

Library User Survey

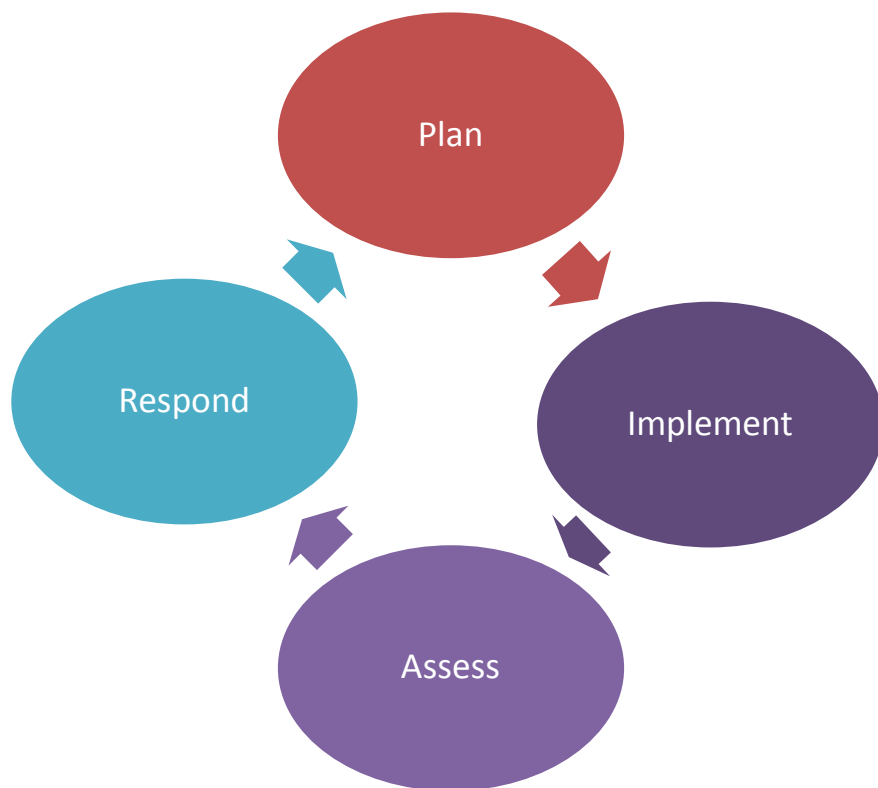
2017 Results



Why do we conduct a User Survey?

- Gauge users' value of existing services
- Gather information to plan for future needs
- Identify unmet needs/problem areas

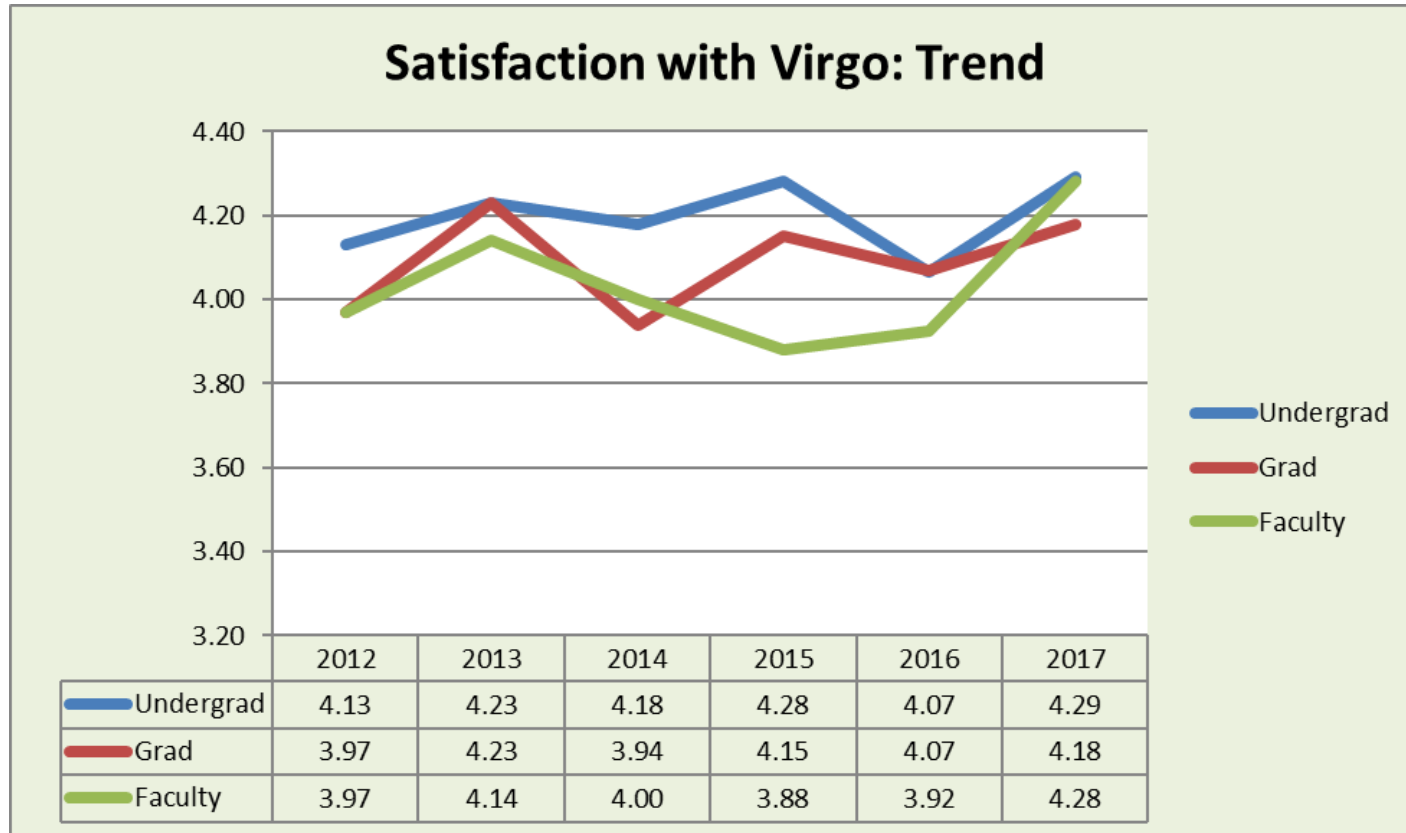
Continuous Improvement Cycle



From SACS:

- Includes all programs, constituencies, and services
- Is strongly linked to the decision-making process
- Provides a sound basis for budget decisions, resource allocation, and plans for institutional improvement.

Virgo Satisfaction



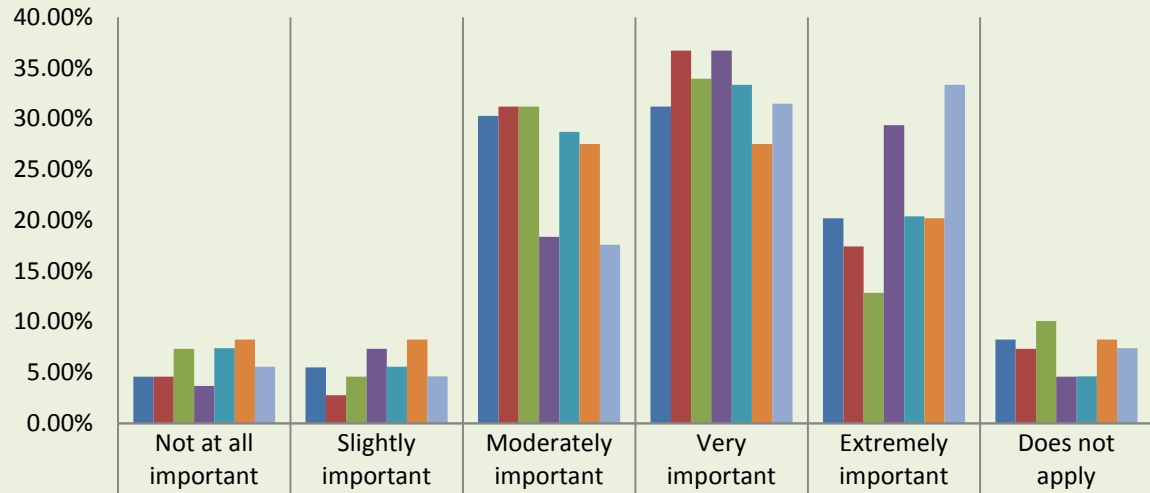


Virgo Satisfaction

- All user groups have increased satisfaction with Virgo, both this year and over the previous 5 years.
- Changes to Virgo have stemmed from previous surveys and usability. Examples include interface changes and new features, including enhanced availability indicators and changes to enhance known item searching.
- Next Steps: Continued research and testing to drive the continuous improvement cycle.

Cost of Course Materials

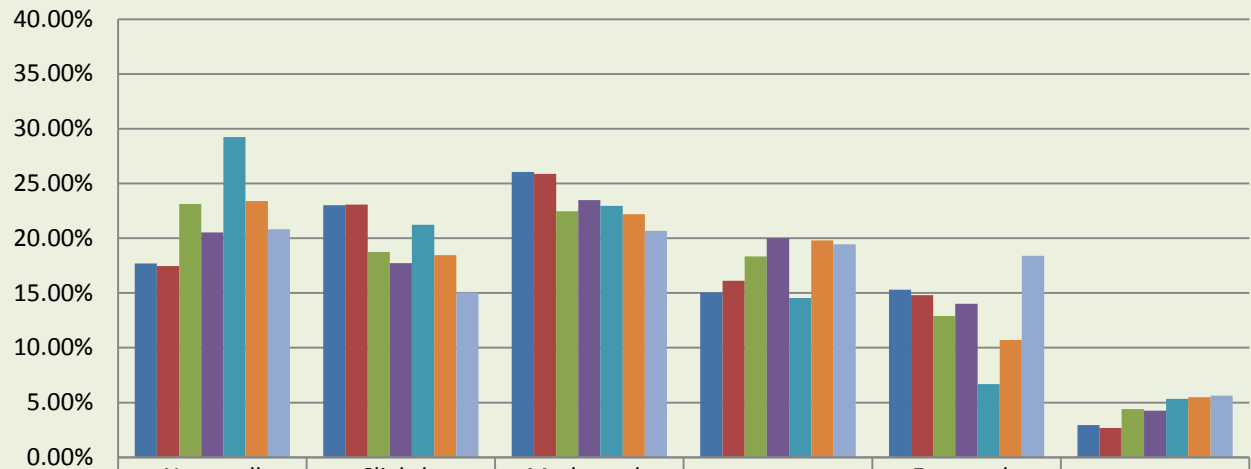
Faculty: Course Material Assembly Considerations



	Not at all important	Slightly important	Moderately important	Very important	Extremely important	Does not apply
■ Total cost of all materials for a semester	4.59%	5.50%	30.28%	31.19%	20.18%	8.26%
■ Cost of individual materials for a course	4.59%	2.75%	31.19%	36.70%	17.43%	7.34%
■ Time needed to gather a list of course materials	7.34%	4.59%	31.19%	33.94%	12.84%	10.09%
■ On-line availability	3.67%	7.34%	18.35%	36.70%	29.36%	4.59%
■ Print availability	7.41%	5.56%	28.70%	33.33%	20.37%	4.63%
■ Open access materials	8.26%	8.26%	27.52%	27.52%	20.18%	8.26%
■ Library access	5.56%	4.63%	17.59%	31.48%	33.33%	7.41%

Cost of Course Materials

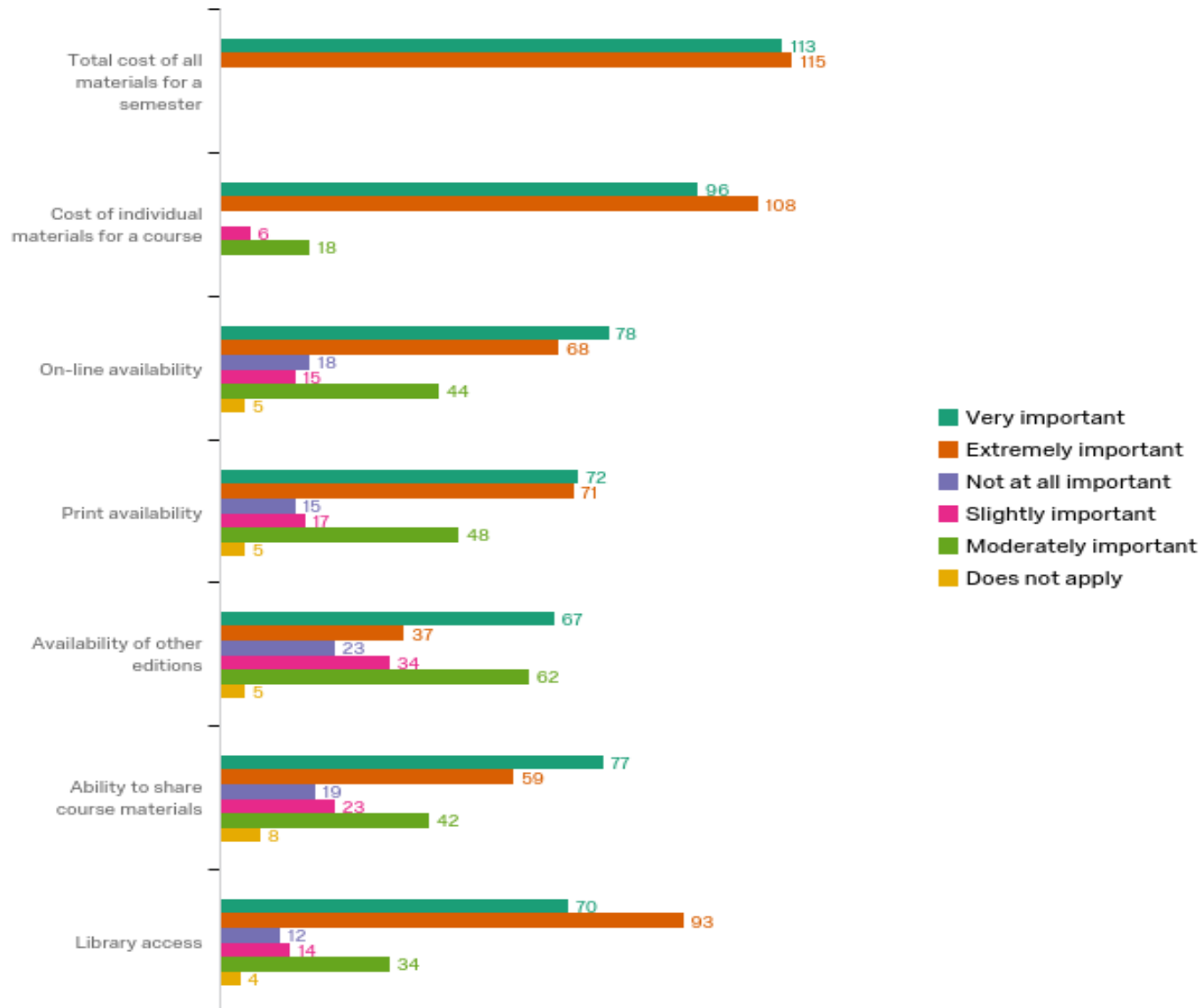
Undergrad: Considerations when Registering for a Course



	Not at all important	Slightly important	Moderately important	Very important	Extremely important	Does not apply
Total cost of all materials for a semester	17.69%	23.01%	26.06%	15.03%	15.29%	2.93%
Cost of individual materials for a course	17.47%	23.07%	25.87%	16.13%	14.80%	2.67%
On-line availability	23.14%	18.75%	22.47%	18.35%	12.90%	4.39%
Print availability	20.53%	17.73%	23.47%	20.00%	14.00%	4.27%
Availability of other editions	29.24%	21.23%	22.96%	14.55%	6.68%	5.34%
Ability to share course materials	23.40%	18.45%	22.19%	19.79%	10.70%	5.48%
Library access	20.81%	15.03%	20.67%	19.46%	18.39%	5.64%

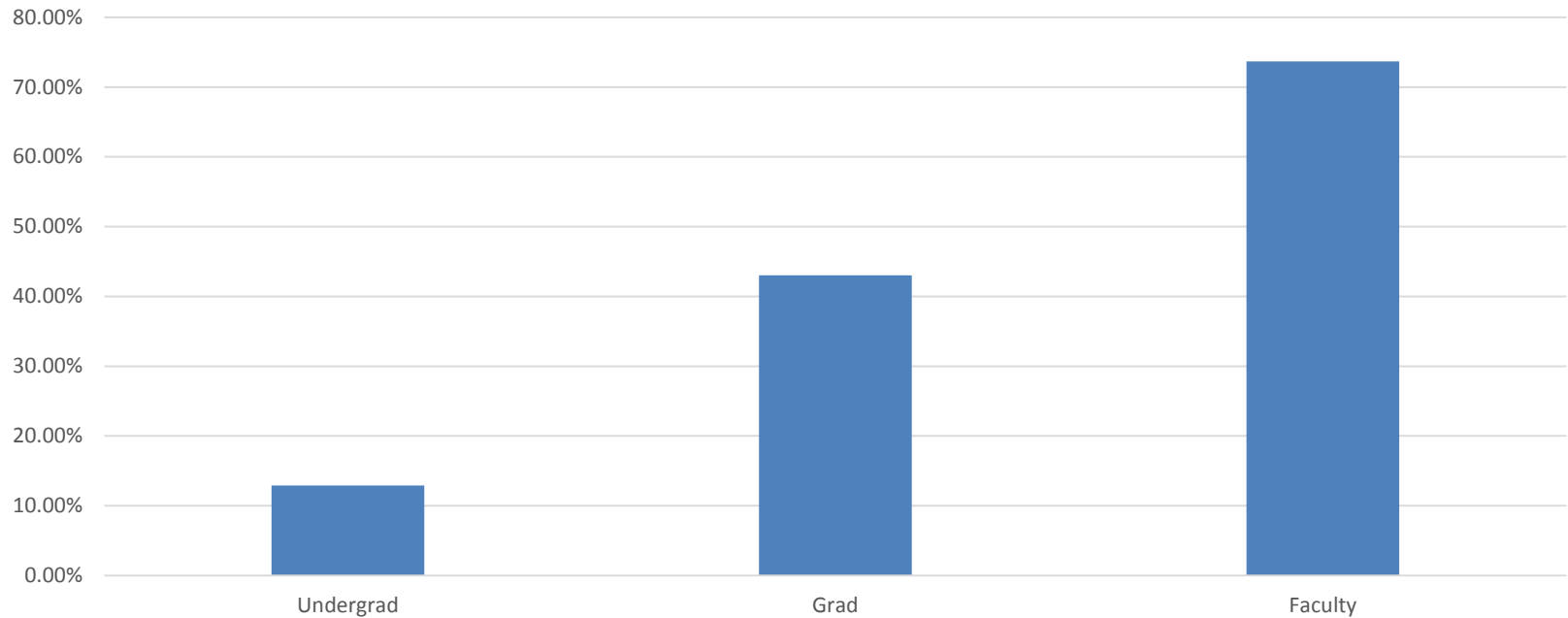


Please rate the importance of the following when you are registering for a course:



Access to Collections in Ivy

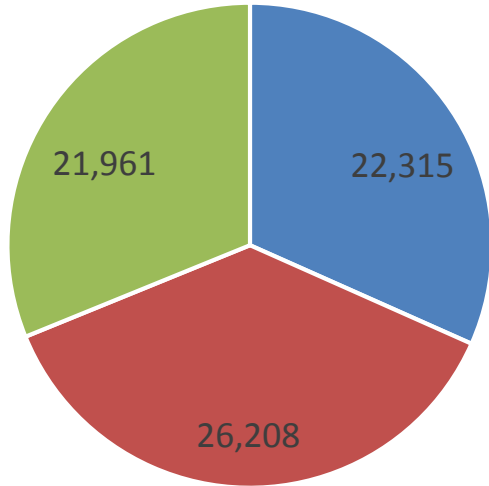
Requested materials from LEO/ILL



Access to Collections in Ivy

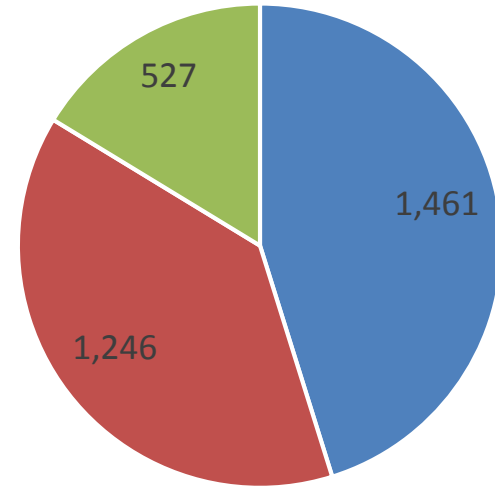
- Based on the survey, we project that 64% of Undergrads (~9,500) may need access to physical materials in any given year
- Currently, according to survey, 12% of Undergrads (~1900) indicate that they have used LEO/ILL
- These means that there will likely be an increased demand for resources to support Ivy requests—both for staffing and user training

Ald Checkouts by Constituent



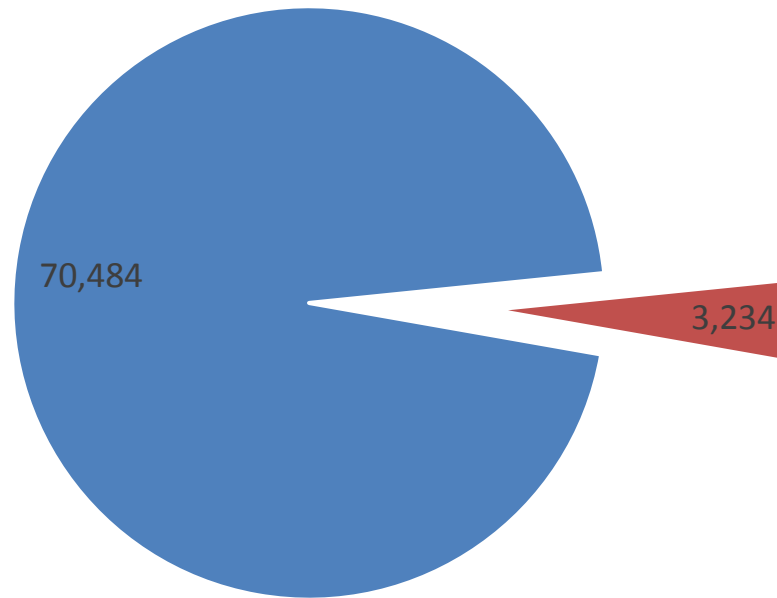
■ Faculty ■ Grad ■ Undergrad

Ivy Checkouts by Constituent



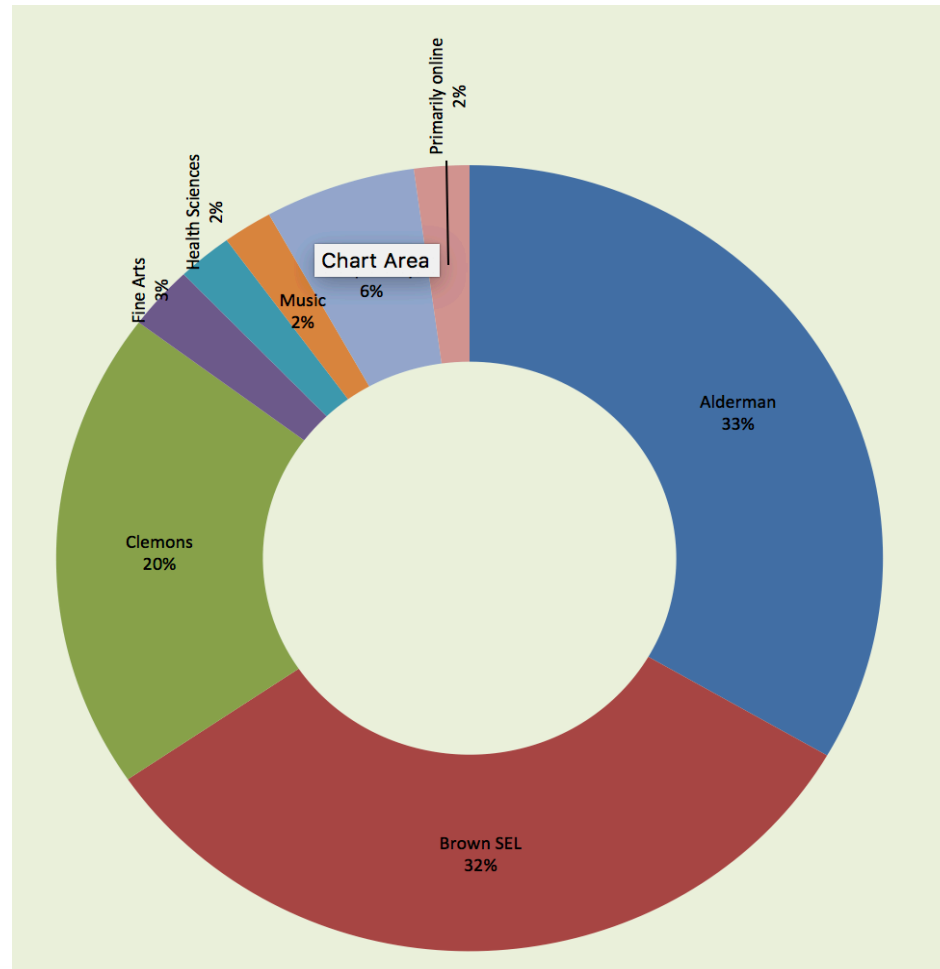
■ Faculty ■ Grad ■ Undergrad

Total Checkouts Ivy and Ald

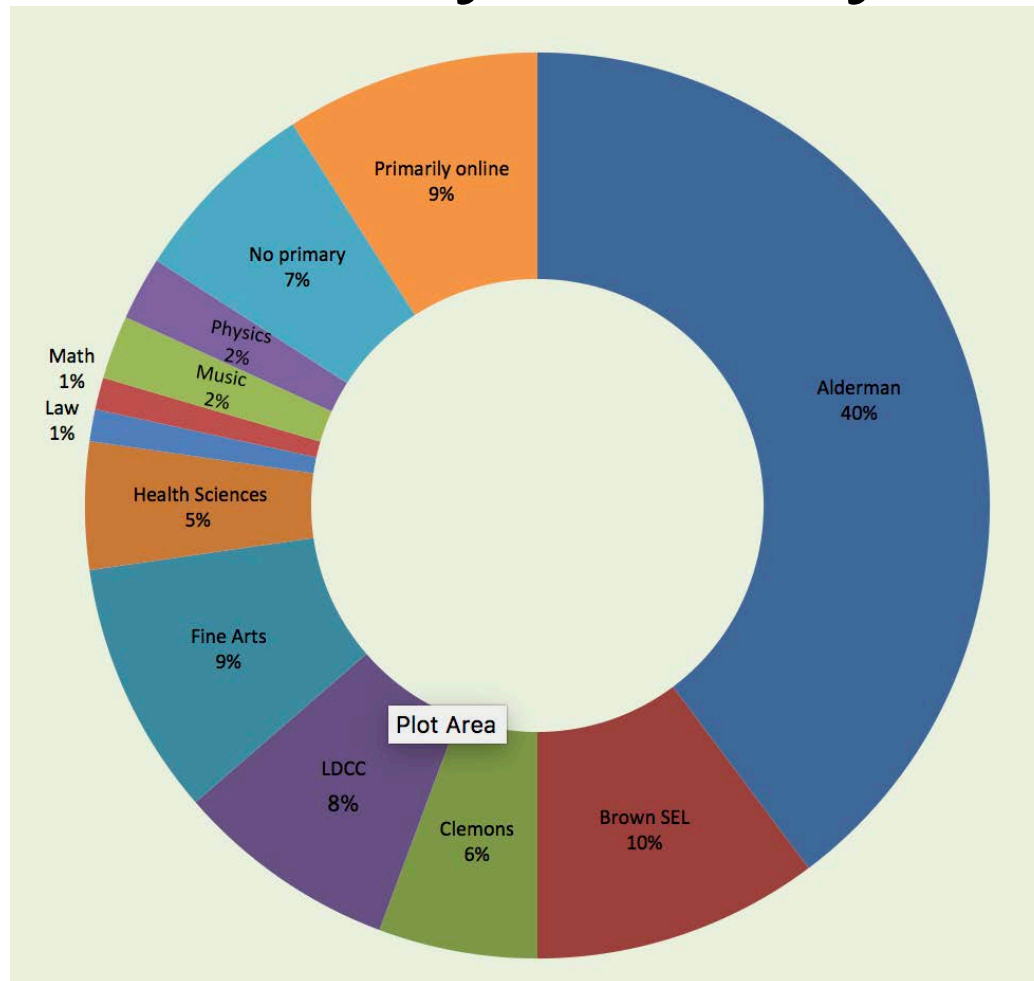


■ Ald ■ Ivy

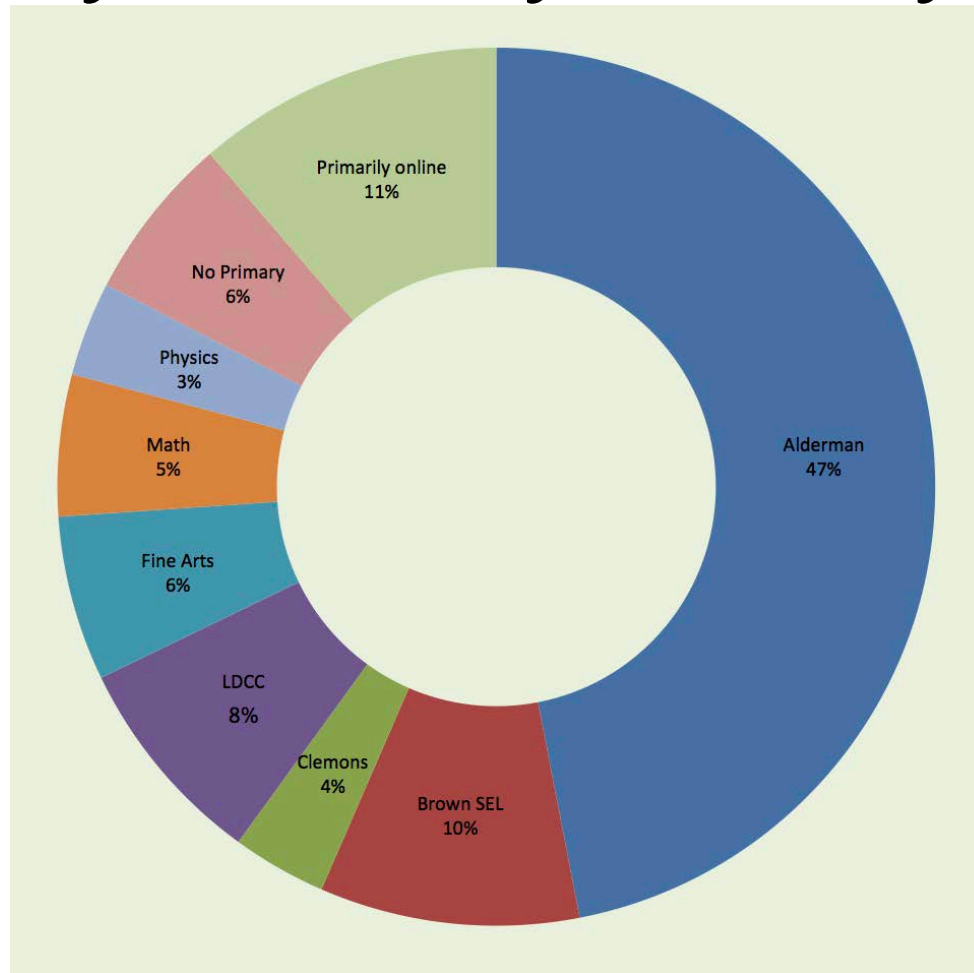
Undergrad-Primary Library



Grad-Primary Library



Faculty-Primary Library



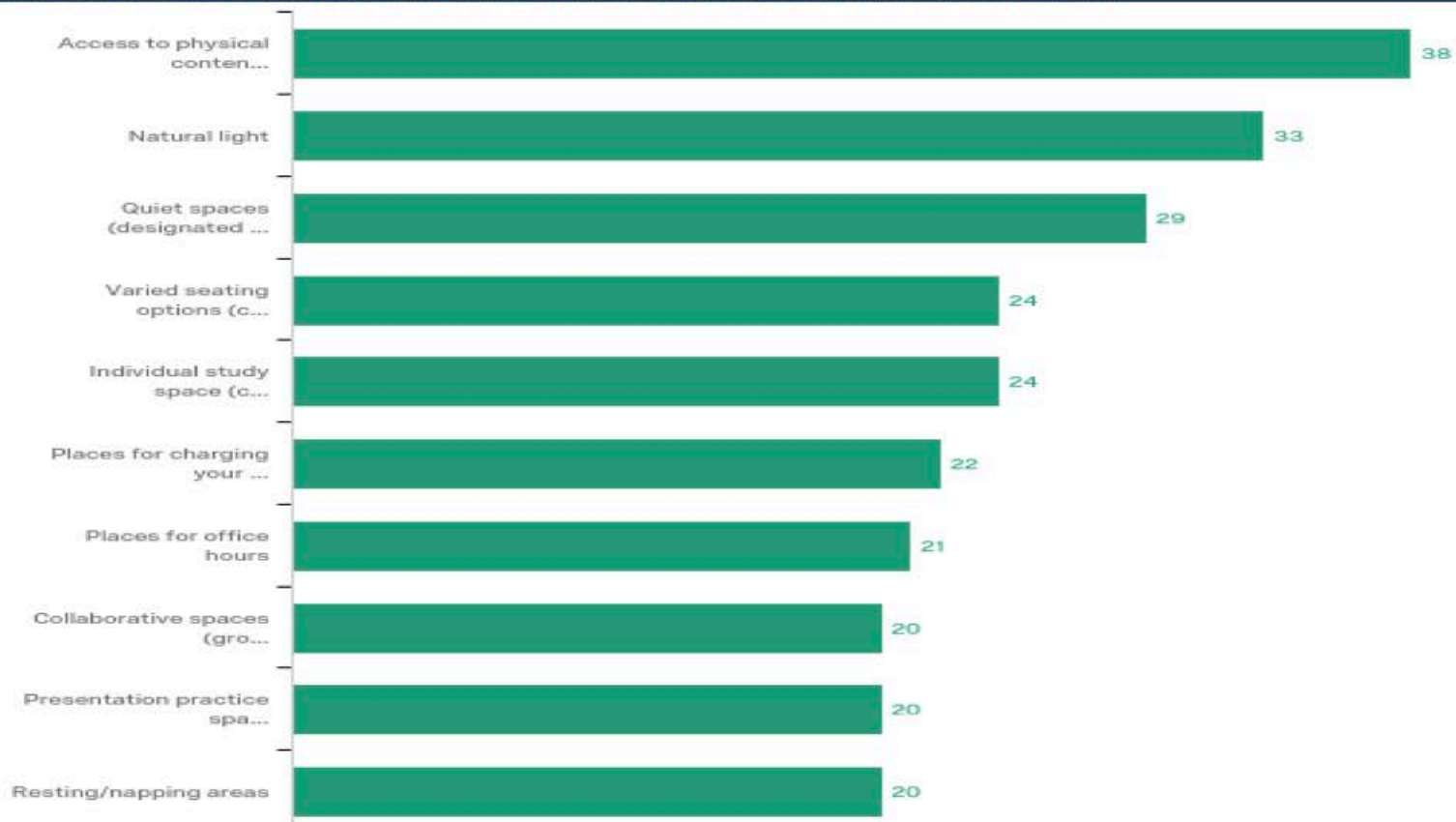
Undergrad-Space Enhancement

Undergrad: Your ability to study, create, or to do research would be enhanced with more:



Grad-Space Enhancement

Grad: Your ability to study, create, or to do research would be enhanced with more:



Grad Students Left Behind





Grad Students Left Behind

	Undergrad	Grad	Faculty
Very dissatisfied	1.32%	10.67%	8.11%
Somewhat dissatisfied	2.64%	1.33%	2.70%
Neither satisfied nor dissatisfied	7.93%	5.33%	7.21%
Somewhat satisfied	38.33%	38.67%	20.72%
Very satisfied	49.78%	44.00%	61.26%



Grad Students Left Behind

- Strong dissatisfaction is not reflected in measured satisfaction with individual services. Need to find the source(s) of discontent.
- While intense users of library services, they do not share the high satisfaction with the library that faculty do. Need to find the disconnect between use and satisfaction.
- Next steps: Begin treating grad students as a separate constituency, not simply as an extension of faculty or undergrads. Research how graduate students are different and modify next year's survey and user research efforts accordingly.

Professional Research Staff

- Have not been surveyed before.
- Includes Research Associates (Postdocs), and Senior Professional Research Staff (Research Scientists, Senior Scientists and Principal Scientists).
- Respondents primarily in School of Medicine, Arts & Sciences (in the science departments), and Engineering (but with a handful in Curry).
- We only used the non-SOM responses (52) for this analysis.



PRS similar to Faculty

	Undergrad	Grad	Faculty	PRS
Very dissatisfied	1%	11%	8%	4%
Somewhat dissatisfied	3%	1%	3%	6%
Neither satisfied nor dissatisfied	8%	5%	7%	8%
Somewhat satisfied	38%	39%	21%	31%
Very satisfied	50%	44%	61%	52%



PRS only

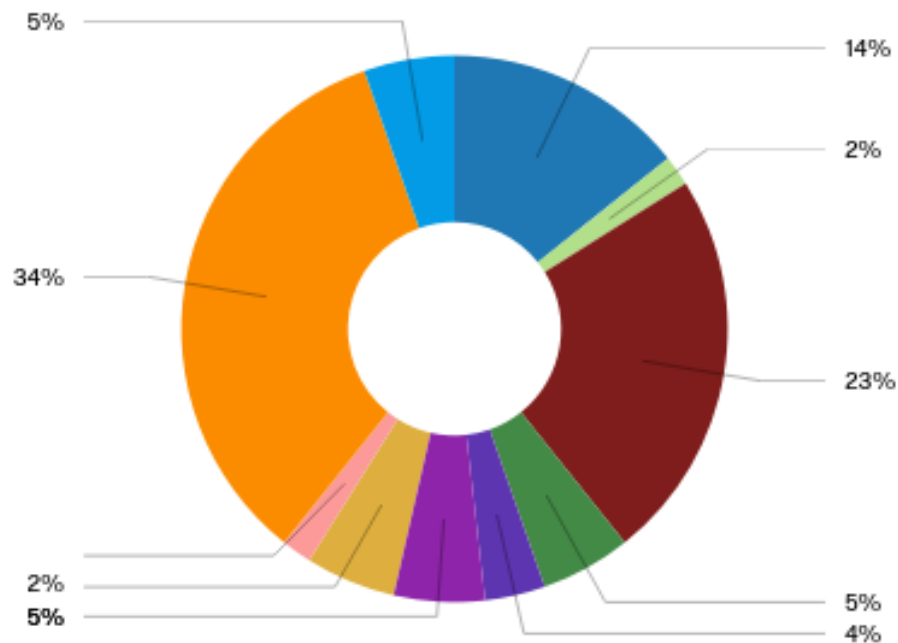




Overall



PRS - Primary Library



Alderman Astronomy Brown Clemons LDCC Physics HSL Darden on-line No primary

PRS and Research Tools

