

## LIBQUAL Survey Comments 2006

User Group	Discipline	Library	Age	Sex	Comment
Faculty	Science / Math	Cato	46 - 65	Female	Without exception, everytime I have had reason to use our library my questions have been answered/resolved in a professional and caring manner.
Faculty	Basic Law Enforcement / Criminal Justice	Cato	46 - 65	Male	At the Cato Campus the librarians are highly trained they assist in all areas and are often depended upon to handle situations out of there realm. They are the go to people for the Cato Campus during morning and evening operations. There pleasant atitude and willingness to help set the highest standard of professionalism and Customer Service. The Two that are paramount in my mind is Margery Orell (A number 1) and Sharon Nance (A number 1). Margery is a Tornado of information and if there is something Margery does'nt know she will give you the necessary information to find it out. Margery / Sharon Both balance an approachable demeanor and can handle unruly students with a calm word. We are blessed to have These Individuals as employees. Each of the libraries needs to provide a fax machine for student use, it's a constant request.
Library Staff	Other Agriculture /	Cato	46 - 65	Female	
Staff	Environmental Studies Agriculture /	Cato	46 - 65	Male	The Library staff at Cato is super!
Student	Environmental Studies	Cato	23 - 30	Female	I love how I'm always greeted by a smile when I walk in the Cato library. The staff there is extremely friendly and helpful.
Student	College Transer / General Studies	Cato	18 - 22	Female	Everyone I have encountered at the library I go to has been exteremely helpful and courteous. The atmosphere and people encourage me to continue to visit the library and I feel like I can get any help that I need with ease.
Student	College Transer / General Studies	Cato	18 - 22	Female	Library and librarian are always great help to me!
Student	College Transer / General Studies	Cato	18 - 22	Female	The library and librarians have always been great help!
Student	College Transer / General Studies	Cato	18 - 22	Male	Printing in Library should be free.
Student	General Studies	Cato	18 - 22	Male	I like it like it is!!!!
Student	Education	Cato	18 - 22	Male	Library services is a collaborative effort between the user and the provider of services. Each has as its purpose the need to locate information efficiently and thoroughly. i love this library, it's where i get most of my work done and with the help of the knowledgeable and courtious libarians, i get it done a lot faster having learned something new.
Student	Education	Cato	Under 18	Female	
Student	Education	Cato	23 - 30	Female	Keep up the good work!

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Student	General Studies	Cato	31 - 45	Female	I am currently a student on Levine's Campus. Ms.Margey Orell and Ms. Sallie Jenkins on Cato Campus have been superb in helping with whatever curriculum that I ask for help with. They are always available, knowledgable, and courteous in assisting me. I have made efforts to use the other facilities at several CPCC campuses, there is none like Cato Campus primarily because of these two individuals.
Student	Health Sciences	Cato	46 - 65	Female	I would have preferred Cato campus be open during lunch on Fridays. It caused me some inconvenience.
Student	Health Sciences	Cato	23 - 30	Female	Librarians are very nice and helpful.
Student	Other	Cato	23 - 30	Female	very helpful in all the ways possible.,
Student	Other	Cato	23 - 30	Female	it would be wonderful if the campus library had duplicate copies of resources (videos) in the American Sign Language Lab library that students were able to either use during lab-closed hours or even better, that students were allowed to check out!
Student	Other	Cato	46 - 65	Female	While the library is a little antiquated in equipment. Your staff is the best. Each one has treated me with respect. They each have individually gone out of their way to help me. The instruction given in computer use, and term paper writing has been invaluable.
Student	Paralegal	Cato	46 - 65	Female	Your hours for the Cato campus and the size of the collection are way below my minimum standards. The legal books are almost never available because classes are being held in the room that houses them. I gave you a higher rating overall because I have found the Central Campus library to be good.
Student	Paralegal	Cato	23 - 30	Female	The librarians that I have encountered at Cato (Ms. Shanron Nance and Ms. Margery Orell) have been very courteous and helpful... kudos for recruiting such wonderful people...
Student	Paralegal	Cato	31 - 45	Female	Obviously the loud library is the problem. Perhaps when the new bldg. is built, that will resolve the problem. The classroom located in the library with its students scrambling in and out every hour is very distracting not to mention not being able to access the law books while they are in there. Better accoustics needs to be obtained. It's pertinent to the learning process. THe constant cellphones ringing doesn't help either. Points should be deducted for each student who receives a phone call during class.
Student	Paralegal	Cato	31 - 45	Female	Hours until 8:00 pm are not convenient...should be available later and on Saturdays.
Student	Paralegal	Cato	46 - 65	Female	PROVIDE MORE RECENT BOOKS RELATING TO SCIENCE

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Student	Paralegal	Cato	46 - 65	Female	I found the library at Central to be good, but was very disappointed when the Paralegal program moved all classes to Cato. Cato has very limited hours and study space. The law reference books are rarely available because of classes being held in the room where they are housed.
Student	Paralegal	Cato	31 - 45	Female	Would like to see the law library kept up to date as much as possible. There are some sets of books that are not complete and/or up to date. The missing information is critical for researching that would not be complete.
Student	Paralegal	Cato	46 - 65	Female	I have used the main library extensively in past semesters. I find it a great place to study and an interesting place in which to be.
Student	Performing & Fine Arts	Cato	18 - 22	Male	I like the library
Student	Social Sciences / Psychology	Cato	23 - 30	Male	The library at the CATO campus is very inviting. I was very impressed the the staff. It makes me wonder what the Central campus has to offer being a larger facility.
Faculty	Adult High School / GED / ESL	Central	31 - 45	Female	I have only used the libray a little but need to bring my students in for a complete tour and explanation of services.
Faculty	Business	Central	Over 65	Male	Library staff does a very good job, and seems to be trying to improve its services regularly.
Faculty	College Transer / General Studies	Central	46 - 65	Male	I find the staff always helpful, even when I wait until the last minute. They always make referrals if they can't help directly.
Faculty	Communications / Journalism	Central	46 - 65	Female	Electronic resources are very helpful. Acquisition of new materials are limited. I do realize this is a budgeting issue. It would be helpful for students to have more study areas - quiet areas as well as areas for group work.
Faculty	Education	Central	31 - 45	Female	I have been extremely satisfied with the presentations that the librarians have made in my classes. They take a dull and boring subject and bring it to life (and my students stay awake for the entire presentation!)
Faculty	Education	Central	31 - 45	Male	Gina moore is great! She is very helpful for our auto tech dept
Faculty	Engineering / Computer Science	Central	31 - 45	Male	The only reason I ever come to the library is to attend a meeting on the fourth floor. If I win this prize, it will be the only good thing I have ever gotteen from our library.
Faculty	Engineering / Computer Science	Central	31 - 45	Male	Develop the "Information Commons"
Faculty	Engineering / Computer Science	Central	31 - 45	Female	none
Faculty	Health Sciences	Central	46 - 65	Female	Finding audiovisual materials using the Click website is difficult.
Faculty	Humanities	Central	31 - 45	Male	On the rare occasions that I would like the library to add a particular book to its collection, it doesn't happen.

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Faculty	Humanities	Central	46 - 65	Female	<p>Communication between the library and faculty remains an issue.</p> <p>It is inherently wrong for the library to be under IT vs. as a part of Instruction.</p> <p>Great staff -- dedicated and extremely knowledgable and professional. Library is not given enough resources/\$\$\$ to fulfill needs of students and faculty.</p> <p>College needs to understand that while the library uses technology, trained professional library staff and instruction need to plan and direct library efforts. Library is vital to instruction and is not a student supprt service area or technology area.</p> <p>Library needs to work closely with instructional areas in determining needs of curriculum/disciplines. Library should be a major gem of CPCC at each campus. it is similar to theater, open to public/community and to students and reflects the imporrance CPCC places on teaching and learning. Students should be inspired to learn when they walk into the doors of the library; faculty should have confidence that students will get the best of this great resource.</p>
Faculty	Other	Central	Over 65	Male	<p>All in all, I think you do a fine job with the resources you are given. The way your catalogers catalog art books belies a serious lack of knowledge about the subject on their part, but the reference staff has always been a good resource for me and my students. Thanks for all you do!</p>
Faculty	Performing & Fine Arts	Central	46 - 65	Female	<p>Overall, I think that the Central Campus Library has an adaquate collection. Staff have always been curteous, kind, and knowledgable. I would like to see some more recent publications added to the Philosophy, Mathematics, and Science Fiction collections.</p>
Faculty	Science / Math	Central	46 - 65	Male	<p>In general, as i indicated above, I am quite happy with library services at both the Main and northeast campuses. The personnel seem friendly, approachable, and usually helpful. The facilities could be improved somewhat, but the collections in my area, anyway, seem quite good.</p>
Faculty	Undecided	Central	Over 65	Male	<p>With more funding, the library could provide new resources and technology to reach the next generation of college students.</p>
Library Staff	Other	Central	31 - 45	Female	<p>I'm looking forward to the consolidation of the public desks. Aslo I look forward to the innovations which are being planned and the implementation of those plans. This will be the Comm Coll Library to be envied by other colleges.</p>
Library Staff	Other	Central	31 - 45	Male	<p>My only complaints are the noise level of some students and the uncomfortable temperature (it's always too hot or too cold).</p>
Library Staff	Other	Central	46 - 65	Female	<p>This library needs a better consortium to locate and access all state academic print resources, searchable on each participating facility's catalog.</p>
Library Staff	Other	Central	46 - 65	Male	<p>Excellent Survey</p>

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This is information about my personal library use that may help with your survey: I work in Marketing and often use books and journals for reference regarding my job and profession. I also check out circulating books for research in my graduate studies, as well as reading material simply for enjoyment. I seldom use any of the electronic sources available, although my co-workers, managers and directors do. (They mainly use laptop computers and overhead projectors for presentations.) I prefer printed reading materials over electronic (except for using Google), perhaps because of my age. (Would you consider a "Lunch 'n Learn" to introduce people like myself to the current forms electronic media?) My personal preference is to find what I need myself, but I know that students appreciate the direction and suggestions your staff provides. I've found the online catalog to be extremely useful and use it at least once a week. I also attend the Bookmarks PDP courses whenever possible.

Staff	Communications / Journalism	Central	31 - 45	Female
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I think the library does a wonderful job and has excellent customer service. Since noone and nothing is perfect, I rated the library lower than "9" on some things. I don't see any serious improvement issues.

Staff	Education	Central	31 - 45	Female
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The Library staff are consummate professionals and their caring and expertise are very appreciated. I attend a large university in the area for advanced studies, and I prefer using the CPCC Library site for searching for journal articles most of the time. It is easier to navigate in my opinion. The only thing, I wish the Library at Central had a updated look. I think it would create a more inviting atmosphere for the students, and sometimes the check-out area is particularly hot (temperature wise). At one time, there was discussion of putting a coffee shop in the library, and I still think this is a good idea. Overall, the Library does an excellent job helping our students with the resources they have available. I love the online journals and NetLibrary especially. Library sponsored events, such as Bookmarks, are excellent as well. Keep up the good work, and thank you.

Staff	Education	Central	23 - 30	Female
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The library is my favorite place on campus! Anything I need for work or my continuing education has been provided by the library's staff. The staff are the "hidden jewels" of our college. Keep-up the great work!!

Staff	Education	Central	31 - 45	Male
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Staff	Engineering / Computer Science	Central	31 - 45	Female
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I enjoy the library and everyone is always very helpful. It was very convenient to use the Central Campus library for my recent graduate research paper. I found the right amount of information for the paper.

Staff	Other	Central	31 - 45	Male
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I have always found the library staff helpful. I would like to continue to see new books added to the library collections.

Staff	Other	Central	31 - 45	Female
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Staff	Other	Central	46 - 65	Female
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All of the Library staff with whom I have had contact have been most helpful.

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Staff	Other	Central	46 - 65	Female	I have been disappointed in the quality/ease of use/dependability of the laptops and projectors rented from the library. I have also been disappointed in the lack of availability of renting overhead projectors.
Staff	Other	Central	31 - 45	Male	My office is at the West Campus. We have great library service here. I use the library on Central more because I generally only go into a library to get print materials, and the Central Campus library has a large collection of the types of materials I use for my research. I use the online resouces very often. My only suggestion would be the addition of the Cambridge electronic resource, as I have found that it's better than the NC Live search system (easier to conduct a more focused search).
Staff	Other	Central	46 - 65	Female	I am very happy with library services at CPCC. This is a strength of our college. I am not an avid user of the library. About the only time I am there is when I go to the Teller II or checking out a book for personal reading.
Staff	Undecided	Central	46 - 65	Male	I would like to see more training. When it is provided it is excellent.
Staff	Undecided	Central	31 - 45	Female	I always find the employees very friendly & knowledgable & always willing to help & answers questions that I may have.
Staff	Undecided	Central	46 - 65	Female	I use the NC Live database from my office and from home and I can usually access what I need. The few times I've needed technical assistance from librarians they have been very helpful.
Student	Adult High School / GED / ESL	Central	18 - 22	Female	Its great!! Printing is so cheap!!
Student	Adult High School / GED / ESL	Central	Under 18	Male	This is the worst survey I have _ever_ seen on the web. The usability is pathetic; it looks like something I should have a #2 pencil for. When will people begin to realize that the web requires different techniques than those traditionally associated with paper or other mediums? You would have been better off getting some students from the College Internet Technologies program to do this for you. That is the only comment I think this page deserves.
Student	Adult High School / GED / ESL	Central	18 - 22	Female	Thank you for treat us like your own children.
Student	Adult High School / GED / ESL	Central	31 - 45	Female	good services on the hour love the staff here lot of support
Student	Applied Technologies & Trades	Central	23 - 30	Male	always very helpful
Student	Applied Technologies & Trades	Central	18 - 22	Male	its all good
Student	Architecture	Central	18 - 22	Male	Over-all i think the library's staff and operations are pretty good.
Student	Architecture	Central	18 - 22	Male	It performs daily task of helping students well.

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The overall feel of the library is cold and uninviting. It's too institutional and needs to be warmed up. The use of old and uninviting furniture is a big turn off especially since so many universities are now switching to better furniture like big comfortable chairs and sofas. The walls and flooring look dated and cold and could use a warming up and the books could be displayed in a way to welcome students in. The Library could be a great stepping stone in transforming CPCC's central campus from a place where a student comes and immediately wants to leave after class is over into a campus where a student has places where he/she may want to linger and take advantage of. It would also be great if the library took greater advantage of its outdoor areas and simply provided a more comfortable and inviting space for students to read and study. The way it feels now is that you want to get the information you need and take it somewhere more inviting and comfortable to peruse and study it instead of wanting to do it all in the library.

Student	Architecture	Central	23 - 30	Male	There have been SEVERAL times this I have gone to study and left because people where talking or cell phones ringing. The onstaff faculty does nothing to prevent this. The library is one of the most usless places I can go to study. Starbucks is a quiter and more inviting place to study.
Student	Architecture	Central	31 - 45	Male	i like the service they have.
Student	Architecture	Central	18 - 22	Male	More journals need to be available on the web.
Student	Architecture	Central	23 - 30	Female	
Student	Basic Law Enforcement / Criminal Justice	Central	18 - 22	Female	Staff could be more friendlier.
Student	Business	Central	46 - 65	Female	I find that a lot of the books are outdated. Did a research project in 2005 on communications and dolphins. Most recent information available was from 1962! Had to rely on Internet, and go to public library to meet source requirements.
Student	Business	Central	31 - 45	Female	I think that the library staff is wonderful and very helpful.
Student	Business	Central	18 - 22	Female	This spring semester is my first semester here at CPCC and the library has provided me with an environment that say success and has helped me to stay focused on my studies.
Student	Business	Central	31 - 45	Female	The library doesn't give me access to the keyboarding program we use for my class so when the lab is full at at the it building I am stuck i can't do my work or when it closes unrealistically early on friday's I again cannot do my work
Student	Business	Central	23 - 30	Female	n/a
Student	Business	Central	23 - 30	Male	thanks
Student	Business	Central	Under 18	Male	The library is generally very good and easy to use. The librarians are helpful and good-natured. However, I wish that the noise level and large gatherings would be reduced.
Student	Business	Central	31 - 45	Male	None

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Student	Business	Central	46 - 65	Male	you may need around 10 more computers. Also I like very much when computers are in a circle position rather than in a stray line. Also some stations could have two seats in order to work by two group people.
Student	Business	Central	31 - 45	Male	great service
Student	Business	Central	31 - 45	Female	the staff is always freindly however they could use more computers.
Student	Business	Central	46 - 65	Male	I mostly use the library to get online on one of the computers. Most of the time I go to one of the computer labs. I notice in the computer labs several students work in teams or groups on the computers. I don't see this availability in the library.
Student	Business	Central	31 - 45	Male	I am proud to be a student at Cpcc
Student	Business	Central	31 - 45	Female	Wish you were open on Sundays and longer on Saturdays. People who worka dn go to school find it difficult to get here.
Student	Business	Central	31 - 45	Female	I feel all library assignments should consist of two classes held in the library where the students actually work on their assignment during that time period.
Student	Business	Central	18 - 22	Male	They definitely need more computers....it is so hard to find one that is not in use. They also need more individual secluded areas for personal study. And perhaps more clocks so that I don't always have to sit in the few desks that are near clocks when I forget to bring my watch.
Student	Business	Central	23 - 30	Male	The services at cpcc is quite courteous.
Student	Business	Central	46 - 65	Female	The librqary in Sloan Building is very nosy.
Student	Business	Central	23 - 30	Female	why is the library so hot?
Student	Business	Central	23 - 30	Male	I would like to see more attention given to library etiquette. This includes a less tolerant outlook on cell phones (every phone is equipped with a silent or vibrate mode), loud/disruptive talking, and other nuisances. This seriously impairs my ability to be productive while in the library and greatly lowers my general outlook of the library.
Student	College Transer / General Studies	Central	18 - 22	Male	I am satisfied with library.
Student	College Transer / General Studies	Central	18 - 22	Female	I think that the library is doing a great job
Student	College Transer / General Studies	Central	31 - 45	Female	Definitely appreciate the wireless internet access.
Student	College Transer / General Studies	Central	18 - 22	Male	I love that place. I find the staff to be helpful and very cheerful. The staff that work in circulatory desk are the best.
Student	College Transer / General Studies	Central	31 - 45	Male	The only improvement I could see would be to have a session or two at the beginning of the semester that students could attend to either learn, or get a refresher, about the various search engines available through the library website.

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Student	College Transer / General Studies	Central	23 - 30	Male	I take most of my courses online due to work and family obligations, so I really appreciate all the info on the library website. I've been able to find articles and books to use for my English classes without having to come to the library or worry about when the library is open.
Student	College Transer / General Studies	Central	18 - 22	Male	I think soft classical or jazz music playing might help break the silence. It is soothing and sometimes only hearing the tapping of keys on a keyboard can become distracting in itself.
Student	College Transer / General Studies	Central	18 - 22	Male	i love it..its better thsn the library downtown....great job.....and thankx
Student	College Transer / General Studies	Central	31 - 45	Male	MORE ROOM FOR IMPROVEMENT
Student	College Transer / General Studies	Central	18 - 22	Male	i am satisfied with the way in which i am treated at the library. ( i like your library hours)
Student	College Transer / General Studies	Central	18 - 22	Female	So far my library experiences have been extremely good!
Student	College Transer / General Studies	Central	23 - 30	Male	The computer techs are fantastic. Keep up the good work! The library resources help me keep a 4.0 GPA! Thank you!
Student	College Transer / General Studies	Central	18 - 22	Male	All staff is always great. Im in here all the time. Computers are busy but not a problem. The only complaint and one that is shared by all: It is extremely HOT in the library. To the point at times where i could not study and had to leave the library. This has happened several times. It really is a serious problem, I am in fact sweating right now.
Student	College Transer / General Studies	Central	23 - 30	Female	The staff at this library is wonderfully, and joyfully helpful! I am continually impressed with their enthusiasm to help me. The resources available at this library, however, are below average for an acedemic institue.
Student	College Transer / General Studies	Central	18 - 22	Female	I really believe that the library would be wonderful if relocated to one of the newer buildings, with a coffee shop inside. I just wish it were more inviting, it should be remodeled or relocated. The layout is so 1970, it's kind of creepy on the 4th floor.
Student	College Transer / General Studies	Central	18 - 22	Male	Overall the people are nice and helpful.
Student	College Transer / General Studies	Central	18 - 22	Male	This is a best library, quiet environment for students who try to study and research. Overall the library is fine. The major complaint that I have is that during certain times the temperature is so unbearable that I can't study in there Especially on the 2nd and 3rd floors.
Student	College Transer / General Studies	Central	31 - 45	Female	Update books, some of the subjects that I have researched did not have enough up to date books on the subjects.
Student	College Transer / General Studies	Central	31 - 45	Female	I feel that cpcc library staffs are well adverse to people and there needs as well as knowledgable about the different information that students and others request.

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Student	College Transer / General Studies	Central	31 - 45	Female	I love coming to the library it keeps me going. I don't have to go fifty million different places to look up information. I can come to a peaceful place on campus and study in total quietness. Excellent.
Student	College Transer / General Studies	Central	18 - 22	Female	everything about the library is IRIE(Jamacian)=cool, good, etc.. my only concern is that there should be more individuals monitoring all floors of the library because have found that people like to listen to their music at a distrubingly loud volume. Otherwise, i find that this library is an excellent source of obtaining information.
Student	College Transer / General Studies	Central	18 - 22	Male	At Central Campus there seems to be a large problem with mostly young males gathering in groups to look up scantily clad females. They become loud and distracting. I do not feel that this problem is being adressed.
Student	College Transer / General Studies	Central	31 - 45	Female	It would be nice if we had up to date sitting areas and later hours.
Student	College Transer / General Studies	Central	23 - 30	Female	before this email I hadn't seen any information regarding the libraries on any of the campuses
Student	College Transer / General Studies	Central	18 - 22	Female	I am impressed with the information on the library webpage, and it is helpful for me to be able to find things independently and at home.
Student	College Transer / General Studies	Central	23 - 30	Male	I do not find that I use th Lib very often for my studies becuse I can find most of my infomation online or on web jurnals. I do find that when I need to do work in the lib. that most of the tools I need are there for what I need to do.
Student	College Transer / General Studies	Central	23 - 30	Female	Please fix the downstairs women's bathroom!~
Student	College Transer / General Studies	Central	18 - 22	Male	i am satisified with library support for my learning, and research.
Student	College Transer / General Studies	Central	31 - 45	Male	Wow- I take A LOT of surveys. This one was poorly designed in my opinion. I really don't think you'll get accurate results. Survey should be less complicated. "Perceived Service Performance " who are you trying to impress? How about "When I visit the library" 4) Employees give me individual attention.....Disagree.....Agree. etc.
Student	College Transer / General Studies	Central	18 - 22	Female	Yeah, I know- when you read this I'll be out of the running for the ipod :-) I think the PayforPrint service that is offered in computer labs should be made available in the library as well.
Student	College Transer / General Studies	Central	18 - 22	Female	I think the PayforPrint service offered in the computer labs should also be made available in the library.
Student	College Transer / General Studies	Central	23 - 30	Female	Over all I have had a positive experience at the central campus library. Sometimes it gets a little noisy, because fellow students forget where they are at, but the noise level always quickly subsides, or it is easy enough to move to a new location away from the noise.

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Student	College Transer / General Studies	Central	18 - 22	Female	library at central is often too loud, overcrowded with kids talking loudly in large groups, and hogging the computers to look up MTV and listen to music. the computers should be regulated better so that they can be of better service to those who NEED them to learn, and loud talkers should be kicked out.
Student	College Transer / General Studies	Central	23 - 30	Male	All around pretty decent; could be better. I think that people could be a little more friendly but alot of that has to do with - I'm sure - alot of negative students. In service when dealing with quarrelsome/bellicose poeple it tends to wear.
Student	College Transer / General Studies	Central	18 - 22	Male	I love the atmosphere of the fourth floor at the Central Library
Student	College Transer / General Studies	Central	31 - 45	Male	I wish that there wer more places that I could do group studying. I also wish that more people would adhere to the quiet environment that is desired in the library.
Student	College Transer / General Studies	Central	31 - 45	Male	Services have been very helpful to the completion of assigned task.
Student	College Transer / General Studies	Central	18 - 22	Female	Very friendly and willing to help! The new and old CP websites can be confusing at times. I'm not sure if this would be directly a problem of the library or some other department at CPCC. Integration of the new and old websites, or perhaps overhauling them both into one site would make it easier to navigate through CPCC's sites.
Student	College Transer / General Studies	Central	18 - 22	Male	well at last i would like to say that the advanced technology services that are provided at the library example comp., scanners etc are very less compared to the enrolling new students every year. anothe thing that i would like to add is the cost of printing materials in the library are high too.
Student	College Transer / General Studies	Central	18 - 22	Female	need some more work
Student	College Transer / General Studies	Central	18 - 22	Male	Keep up the good work far after I leave the campus.
Student	College Transer / General Studies	Central	18 - 22	Female	I had help from a library staff member, Johnathan, and he was most helpful and patient.
Student	Education	Central	31 - 45	Male	I like the way that the staff in the classroom on the 2nd floor keeps it quiet so we can study and use the computers. the first floor is too loud for a library.
Student	Education	Central	18 - 22	Male	Central is the best library of all the CPCC libraries because it has wifi, it looks the coolest and its really quiet so i can study.
Student	Education	Central	23 - 30	Female	I have had alll positive experiences with library services.
Student	Education	Central	18 - 22	Female	I don't use it very often but when I do I am satisfied by the library services/
Student	Education	Central	18 - 22	Female	the library is a great place for students to work and study
Student	Education	Central	23 - 30	Female	The staff at the library are very courterous, helpful and they help me out everytime I need it. I appreciate people like them.

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Student	Education Engineering / Computer	Central	31 - 45	Female	Your website, especially the journal locator is very difficult to work!
Student	Science Engineering / Computer	Central	23 - 30	Female	When I used the online site it was not user friendly. There should be less conversation, less noise. Another computer room if possible, for when class is in session.
Student	Science Engineering / Computer	Central	18 - 22	Male	Great overall. Could use a couple more computers downstairs though, they get filled up fast.
Student	Science Engineering / Computer	Central	18 - 22	Male	I would like to see more available computers. Also, I would like to see programs such as maple 10 on all campus computers. Finally, I would love it if the library was safely open 24 hours a day 7 days a week.
Student	Science Engineering / Computer	Central	31 - 45	Male	I know it's difficult to limit non-school related computer users in the Library; but maybe in the future, you could implement a system where users have to sign-in to a certain course to have access to the computers.
Student	Science Engineering / Computer	Central	18 - 22	Male	I enjoy being here at the library
Student	Science Engineering / Computer	Central	31 - 45	Female	good library sevices THE LIBRARY IS A PLACE OF HELP. AND IM ALSO HAPPY THAT THERE ISNT AN ABUNDANCE OF PEOPLE THAT MAKE IT OVER CROWDED; BUT WHEN IT DOES HAPPEN TO GET A LITTLE TOO BUSY, THE OLINE RESORCES HELP A LOT IN THAT AREA! ESPECIALLY IF I SOMEONE HAS A BOOK THAT I NEED FOR A GOOD RESOURCE...! ITS VERY HANDY IN A LOT OF DIFFERENT WAYS! BUT I CAN HONESTLY SAY, IVE NEVER HAD TO ASK A QUESTION TWICE IN THE LIBRARY!
Student	Science Engineering / Computer	Central	23 - 30	Male	PAY IT TWICE! Why charge students for sending print jobs to the printer from the computer? The students log on with thier passcodes to use the computer. All students are given a certain number of copies for the semester before they have to add more money to their accounts for more copies. I've already added \$20.00 to my account this semester for the priveledge of SENDING a print job to the printer and then PAYING AGAIN to retrieve them at the front desk. The public can't use a computer without a student passcode, so why charge for printing by the page?
Student	Science Engineering / Computer	Central	31 - 45	Female	I consider our library an available tool but I've not found it to be indespensable. I tend to use other resources to which I'm fortunate to have access.I would strongly support and encourage any endeavor to improve conditions for the library, it's employees, and it's consumers.

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Student	Engineering / Computer Science	Central	46 - 65	Female	I take a lot of online courses in pursuing my degree. I do not know if the library is set up to be helpful for online students.
Student	Engineering / Computer Science	Central	18 - 22	Male	Nice facilities with quiet areas upstairs to do homework and study. Computer cluster on 1st floor always seems to be full and not everyone seems to be doing school related work. Maybe a larger lab would allow for more freetime work in addition to schoolwork.
Student	Engineering / Computer Science	Central	31 - 45	Male	I used the library alot in my 1st year but since starting computer networking courses, i do not use it hardly at all.
Student	Engineering / Computer Science	Central	31 - 45	Male	more comfortable chairs.
Student	Engineering / Computer Science	Central	18 - 22	Female	good
Student	Engineering / Computer Science	Central	Under 18	Male	The library is is a very peaceful place to study, very quiet.
Student	Engineering / Computer Science	Central	23 - 30	Female	I find the online information very useful and obtainable. I use the online resources more than any other resources.
Student	Engineering / Computer Science	Central	18 - 22	Male	the servicre that the library at central campus gives is the worst, but the levine library is good.
Student	Engineering / Computer Science	Central	31 - 45	Male	Over all, the staff have always been very helpful to me, when i need to use the services of the library.
Student	Engineering / Computer Science	Central	18 - 22	Female	non
Student	Engineering / Computer Science	Central	18 - 22	Male	it's great
Student	General Studies	Central	23 - 30	Male	I recently called the library for two separate issues. I cannot believe how friendly the librarians were. I did not expect to be treated so well. I honestly feel that the library should be used as the model for other departments who deal with students. If everyone was treated by all departments the way I was treated that day, our school would have a waiting list to get in.
Student	General Studies	Central	46 - 65	Female	The library is great. never a problem
Student	General Studies	Central	31 - 45	Female	i really appreciate the kindness everyone one gives in the library(staff). It is too noisy and a lot of times you can not do work as planned. please somehow make those talkitive and playful people be quite. maybe they are not as serious about there education

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I work full-time through the week, take a night class 2 days a week from 6-9 and have an online course that requires that I watch weekly videos in the library. Between my work and class schedule I find it hard to make it to the library during the week and am not satisfied with the hours over the weekend. I have a hard time understanding why a such highly rated (and large) community college would close the doors of their library M-F before the evening classes have been let out. I also don't understand why a school, who knows that a large number of its students work and attend classes through the week, would choose to close the library at 1p on Saturday and not open at all on a Sunday.

Student	General Studies	Central	23 - 30	Female	I think your doing a great job. There are interesting books all over the premises. I would like the library to be a little more quiet. It would also be nice to have more computers. That way we can all find a computer to do our research/ projects . But other than that your doing a great job .
Student	Health Sciences	Central	18 - 22	Female	I have not been in the library for quite a while, that is because the last few times I was in there, I did not have a very productive experience.
Student	Health Sciences	Central	31 - 45	Male	Overall, the library and staff is very helpful and I have never really had a problem with either. I'm very pleased with this resource!
Student	Health Sciences	Central	18 - 22	Female	The library here provides alot of room to work and find out things that are pertaining to my area of study. I however think that the library should be open on the weekends becuase of the need of the students who don't have access to computers or other resources.
Student	Health Sciences	Central	18 - 22	Female	Overall, my experiences with the Central library have been excellent. Resources have been excellent!
Student	Health Sciences	Central	31 - 45	Male	Over all my experience at the Central Library is very good, however I wish they had weekend hours.
Student	Health Sciences	Central	46 - 65	Female	Services seemed to be well organized. Employees very helpful. Online services adequate.
Student	Health Sciences	Central	31 - 45	Female	I would love to come study in the library, I really would. I hear tell that you have great Nursing information. But the Central library is mainly used for tired students to sleep in the lobby or at the carrols. The talkative students monopolize the tables and believe me, unless you can sneak into an unlocked classroom, no studying or research goes on in that library.
Student	Health Sciences	Central	18 - 22	Female	very helpful
Student	Health Sciences	Central	18 - 22	Female	they are very helpful depending on the person and who you ask they try and rush you

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Student	Health Sciences	Central	31 - 45	Female	Due to time constraints I mainly use the online library services. It is wonderful to have this access, however the website is cumbersome and many of the articles I want are not available in full text which is what is required by my program. Also there is a very limited number of journals for the health care fields.
Student	Health Sciences	Central	18 - 22	Female	Almost 75% of the time I am there, I have to walk around and look for someone to help me. Once I had to wait 20 minutes and go to the front desk so someone could be called for assistance.
Student	Health Sciences	Central	18 - 22	Female	The survey was very long
Student	Health Sciences	Central	18 - 22	Female	none
Student	Health Sciences	Central	18 - 22	Female	I really appreciate the information sessions that my English teachers have set up for my classes. They are very informative and helpful.
Student	Health Sciences	Central	23 - 30	Female	The library is usually quiet, but the computers are usually all being used, many times for personal use, rather than library searches or school related tasks. Otherwise this is a very nice facility.
Student	Health Sciences	Central	23 - 30	Female	I normally float to different libraries.
Student	Health Sciences	Central	23 - 30	Female	i have always been treated well in the library and have always found the library very useful
Student	Health Sciences	Central	46 - 65	Female	I always use the library for studying it is a quiet place and comfortable
Student	Health Sciences	Central	46 - 65	Female	I am a continuing education student studying a very narrow topic. I just have not yet had use for the library. If this changes, I appreciate that it is centrally located on the central campus.
Student	Health Sciences	Central	31 - 45	Female	The Library staff, in my opinion, are the essence of the library. With so much information out there, we need someone who knows who to weed out junk and help focus our attention on the true subjects of our studies. I appreciate and admire the staff at CPCC. Thank you for getting me through it all.
Student	Health Sciences	Central	46 - 65	Female	I have never use the library at cpcc, but on 04/10/06 will be my first time there
Student	Health Sciences	Central	46 - 65	Female	Never used any on campus, being a distance learning student---but from the user's standpoint---if it is any thing like my on-line stuff it's GREAT!!!!
Student	Health Sciences	Central	31 - 45	Male	Need quiet areas and group work areas
Student	Health Sciences	Central	23 - 30	Female	Every experience that I have had at the Library has been a pleasant one. the staff is always available to lend a helping hand, they actually encourage you to ask them for assistance. I once had a scavenger hunt that was very difficult for me to understand because I had no prior experience with computers and websites, etc.. The library staff was extremely helpful in explaining it to me and instructing me on how to retrieve information.

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I really only use the library for studying. I haven't had a need for the other resources just yet. I would love to see more people get kicked out of the library for talking in the quiet study areas. I know that this would require more policing by staff but until students learn how to read the big, obvious signs you have posted, a lot of us would

Student	Health Sciences	Central	23 - 30	Female	appreciate it!
Student	Health Sciences	Central	31 - 45	Male	no comments
Student	Health Sciences	Central	18 - 22	Female	get more computers and newer books
Student	Health Sciences	Central	31 - 45	Male	none
Student	Health Sciences	Central	23 - 30	Male	na
Student	Health Sciences	Central	31 - 45	Female	I've always enjoyed using the library to study and research school projects. Everyone has always been kind and very helpful.
Student	Health Sciences	Central	31 - 45	Female	I am happy except for restrooms with out of order faucets/ etc. Also, noisy students in groups are not being told to keep it down.
Student	Health Sciences	Central	23 - 30	Male	I really think that CPCC's library is great. I will be honest though. I go to the UNCC library more often. I like the quiet study you can get done there. It is also open later in the evening. I don't want the library system to turn to only computers. I like the tangibility of a book. I do think that for my profession (nursing) I would like to see more visually stimulating sources. Like computer games, or more interesting, creative videos. Thanks for listening to my 2cents~Peace!
Student	Health Sciences	Central	31 - 45	Female	Library hours should also include Saturday & Sunday.
Student	Health Sciences	Central	23 - 30	Female	I think the library is very resourceful and I also like the fact that you can check books out on line.
Student	Health Sciences	Central	46 - 65	Female	Overall, I think the library resources and personnel are very good. Out of many times of using the library, there have been a few (but any are too many) instances where non-professional librarians act annoyed when you ask them to show you how to use equipment.
Student	Health Sciences	Central	31 - 45	Male	Disruptive phone calls and people seem to be a problem in this library
Student	Health Sciences	Central	31 - 45	Female	The study cubbies are great, however it could be a tad larger for multiple study material. Additionally we could use chairs that are more comfortable.
Student	Health Sciences	Central	31 - 45	Female	Most important to me is a continuous quiet setting and the library as well as labs should work on this area more.
Student	Health Sciences	Central	18 - 22	Female	none
Student	Health Sciences	Central	18 - 22	Female	The library gives us enough to get by but it really needs a complete overhaul so many students use computers instead of books because it is so much easier we need to show that our library is as good as any computer and provide the resources for us to succeed
Student	Health Sciences	Central	31 - 45	Female	very good services, nice people

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Student	Health Sciences	Central	31 - 45	Female	the library is not terribly bad, but they could have some updated books for nursing students; also, my biggest problem with the library is finding a quiet place to study. As a result, I have to go other libraries to study.
Student	Health Sciences	Central	31 - 45	Male	I think that the library is just wonderful the way it's set up and the staff is the best. Provide good service but Service hours are very less. we need more time to spend in library. If it will be open at 7am and closed at 11:00pm. , will give more success to student like me.
Student	Health Sciences	Central	23 - 30	Male	None
Student	Health Sciences	Central	46 - 65	Female	Why must the students pay for their printed copies in the library, when in fact we do not have to pay for them in other labs.
Student	Health Sciences	Central	23 - 30	Female	I would like to see a Librarian available on all floors in case I have a question while I am up there so I don't have to walk back down stairs everytime.
Student	Health Sciences	Central	46 - 65	Female	Need to have more computers that the students can access. there are never enough for everyone to get on, sometimes you might have to wait for 30 minutes!
Student	Humanities	Central	18 - 22	Female	Library is good but very noisy. Groups are loud when working together, cell phones ringing- even employees taking calls while shelving books. Not a good environment to find a quiet place to study
Student	Humanities	Central	31 - 45	Female	This lab is too hot. The heating/air guys need to fix this problem. I do not know the name of it but it is where all the engineering stuff goes on. Across from the Culinary building.
Student	Other	Central	46 - 65	Female	I like the library.
Student	Other	Central	23 - 30	Female	i am at ease with the whole atmosphere provided for me to study.
Student	Other	Central	23 - 30	Female	There is not adequate resources for interior design majors. When trying to do projects I have just given up on even researching any information, especially when looking for actual books. The books that do relate to my field of study are completely out of date and the section is incredibly small. Everything else about the library is adequate... service, areas to study in, etc. It also would be nice to have more computers-- it has been incredibly crowded there and all computers are in use. I usually end up doing my research in the computer labs outside of the library.
Student	Other	Central	23 - 30	Female	Overall services are quite satisfactory. Several of the survey questions were ambiguous or redundant. The wireless service can be a bit slow and there are inadequate numbers of stations in the main library for internet access. I Retha Hall @ the Central Campus library was extremely helpful in providing information that I needed for how to cite a web page-MLA.
Student	Other	Central	46 - 65	Female	We need more modern equipment and more quiet space
Student	Other	Central	Under 18	Female	
Student	Other	Central	46 - 65	Female	

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Student	Other	Central	23 - 30	Female	I've noticed that central campus the books do not seem very up to date. I've looked on 2 different subjects this semester and the newest book that I've seen in my research was 1980. I know there is newer book availability in the ebooks but it would be nice to check out a book written in the 21st century.
Student	Other	Central	31 - 45	Female	Very grateful that they are available and that they provide excellent resources.
Student	Other	Central	23 - 30	Female	The library services are good but sometimes the photocopy machine is not in order If there wasn't a Library at Central Piedmont I would have a hard time doing homework and other research.
Student	Other	Central	18 - 22	Male	All books and info that relate to the Graphic Design and Graphic Arts courses should be moved to the Harper campus because this is where these classes are offered and the relating materials need to be located at that campus.
Student	Other	Central	46 - 65	Female	
Student	Performing & Fine Arts	Central	18 - 22	Male	Overall the library has improve a lot
Student	Performing & Fine Arts	Central	18 - 22	Female	they do above average
Student	Performing & Fine Arts	Central	18 - 22	Male	I think the library on central campus is very nice and so are the people there.
Student	Performing & Fine Arts	Central	23 - 30	Female	more current books
Student	Performing & Fine Arts	Central	23 - 30	Male	you might as well shut down the library and open another Bojangles. I was able to do a lot on my own at the Central library and I was provided assistance when I needed it. I gave very high marks to the Central library because I found it very helpful in all facets.
Student	Performing & Fine Arts	Central	31 - 45	Male	
Student	Performing & Fine Arts	Central	23 - 30	Female	The library could use more comfortable updatedchairs to sit in, and better air conditioning. It sometimes gets to hot to concentrate.
Student	Performing & Fine Arts	Central	18 - 22	Male	I find them to be more than adequate, althoe I rarley go, I find the interent portion of the library to be very helpful.
Student	Performing & Fine Arts	Central	18 - 22	Female	Fantastic, the only problem is finding an available computer during peak hours like around lunch or so. But having the second floor lab, and others is very helpful
Student	Performing & Fine Arts	Central	18 - 22	Female	I enjoy CPCC's Library and research techniques, and always seem to find what I am searching for.
Student	Performing & Fine Arts	Central	18 - 22	Female	All of the employees are extreemly plesent, however I believe that The central capus library needs an update. It would be nice to have more computers. I think that the library needs to be redone cosmeticly. It would be nice to have a more plesent enviroment to work in. Overall, the library looks dated.

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Student	Personal Improvement / Leisure	Central	46 - 65	Male	No cell phones!
Student	Science / Math	Central	18 - 22	Female	Overall I am greatly impressed by the staff. Most of them are always cheerful and ready to help.
Student	Science / Math	Central	18 - 22	Female	The availability of online resources is excellent, and I generally find the library to be a helpful place. The staff at the central campus library are in general helpful, but some of them aren't very nice.
Student	Science / Math	Central	23 - 30	Male	Easy, online access to the *most current* editions of top-tier science journals (Science, Nature, etc.) would be great, esp. if organized by current issue, rather than requiring a search on a specific topic via NCLIVE.
Student	Science / Math	Central	31 - 45	Male	I expect many library patrons simply want a quiet place to study or do research. In this area, the Central library fails!. At times, it is very noisy. Hire security guards or additional employees to keep it quieter.
Student	Science / Math	Central	18 - 22	Female	well, cpcc library does their best to help students, just a few employees make the library not too good
Student	Science / Math	Central	46 - 65	Male	na
Student	Science / Math	Central	46 - 65	Male	Velma is very helpful at the front desk in the Central location.
Student	Science / Math	Central	31 - 45	Female	Some staff at Central campus library talk to each other (in a way that disturbs me when I am using the computer for research or study) and ignore students. They don't seem to want to make any real effort to help when I ask a question.
Student	Science / Math	Central	23 - 30	Female	There is always a stuffy, dusty atmosphere in the Central Campus Library. The air conditioning needs to be repaired. It is extremely hot on the first floor. It would be really nice if there were open windows sometime in this library. It is a dirty smelling place many times and I think that has to do with the over-powering heat in here
Student	Social Sciences / Psychology	Central	23 - 30	Female	i like the library, it's pretty good especially considering the number of students versus the amount af money allotted for the school. however, it is extremely loud in that library and i think students should not be allowed to have cellphones ring or to answer calls they should be encouraged/expected to remove themselves from the premises.
Student	Undecided	Central	18 - 22	Male	it is loud and no one comes forth to request that the "packs" of people in the library keep quiet for those trying to study. especially during lunch.sorry to be so blunt! thanks i like you
Student	Undecided	Central	23 - 30	Male	My Daniel Kanda, I am in the acting class/acting for the camera both commercial and film buy I usually come at the library to check my mails and they all help me when ever I need them.
Student	Undecided	Central	46 - 65	Female	I enjoy using the library on the internet.

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Student	Undecided	Central	31 - 45	Male	I enjoy the library, it is my favorite place on campus. The staff goes out of it's way to help with all of my question. I don't hold the library staff responsible for the lack of "library etiquette" shown by some students who use the library. Keep up the great work!!!
Student	Undecided	Central	18 - 22	Female	Library is very helpful in the fields that I need.
Student	Undecided	Central	23 - 30	Female	I use the library pretty regularly, but I find it to be extremely distracting. Cell phones ring constantly, and fellow students act like they are in middle school, it really disgusts me sometimes. I thought libraries were to be used for studying, not a social event.
Student	Undecided	Central	18 - 22	Female	all the people are really nice
Student	Undecided	Central	18 - 22	Male	Nothing left to say. I love the library.
Student	Undecided	Central	31 - 45	Female	I would like to know if there is a way or a possibility to have a clean computer area when working in a research or paper. People really like to dig into the nose.
Student	Undecided	Central	18 - 22	Female	no comments
Staff	Business	Harper	46 - 65	Female	I do not use CPCC's library often since I am able to get my research information from on-line searches.
Staff	Other	Harper	46 - 65	Male	Good service
Student	Adult High School / GED / ESL	Harper	46 - 65	Female	I really love this library it is so peaceful it helps me prepare for my GED.
Student	Adult High School / GED / ESL	Harper	31 - 45	Female	keep up the good work. keep doing a good jod.
Student	Adult High School / GED / ESL	Harper	23 - 30	Female	When I have the change I will go to the library.
Student	Applied Technologies & Trades	Harper	31 - 45	Female	Thank you for working so hard to help students
Student	Applied Technologies & Trades	Harper	46 - 65	Male	Some branches are extremely limited (West) in scope. Although not a problem, it might be good to list which libraries are "weak " or "strong" in their selection. (West is great for firemen and medical.)
Student	Applied Technologies & Trades	Harper	23 - 30	Male	Great place to study and relax after a herd day at work!
Student	Applied Technologies & Trades	Harper	18 - 22	Male	mayby plan on adding another part to the harper library for bigger space for like totally privacy something like around the corner somewhere is where i would like to study for big projects.
Student	Applied Technologies & Trades	Harper	46 - 65	Female	The only problem I had was it takes too long to get needed materials or a book from central campus or another campus out to Harper in time for me to use the needed material for a project or paper for a class.
Student	Engineering / Computer Science	Harper	23 - 30	Male	It is great and very helpful I recomend every student at CPCC to use their campus libraries.

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Student	General Studies	Harper	31 - 45	Male	i wish the library on the main campus would extend their hours during the weekdays and have weekend library hours extended atleast until 10:00 pm I have two BAs and have attended three institutions of higher learning before CCCC and am currently going to school for an additiona AA in Adv'g & Graphic Design (which is not listed in the disciplines above). I have only used the Harper library and am one of the only ones in my classes to do so, but maybe that's because 99% of the books available are out-of-date. The staff seems nice enough, but I've never seen them ask anyone if they need help and half the time, I know more about the library resouces than they do. I have enjoyed the current graphic arts book selections. The library was easy quick and fun to use
Student	Other	Harper	31 - 45	Female	Have been very pleased with the CCCC Library
Student	Other	Harper	31 - 45	Female	
Student	Other Personal Improvement	Harper	46 - 65	Female	
Student	/ Leisure	Harper	31 - 45	Female	None
Faculty	Basic Law Enforcement / Criminal Justice	Levine	46 - 65	Male	Staff is always helpful and courteous  Because I teach basic Spanish, there's not much need for students to access library materials. I don't use any books beyond the textbooks in my classes and the students don't have sufficient language to do research in Spanish. If we offered higher level literature courses in Spanish, then I would make much more use of the library and would expect a greater variety and depth of materials. However, I have always been treated with the utmost helpfulness and interest in my needs by the Levine library staff.
Faculty	College Transer / General Studies	Levine	46 - 65	Female	
Faculty	Education	Levine	46 - 65	Female	We could use more current video resources. The library has supplied all of my needs once I understood how far they could support me. I have entered the library in the past to fine NO-ONE at the desk and had to wait 5 or so minutes before anyone appeared.
Faculty	Engineering / Computer Science	Levine	46 - 65	Male	I can't say enough good things about Amy Burns, Jonathan Carter, or Vicky Tsai. Without them I could not write the number of articles I do every year.
Faculty	Humanities	Levine	31 - 45	Female	
Faculty	Humanities	Levine	46 - 65	Male	The staff is the strength of the library. They are always willing to help.
Faculty	Personal Improvement	Levine	46 - 65	Male	Service has been great, although it is not well advertised all that is available for faculty staff. Electronic resources etc.
Faculty	/ Leisure	Levine	31 - 45	Male	
Staff	Other	Levine	46 - 65	Female	The friendliness and helpfulness of the staff is a particular strength. The Levine library staff does a wonderful job of informing our faculty and staff of events and resources available to us. They are always extremely courteous and helpful.
Staff	Personal Improvement / Leisure	Levine	46 - 65	Female	

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Student	Architecture	Levine	18 - 22	Male	I believe that the Levine campus library has provided me with a large majority of information which was needed for school work, and even usefull information.
Student	Basic Law Enforcement / Criminal Justice	Levine	23 - 30	Female	none
Student	Basic Law Enforcement / Criminal Justice	Levine	31 - 45	Female	they have always been helpful. The libraries are spacious but I think you may need a decorator. It is empty space and if a group of 3 or 4 people come in to study, it is hard because there is such an echo. No one wants to be disturbed, but at the same time people want to be able to talk at a bit above a whisper so their peers across the table can hear them. If you add more things to the library like plants, lamps, comfortable chairs and Please Please MORE BOOKS!!!! It would be a more inviting place for students to retreat to for some study time. The library shouldn't be a cold harsh place. It should be like several small living rooms with comfortable chairs around tables (that are smaller than the chairs in some areas), with lamps to see better.
Student	Basic Law Enforcement / Criminal Justice	Levine	31 - 45	Female	
Student	Basic Law Enforcement / Criminal Justice	Levine	23 - 30	Female	Fairly pleased overall.
Student	Business	Levine	18 - 22	Male	Overall good service, friendly staff.
Student	Business	Levine	31 - 45	Female	I'm satisfied with the services offered.
Student	Business	Levine	23 - 30	Male	over all it was fine.
Student	Business	Levine	18 - 22	Male	Our library services at levine campus is very good!
Student	College Transer / General Studies	Levine	23 - 30	Female	Thank you for caring.
Student	College Transer / General Studies	Levine	31 - 45	Male	The Levine campus library staff do an incredibly POOR job at maintaining silence in the library. Often the staff themselves are the worst culprits!!
Student	College Transer / General Studies	Levine	23 - 30	Female	I am very satisfied with the library so far!
Student	College Transer / General Studies	Levine	23 - 30	Female	I wish the libray was open in the evening hours later. I go to the library for atleast 6 hours on average a week. It is a very productive enviroment. I mainly use the levine campus library and can honestly say that all the people who work in their are very friendly, efficient, and have much knowledge on all aspects of library resources. GOOD JOB!!!!!!
Student	College Transer / General Studies	Levine	23 - 30	Male	
Student	College Transer / General Studies	Levine	18 - 22	Male	Good Libraries!!!

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For the most part the library at Levine has been a great resource and work environment for me. The staff are absolutely wonderful! My frustrations have come in the area of not always having a quiet place to concentrate on difficult subjects. People are free to talk and work in noisy groups, which hinders my concentration at times. There is a group study room available but the doors are often open so the noise is quite loud out in the general library as well. I've often wished for a "total silence" room for those times when I really need to concentrate. I was also frustrated over the summer when the library was closed over lunch breaks due to a shortage of staff. My feeling is that when classes are in session the library should be functioning and available throughout the normal work hours.

There should be more printed material for reading and research. Students should be allowed to take videos home if need be.

The Levine Library is very user friendly with a nice staff.

The one thing I noticed about the library that could use improvement is the cataloging numbers. I looked up a few books in the Levine library and had a really hard time finding the numbers AND the letters to match to the books I was looking for.

I LOVE CPCC's Library and its employees.

I use both the Levine and Harper Campus libraries on a daily basis.

I am generally satisfied with the Central Piedmont Community College Staff, however more materials such as more recent volumes of certain material would be my personal desire.

n/a

The women at the Levine Campus library are really helpful and nice.

NCLive is an awesome resource!

it a really great one

good!!

like the staff

Student	College Transer / General Studies	Levine	46 - 65	Female
Student	College Transer / General Studies	Levine	18 - 22	Female
Student	College Transer / General Studies	Levine	31 - 45	Female
Student	College Transer / General Studies	Levine	18 - 22	Female
Student	College Transer / General Studies	Levine	23 - 30	Female
Student	College Transer / General Studies	Levine	31 - 45	Male
Student	College Transer / General Studies	Levine	18 - 22	Male
Student	College Transer / General Studies	Levine	18 - 22	Female
Student	College Transer / General Studies	Levine	18 - 22	Male
Student	College Transer / General Studies	Levine	23 - 30	Male
Student	College Transer / General Studies	Levine	18 - 22	Male
Student	College Transer / General Studies	Levine	18 - 22	Female
Student	College Transer / General Studies	Levine	18 - 22	Female

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Student	Education	Levine	Under 18	Female	its all around good, eveything seems to be going on the computer now, still need those hard covers. not many people seem to be inthe library.
Student	Education	Levine	23 - 30	Female	I think generally library is great place to spend time between classes and to study.
Student	Education	Levine	18 - 22	Female	I am very happy that the library offers a website that allows me to research and find information that is beneficial to me and my grades.
Student	Education	Levine	23 - 30	Female	The librarian who attended my ACA 118 class at the Levine campus was extremly knowledgable and helpful, learning what the library had to offer was great because they are valuable sources I didn't even know were accecesible.
Student	Education	Levine	18 - 22	Female	Overall the Library is a GREAT facility
Student	Engineering / Computer Science	Levine	18 - 22	Male	They need more information about class avaiability.
Student	Engineering / Computer Science	Levine	Under 18	Male	I would like to see the library link on the main cpcc webpage.
Student	Science	Levine	Over 65	Male	Good resource for many fields of study
Student	General Studies	Levine	23 - 30	Female	I love the small quiet atmosphere of the library. I came from a big school that had 6 levels of library, but this one is easy to use and the faculty is helpful.
Student	General Studies	Levine	31 - 45	Female	I am a part time working student who tried to use the library during spring break and found it closed.
Student	Health Sciences	Levine	18 - 22	Female	The librainains are there to help you.
Student	Health Sciences	Levine	31 - 45	Female	the librarians at the Levine Campus are very friendly and helpful.....they don't make you afraid to ask for help.
Student	Health Sciences	Levine	18 - 22	Female	I think that the library at Levine campus is great, just wish it was bigger.
Student	Health Sciences	Levine	31 - 45	Female	Very helpful staff!
Student	Health Sciences	Levine	23 - 30	Female	The library I have visited at Levine is a very clean, well-lit, comfortable library. The staff was more than helpful (I had a strange problem that they were more than willing to help with) and I am most appreciative about that. Libraries are EASILY the most important public places to me, and a library I'm comfortable in is easily worth it's weight in gold.
Student	Health Sciences	Levine	46 - 65	Female	Thank you for providing this oppportunity for us to express our desires. The Staff are wonderful - professional and great in assisting students. I find that the library at Levine tends to be a little quieter than some areas of the library at Central Campus. Also, I am not aware of any quiet rooms where groups of students have the opportunity to study away from those needing individual quiet study.
Student	Other	Levine	23 - 30	Male	Need more space at the Levine Campus Library. Also need to possibly make a required orientation to find out about the Library as soon as new students first come in.

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Student	Other	Levine	46 - 65	Female	Very nice and inviting to study.
Student	Science / Math	Levine	23 - 30	Male	great place to find info mation and recieve help. The videos are some what outdated but thats not their falt. I wish i could take the videos home but that would cause some problems. Other than that i have had nothing but good experiences there.
Student	Social Sciences / Psychology	Levine	18 - 22	Female	The Libary in Central Campus has GREAT information and if you go to the 2nd or 3rd floor you can get some work done, but to get ANYTHING, even the Librain's attention on the first floor, it's horibal and nosey. Levine is a small Libary and doesn't cary the books that interest me or help me in anyway, but to study do do work in it's better.
Student	Undecided	Levine	18 - 22	Male	The computers could be updated because they aren't that great, and the keys stick.
Student	Undecided	Levine	Under 18	Male	The library is very helpful
Student	Undecided	Levine	Under 18	Male	I think the library is a very good resource for the students at CPCC's Levine Campus. The North Campus Library was very difficult to use for Fall 2006 semester. The hours of operation and the split between testing center and library should have been posted on the internet. It was hit or miss whether I'd be able to take my test or not, and if the correct test would even be available.
Faculty	Social Sciences / Psychology	North	46 - 65	Female	
Student	College Transer / General Studies	North	23 - 30	Female	I anjoy using the library; however, it would be great if we can get our copies for free.
Student	College Transer / General Studies	North	18 - 22	Female	The library has always been helpful, the online access really helps when i have a paper to write.
Student	College Transer / General Studies	North	23 - 30	Male	Hours need to be extended!!!
Student	College Transer / General Studies	North	18 - 22	Female	The library is very good, but I would like for them to extend their hours.
Student	College Transer / General Studies	North	18 - 22	Female	the north library has the greatest people that help me however the CENTRAL one is not very helpful. i was looking for a book one day and i was ask this librarian to help me. she just pointed and left me hanging. i had to find one of my friend to help me find this book for an hour. then i was ready to check it out there was no one in the front desk.thanks for your time. i just wanted to improve the central library!!

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Student	Education	North	31 - 45	Female	I would really like the library at the North Campus to be open more days and hours during school year but especially during registration. I would also, much rather buy my books for the upcoming semester at the North Campus. Over all I love reading and because of the limited available hours, I dread going to the Central Campus or the Public library. Thanks for your efforts to bring the better quality to our library.
Student	Education	North	31 - 45	Female	The staff have always been extremely polite and helpful. This is very important to me. The Library Website has been a great help to me over the last two years. As a mother of small children it has been a big convenience. Thank you!
Student	Education	North	31 - 45	Female	I have a Friday class at north campus. I was shocked to find that the library is closed the whole day. I was needing to check out materials. I was told to drive to the central campus. I already drive 45 mins to work, then 10 to north. I should be able to use the library on Friday.
Student	Education	North	23 - 30	Female	The only problem I have with North campus library is the limited hours. I rarely use that facility because the hours are so inconvenient.
Student	General Studies	North	31 - 45	Female	North campus needs a bigger library At the North Campus the library closes for one hour during lunch, which is an inconvenience for me because I can not able to access the computer and all other resources.
Student	General Studies	North	46 - 65	Female	
Student	Health Sciences	North	31 - 45	Female	A few months ago, I called the main campus library because I was having trouble accessing ebooks through the library's site. The man that answered the phone was very patient and spent a lot of time with me. He didn't give up until he solved the problem. He took time to walk me through all the steps of logging on. I was then able to access the online ebooks. I was very pleased.
Student	Health Sciences	North	31 - 45	Female	it's good but i think we need to communicate or say hi! everytime we come into the library
Student	Other	North	18 - 22	Female	I don't use the on-campus library, so I can't really rate its service. I am usually fairly satisfied with the electronic material available. I prefer to do everything online, not because the on-campus services are bad, but because I do everything I can this way since I am so busy.
Student	Other Social Sciences /	North	23 - 30	Female	I use the North campus library usually twice weekly, and have always received wonderful hellos and goodbyes, and everything in between is always kind.
Student	Psychology	North	23 - 30	Female	
Faculty	Health Sciences	West	46 - 65	Female	Need more monies for reference materials and videos and even more importantly, we need space whereby small study groups can organize and utilize library resources.
Faculty	Health Sciences	West	46 - 65	Male	I am very pleased with the responsiveness of the librarians to my various requests for information and/or assistance and acquisition of materials.

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Faculty	Undecided	West	23 - 30	Female	I find the library in the West campus very clean, quiet, well-kept and stocked. The library employees are very helpful and courteous. Thanks!
Staff	Education	West	31 - 45	Female	The library staff always welcome me when I request equipment or need assistance. I often wish I could make more time in my schedule to explore the resources for research that are available.
Staff	Education	West	31 - 45	Male	Access to online tool ssuch as Hoovers
Staff	Education	West	46 - 65	Female	The library has been a resource at CP that I have not honestly and (sadly) taken advantage of. I would have to admit this is a result of complete ignorance..as I was unaware that it was available to me as an "employee" who is not a student.
Staff	Health Sciences	West	46 - 65	Female	Since we are a small Campus, there are times when the library is not open and there have been occasions when our students and/or faculty needed the service.
Student	Applied Technologies & Trades	West	31 - 45	Male	I havent found the library to be very helpful. They really do not offer me anything to get me away from google. I tried to use the library once, but they didnt have the materials I needed.
Student	Business	West	23 - 30	Female	This is my first day in the library, but the staff was very helpful.
Student	Business	West	31 - 45	Female	Overall I think the students receive a good service from the library.
Student	College Transer / General Studies	West	23 - 30	Female	I would enjoy being able to access Telenet class videos via computer internet video
Student	Education	West	46 - 65	Female	I have been very pleased with the service I have received at the West campus.
Student	Education	West	46 - 65	Female	I think the librarian is very helpful.
Student	Education	West	31 - 45	Female	When you request something to be held the staff responds to your request very quickly.
Student	Education	West	31 - 45	Female	The staff that I have had contact with in the past were helpful and polite. They were able to help me with reports I needed to complete. If I needed help with grammer or reference information I would definately contact Central Campus.
Student	Education	West	31 - 45	Female	The Central and West Campuses have accessible data that is beyond required and this is a plus for today's college students.
Student	Education	West	23 - 30	Female	need more signs to direct you to resources
Student	Health Sciences	West	18 - 22	Female	need more computers or a sign up station at central campus
Student	Education	West	23 - 30	Female	need more friendly staff
Student	Engineering / Computer Science	West	31 - 45	Female	I enjoy the small library at West. Elaine is a jewel and is very helpful to me.
Student	Science	West	46 - 65	Male	I am currently doing online classes and do not use the library facilities. In the near future I will be going to school full-time to concentrate on my major and will be using the library more often.
Student	Other	West	31 - 45	Male	I didn't know there were online library services. I am only taking one online class and have no reason to visit a campus
Student	Other	West	31 - 45	Male	Recreational classes - first one is tomorrow.

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Student	Social Sciences / Psychology	23 - 30	Female	I was not aware that North Campus had a library...
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