

PERCENTAGES OF NON-RESPONDENTS FOR ONLINE CATALOG, LASER PRINTING

ASPECTS OF THE ONLINE CATALOG	PERCENT NOT RESPONDING
EASE OF LOGGING IN	17.3%
EASE OF CONNECTING FROM HOME, ETC.	21.2%
EASE OF ACCESSING FROM THE GATEWAY	8.7%
FINDING BOOKS	5.7%
FINDING JOURNALS	7.8%
ADVANCED SEARCHES	42.1%
REQUESTING BOOKS FROM UIUC, in IL	30.0%
REQUESTING OFFICE DELIVERY	49.7%
SORTING SEARCH RESULTS	17.9%
PRINTING SEARCH RESULTS	28.5%
E-MAILING SEARCH RESULTS	30.9%
DOWNLOADING SEARCH RESULTS	46.3%
VIEWING OWN BORROWER ACCOUNT	41.5%
RENEWING BOOKS	39.5%
ONLINE HELP	53.1%
ONLINE SUGGESTION BOX	68.4%
REACTIONS TO LASER PRINTING	
QUALITY OF PRINT OUTS	59.8%
EASE OF PRINTING	58.9%
COST	53.4%