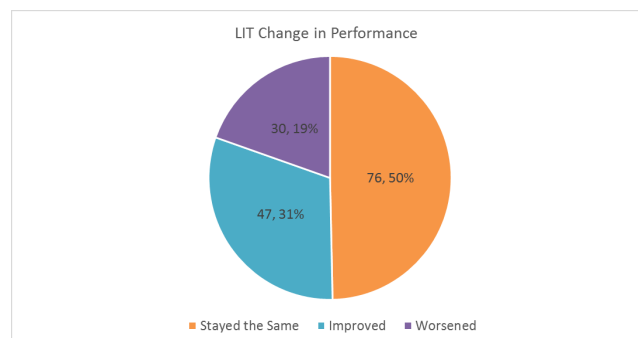# General Results

In your opinion, has LIT's overall performance improved,stayed the same, or worsened in the past year?


Satisfaction with the Overall Performance of LIT

Overall, how satisfied are you with Yale Library Information Technology (LIT)?

Respondents were asked how satisfied they are with IT services, and rated on a scale from Very Dissatisfied (1) to Very Satisfied (5). The most common rating was Neutral (49 responses), 42.6% were either satisfied or very satisfied. The average for all responses was slightly higher than neutral, 3.2. 162 respondents answered.

153 answered; 50% said LIT's performance stayed the same.
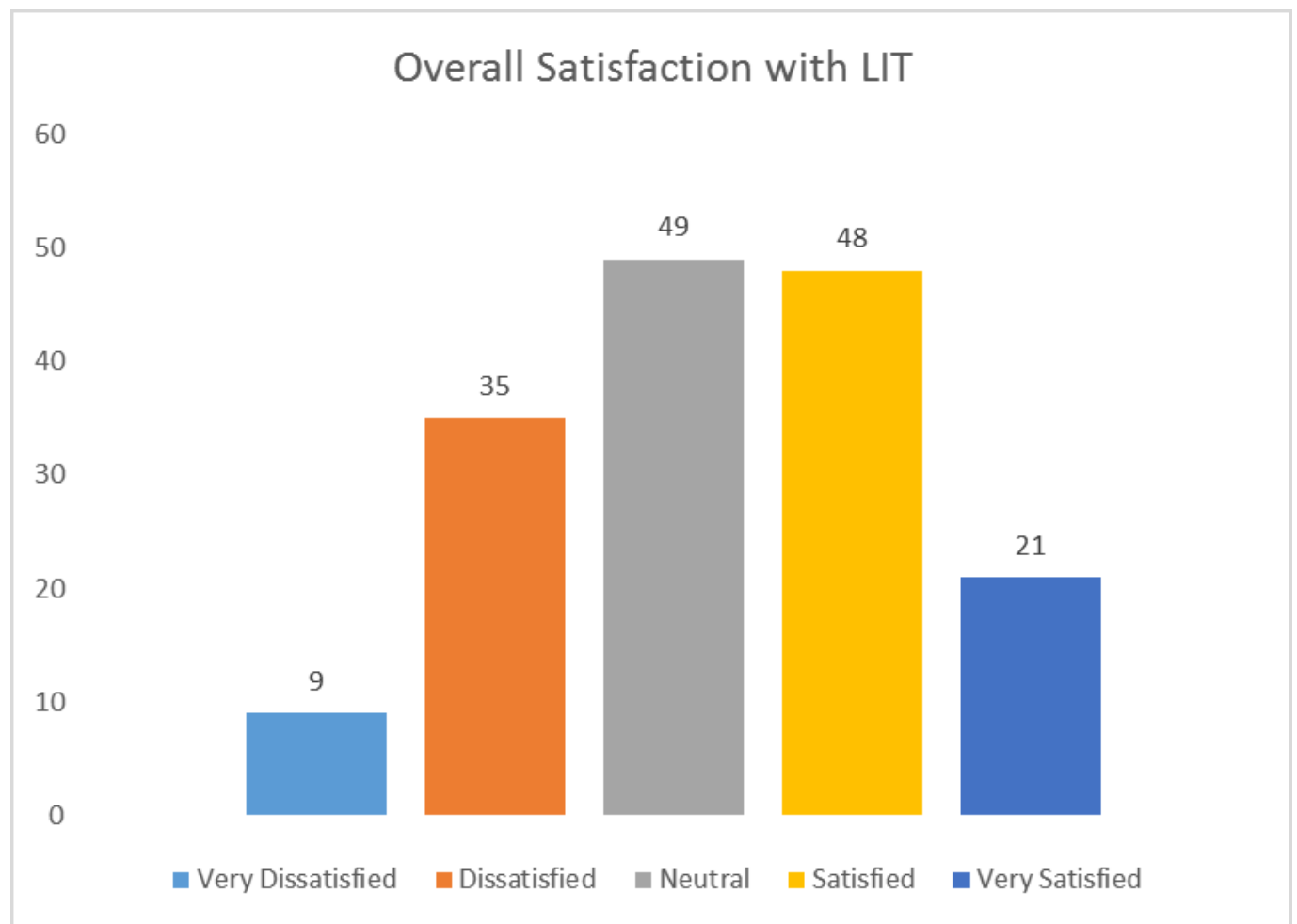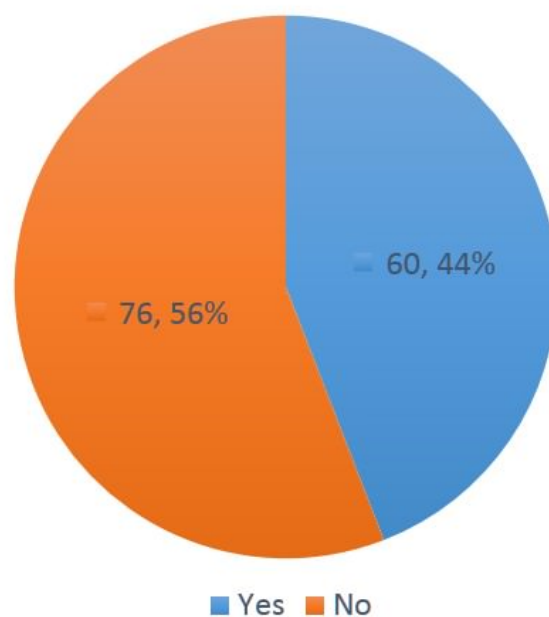
Communication

Respondents were asked about the ways LIT communicates with the Library. Respondents were asked about the new LIT web site, and also about their level of satisfaction with different communication methods.

Have you used the new LIT web site http://web.library.yale.edu/lit [1]?

136 answered, and more respondents had not used the web site.

Please indicate your agreement/disagreement with each statement about the new LIT web site page http:// [1]web.library.yale.edu/lit [1]
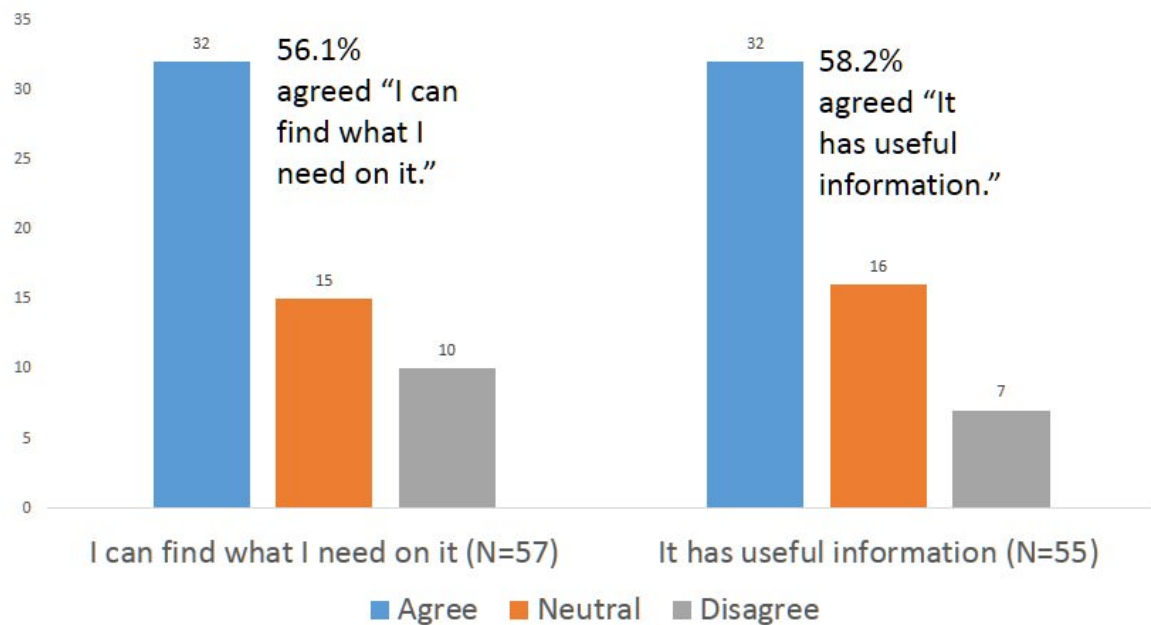
Communication: LIT reaches out to the library in a variety of ways. Please rate your satisfaction with each…

LIT uses a variety of ways to communicate with the Library, and respondents were asked to comment on each. The average scores (rated from 1=very dissatisfied to 5 very satisfied) were all very close, but there was a greater spread in the percent of people who were satisfied or very satisfied. The LIT Newsletter had the slightly highest

Source URL:https://web.library.yale.edu/2014-library-it-satisfaction-survey/general-results

Links
[1] http://web.library.yale.edu/lit

average satisfaction score, but a significantly high percentage of people who were satisfied or very satisfied.