00	4.50	4.67	4.50
DIVISION OF BIOLOGICAL SCI.	Staff	4.67	4.67	5.00	4.67	5.00	5.00	5.00	5.00	4.33	4.33	4.33
ECONOMICS	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
EDUCATION STUDIES	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00		5.00	5.00		5.00
	Staff	5.00	5.00	5.00		5.00	5.00			5.00	5.00	5.00
EH&S	Staff	3.50	3.00	3.50	4.00	5.00	4.00	4.00	3.00	3.00	3.00	3.50
EIGHTH COLLEGE	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
ELECT & COMPUTER ENG	Academic/Faculty	4.00	4.00	4.00	3.00	3.00	3.00	4.00	4.00	4.00	4.00	3.00
	Staff	4.00	4.00	4.00	4.00	4.00		4.00		4.00		4.00
ENROLLMENT MANAGEMENT	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
ETHICS AND COMPLIANCE	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00		5.00	5.00	5.00
ETHNIC STUDIES	Academic/Faculty	4.00	4.00	5.00	4.00	5.00	5.00	5.00	4.00	5.00	5.00	5.00

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FACILITIES MANAGEMENT	Staff	4.33	4.33	4.50	3.67	4.67	4.00	4.00	4.00	4.33	4.25	4.33
FAMILY MEDICINE	Academic/Faculty	5.00	4.00		5.00			4.00		3.00		
GLOBAL HEALTH PROGRAM	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
HALICIOGLU DATA SCIENCE INST	Academic/Faculty	4.00	4.00							3.00		
	Staff	4.50	4.50	4.50	4.00	5.00	4.50		5.00	4.00	3.00	4.00
HISTORY	Academic/Faculty	4.33 (6)	4.00 (6)	4.33 (6)	4.50 (6)	4.50 (6)	4.83 (6)	4.60 (5)	5.00 (6)	4.00 (6)	5.00 (5)	4.17 (6)
HOUSING/DINING/HOSPITALITY	Staff	4.40 (10)	4.44 (9)	4.44 (9)	4.30 (10)	4.25 (8)	4.38 (8)	4.57 (7)	4.38 (8)	4.22 (9)	4.43 (7)	4.56 (9)
HUMAN DEVELOPMENT	Staff	4.00	4.00	4.00	4.00	4.00	4.50	4.00	5.00	4.00	4.50	4.50
HUMAN RESOURCES DEPT	Staff	4.80 (5)	4.80 (5)	4.60 (5)	4.80 (5)	4.75	4.60 (5)	4.75	5.00	5.00	5.00	5.00
IGPP	Academic/Faculty	5.00	5.00	3.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
INFORMATION TECHNOLOGY SVCS	Staff	4.50 (6)	4.25	4.80 (5)	4.60 (5)	4.60 (5)	4.75	4.33	4.50	4.00 (5)	4.50	4.40 (5)
INSTITUTE ENGINEERING MED GC	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
INSTITUTE OF ARTS & HUMANITIES	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
INTEGR OCEANOGRAPHY DIV	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00			4.00		
	Staff	5.00	4.00	5.00	5.00	5.00	5.00			5.00	5.00	5.00
JACOBS SCH. OF ENGINEERING	Staff	4.50	4.50	5.00	4.50	4.50	4.50	5.00	5.00	4.00	5.00	4.00
LIBRARY	Academic/Faculty	5.00 (6)	5.00 (6)	5.00 (6)	4.57 (7)	5.00 (5)	5.00 (6)	5.00 (6)	4.80 (5)	4.29 (7)	4.83 (6)	4.43 (7)
	Staff	4.39 (44)	4.35 (43)	4.41 (41)	4.29 (42)	4.53 (43)	4.39 (41)	4.47 (30)	4.52 (27)	4.26 (42)	4.41 (41)	4.39 (41)
LINGUISTICS	Academic/Faculty	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67
	Staff	5.00	5.00			5.00				4.00		4.00

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LITERATURE	Academic/Faculty	4.17 (6)	3.80 (5)	4.33 (6)	4.00 (6)	4.40 (5)	4.00	3.67	4.33 (6)	3.17 (6)	4.00 (5)	3.60 (5)
MARINE PHYSICAL LABORATORY	Academic/Faculty	4.33	3.33	4.00	4.00	4.33	4.33	4.00	4.00	4.67	4.50	4.33
	Staff	5.00		5.00	5.00	5.00	5.00			4.00		5.00
MATHEMATICS	Academic/Faculty	3.33	3.00	3.00	3.33	4.00	3.00	3.33	1.00	3.00	2.50	3.00
MECHANICAL & AEROSPACE ENGNRG	Academic/Faculty	4.43 (7)	4.29 (7)	4.50 (6)	4.14 (7)	4.60 (5)	4.40 (5)	4.67	5.00	4.43 (7)	3.80 (5)	4.14 (7)
	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
MEDICAL EDUCATION	Staff	4.67	4.67	4.50	4.67	4.50	5.00	4.00	5.00	3.00	4.00	4.33
MEDICINE	Academic/Faculty	4.45 (11)	4.40 (10)	4.33 (9)	4.40 (10)	4.43 (7)	4.29 (7)	4.33 (9)	4.25 (8)	4.22 (9)	3.89 (9)	4.20 (10)
	Staff	4.33 (6)	4.40 (5)	4.50	4.40 (5)	4.60 (5)	4.50	4.25	4.50	4.50	4.33	4.20 (5)
MEDSCH/EMERG MED SVC	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
MUIR COLLEGE	Academic/Faculty	4.33	5.00	4.67	4.50	5.00	4.00	3.33	5.00	4.33	3.67	5.00
MUSIC	Academic/Faculty	4.00	4.50	4.50	4.00	4.50	4.50	4.50	4.50	4.50	4.50	4.50
	Staff	4.00				4.00	4.00					4.00
NANOENGINEERING	Academic/Faculty	4.00	4.00	4.00	4.00	4.50	4.00	4.00	4.00	4.00	4.00	4.00
NEUROBIOLOGY	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
NEUROSCIENCES	Academic/Faculty	4.83 (6)	4.67 (6)	4.67 (6)	4.83 (6)	4.83 (6)	4.83 (6)	4.83 (6)	4.80 (5)	4.67 (6)	4.25	4.80 (5)
OB/GYN & REPRODUCTIVE SCIENCES	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Staff	5.00	4.00	3.00	4.00	5.00	4.00	4.00		4.00	3.00	4.00
OFFICE RESEARCH AFFAIRS	Academic/Faculty	4.00	4.00	4.00	3.00	5.00	4.00	3.00		2.00	2.00	
	Staff	5.00	4.00	5.00		5.00				5.00	4.00	4.00

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2023 UC San Diego - Academic and Staff Customer Satisfaction Survey Library

Satisfaction Mean Scores by Division and Classification **Below 3.00 - Low** | **3.00 to 3.59 - Moderate** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

		Overall Satisfaction	Collections that Meet My Needs	Responds to Requests Within an Acceptable Ti..	Facilities that Support My Work	Helpful Front-Desk Staff	Knowledgeable Specialists	Tool & Services for Research	Course Reserves & Instructional Support	Website Easy to Navigate	Kept Informed	Moving in a Positive Direction
ORTHOPAEDIC SURGERY	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PATHOLOGY	Academic/Faculty	3.80 (5)	4.00 (5)	4.00 (5)	3.80 (5)	4.00 (5)	4.20 (5)	4.00 (5)	4.25	4.20 (5)	4.20 (5)	3.80 (5)
	Staff	5.00	5.00	5.00	5.00	3.00	5.00	5.00	3.00	3.00	3.00	5.00
PEDIATRICS	Academic/Faculty	4.20 (10)	4.33 (9)	4.57 (7)	4.22 (9)	4.00 (9)	4.11 (9)	4.10 (10)	3.71 (7)	4.11 (9)	4.00 (8)	4.22 (9)
	Staff	4.50 (6)	4.60 (5)	4.83 (6)	4.83 (6)	4.50 (6)	4.80 (5)	4.50 (6)	4.75	4.83 (6)	4.40 (5)	4.83 (6)
PHARMACOLOGY	Academic/Faculty	3.75	3.75	3.50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
PHILOSOPHY	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	3.00	4.00	4.00
PHYSICS	Academic/Faculty	4.67	4.67	4.67	4.33	5.00	5.00	5.00	5.00	4.67	4.67	4.67
	Staff	4.00	4.00		4.00	4.00	4.00	4.00		4.00		
POLICE	Staff	4.00	3.00	4.00	4.00	3.00	4.00	4.00	4.00	4.00	4.00	3.00
POLITICAL SCIENCE	Academic/Faculty	5.00		5.00	5.00				5.00	2.00	4.00	4.00
PSYCHIATRY	Academic/Faculty	4.33	4.00	4.33	4.33	4.50	4.50	4.50	4.33	4.00	4.50	4.33
	Staff	4.67	4.50	4.50	4.67	4.67	4.67	4.50	4.50	4.33	4.50	4.33
PSYCHOLOGY	Academic/Faculty	5.00	4.50	5.00	4.50	5.00	5.00	5.00	4.00	4.00	5.00	4.50
	Staff	4.00	5.00	4.50	5.00	5.00	5.00	5.00	5.00	5.00	4.50	5.00
PUBLIC RELATIONS	Staff	4.50	4.00	5.00	4.00	5.00	5.00			4.00		
RADIOLOGY	Academic/Faculty	3.00	3.00	3.00	3.00			3.00	3.00	3.00		3.00
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.50	4.50
RADY SCHOOL OF MANAGEMENT	Academic/Faculty	5.00	4.00	5.00	4.50	5.00	5.00	4.00	3.50	4.00	3.00	4.00
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.67	4.67	5.00

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ROOSEVELT COLLEGE	Academic/Faculty	5.00	4.50	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.50
	Staff	4.00		4.00	4.00	5.00				5.00	3.00	4.00
SANFORD STEM CELL CLINICAL CTR	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
SCH OF PHARMACY AND PHARM. SCI	Academic/Faculty	4.33	4.33	4.50	4.33	4.50	4.50	4.50	4.50	4.67	4.50	4.33
	Staff	4.50	4.50	5.00	4.50	4.50	4.00	4.00	4.00	4.50	3.50	4.00
SCH. OF GLOBAL POLICY&STRATEGY	Academic/Faculty	3.00	3.00	4.00		4.00	2.00	3.00	5.00	3.00	2.00	2.00
	Staff	4.75	5.00	4.75	4.67	5.00	5.00	4.50	5.00	4.33	4.33	4.33
School of Public Health	Staff	4.00	4.50	4.50	4.00	4.00	4.00	4.00	4.50	4.00	3.50	3.50
SEVENTH COLLEGE	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SHUTTLE SERVICES	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.00	4.50
SIO DEPARTMENT	Staff	4.00	4.00	3.00	4.00		4.00		5.00	4.00	4.00	4.00
SIXTH COLLEGE	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00		4.00		
SOCIOLOGY	Academic/Faculty	4.33	4.33	4.33	4.33	4.50	4.67	4.33	4.00	4.00	4.00	4.00
STEM CELL PROGRAM	Staff	4.00	4.00	5.00						5.00	5.00	5.00
STRUCTURAL ENGINEERING	Staff	4.00	5.00	5.00		5.00	3.00			4.00	3.00	4.00
STUDENT HEALTH & WELLBEING	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
SURGERY	Academic/Faculty	4.33	4.00	4.00	4.00	4.33	4.33	4.33	4.33	4.33	5.00	4.33
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
TEACHING & LEARNING COMMONS	Academic/Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00		4.00		4.00
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.33	5.00	5.00

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Library

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THE PREUSS SCHOOL	Academic/Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
THEATRE & DANCE	Academic/Faculty	4.67	4.33	4.67	4.33	4.67	4.67	4.50	4.67	4.33	4.67	4.67
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
TRIO OUTREACH PROGRAMS	Staff	5.00		4.00	4.00	4.00						4.00
Triton Print & Digital Media	Staff	5.00		5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
UNIVERSITY DEVELOPMENT	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.50	4.00	4.50
URBAN STUDIES & PLN	Academic/Faculty	4.75	4.75	4.50	4.75	4.33	4.75	4.50	5.00	4.50	4.33	4.67
UROLOGY	Staff	5.00	4.00	5.00	4.00	5.00	4.00	4.00		3.00		3.00
VC-ACADEMIC AFFAIRS	Staff	4.50	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
VC-ADMINISTRATION	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
VC-EQUITY DIVERSITY INCLUSION	Staff	4.33	4.50	4.67	5.00	5.00	4.67	5.00	5.00	4.00	4.33	4.33
VC-HEALTH SCIENCES	Staff	5.00	5.00	5.00	5.00	4.00	4.00	5.00	5.00	5.00	5.00	5.00
VCHS RESEARCH SERVICE CORE	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
VCSA ACAD ENRICHMENT PROG(AEP)	Staff	5.00	4.00	5.00	5.00	5.00	5.00			4.00	4.00	5.00
VCSA ASSOCIATED STUDENTS	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
VCSA OFFICE OF STUDENT CONDUCT	Staff	4.00		4.00	4.00		4.00				4.00	4.00
VCSA UNIVERSITY CENTERS	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
VISUAL ARTS	Academic/Faculty	4.00 (5)	3.75	4.50	4.00	4.50	3.50	4.33	4.60 (5)	3.75	4.00	3.75
WARREN COLLEGE	Academic/Faculty	5.00	5.00	5.00	5.00	5.00		5.00		5.00	5.00	5.00
	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00

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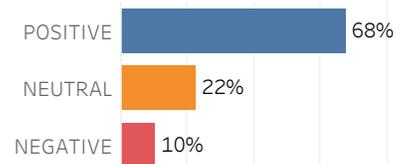
THEMES FROM COMMENT ITEMS

213 Survey respondents commented on at least one open-ended item for departments aimed at identifying areas of strength and opportunity. Comments may contain multiple themes. Themes and sentiments were identified through the Tritonlytics Machine Learning platform. Major themes represented in the comments are listed below.

Note: Because not all respondents who took this survey made a comment, the themes presented below are not necessarily a full representation of all respondents who evaluated a department.

Your Comment and Sentiment Distribution

Unique Respondents: 213
Total Comments: 234



Theme and Theme Counts

Theme	Count	NEGATIVE	NEUTRAL	POSITIVE
Positive Feedback on Librarians' Assistance	34		6%	94%
Improving Access to Online Journals	16	25%	44%	31%
Website Navigation and User Experience Issues	12			100%
Positive Feedback on Library Services	12			100%
Knowledgeable and Helpful Staff	12	58%	25%	17%
Availability and Access to Resources	8		38%	63%
Study Spaces Availability and Accessibility	7	14%		86%
Positive Feedback on Quarterly Forums and Newsletters	7		43%	57%
Need for Improved Library Communication	7		43%	57%
Large Collection and Accessibility of Library Resources	7		86%	14%
Improving/Updating Library Services	7		43%	57%
Positive Feedback on Staff	6	67%	17%	17%
Positive Feedback on Interlibrary Loan Program	6	33%		67%
Poor Textbook Ordering and Supply	6		17%	83%
Improvement of Library Facilities	6		50%	50%
Need for Increased Staffing	4		25%	75%
Improving Office Hours/Training/Resources	4		25%	75%
Positive Feedback on Service	3		33%	67%
Positive Feedback on Bookstore Staff and Displays	3			100%
Appreciation for Building Design and Views	3		33%	67%