

Surveying Our Users

The 2009 User Survey on the University of Virginia Library



Management Information Services

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FINAL REPORT

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2009 User Survey Highlights

Beginning March 11, 2009, the Library emailed a sample of our University users asking them to fill out a Web survey. This survey covered a broad range of library services, facilities, and resources. It helped the Library identify areas where we need to provide additional services and where we might need to change services we already have. Below are highlights from the University Library User Survey responses.

NB: For items that are rated, we used a 1-5 scale, 5 being the highest. Ratings greater than 3.8 are considered to be positive.

1. The survey was sent to a randomly selected sample of 750 undergraduates, 500 graduate students, and one third of the teaching faculty in the schools of Arts & Sciences, Architecture, Commerce, Education, and Engineering. Response rates were 34% for undergraduates, 44% for graduate students, and 38% for faculty. [p. 9]

2. Users continued to give good overall satisfaction ratings for the Library. Undergraduates rated their primary libraries at 4.23 and the system as a whole at 4.14. Graduates rated primary libraries at 4.26 and the system at 4.14. Faculty were a bit more generous, rating their primary libraries at 4.31 and the system at 4.25. [p. 27]

3. Customer service also continues to be highly rated by all user groups. Undergraduates rated the three combined measures of competence, courtesy, and speed at 4.28, graduates at 4.52, and faculty at 4.65. [p. 23-26]

4. Overall satisfaction ratings for the Library system among undergraduates are the highest since the Library began surveying them in 1994; they have ranged from a low of 3.90 in 1998 to this year's high of 4.14. For graduate students, the ratings began at 3.96 in 1993 and peaked at 4.19 in 2008 before slipping to 4.14 in 2009. The low point for faculty was 4.09 in 1993, peaking at 4.26 in 1996; the 2009 results were only slightly off that peak at 4.25. [p. 27-28]

5. Overall satisfaction with the primary library by discipline was consistently 4.00 and above.
 - Undergraduates: The lowest ratings were from Commerce, Education, and Humanities (n=9, 1, and 29 respectively). The highest rating (4.50) was from Architecture (n=4).
 - Graduates: The lowest ratings were from Commerce and Social Sciences (n=1 and 21 respectively). The highest ratings came from the Sciences (4.39, n=44).
 - Faculty: The lowest ratings were from Architecture (n=4) while the highest (4.52) was from Humanities (n=44). [p. 29]

6. Seventy-four percent of undergraduates report physically visiting a library at least once a week, followed by 42% of graduate students and 22% of faculty. Connecting to online library resources from on Grounds shows the reverse pattern: 72% of faculty, 55% of graduate students, and 34% of undergraduates connect at least once a week. [p. 12-13]

7. Faculty and graduate students continue to choose Alderman as their primary library by 40% and 21% respectively. Undergraduates, while continuing to choose Clemons first (36%), are still migrating to Alderman (24%) and Brown SEL (21%) as well. [p. 14]

8. The top three priorities for Library spending were as follows:

- Undergraduates: 1- enhancing study space (25%) 2- physical comfort (22%) 3- support for personal laptop use (16%)
- Graduates: 1- improving Virgo (21%) 2- enhancing study space (14%) 3- support for digital scholarship (14%)
- Faculty: 1- improving Virgo (25%) 2- support for digital scholarship (22%) 3- ILL/LEO (21%).

Priority options exclude print and online resources since they are a “given.” Desktop workstations and circulating laptops were eliminated from the list in 2009. These were replaced by “enhance support of environment for personal laptop use.” [p. 17]

9. The highest satisfaction ratings for services and resources rated most important (4.25+) were:

- Undergraduates: physical collections (4.13)
- Graduates: circulation and reserve services (4.29)
- Faculty: ILL/LEO (4.57). [p. 18-19]

10. The lowest satisfaction ratings for services and resources rated most important (4.25+) were:

- Undergraduates: online catalog (3.50)
- Graduates: online catalog (3.39)
- Faculty: online catalog (3.32). [p. 18-19]

Analysis by Patron Status

Undergraduates

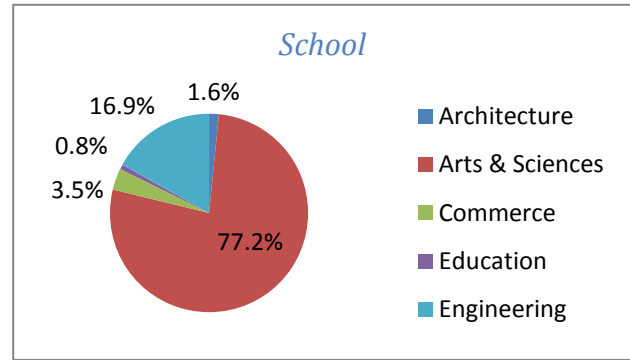
The typical undergraduate respondent is white (65%), female (64%), and in her 3rd or 4th year (54%) in the College of Arts and Sciences (77%). She visits a library in person at least once a week (74%) and accesses the online resources at least monthly, primarily from on Grounds (72% at least monthly) along with occasional off Grounds use (69% at least once a semester). She almost never (77%) uses the Library’s remote services. She identifies with a primary library (92%), Clemons (36%), Alderman (24%) or Brown SEL (21%).

She is satisfied with both her primary library (4.23) and the library system as a whole (4.14). She believes the staff is courteous (4.30), competent/knowledgeable (4.24), and speedy (4.29), but less so than her faculty and graduate student counterparts.

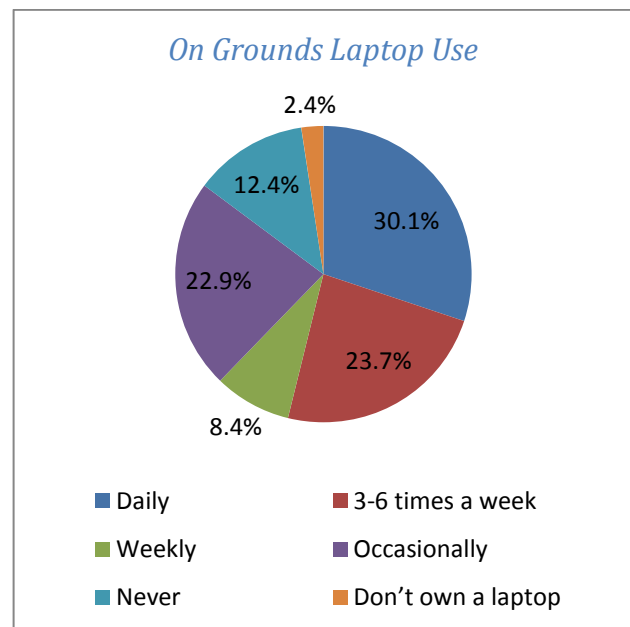
All five of her top priorities for library spending reflect her use of the library as place. Her top priority is enhancing study space (25%), next is physical comfort (22%), personal laptop use (16%), extending library hours (13%), and enhancing collaborative space.

Of the eight library services/resources she identifies as most important to her, she experiences lower levels of satisfaction with six of them; equipment (3.59), online resources (3.82), library spaces (3.62), online catalog (3.50), library websites (3.61), and facilities (3.74). She is much more satisfied with the other two, physical collections (4.13) and circ/reserve services (4.05).

The typical undergraduate owns a laptop (98%), and brings it to Grounds at least 3-6 times a week (54%).



Priority	Percentage
Enhancing study space	25.3%
Physical comfort	21.9%
Personal laptop use	15.7%
Extending library hours	13.1%
Enhancing collaborative space	7.9%
Improving VIRGO, the online catalog	6.6%
Assistance/instruction in using library resources	4.7%
Support for digital scholarship	3.7%
Improving the Library website	0.6%
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0.6%



<i>Demographics</i>											
Response			Gender		Race						
Sample	Respondents	Rate	Females	Males	African-American	Asian	Hispanic	Native American	Non-Resident	White	Unclassified
750	254	33.9%	63.8%	36.2%	5.5%	11.8%	3.9%	0.0%	3.5%	65.0%	10.2%
Year					School						
1 st	2 nd	3 rd	4 th	5 th	Architecture	Arts & Sciences	Commerce	Education	Engineering		
20.9%	23.2%	29.1%	24.8%	2.0%	1.6%	77.2%	3.5%	0.8%	16.9%		

<i>Frequency/Mode of Use</i>				
	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	74.4%	19.3%	5.9%	0.4%
Accessed online resources on Grounds	34.0%	37.5%	20.2%	8.3%
Accessed online resources off Grounds	17.4%	27.3%	24.5%	30.8%
Used remote services	0.8%	6.7%	15.7%	76.8%

<i>Satisfaction & Importance</i>			
	Satisfaction	Importance	Don't Know/Use
Overall Satisfaction			
Satisfaction with primary library	4.23		
Satisfaction with library system	4.14		
Customer Service			
Competence	4.24	4.51	
Courtesy	4.30	4.39	
Speed	4.29	4.38	
Composite	4.28	4.43	
Services & Resources			
Equipment	3.59	4.63	15
Online resources	3.82	4.57	63
Library spaces	3.62	4.57	17
Online catalog	3.50	4.55	35
Physical collections	4.13	4.44	46
Library websites	3.61	4.42	35
Circulation and reserve services	4.05	4.36	47
Facilities	3.74	4.30	10
Information services/reference	4.04	4.05	91
Creation and use of digital content	3.88	3.93	151
Scanning by request	3.55	3.83	197
Interlibrary Loan & Document Delivery	3.92	3.81	174
Instruction	3.63	3.72	117
Public Programming	3.68	3.25	177
Services & Resources (Focus)			
Off Grounds access to the Library's online resources	3.48	4.54	92
The Library's support for your research	3.96	4.47	109
Library webpage "Subject Guides"	3.75	4.05	168

<i>Personal Laptop Use</i>	
Daily	30.1%
3-6 times a week	23.7%
Weekly	8.4%
Occasionally	22.9%
Never	12.4%
Don't own a laptop	2.4%

Analysis by Patron Status

Graduate Students

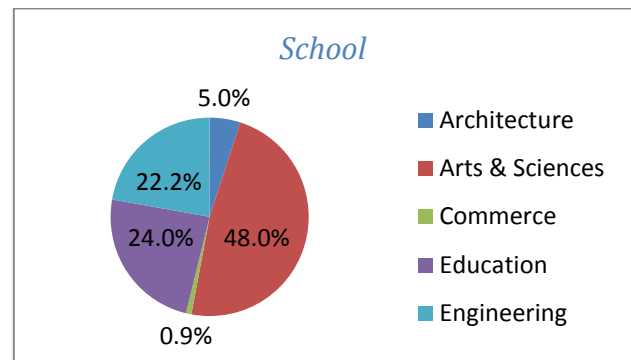
The typical graduate respondent is a white (63%), doctoral (55%) student in the Graduate School of Arts and Sciences (48%). They visit a library in person at least once a month (68%) and access online resources from on Grounds (55%) and off Grounds (51%) weekly. They occasionally (61% at least once a semester) use the Library's remote services, but still strongly identify with a primary library (87%), Alderman (21%), Brown SEL (19%), or Education (15%).

They are satisfied with both their primary library (4.26) and the library system as a whole (4.14). They believe the staff is courteous (4.58), competent/knowledgeable (4.49) and speedy (4.51), but less so than their faculty counterparts.

Their spending priorities are more diverse, reflecting a mixture of needs, roughly halfway between undergrads and faculty members. Only one priority, improving VIRGO (22%), stands out.

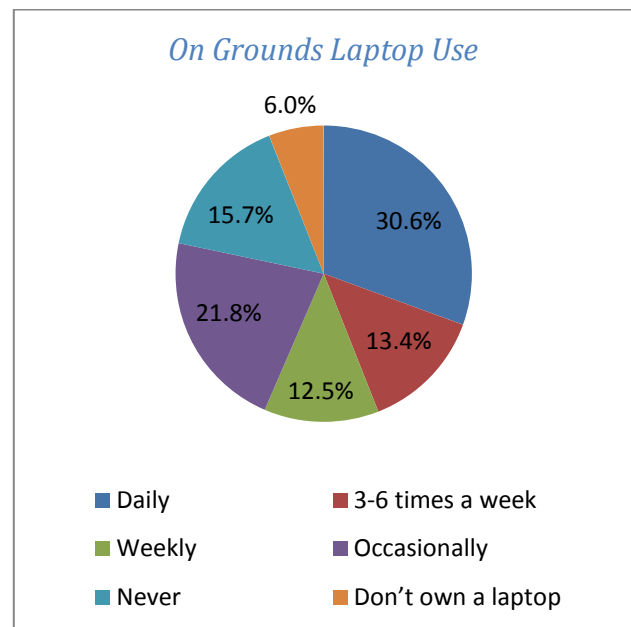
Of the library services/resources they rate as most important to them; three, online catalog (4.72 importance, 3.39 satisfaction), online resources (4.70 imp., 3.76 sat.) and library websites (4.53 imp., 3.57 sat.) have low rates of satisfaction.

The typical graduate student owns a laptop (94%), and brings it to Grounds at least weekly (57%).



Graduate Student Priorities

Improving VIRGO, the online catalog	20.9%
Enhancing study space	14.2%
Support for digital scholarship	13.8%
Physical comfort	10.5%
Personal laptop use	9.8%
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	9.5%
Assistance/instruction in using library resources	6.8%
Extending library hours	5.4%
Enhancing collaborative space	5.3%
Improving the Library website	4.0%



<i>Demographics</i>											
Response			Gender		Race						
Sample	Respondents	Rate	Females	Males	African-American	Asian	Hispanic	Native American	Non-Resident	White	Unclassified
499	221	44.3%	46.6%	52.9%	1.4%	4.1%	0.0%	0.5%	17.6%	62.9%	13.6%
Program				School							
Masters		Doctoral		Architecture	Arts & Sciences	Commerce	Education	Engineering			
45.2%		54.8%		5.0%	48.0%	0.9%	24.0%	22.2%			

<i>Frequency/Mode of Use</i>				
	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	42.1%	25.8%	24.9%	7.2%
Accessed online resources on Grounds	55.0%	23.6%	12.7%	8.6%
Accessed online resources off Grounds	51.4%	17.7%	15.0%	15.9%
Used remote services	8.2%	24.1%	29.1%	38.6%

<i>Satisfaction & Importance</i>			
	Satisfaction	Importance	Don't Know/Use
Overall Satisfaction			
Satisfaction with primary library	4.26		
Satisfaction with library system	4.14		
Customer Service			
Competence	4.49	4.57	
Courtesy	4.58	4.42	
Speed	4.51	4.51	
Composite	4.53	4.50	
Services & Resources			
Online catalog	3.39	4.72	10
Online resources	3.76	4.70	8
Interlibrary Loan & Document Delivery	4.26	4.54	65
Library websites	3.57	4.53	10
Circulation and reserve services	4.29	4.53	22
Physical collections	4.08	4.37	19
Equipment	3.55	4.34	30
Information services/reference	4.28	4.22	48
Library spaces	3.34	4.10	40
Creation and use of digital content	3.83	4.01	114
Facilities	3.56	3.93	21
Scanning by request	3.76	3.92	156
Instruction	3.98	3.63	102
Public Programming	3.64	3.09	138
Services & Resources (Focus)			
Off Grounds access to the Library's online resources	3.92	4.66	33
The Library's support for your research	4.03	4.50	47
Library webpage "Subject Guides"	3.75	4.10	141

<i>Personal Laptop Use</i>	
Daily	30.6%
3-6 times a week	13.4%
Weekly	12.5%
Occasionally	21.8%
Never	15.7%
Don't own a laptop	6.0%

Analysis by Patron Status

Faculty

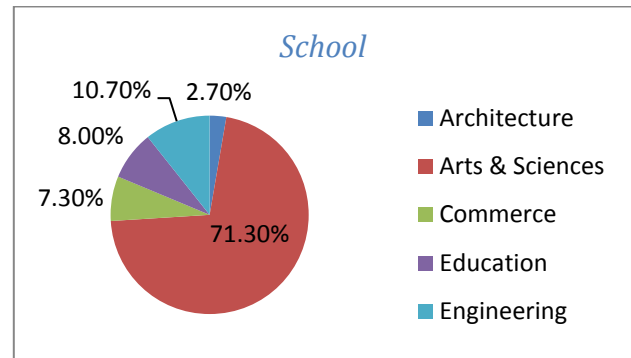
The typical faculty respondent is white (83%), male (61%), and is a full professor (40%) in the College of Arts and Sciences (71%). He visits a library in person at least once a month (60%) and accesses the online resources from both on Grounds (72%) and off Grounds (61%) at least once a week. He also uses the Library's remote services (62%) at least once a month. While being an avid user of online and remote resources, he still identifies with a primary library (85%), often Alderman (40%).

He is very satisfied with both his primary library (4.31) and the library system as a whole (4.25). He believes the staff is courteous (4.74) competent/knowledgeable (4.57), and speedy (4.65).

His priorities reflect his research and remote usage of the Library. His top priority for library spending is improving VIRGO (25%), next is support for digital scholarship (22%) and is followed closely by his third choice, ILL/LEO (21%).

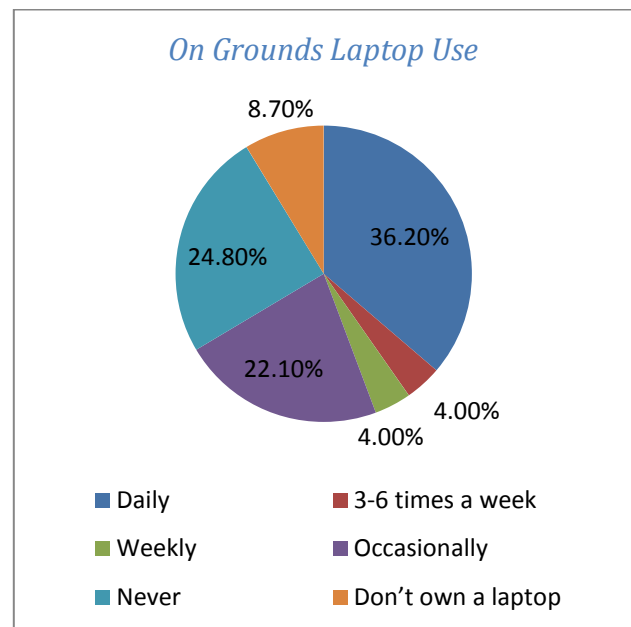
Of those services and resources important to him, he has low levels of satisfaction with the Library's online catalog (3.32), online resources (3.57), Library websites (3.41) and off Grounds access to Library resources (3.83). He is also not satisfied with creation and use of digital content (3.89), equipment (3.56), Library spaces (3.35), facilities (3.75), public programming (3.68), and the Library webpage "Subject Guides" (3.33), but he also rates these services as the least important.

He owns a laptop (91%), and brings it to Grounds at least occasionally (66%).



Faculty Priorities

Improving VIRGO, the online catalog	24.7%
Support for digital scholarship	21.8%
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	21.0%
Assistance/instruction in using library resources	11.3%
Improving the Library website	7.2%
Enhancing study space	4.5%
Enhancing collaborative space	3.0%
Personal laptop use	2.5%
Extending library hours	2.1%
Physical comfort	1.9%



<i>Demographics</i>											
Response			Gender		Race						
Sample	Respondents	Rate	Females	Males	African-American	Asian	Hispanic	Native American	Non-Resident	White	Unclassified
395	150	38.0%	38.7%	61.3%	3.3%	7.3%	2.0%	0.0%	0.0%	83.3%	4.0%
Rank				School							
Lecturer	Assistant	Associate	Professor	Architecture	Arts & Sciences	Commerce	Education	Engineering			
5.3%	29.1%	27.6%	43.3%	2.7%	71.3%	7.3%	8.0%	10.7%			

<i>Frequency/Mode of Use</i>				
	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	21.6%	37.8%	33.8%	6.8%
Accessed online resources on Grounds	71.9%	19.2%	6.8%	2.1%
Accessed online resources off Grounds	61.2%	21.1%	10.9%	6.8%
Used remote services	29.1%	33.1%	25.7%	12.2%

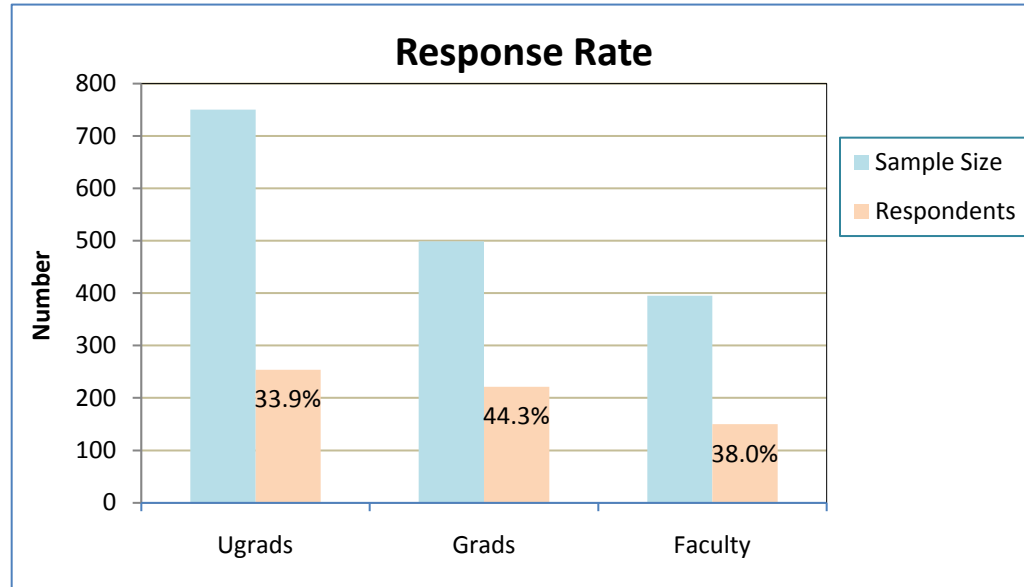
<i>Satisfaction & Importance</i>			
	Satisfaction	Importance	Don't Know/Use
Overall Satisfaction			
Satisfaction with primary library	4.31		
Satisfaction with library system	4.25		
Customer Service			
Competence	4.57	4.74	
Courtesy	4.74	4.49	
Speed	4.65	4.63	
Composite	4.65	4.62	
Services & Resources			
Online catalog	3.32	4.78	4
Online resources	3.57	4.76	12
Interlibrary Loan & Document Delivery	4.57	4.71	14
Circulation and reserve services	4.40	4.59	6
Library websites	3.41	4.57	6
Information services/reference	4.32	4.31	22
Physical collections	4.00	4.30	14
Scanning by request	4.13	4.17	65
Creation and use of digital content	3.89	3.93	67
Instruction	4.18	3.92	79
Equipment	3.56	3.45	61
Library spaces	3.35	3.41	69
Facilities	3.75	3.21	37
Public Programming	3.68	2.84	91
Services & Resources (Focus)			
Off Grounds access to the Library's online resources	3.83	4.73	13
The Library's support for your research	4.11	4.68	20
Library webpage "Subject Guides"	3.33	3.76	81

<i>Personal Laptop Use</i>	
Daily	36.2%
3-6 times a week	4.0%
Weekly	4.0%
Occasionally	22.1%
Never	24.8%
Don't own a laptop	8.7%

2009 Library User Survey Demographics

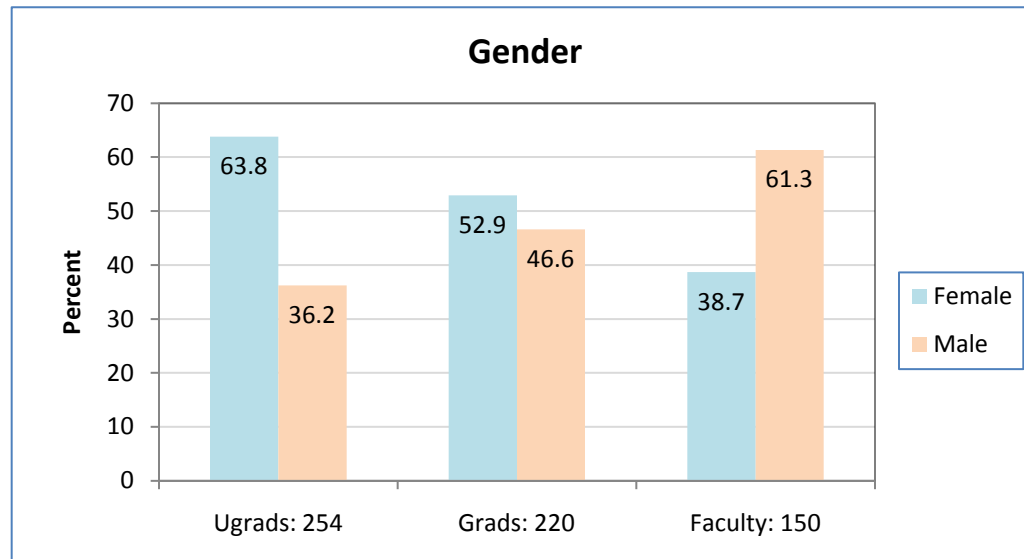
Responses are in percents unless otherwise indicated.

	Sample Size (N)	Respondents (N)	Response Rate (%)
Ugrads	750	254	33.9
Grads	499	221	44.3
Faculty	395	150	38.0
Total	1644	625	38.0



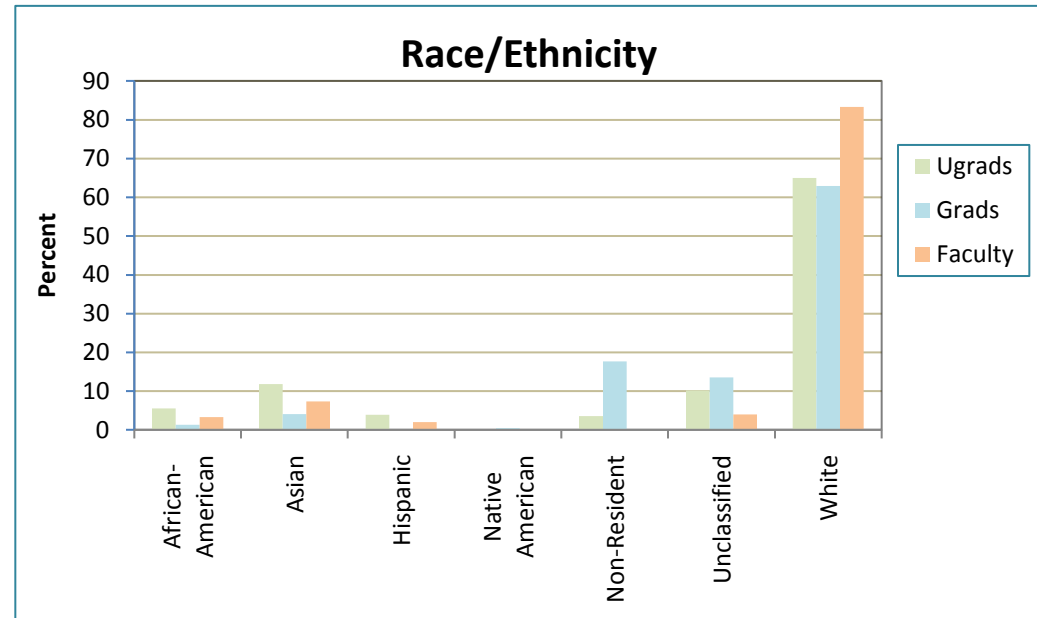
Gender	Ugrads: 254	Grads: 220	Faculty: 150
Female	63.8	52.9	38.7
Male	36.2	46.6	61.3
Total*	100.0	99.5	100.0

*There was no data for one grad student.

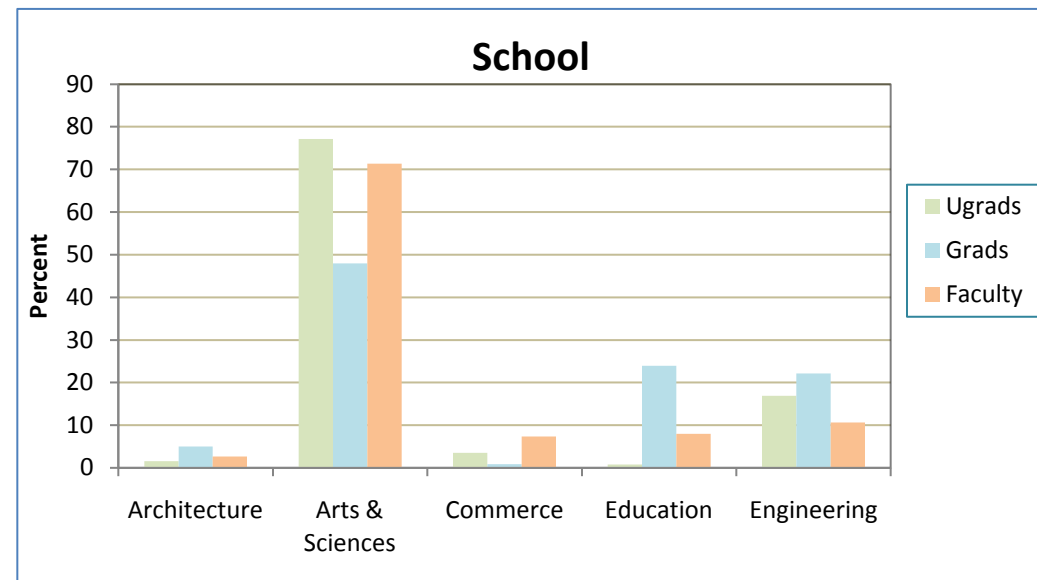


2009 Library User Survey Demographics

Race/Ethnicity	Ugrads: 254	Grads: 221	Faculty: 150
African-American	5.5	1.4	3.3
Asian	11.8	4.1	7.3
Hispanic	3.9	0.0	2.0
Native American	0.0	0.5	0.0
Non-Resident	3.5	17.6	0.0
Unclassified	10.2	13.6	4.0
White	65.0	62.9	83.3
Total	100.0	100.0	100.0



School	Ugrads: 254	Grads: 221	Faculty: 150
Architecture	1.6	5.0	2.7
Arts & Sciences	77.2	48.0	71.3
Commerce	3.5	0.9	7.3
Education	0.8	24.0	8.0
Engineering	16.9	22.2	10.7
Total	100.0	100.0	100.0



2009 Library User Survey Demographics

Academic year or rank	
<i>Ugrads: 254</i>	<i>Percent</i>
1st year	20.9
2nd year	23.2
3rd year	29.1
4th year	24.8
5th year	2.0
Total	100.0
<i>Grads: 221</i>	
Masters	45.2
Doctoral	54.8
Total	100.0
<i>Faculty: 150</i>	
Lecturer	5.3
Assistant	24.0
Associate	30.7
Professor	40.0
Total	100.0

2009 Library User Survey Library Use

How often have you used the resources and services of any of the University Libraries during the current academic year?

Responses are in percents.

Physically visited a library	2009			2008			2005		2004
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
At least once a week	74.4	42.1	21.6	69.5	43.6	31.3	62.7	48.6	45.0
At least once a month	19.3	25.8	37.8	20.9	25.8	35.8	25.6	32.6	49.0
At least once a semester	5.9	24.9	33.8	9.5	27.1	28.4	10.4	15.1	-
Never	0.4	7.2	6.8	0.0	3.4	4.5	1.3	3.7	6.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Accessed online resources on Grounds

	Ugrads	Grads	Faculty
At least once a week	34.0	55.0	71.9
At least once a month	37.5	23.6	19.2
At least once a semester	20.2	12.7	6.8
Never	8.3	8.6	2.1
Total	100.0	100.0	100.0

 = highest score

Accessed online resources off Grounds

	Ugrads	Grads	Faculty
At least once a week	17.4	51.4	61.2
At least once a month	27.3	17.7	21.1
At least once a semester	24.5	15.0	10.9
Never	30.8	15.9	6.8
Total	100.0	100.0	100.0

2009 Library User Survey

Library Use

Used remote services (Ref, ILL)	Ugrads	Grads	Faculty
At least once a week	0.8	8.2	29.1
At least once a month	6.7	24.1	33.1
At least once a semester	15.7	29.1	25.7
Never	76.8	38.6	12.2
Total	100.0	100.0	100.0

 = highest score

Used once a month or more	Ugrads	Grads	Faculty
Physically visited a library	93.7	67.9	59.5
Accessed resources on Grounds	71.5	78.6	91.1
Accessed resources off Grounds	44.7	69.1	82.3
Used remote services	7.5	32.3	62.2

Used at least once a semester	Ugrads	Grads	Faculty
Physically visited a library	99.6	92.8	93.2
Accessed resources on Grounds	91.7	91.4	97.9
Accessed resources off Grounds	69.2	84.1	93.2
Used remote services	23.2	61.4	87.8

Used never	Ugrads	Grads	Faculty
Physically visited a library	0.4	7.2	6.8
Accessed resources on Grounds	8.3	8.6	2.1
Accessed resources off Grounds	30.8	15.9	6.8
Used remote services	76.8	38.6	12.2

2009 Library User Survey Primary Library

Which library do you use most often?

Responses are in percents.

Library	2009			2008			2005		2004	2001		2000	1998		1996	1994		1993
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Alderman	24.1	21.1	40.3	29.9	24.8	31.6	24.3	27.9	41.9	26.3	32.6	41.6	13.9	30.5	42.0	16.3	32.9	38.0
Astronomy	0.4	0.0	2.0	0.5	0.4	0.0	0.2	1.2	1.4	-	0.5	2.2	-	-	-	-	-	-
Biology/Psychology	2.8	4.6	2.0	1.8	2.6	5.3	2.4	3.0	6.7	4.1	5.2	4.1	2.9	6.1	7.0	3.5	6.6	8.0
Brown Science/Engineering	21.3	19.3	10.1	22.6	21.4	12.8	24.3	21.5	16.0	16.7	21.7	13.7	17.1	20.3	18.0	11.1	20.0	20.0
Chemistry	2.0	0.9	2.0	1.4	2.6	3.0	0.2	2.5	1.7	0.9	4.4	2.2	2.6	5.3	4.0	0.0	4.2	4.0
Clemons	36.0	8.3	4.7	32.1	3.0	3.8	39.7	2.0	1.5	42.9	2.5	4.1	51.7	6.1	4.0	52.8	5.5	1.0
Commerce	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3.2	2.0	3.0
Education	0.8	15.1	7.4	0.9	16.7	8.3	1.1	19.5	8.9	0.5	15.8	11.4	0.9	14.7	7.0	0.9	16.3	7.0
Fiske Kimball Fine Arts	2.4	7.8	6.7	3.2	8.1	6.8	3.3	9.4	7.3	3.4	7.9	8.3	2.6	5.1	7.0	4.7	6.4	5.0
Health Sciences	0.8	5.0	2.0	2.3	2.1	1.5	0.7	5.4	2.9	0.2	3.0	-	-	-	-	-	-	-
Law	0.0	0.0	0.7	0.0	0.9	0.0	0.0	0.5	0.0	2.3	1.1	-	-	-	-	-	-	-
Math	0.0	1.8	2.0	0.0	0.4	2.3	0.2	1.5	2.7	-	2.2	2.5	0.6	2.3	5.0	1.2	0.7	6.0
Music	1.6	1.4	2.7	1.8	2.6	2.3	0.9	1.0	1.5	1.8	0.3	0.6	2.6	0.3	2.0	2.0	0.2	1.0
Physics	0.4	1.8	2.7	0.0	1.3	0.8	0.4	2.5	4.0	0.5	2.7	4.1	0.3	3.3	5.0	0.3	2.2	5.0
Primarily, I use online	7.5	12.8	14.8	3.6	13.2	20.3	-	-	-	-	-	-	-	-	-	-	-	-
Small Special Collections	0.0	0.0	0.0	0.0	0.0	1.5	-	-	-	-	-	-	-	-	-	-	-	-
No Response							2.0	2.2	2.7			5.1	4.9	6.1		0.6	1.3	
Total	100.0	100.0	100.0	100.0	100.0	100.0	99.7	100.0	99.2	99.6	99.9	99.9	100.1	100.1	101.0	96.6	98.3	98.0

=1st
 =2nd
 =3rd

Columns do not always add up to 100% because some in the sample did not respond.

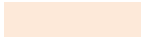
2009 Library User Survey Primary Library by Discipline

Which library's resources do you use most often?

Responses are in percents.

Library ↓	School →							
	Arch	Com	Educ	Engr	A & S Hum	A & S Sci	A & S SocSci	Undeclared/ Missing
Alderman	5.3	38.1	4.5	6.5	59.1	6.1	58.7	22.1
Astronomy	0.0	0.0	0.0	0.0	0.0	2.6	0.0	1.2
Biology/Psychology	0.0	0.0	0.0	0.0	0.9	15.8	0.0	1.2
Brown Science/Engineering	0.0	4.8	0.0	56.1	0.9	21.9	4.3	23.3
Chemistry	0.0	0.0	0.0	0.9	0.0	6.1	0.0	2.3
Clemons	5.3	19.0	7.6	16.8	8.7	16.7	23.9	43.0
Education	0.0	0.0	68.2	0.0	0.0	0.0	0.0	1.2
Fiske Kimball Fine Arts	89.5	0.0	0.0	0.0	13.9	0.0	0.0	0.0
Health Sciences	0.0	4.8	0.0	9.3	0.0	4.4	0.0	0.0
Law	0.0	0.0	0.0	0.0	0.9	0.0	0.0	0.0
Math	0.0	0.0	0.0	0.0	0.0	6.1	0.0	0.0
Music	0.0	4.8	0.0	0.0	6.1	0.9	2.2	0.0
Physics	0.0	0.0	0.0	0.0	0.0	7.9	0.0	0.0
Primarily, I use online	0.0	28.6	19.7	10.3	9.6	11.4	10.9	5.8
Small Special Collections	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	100.1	100.1	100.0	99.9	100.1	99.9	100.0	100.1

 =1st

 =2nd

 =3rd

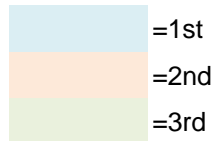
2009 Library User Survey

Libraries Used Regularly

Which other libraries do you use on a regular basis?

Responses are percent of each status that uses that library; respondents could choose more than one library.


Library	Ugrads	Grads	Faculty
Alderman	51.2	38.9	34.0
Astronomy	1.6	0.0	2.0
Biology/Psychology	16.5	5.0	8.0
Brown Science/Engineering	45.3	26.2	20.0
Chemistry	7.9	4.5	6.0
Clemons	56.7	34.8	36.7
Darden	0.4	2.3	3.3
Education	4.3	12.2	2.7
Fiske Kimball Fine Arts	7.9	4.1	9.3
Health Sciences	5.1	6.3	5.3
Law	2.0	6.3	7.3
Math	0.4	4.5	3.3
Music	13.0	1.8	6.0
Physics	2.4	2.3	7.3
Small Special Collections	2.4	6.8	10.0



2009 Library User Survey Priorities for Library Spending

The Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		↓ AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	97	6.6	265	20.9	208	24.7	17.4
Enhancing study space	374	25.3	180	14.2	38	4.5	14.6
Support for digital scholarship	54	3.7	175	13.8	184	21.8	13.1
Physical comfort	325	21.9	133	10.5	16	1.9	11.4
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	9	0.6	121	9.5	177	21.0	10.4
Personal laptop use	233	15.7	124	9.8	21	2.5	9.3
Assistance/instruction in using library resources	69	4.7	86	6.8	95	11.3	7.6
Extending library hours	194	13.1	69	5.4	18	2.1	6.9
Enhancing collaborative space	117	7.9	67	5.3	25	3.0	5.4
Improving the library website	9	0.6	51	4.0	61	7.2	4.0
Total	1481	100	1271	100	843	100	100

 = 1st  = 2nd  = 3rd

2009 Library User Survey Importance of Services

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose "Don't Know" (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



Ugrads	#	Satisfaction	#	Importance	Don't Know
Equipment	233	3.59	229	4.63	15
Online resources	182	3.82	182	4.57	63
Library spaces	226	3.62	225	4.57	17
Online catalog	208	3.50	206	4.55	35
Physical collections	199	4.13	199	4.44	46
Library websites	210	3.61	207	4.42	35
Circulation and reserve services	200	4.05	199	4.36	47
Facilities	240	3.74	237	4.30	10
Information services/reference	158	4.04	156	4.05	91
Creation and use of digital content	103	3.88	98	3.93	151
Scanning by request	49	3.55	52	3.83	197
Interlibrary Loan & Document Delivery	74	3.92	72	3.81	174
Instruction	127	3.63	126	3.72	117
Public programming	72	3.68	73	3.25	177
Grads					
Online catalog	206	3.39	205	4.72	10
Online resources	206	3.76	206	4.70	8
Interlibrary Loan & Document Delivery	152	4.26	152	4.54	65
Library websites	205	3.57	203	4.53	10
Circulation and reserve services	192	4.29	185	4.53	22
Physical collections	195	4.08	196	4.37	19
Equipment	187	3.55	184	4.34	30
Information services/reference	164	4.28	162	4.22	48
Library spaces	176	3.34	176	4.10	40
Creation and use of digital content	102	3.83	102	4.01	114
Facilities	194	3.56	192	3.93	21
Scanning by request	62	3.76	65	3.92	156
Instruction	113	3.98	115	3.63	102
Public programming	77	3.64	82	3.09	138

2009 Library User Survey Importance of Services

Sorted by the mean of importance. Mean = average of responses on 1-5 scale.



Faculty	#	Satisfaction	#	Importance	Don't Know
Online catalog	145	3.32	137	4.78	4
Online resources	135	3.57	129	4.76	12
Interlibrary Loan & Document Delivery	131	4.57	124	4.71	14
Circulation and reserve services	141	4.40	134	4.59	6
Library websites	143	3.41	135	4.57	6
Information services/reference	124	4.32	120	4.31	22
Physical collections	132	4.00	127	4.30	14
Scanning by request	77	4.13	82	4.17	65
Creation and use of digital content	74	3.89	80	3.93	67
Instruction	61	4.18	66	3.92	79
Equipment	80	3.56	86	3.45	61
Library spaces	71	3.35	78	3.41	69
Facilities	106	3.75	107	3.21	37
Public programming	47	3.68	57	2.84	91

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

Ugrads	#	Satisfaction	#	Importance	Don't Know
The Library's support for your research	141	3.96	134	4.47	109
Off Grounds access to the Library's online resources	157	3.48	152	4.54	92
Library webpage "Subject Guides"	84	3.75	76	4.05	168
Grads					
The Library's support for your research	169	4.03	165	4.50	47
Off Grounds access to the Library's online resources	183	3.92	180	4.66	33
Library webpage "Subject Guides"	96	3.75	96	4.10	141
Faculty					
The Library's support for your research	124	4.11	117	4.68	20
Off Grounds access to the Library's online resources	130	3.83	124	4.73	13
Library webpage "Subject Guides"	61	3.33	63	3.76	81

2009 Library User Survey Satisfaction with Services

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose "Don't Know" (X).

Sorted by the mean of satisfaction. Mean = average of responses to a 1-5 rating scale.



Ugrads	#	Satisfaction	#	Importance	Don't Know
Physical collections	199	4.13	199	4.44	46
Circulation and reserve services	200	4.05	199	4.36	47
Information services/reference	158	4.04	156	4.05	91
Interlibrary Loan & Document Delivery	74	3.92	72	3.81	174
Creation and use of digital content	103	3.88	98	3.93	151
Online resources	182	3.82	182	4.57	63
Facilities	240	3.74	237	4.30	10
Public programming	72	3.68	73	3.25	177
Instruction	127	3.63	126	3.72	117
Library spaces	226	3.62	225	4.57	17
Library websites	210	3.61	207	4.42	35
Equipment	233	3.59	229	4.63	15
Scanning by request	49	3.55	52	3.83	197
Online catalog	208	3.50	206	4.55	35
Grads					
Circulation and reserve services	192	4.29	185	4.53	22
Information services/reference	164	4.28	162	4.22	48
Interlibrary Loan & Document Delivery	152	4.26	152	4.54	65
Physical collections	195	4.08	196	4.37	19
Instruction	113	3.98	115	3.63	102
Creation and use of digital content	102	3.83	102	4.01	114
Online resources	206	3.76	206	4.70	8
Scanning by request	62	3.76	65	3.92	156
Public programming	77	3.64	82	3.09	138
Library websites	205	3.57	203	4.53	10
Facilities	194	3.56	192	3.93	21
Equipment	187	3.55	184	4.34	30
Online catalog	206	3.39	205	4.72	10
Library spaces	176	3.34	176	4.10	40

2009 Library User Survey Satisfaction with Services

Sorted by the mean of importance. Mean = average of responses on 1-5 scale.



Faculty	#	Satisfaction	#	Importance	Don't Know
Interlibrary Loan & Document Delivery	131	4.57	124	4.71	14
Circulation and reserve services	141	4.40	134	4.59	6
Information services/reference	124	4.32	120	4.31	22
Instruction	61	4.18	66	3.92	79
Scanning by request	77	4.13	82	4.17	65
Physical collections	132	4.00	127	4.30	14
Creation and use of digital content	74	3.89	80	3.93	67
Facilities	106	3.75	107	3.21	37
Public programming	47	3.68	57	2.84	91
Online resources	135	3.57	129	4.76	12
Equipment	80	3.56	86	3.45	61
Library websites	143	3.41	135	4.57	6
Library spaces	71	3.35	78	3.41	69
Online catalog	145	3.32	137	4.78	4


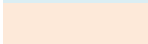
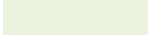
2009 Library User Survey

Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	30.1	30.6	36.2
3-6 times a week	23.7	13.4	4.0
Weekly	8.4	12.5	4.0
Occasionally	22.9	21.8	22.1
Never	12.4	15.7	24.8
Don't own a laptop	2.4	6.0	8.7
	100.0	100.0	100.0

 = 1st
 = 2nd
 = 3rd

2009 Library User Survey Customer Service

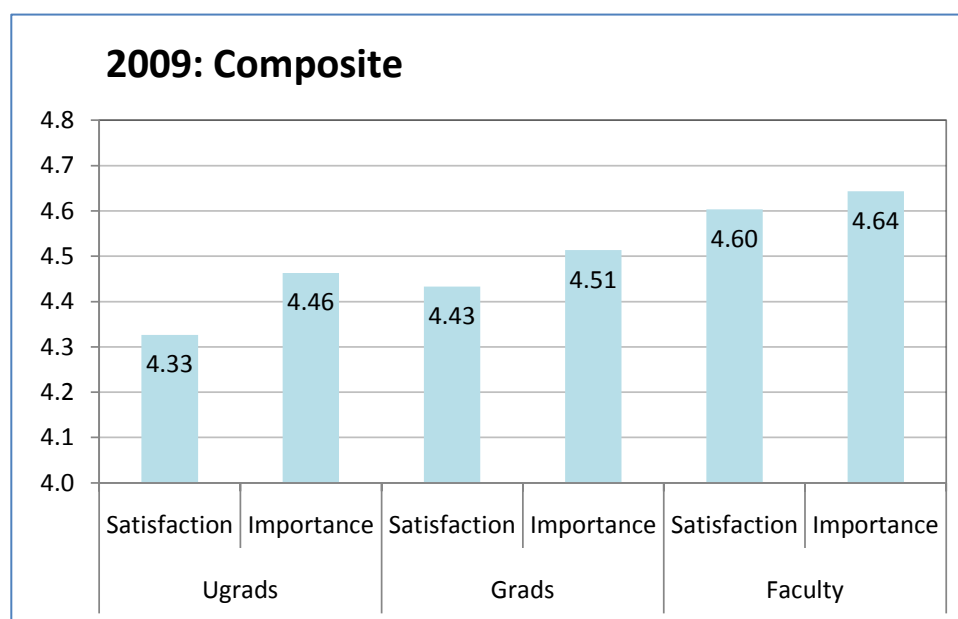
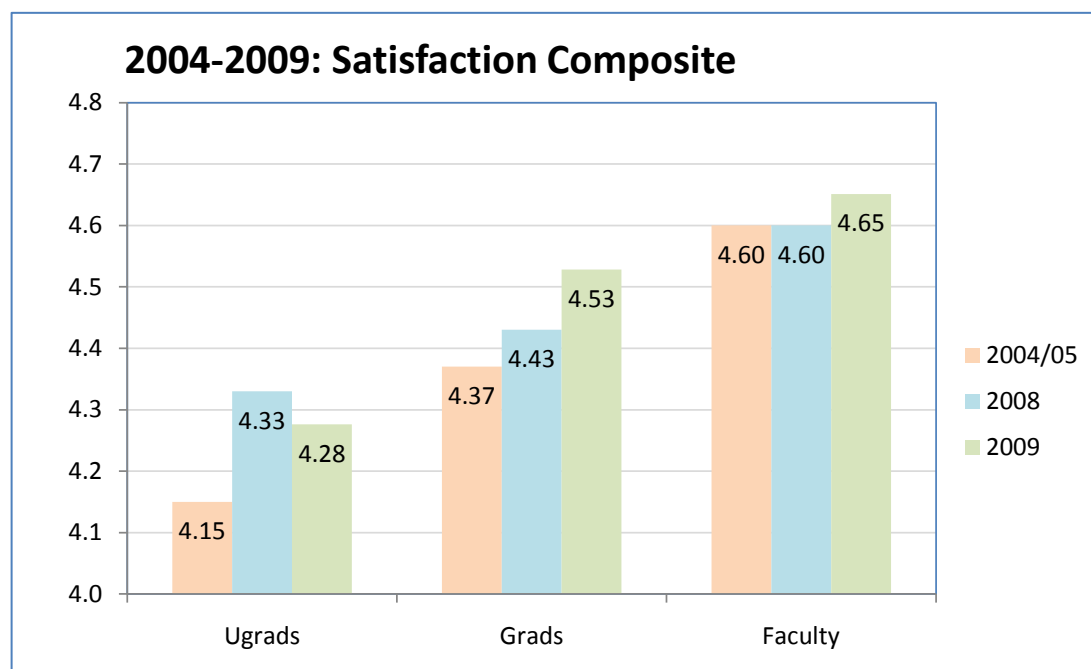
Please indicate your degree of satisfaction with and the importance of the service you receive from your primary Library staff.

Responses are means, or the average of responses to a 1-5 rating scale.

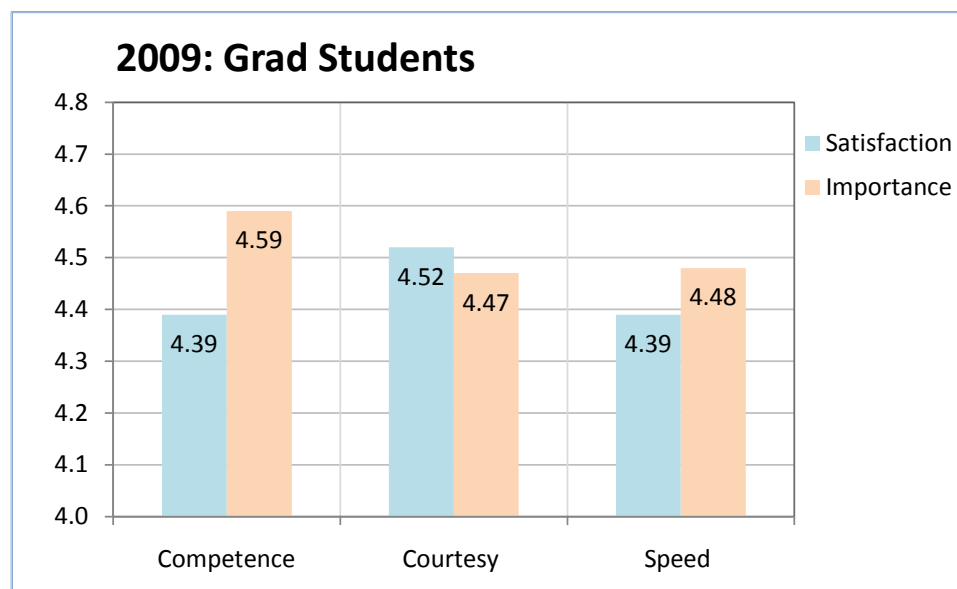
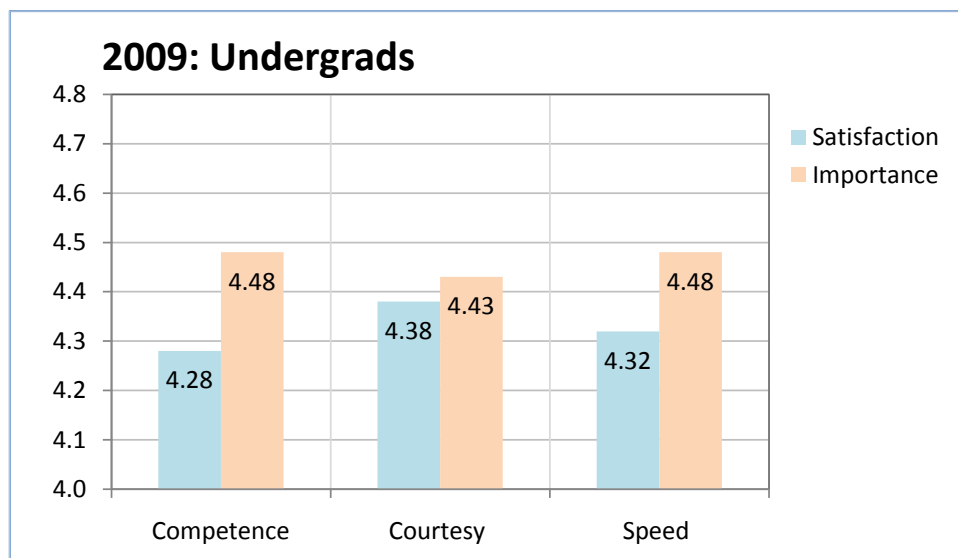
	2009					
	Ugrads		Grads		Faculty	
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance
Competence	4.24	4.51	4.49	4.57	4.57	4.74
Courtesy	4.30	4.39	4.58	4.42	4.74	4.49
Speed	4.29	4.38	4.51	4.51	4.65	4.63
Composite	4.28	4.43	4.53	4.50	4.65	4.62

	2008						2005		2004
	Ugrads		Grads		Faculty		Ugrads	Grads	Faculty
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Satisfaction	Satisfaction
Competence	4.28	4.48	4.39	4.59	4.56	4.79	4.15	4.33	4.58
Courtesy	4.38	4.43	4.52	4.47	4.75	4.54	4.18	4.43	4.73
Speed	4.32	4.48	4.39	4.48	4.50	4.60	4.13	4.36	4.50
Composite	4.33	4.46	4.43	4.51	4.60	4.64	4.15	4.37	4.60

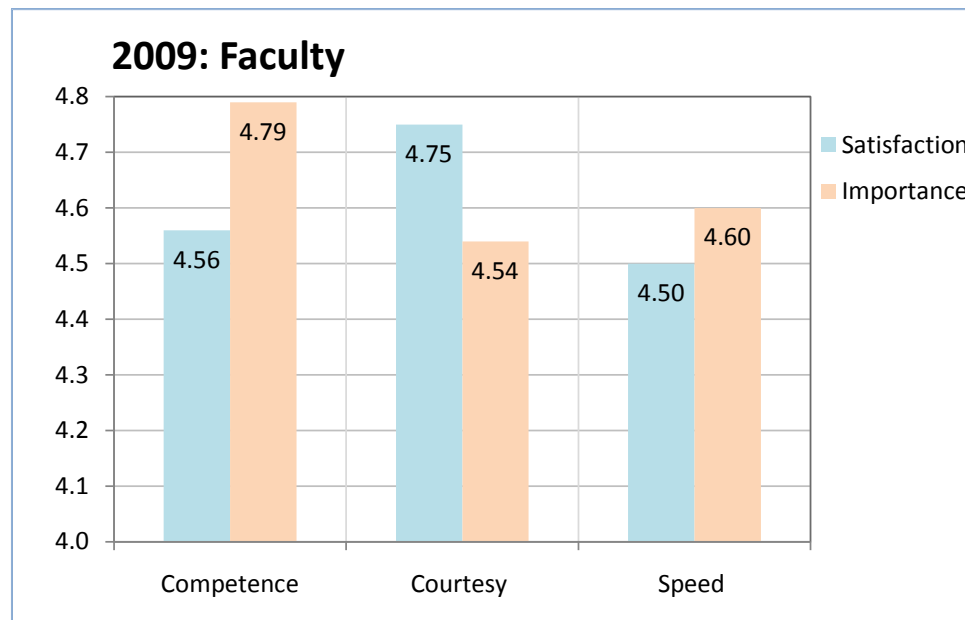
2009 Library User Survey Customer Service



2009 Library User Survey Customer Service



2009 Library User Survey Customer Service



2009 Library User Survey

Overall Satisfaction

Please rate your overall satisfaction with your Primary Library.

Please rate your overall satisfaction with the University Libraries in general.

Responses are means, or the average of responses to a 1-5 rating scale.

	2009			2008			2005		2004
Satisfaction (mean)	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction with primary library	4.23	4.26	4.31	4.17	4.27	4.32	4.13	4.08	4.35
Satisfaction with library system	4.14	4.14	4.25	4.09	4.19	4.21	3.94	4.02	4.20

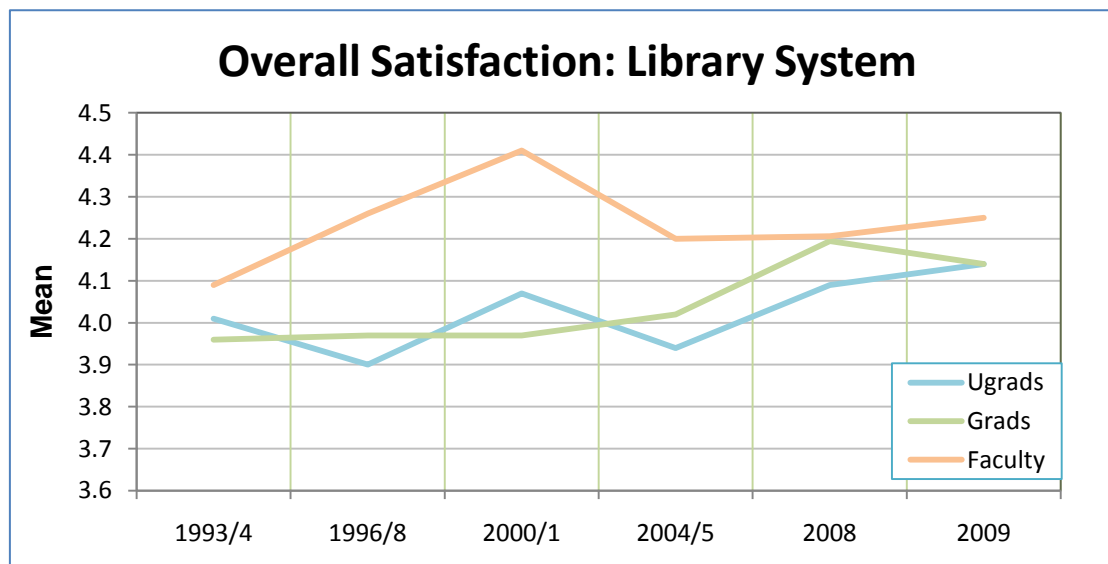
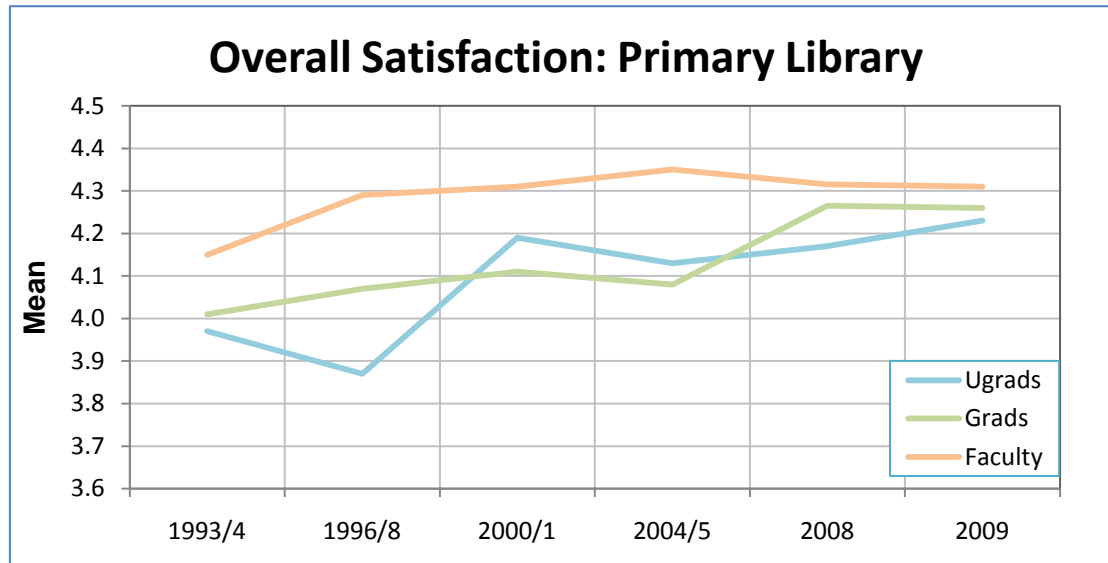
Respondent Pool (number)									
Satisfaction with primary library	248	214	147	215	230	130	431	392	502
Satisfaction with library system	251	215	147	218	231	131	434	394	464

	2001		2000	1998		1996	1994		1993
Satisfaction (mean)	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction with primary library	4.19	4.11	4.31	3.87	4.07	4.29	3.97	4.01	4.15
Satisfaction with library system	4.07	3.97	4.41	3.90	3.97	4.26	4.01	3.96	4.09

Respondent Pool (number)									
Satisfaction with primary library	435	364	307	327	379	328	334	450	335
Satisfaction with library system	430	352	307	327	379	328	334	450	335

2009 Library User Survey

Overall Satisfaction



2009 Library User Survey

Overall Satisfaction by Discipline

Please rate your overall satisfaction with your Primary Library.

Please rate your overall satisfaction with the University Libraries in general.

Responses are means, or the average of responses to a 1-5 rating scale.

Group ↓		School →															
		Architecture		Commerce		Education		Engineering		A & S Humanities		A & S Sciences		A & S Social Sciences		A & S Undeclared	
		Rating	N	Rating	N	Rating	N	Rating	N	Rating	N	Rating	N	Rating	N	Rating	N
Ugrads																	
Primary	4.50	4	4.00	9	4.00	1	4.43	42	4.00	29	4.12	41	4.22	45	4.27	77	
System	4.25	4	4.00	9	5.00	2	4.14	42	3.97	30	4.20	41	3.96	45	4.27	78	
Grads																	
Primary	4.27	11	4.00	1	4.33	49	4.21	48	4.25	40	4.39	44	4.00	21	--	-	
System	4.18	11	4.00	1	4.24	50	4.06	48	4.15	40	4.14	44	4.10	21	--	-	
Faculty																	
Primary	4.00	4	4.10	10	4.42	12	4.06	16	4.52	44	4.31	29	4.08	26	4.67	6	
System	3.75	4	4.36	11	4.08	12	3.94	16	4.48	44	4.32	28	4.00	26	4.67	6	

2009 University of Virginia Library User Survey

Alderman Library: Respondent Data

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	61	47	60	168

School	Number	Percent
Architecture	1	0.6%
Commerce	8	4.8%
Education	3	1.8%
Engineering	7	4.2%
A&S Humanities	68	40.5%
A&S Sciences	7	4.2%
A&S Social Sciences	54	32.1%
Undeclared/Undefined	20	11.9%
Total	168	100.0%

Number of Alderman respondents who also regularly use another library:

Library	Ugrads	Grads	Faculty
Astronomy	0	0	0
Biology/Psychology	6	0	2
Brown Science/Engineering	31	5	5
Chemistry	3	0	0
Clemons	48	35	35
Darden	1	2	4
Education	2	4	2
Fiske Kimball Fine Arts	8	4	9
Health Sciences	3	2	0
Law	1	6	7
Math	0	0	1
Music	13	2	7
Physics	2	0	0
Small Special Collections	3	6	8

2009 University of Virginia Library User Survey

Alderman Library: Priorities for Spending

Alderman Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	12	3.39	127	34.70	80	23.53	20.54
Enhancing study space	97	27.40	47	12.84	22	6.47	15.57
Physical comfort	82	23.16	32	8.74	11	3.24	11.71
Support for digital scholarship	8	2.26	38	10.38	63	18.53	10.39
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	1	0.28	24	6.56	75	22.06	9.63
Extending library hours	54	15.25	17	4.64	11	3.24	7.71
Assistance/instruction in using library resources	14	3.95	19	5.19	40	11.76	6.97
Enhancing collaborative space	43	12.15	20	5.46	9	2.65	6.75
Personal laptop use	40	11.30	28	7.65	4	1.18	6.71
Improving the library website	3	0.85	14	3.83	25	7.35	4.01
Total	354	100	366	100	340	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey Alderman Library: Satisfaction/Importance

For each of the following Alderman Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online catalog	160	3.54	154	4.73	9
Online resources	150	3.75	147	4.69	16
Circulation and reserve services	158	4.32	150	4.63	11
Interlibrary Loan & Document Delivery	111	4.48	105	4.57	56
Library websites	156	3.60	149	4.53	11
Physical collections	156	4.08	151	4.50	11
Equipment	133	3.65	131	4.28	33
Information services/reference	129	4.33	123	4.24	38
Library spaces	117	3.32	120	4.11	45
Scanning by request	59	4.15	58	4.07	108
Creation and use of digital content	70	4.06	67	4.00	100
Facilities	153	3.71	149	3.80	16
Instruction	70	3.94	70	3.56	95
Public programming	54	3.78	55	2.95	112

2009 University of Virginia Library User Survey Alderman Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't
The Library's support for your research	120	4.12	114	4.62	48
Off Grounds access to the Library's online resources	133	3.97	127	4.70	32
Library webpage "Subject Guides"	31	3.66	59	3.86	105

Please indicate your degree of satisfaction with and the importance of the service you receive from Alderman Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	148	4.48	140	4.64	21
Courtesy of staff	148	4.64	139	4.48	17
Speed of service	146	4.55	139	4.55	18

Please rate your overall satisfaction with Alderman Library.

	#	Satisfaction
Satisfaction with Alderman Library	165	4.35


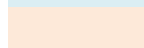
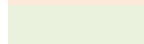
2009 University of Virginia Library User Survey

Alderman Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	21.7	17.4	15.0
3-6 times a week	23.3	19.6	5.0
Weekly	5.0	8.7	6.7
Occasionally	33.3	26.1	21.7
Never	15.0	19.6	38.3
Don't own a laptop	1.7	8.7	13.3
	100.0	100.0	100.0

 = 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Alderman Library: Local Questions

For each of the following Alderman Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



OVERALL

- Instructional Scanning Services for Collab
- Scholars’ Lab services
- Assistance with government documents in Alderman
- International Media Wall

#	Satisfaction	#	Importance	Don't know
71	4.07	60	3.90	108
76	4.12	69	3.80	98
54	3.59	51	3.29	125
74	3.19	69	2.26	101

UNDERGRADS

- Scholars’ Lab services
- Assistance with government documents in Alderman
- Instructional Scanning Services for Collab
- International Media Wall

#	Satisfaction	#	Importance	Don't know
34	4.26	30	3.80	35
23	3.54	20	3.15	46
22	3.41	17	3.06	48
42	3.33	36	2.33	25

GRADS

- Scholars’ Lab services
- Instructional Scanning Services for Collab
- Assistance with government documents in Alderman
- International Media Wall

#	Satisfaction	#	Importance	Don't know
26	4.35	25	3.96	18
14	4.07	13	3.69	34
13	3.71	14	3.36	34
19	3.00	19	2.11	29

FACULTY

- Instructional Scanning Services for Collab
- Scholars’ Lab services
- Assistance with government documents in Alderman
- International Media Wall

#	Satisfaction	#	Importance	Don't know
35	4.49	30	4.47	25
16	3.44	14	3.50	44
14	3.71	16	3.31	45
12	3.00	13	2.38	47

2009 University of Virginia Library User Survey

Brown Science/Engineering Library: Respondent Da

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	68	62	31	161

School	Number	Percent
Architecture	0	0.0%
Commerce	1	0.6%
Education	0	0.0%
Engineering	61	37.9%
A&S Humanities	2	1.2%
A&S Sciences	69	42.9%
A&S Social Sciences	4	2.5%
Undeclared/Undefined	24	14.9%
Total	161	100.0%

Percent of Brown respondents who regularly use another library:

Library	Ugrads	Grads	Faculty
Alderman	29	19	12
Astronomy	0	0	3
Biology/Psychology	16	4	3
Chemistry	9	5	5
Clemons	44	16	3
Darden	0	2	0
Education	4	2	0
Fiske Kimball Fine Arts	2	1	0
Health Sciences	4	5	4
Law	1	5	0
Math	0	6	3
Music	5	1	1
Physics	3	3	8
Small Special Collections	1	0	0

2009 University of Virginia Library User Survey Brown Science/Engineering Library: Priorities

The Brown Science/Engineering Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	29	7.25	86	23.43	57	31.67	20.78
Enhancing study space	130	32.50	46	12.53	6	3.33	16.12
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	2	0.50	44	11.99	41	22.78	11.76
Support for digital scholarship	7	1.75	56	15.26	28	15.56	10.86
Personal laptop use	60	15.00	36	9.81	6	3.33	9.38
Physical comfort	72	18.00	16	4.36	5	2.78	8.38
Assistance/instruction in using library resources	17	4.25	32	8.72	18	10.00	7.66
Extending library hours	59	14.75	13	3.54	6	3.33	7.21
Improving the library website	0	0.00	27	7.36	8	4.44	3.93
Enhancing collaborative space	24	6.00	11	3.00	5	2.78	3.93
Total	400	100	367	100	180	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Brown Science/Engineering Library: Satisfaction/Importance

For each of the following Brown Science/Engineering Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to 1-5 scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online catalog	143	3.41	140	4.65	14
Online resources	133	3.80	130	4.64	23
Library websites	146	3.52	143	4.48	14
Circulation and reserve services	133	4.29	130	4.40	22
Interlibrary Loan & Document Delivery	94	4.20	91	4.36	63
Physical collections	131	4.13	132	4.29	22
Equipment	125	3.54	126	4.27	29
Information services/reference	110	4.25	111	4.22	45
Library spaces	120	3.66	123	4.13	35
Facilities	139	3.83	140	3.94	15
Scanning by request	49	3.65	53	3.75	106
Creation and use of digital content	79	3.84	84	3.67	76
Instruction	81	3.83	85	3.53	71
Public programming	53	3.58	58	2.93	99

2009 University of Virginia Library User Survey Brown Science/Engineering Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	122	4.05	118	4.59	37
Off Grounds access to the Library's online resources	118	3.75	115	4.61	41
Library webpage "Subject Guides"	59	3.64	54	4.09	103

Please indicate your degree of satisfaction with and the importance of the service you receive from the Brown Science/Engineering Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	133	4.43	130	4.47	24
Courtesy of staff	143	4.52	139	4.41	14
Speed of service	130	4.41	127	4.45	27

Please rate your overall satisfaction with the Brown Science/Engineering Library.


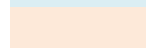
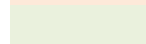
	#	Satisfaction
Satisfaction with the Brown Science/Engineering Library	159	4.32

2009 University of Virginia Library User Survey Brown Science/Engineering Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	31.3	38.3	54.8
3-6 times a week	20.9	11.7	3.2
Weekly	9.0	15.0	0.0
Occasionally	26.9	21.7	12.9
Never	9.0	10.0	25.8
Don't own a laptop	3.0	3.3	3.2
	100.0	100.0	100.0

 = 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Brown Science/Engineering Library: Local Questions

For each of the following Brown Science/Engineering Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



OVERALL

- Cleanliness of facility
- Quality and availability of printers
- Easy access to recycling receptables

#	Satisfaction	#	Importance	Don't know
136	4.50	129	4.18	4
92	3.72	96	3.98	49
105	4.10	110	3.68	33

UNDERGRADS

- Quality and availability of printers
- Cleanliness of facility
- Easy access to recycling receptables

#	Satisfaction	#	Importance	Don't know
53	3.68	50	4.48	9
62	4.50	59	4.44	0
60	4.15	58	3.86	2

GRADS

- Cleanliness of facility
- Easy access to recycling receptables
- Quality and availability of printers

Sample	Satisfaction	Sample	Importance	Don't know
53	4.47	50	4.16	1
37	4.08	39	3.59	17
33	3.73	34	3.56	25

FACULTY

- Cleanliness of facility
- Easy access to recycling receptables
- Quality and availability of printers

#	Satisfaction	#	Importance	Don't know
21	4.57	20	3.45	3
8	3.75	13	3.15	14
6	4.00	12	3.08	15

2009 University of Virginia Library User Survey

Clemons Library: Respondent Data

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	91	18	7	116

School	Number	Percent
Architecture	1	0.9%
Commerce	4	3.4%
Education	5	4.3%
Engineering	18	15.5%
A&S Humanities	10	8.6%
A&S Sciences	19	16.4%
A&S Social Sciences	22	19.0%
Undeclared/Undefined	37	31.9%
Total	116	100.0%

Number of Clemons respondents who also regularly use another library:

Library	Ugrads	Grads	Faculty
Alderman	58	8	4
Astronomy	3	0	0
Biology/Psychology	17	0	0
Brown Science/Engineering	43	7	0
Chemistry	5	0	0
Darden	0	0	0
Education	4	4	0
Fiske Kimball Fine Arts	7	0	0
Health Sciences	4	1	0
Law	3	3	1
Math	0	2	0
Music	11	1	0
Physics	1	1	0
Small Special Collections	2	1	1

2009 University of Virginia Library User Survey Clemons Library: Priorities for Spending

Clemons Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	29	5.39	14	13.86	10	28.57	15.94
Physical comfort	137	25.46	21	20.79	0	0.00	15.42
Enhancing study space	117	21.75	16	15.84	3	8.57	15.39
Support for digital scholarship	29	5.39	13	12.87	9	25.71	14.66
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	1	0.19	5	4.95	8	22.86	9.33
Personal laptop use	101	18.77	7	6.93	0	0.00	8.57
Extending library hours	57	10.59	8	7.92	0	0.00	6.17
Enhancing collaborative space	38	7.06	8	7.92	1	2.86	5.95
Assistance/instruction in using library resources	26	4.83	7	6.93	2	5.71	5.82
Improving the library website	3	0.56	2	1.98	2	5.71	2.75
Total	538	100	101	100	35	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey Clemons Library: Satisfaction/Importance

For each of the following Clemons Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Library spaces	101	3.69	103	4.54	9
Equipment	105	3.63	105	4.51	8
Online catalog	93	3.56	94	4.49	17
Online resources	77	3.69	78	4.47	35
Physical collections	90	4.12	92	4.47	22
Circulation and reserve services	88	4.02	91	4.38	24
Library websites	92	3.63	93	4.32	18
Facilities	104	3.67	104	4.19	9
Scanning by request	25	3.76	28	4.04	87
Instruction	48	3.67	52	3.90	60
Information services/reference	68	3.93	68	3.85	47
Creation and use of digital content	45	3.89	44	3.82	67
Interlibrary Loan & Document Delivery	33	4.09	34	3.76	79
Public programming	29	3.66	32	3.28	84

2009 University of Virginia Library User Survey Clemons Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	62	3.82	58	4.36	50
Off Grounds access to the Library's online resources	75	3.36	71	4.34	38
Library webpage "Subject Guides"	31	3.77	29	3.90	82

Please indicate your degree of satisfaction with and the importance of the service you receive from ClemonsLibrary.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	80	4.20	79	4.48	31
Courtesy of staff	92	4.24	89	4.24	16
Speed of service	84	4.38	81	4.35	24

Please rate your overall satisfaction with Clemons Library.

	#	Satisfaction
Satisfaction with Clemons Library	115	4.18


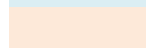
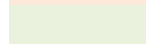
2009 University of Virginia Library User Survey

Clemons Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	34.8	16.7	14.3
3-6 times a week	23.6	5.6	0.0
Weekly	10.1	11.1	0.0
Occasionally	18.0	22.2	42.9
Never	11.2	38.9	0.0
Don't own a laptop	2.2	5.6	42.9
	100.0	100.0	100.0

 = 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

For each of the following Clemons Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



OVERALL

Support for laptop/mobile computing use
 Cleanliness of facility
 Digital Media Lab in Clemons
 Specialized consulting (paper clinics, laptop clinics, etc.)
 in Clemons

#	Satisfaction	#	Importance	Don't know
81	3.83	79	4.27	31
110	3.86	106	4.27	3
89	4.17	86	4.00	27
44	3.77	42	3.43	72

UNDERGRADS

Support for laptop/mobile computing use
 Cleanliness of facility
 Digital Media Lab in Clemons
 Specialized consulting (paper clinics, laptop clinics, etc.)
 in Clemons

#	Satisfaction	#	Importance	Don't know
69	3.81	66	4.35	19
87	3.78	83	4.3	2
74	4.12	71	3.97	17
38	3.71	36	3.47	53

GRADS

Support for laptop/mobile computing use
 Digital Media Lab in Clemons
 Cleanliness of facility
 Specialized consulting (paper clinics, laptop clinics, etc.)
 in Clemons

#	Satisfaction	#	Importance	Don't know
11	4.00	11	4.27	7
10	4.50	10	4.20	8
17	4.35	17	4.18	1
5	4.40	4	3.75	14

FACULTY

Cleanliness of facility
 Digital Media Lab in Clemons
 Specialized consulting (paper clinics, laptop clinics, etc.)
 in Clemons
 Support for laptop/mobile computing use

#	Satisfaction	#	Importance	Don't know
6	3.67	6	4.17	0
5	4.20	5	4.00	2
1	3.00	2	2.00	5
1	3.00	2	1.50	5

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

Video collection

Operating Hours

I value the accessibility of the computers in Clemons the most. If I am in need of a computer on grounds and I don't have my laptop on me, I know I can get access at Clemons.

Its long hours & accessibility. It stays open when most of the of other libraries are closed.

The booths.

Open hours, media center

The presence of knowledgeable, helpful staff.

The many levels offer many different degrees of quietness so when I have a test to study for I can study in complete silence.

I am most often there to use the Robertson Media Center, which I adore... I also like the fact that the books are very easily accessible, unlike the stacks in Alderman... although as I can have books delivered via LEO this isn't so much of a problem for me.

The good hours, the selection of books, and the bottom floor!

The atmosphere.

Clemons Library, for the most part, is a joke. This feeling, in my opinion, is shared by students, graduate students, and faculty alike. It is an over-grown fraternity party. In many ways, I find it to be a disgrace to the University, as little seems to have been done to make it a legitimate academic facility where everything from cell phone use to sexual escapades are not welcome. I do, however, think the Digital Media Lab is outstanding. The resources available in the lab and via the cd / dvd rentals are invaluable to the student body, as are the materials on course reserves.

The silence of the first floor and the ability to talk quietly with groups on the second.

The possibility of placing books on reserve for classes. Also the availability of additional copies of popular titles.

That the media rooms are easily accessible.

The computers because I generally do not bring mine.

the Media Center and media reserves for courses I teach

Openness, accessibility of stacks

Availability of a large collection of media for classroom use. Personnel and equipment who in principle could help faculty with tasks and issues related to digital media in research. In reality, the interface between facilities and needs is not smooth though.

The collection of books and the Media Center.

digital media lab

24-hour studying spaces

Robertson Media Center

Reference Desk, copier and cash machine for ID card

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

The Digital Media Lab provides excellent support for my media projects.
space.

The digital media collection and the long hours, as well as the many study spaces.

The Digital Media Lab.

That it's always open.

Browsing periodicals and newspapers.

Large study area with lots of electrical outlets so that I can usually plug my laptop in.

It's a great to meet for group projects.

Robertson Media Center

Open 24/7, lots of tables and space to study
media lab

The 24/7 availability, and the Robertson Media Center. The book selection isn't bad either!
access to media materials in one place

Quiet study areas on third floor. Media library

The Robertson Media Center

its hours of operation- the 24-hr access to a library.

The courtesy and efficiency of the Reserves staff
up-to-date books

It's open 24/7. I only really go there when Alderman closes.

I really value the Media Center (floor 3) of Clemons. There is a wonderful selection of videos, plenty of TVs available to view movies as well as rooms to have group movie screenings. I enjoy the study atmosphere on this floor more than any other because the interior space is relaxing, the noise level is moderate, and it doesn't smell like human body odor.

the quiet floors and Robertson Media Center movie library

It's 24-hour access. That it occasionally has extra copies of Alderman books.

Space to work.

That is it open all night and that I can choose to be on a quiet floor or a group-friendly floor.

DML

How you can move through different levels and it gets quieter as you go down.

Robertson Media Center

Honestly, I'm usually only there for the books on reserve for my classes, so I've made scans and photocopies there.

Clemons is open 24 hours.

Class related library reserve materials for both undergraduate and graduate students; the media center for audio-visual presentations and discussions

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

50

What do you most value about Clemons Library?

video library

Proximity, Media Center, ready assistance, current periodicals

its hours of operation

I value the help that I have received from the front desk in finding material. The Hindi film collection is excellent.

new books

Film collection

the Media Center!

easy to access and always open

DVD collections in Robertson Media Center

The hours, and the cubicles are helpful for the rare times that I need them

Robertson Media Center is great and I appreciate that professors can take movies out for a week at a time

Course reserves.

study space

It is open 24 hours and there is always a seat. :)

The ability to rent movies or watch them there. Variety of floors regarding noise level or use.

24 hours

Helpfulness of the staff **RESERVE Books service (I'm puzzled that this is not among the options to evaluate in this question).

Film collections!

Comfortable chairs (for reading). I'm sure the cleanliness of the place is not a reflection on the cleaning staff, but on the zoo animals that inhabit the place.

It's open all night. Robertson Media center, too.

Computers

Location and different atmospheres between floors.

The quiet floor.

Access to DVDs, vhs to DVD transfer service (though this is very spotty when there is a shift changeover and the project is simply dropped)

Media Lab

The fact that it's open 24 hours.

film collection

open 24 hours

Audio/Video resources and fully equipped classrooms.

i like the booths and large number of computers with good chairs available. Good group study space too.

The amount of space for group work.

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

I value the quiet floor as a good place to study.

It's convenience

I love that it is open 24 hours most of the time, so I can move from Alderman to Clemons after midnight. I would like to see the temperature moderated better - it is often extremely cold or warm on the lower floors.

The video librarians are always prompt, efficient and helpful

I love that every level has a different atmosphere.

24 hour access

it's close to the parking garage, otherwise I wouldn't go--the bathrooms are very nasty

Great DVD collection!

the diversity of atmosphere. i can be social on the 4th floor or totally immersed in silence on the 1st floor

The hours are a huge benefit, and I also like the varying degrees of silence on the different levels (I can choose how

The only reason I personally go to Clemons Library is for the DVD library when I want to watch a movie they have. I'm not much of a library person, so I don't study there or anything.

Big tables.

the different floors--the talking area, the quiet area, the media center, and the printing common area. I also like the ten minute computers

That it is open 24 hours on weekdays

extensive seating and variety of study atmospheres

Media collection and digital lab

long hours and different levels for quiet and loud studying

Lots of study area.

nothing, I hate it.

Ability to work in groups.

different levels of noise

computer availability for checking e-mail and class assignments between classes and comfortable chairs for reading between classes

it's open all night

The DVDs, the computing area, and the areas available to meet for group study.

The quiet first floor

the upstairs is really nice now, but the downstairs is still so stuffy it is hard to make myself go down.

Robertson Media Center

The new layout is helpful for meeting with groups. The coffee and vending machines are also nice.

The location, and that they are open 24 hours a day.

Quietness of first floor.

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

Its open all the time. I wish there were more outlets though.

study space -like the refurbished upper floor

The separation of floors for different kinds of studying. Also, the Robertson Media Center is a great resource and I really like the fact that it is available

the way the seating is set up-- the booths and the cubicles make group study easy

A lot of room to work

That you can have large study groups there and order food and it's like a big party while I'm studying.

media, access to fiction

It has everything you would ever need for studying including private study rooms, computer, laptops, printing and copying, and food and beverages.

The social atmosphere

It's location for me is very convenient. I like the booths along the wall though I wish there were more of them because there is rarely one available. I really like the private tables, they are very good for finishing homework. I also value the number of printers and 15-min-limit computers for quick jobs. I have rarely had to worry about being able to do what I need to do at Clemons Library.

digital media lab

Robertson Media Center

the fish tanks

The different levels of quietness.

great

24 hour accessibility

Just area where I can study if I was working in groups since it has lots of large tables.

It is 24 hours.

DVD collection and novels

Lots of seating, multiple floors for quietness. The closed off rooms and booths are crucial.

It is wonderful that it is open 24 hours...

It's proximity to my dorm, and the lower levels (which are very quiet) are ideal.

The aquariums are a nice touch and have provided a positive environment for when I am on the fourth floor.

Open all night.

As a first-year Engineering student, any research I need to do is generally brief and online, so I don't use the main library resources much at any library. However, I LOVE the Robertson Media Center -- it's very convenient, and checking out a DVD is a great way to de-stress. On the academic side, Clemons is great for its facilitation of group work.

I don't really like Clemons, but it has my books on reserve there and I really appreciate the group meeting space.

Quiet and Nice chairs and sofa

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

The fact that it's open all day and night

24-hour access.

The hours they are open

large windows next to booths on 4th floor make it a nice atmosphere

Robertson Media Library

that it's open 24 hours a day

robertson media center

The RMC DVD collection

The ability to work easily with a study group!

quite cubbies on the first floor

I really enjoy working in the quiet rooms that are offered in Clemons. I find that going to one of those quiet areas really helps me get my work done more efficiently.

Media Lab, fun-ness, fish tanks, snacks, etc. non-stuffiness

Silence, the amount of outlets for my laptop

The RMC is great, and the first floor is nice, since it allows for quiet studying.

The quiet stacks on the bottom floor.

Location and hours

having different floors with different study environments.

It's okay, but for students without laptops it's a hassle. I'm not going out to buy a laptop either so it would be a good thing to bring more of the computers back. I now work more from my room because all of the computers are being used and my invisible laptop doesn't work there.

It is a more relaxed work-environment than the other libraries. I am able to focus more on my work when there is some noise in the background, opposed to Alderman where it is nearly silent in all areas.

Quiet place to study.

Big desks, work environment

The Roberts Media Center

study areas, working vending machines that accept cav advantage

DVD collection

The Robertson Media Center's selection of DVDs and the ability to watch movies for class there. Also the first floor is always quiet and good for studying.

movies for free

that it is open 24 hours in most days, and it has computers, coffee, vending machines, printers, movies, all the different types of floors to study (either it be quiet or loud)

access to quiet areas

Availability of media specialists for consultation

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

RMC

open late and ability to discuss things on the second floor

Study environment.

The operating hours and the availability of public printers.

The Robertson Media Center. I love the entire third floor, and I spend all of my time there. I take a lot of film classes so I need the floor to view my films each week, but has also become my favorite study. Just don't tell anyone or it will become crowded!

Flexible Hours; Robertson; Digital Media Lab

Providing facilities for viewing DVDs for students

quiet floor

Study atmosphere

I like the group rooms that allow me and whoever I am working with to be alone and have our own quiet space.

The variety of environments and the rocking chairs. the rooms you can rent and the media center.

I love the RMC! It has a phenomenal selection of movies.

ITC computer access

that it is open 24 hours

I really enjoy the different levels that have different levels of

I like the difference between the floors, because the lower down you go, the quieter it gets. This allows me to choose the ideal location within the library in order to best suit the work I'm doing.

tables to study at, especially 2nd floor

24 hours

I like the availability of DVDs.

The variability of all for floors.

Tables to do work. I miss the individual cubbies to do work that used to be on the 2nd floor. Now the 2nd floor is louder than the 4th and I can never get work done because I am afraid of the deathly silence that is the first floor.

Media Lab

I like the ample space for working. The only thing I might add are smaller tables to the lower floors so that there doesn't end up being no space because there is one person per table.

Having space to work

The different atmospheres you can experience on the different floors; totally silent to casual and comfy.

The availability of lab computers

media lab

Robertson Media Center (VHS and DVD's)

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

The materials and facilities in the Robertson Media Center.

The quiet of the first floor

Study area on the top floor.

Bottom floor reserved for quiet study, fact that there are many ready, available spaces to study

Robertson Media Center and the DVD/video library. It's a remarkable resource.

Open 24 hours

It's digital media lab.

The DML and its great staff!

the quiet.

The 3rd floor media center. It's the floor I am able to get most of my studying done because it's not too quiet. I also like to borrow the DVDs there. My only complaint is that sometimes the media studies classes leave the doors open, so that when they play movies unusually loud it is heard all over the floor.

The lack of talking/noise on the bottom level

The organization of the library--quieter on the first two floors, louder on the third and fourth

I like that you have different levels distinguished by sound levels. it really helps to have the lower level when trying to study because of the cubicle styled desks and no noise policy also, i have the least trouble finding my way around clemons. alderman and brown have a lot more nooks and tall bookcases. i like clemons' wide open study areas

big windows, dvd rental

The Digital Media Lab and software

The different levels of quietness on each floor

the public space

Location, availability of outlets, number of available workspaces and wireless access

Individual study cubicles and the group study space

24hours opening schedule

That I know I will always be able to have a seat. In the other libraries there is such a limited amount of seats that I sometimes wander around for 20 minutes before either finding one or giving up.

Reserve capability for DVDs

The almost social atmosphere of the 4th floor without the loud noises of an adjacent cafe.

The space.

The 1st floor and the desk arrangements.

The computers and lack of distractions.

ability to print easily

I value the hours of operations for Clemons the most. It is extremely important as a doctoral candidate to be able to utilize this facility whenever possible.

2009 University of Virginia Library User Survey

Clemons Library: Local Questions

What do you most value about Clemons Library?

The Digital Media Lab

digital media lab

Change of pace from Alderman. Physical resources. The predictability of it. 24 hour service.

The media lab.

I like being able to go there whenever I need to and use the student computing area. I never carry my laptop around with me (and I think that this would be a big hassle), so having computers available on grounds is VERY important to me. I think the decision to get rid of a lot of computer labs in the libraries is a horrible one.

open 24 hours

It is a very convenient location On-Grounds with an interesting level-by-level arrangement of study spaces. It is also not too quiet, but instead establishes a nice student-based environment.

Space, big tables, quiet

Digital Media Lab

Available digital media.

When I was an undergrad, the quiet of the first floor. Now that I work at UVa, the free movie rentals.

the books

meeting with groups; robertson media center

The books -- I just go to pick up books. I often find the basement study space to be overly warm and a bit smelly.

The Media Library. Being able to check out DVDs is great. I requested some DVDs that I was surprised weren't in the collection (the complete series of the television show Will & Grace), but I was told that due to budget constraints, it could not be ordered. But then I walk through the collection and there are random, often offensive DVDs there, while one of the most ground-breaking television series of the last quarter century is not available.

That it's a good place to meet for group projects.

The Robertson Media Center

The Digital Media Center, but I wish that you could borrow movies for longer. It upsets me that there is no difference in the lending period for graduate students vs. undergraduate students.

It has areas grouped off for students to meet.

I only get books from it occasionally.

The Digital Media Lab.

Open all the time

media center; lots of tables; big chairs.

Books.

Robertson Media Center and its awesome comic collection.

The DVDs

2009 University of Virginia Library User Survey Clemons Library: Local Questions

What do you most value about Clemons Library?

The quantity of quiet study space. I can always count on there being open study space on the bottom floor, as opposed to some other libraries like Brown.

The media lab. The book collection is equally important, but there are so many holes (lost or stolen books) that it's really frustrating to use.

the hours

the digital media lab

RMC collection

The fourth floor movable tables and large screens for group meetings

I most value the multimedia collection, the ITC computer lab, and the comfortable seating areas.

dvd collection, study space- the new upgrades (fish tank, group enclosures etc) are great

Jama Courtney & the DML

The popular video collections.

the number of outlets

digital media lab

the digital media lab

It is a good place to work with a group.

that it is opened 24 hours a day

I mostly use it for reserves for courses and the media center, but I also borrow books from there if the Alderman copy isn't available.

Hours

It is open 24 hours so I can study late

The different atmospheres of each floor.

2009 University of Virginia Library User Survey Education Library: Respondent Data

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	2	33	11	46

School	Number	Percent
Architecture	0	0.0%
Commerce	0	0.0%
Education	45	97.8%
Engineering	0	0.0%
A&S Humanities	0	0.0%
A&S Sciences	0	0.0%
A&S Social Sciences	0	0.0%
Undeclared/Undefined	1	2.2%
Total	46	100.0%

Number of Education respondents who also regularly use another library:

Library	Ugrads	Grads	Faculty
Alderman	0	21	6
Astronomy	0	0	0
Biology/Psychology	0	3	2
Brown Science/Engineering	0	2	0
Chemistry	0	1	0
Clemons	2	9	6
Darden	0	1	0
Fiske Kimball Fine Arts	0	0	0
Health Sciences	0	2	3
Law	0	1	0
Math	0	1	0
Music	0	0	0
Physics	0	0	0
Small Special Collections	0	1	0

2009 University of Virginia Library User Survey

Education Library: Priorities for Spending

The Education Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE ↓ Percent
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	
Assistance/instruction in using library resources	3	25.00	9	4.60	15	25.40	18.33
Enhancing study space	3	25.00	25	12.80	3	5.10	14.30
Support for digital scholarship	0	0.00	29	14.90	16	27.10	14.00
Improving VIRGO, the online catalog	1	8.30	32	16.40	8	13.60	12.77
Personal laptop use	2	16.70	27	13.80	2	3.40	11.30
Extending library hours	3	25.00	5	2.60	0	0.00	9.20
Enhancing collaborative space	0	0.00	28	14.40	7	11.90	8.77
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	9	4.60	8	13.60	6.07
Physical comfort	0	0.00	28	14.40	0	0.00	4.80
Improving the library website	0	0.00	3	1.50	0	0.00	0.50
Total	12	100	195	100	59	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey Education Library: Satisfaction/Importance

For each of the following Education Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online resources	42	3.64	42	4.81	3
Interlibrary Loan & Document Delivery	29	4.55	29	4.76	16
Online catalog	43	3.70	42	4.74	2
Creation and use of digital content	20	3.90	21	4.67	25
Library websites	44	3.84	42	4.64	2
Information services/reference	35	4.43	34	4.56	9
Circulation and reserve services	39	4.31	36	4.50	6
Instruction	30	4.17	29	4.38	15
Equipment	35	3.51	35	4.37	10
Physical collections	36	4.14	36	4.25	9
Library spaces	38	3.29	38	4.16	6
Facilities	32	3.34	33	4.06	13
Scanning by request	15	3.80	16	3.81	30
Public Programming	19	3.74	20	3.65	15

2009 University of Virginia Library User Survey Education Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	34	4.03	35	4.57	10
Off Grounds access to the Library's online resources	39	3.67	40	4.83	5
Library webpage "Subject Guides"	25	3.76	25	4.36	20

Please indicate your degree of satisfaction with and the importance of the service you receive from the Education Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	41	4.71	41	4.76	5
Courtesy of staff	43	4.70	43	4.60	3
Speed of service	43	4.63	43	4.60	3

Please rate your overall satisfaction with the Education Library.

	#	Satisfaction
Satisfaction with the Education Library	43	4.37

2009 University of Virginia Library User Survey Education Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	50.0	18.2	45.5
3-6 times a week	0.0	18.2	0.0
Weekly	0.0	15.2	0.0
Occasionally	0.0	24.2	36.3
Never	50.0	15.2	9.1
Don't own a laptop	0.0	9.1	9.1
	100.0	100.0	100.0

 = 1st

2009 University of Virginia Library User Survey Education Library: Local Questions

For each of the following Education Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



OVERALL

Access to electronic journals
One-on-one research consultation with a librarian
Access to recalled or linterlibrary Loan materials
The education library homepage
Instruction in the use of library resources
Access to books
Access to current and back issues of print journals
Help with Collab (formerly Toolkit)
Access to reserve materials

#	Satisfaction	#	Importance	Don't know
43	4.37	42	4.86	3
27	4.44	28	4.54	18
30	4.37	29	4.52	17
42	4.24	40	4.35	4
37	4.43	36	4.28	9
43	4.07	71	4.20	4
40	3.90	39	4.15	6
28	4.21	27	4.11	18
27	4.26	27	3.89	18

UNDERGRADS

Access to books
The education library homepage
Access to electronic journals
Access to current and back issues of print journals
Access to recalled or linterlibrary Loan materials
Access to reserve materials
Help with Collab (formerly Toolkit)
Instruction in the use of library resources
One-on-one research consultation with a librarian

#	Satisfaction	#	Importance	Don't know
2	3.50	1	5.00	0
2	4.00	1	5.00	0
1	4.00	1	4.00	1
1	3.00	0	0.00	1
0	0.00	0	0.00	2
0	0.00	0	0.00	2
0	0.00	0	0.00	2
0	0.00	0	0.00	2
0	0.00	0	0.00	2

2009 University of Virginia Library User Survey Education Library: Local Questions



GRADS

Access to electronic journals
 Access to recalled or linterlibrary Loan materials
 One-on-one research consultation with a librarian
 The education library homepage
 Access to current and back issues of print journals
 Access to books
 Instruction in the use of library resources
 Access to reserve materials
 Help with Collab (formerly Toolkit)

#	Satisfaction	#	Importance	Don't know
31	4.35	30	4.90	2
19	4.37	18	4.50	15
18	4.28	19	4.42	14
31	4.23	30	4.33	2
28	3.86	28	4.21	5
30	4.00	29	4.14	4
27	4.44	26	4.12	6
19	4.16	19	4.00	13
22	4.23	21	4.00	11

FACULTY

Access to electronic journals
 One-on-one research consultation with a librarian
 Instruction in the use of library resources
 Access to recalled or linterlibrary Loan materials
 Help with Collab (formerly Toolkit)
 The education library homepage
 Access to books
 Access to current and back issues of print journals
 Access to reserve materials

#	Satisfaction	#	Importance	Don't know
11	4.45	11	4.82	0
9	4.78	9	4.78	2
10	4.40	10	4.70	1
11	4.36	11	4.55	0
6	4.17	6	4.50	5
9	4.33	9	4.33	2
11	4.36	11	4.27	0
11	4.09	11	4.00	0
8	4.50	8	3.63	3

2009 University of Virginia Library User Survey

Fiske Kimball Fine Arts Library: Respondent Data

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	6	17	10	33

School	Number	Percent
Architecture	17	51.5%
Commerce	0	0.0%
Education	0	0.0%
Engineering	0	0.0%
A&S Humanities	16	48.5%
A&S Sciences	0	0.0%
A&S Social Sciences	0	0.0%
Undeclared/Undefined	0	0.0%
Total	33	100.0%

Number of Fine Arts respondents who also regularly use another library:

Library	Ugrads	Grads	Faculty
Alderman	4	15	7
Astronomy	0	0	0
Biology/Psychology	0	0	0
Brown Science/Engineering	2	1	3
Chemistry	0	0	0
Clemons	3	5	2
Darden	0	0	0
Education	0	0	0
Health Sciences	0	0	0
Law	0	0	0
Math	0	0	0
Music	0	0	0
Physics	0	0	0
Small Special Collections	0	4	4

2009 University of Virginia Library User Survey

Fiske Kimball Fine Arts Library: Priorities for Spending

The Fine Arts Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Support for digital scholarship	8	22.22	8	8.33	22	37.29	22.61
Improving VIRGO, the online catalog	8	22.22	22	22.92	9	15.25	20.13
Personal laptop use	7	19.44	10	10.42	5	8.47	12.78
Enhancing study space	5	13.89	14	14.58	2	3.39	10.62
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	9	9.38	13	22.03	10.47
Extending library hours	3	8.33	11	11.46	1	1.69	7.16
Assistance/instruction in using library resources	2	5.56	7	7.29	2	3.39	5.41
Physical comfort	1	2.78	9	9.38	0	0.00	4.05
Enhancing collaborative space	1	2.78	3	3.13	3	5.08	3.66
Improving the library website	1	2.78	3	3.13	2	3.39	3.10
Total	36	100	96	100	59	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Fiske Kimball Fine Arts Library: Satisfaction/Importance

For each of the following Fiske Kimball Fine Arts Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online catalog	33	2.85	32	4.84	0
Circulation and reserve services	32	4.22	28	4.71	1
Library websites	33	3.24	32	4.56	0
Online resources	31	3.55	31	4.55	1
Scanning by request	12	3.50	14	4.50	20
Creation and use of digital content	22	3.55	22	4.45	11
Physical collections	33	4.03	32	4.44	0
Interlibrary Loan & Document Delivery	29	4.24	29	4.41	3
Facilities	28	3.36	27	4.22	5
Equipment	27	3.59	28	4.21	5
Information services/reference	30	4.23	28	4.14	4
Library spaces	25	3.08	23	4.10	8
Instruction	25	4.04	24	3.79	8
Public programming	15	3.67	14	3.00	20

2009 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	30	4.07	28	4.43	3
Off Grounds access to the Library's online resources	27	3.59	26	4.65	6
Library webpage "Subject Guides"	24	3.58	24	3.96	7

Please indicate your degree of satisfaction with and the importance of the service you receive from Fiske Kimball Fine Arts Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	31	4.68	31	4.77	2
Courtesy of staff	31	4.48	31	4.45	1
Speed of service	29	4.62	29	4.59	3

Please rate your overall satisfaction with Fiske Kimball Fine Arts Library.


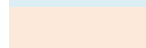
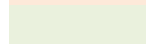
	#	Satisfaction
Satisfaction with Fiske Kimball Fine Arts Library	31	4.31

2009 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	66.7	64.7	60.0
3-6 times a week	16.7	5.9	0.0
Weekly	16.7	17.6	0.0
Occasionally	0.0	11.8	30.0
Never	0.0	0.0	10.0
Don't own a laptop	0.0	0.0	0.0
	100.0	100.0	100.0

 = 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Fiske Kimball Fine Arts Library: Local Questions

The Fine Arts Library now hosts a collection of digital images on ArtSTOR. How have these been useful to you? (Check all that apply.)

- For teaching
- As classroom material
- For presentations
- For study
- I do not know about ArtSTOR

#	Percent
14	42.4
12	36.4
19	57.6
15	45.5
5	15.2

For each of the following Fiske Kimball Fine Arts Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose "Don't Know" (X).

Satisfaction and importance are average of responses to a 1-5 rating scale.

OVERALL

- ArtSTOR
- Research assistance in Fine Arts
- Scanning and digitization services in Fine Arts

#	Satisfaction	#	Importance	Don't know
25	3.72	24	4.42	8
28	4.39	26	4.35	4
25	3.80	24	4.21	8

UNDERGRADS

- ArtSTOR
- Research assistance in Fine Arts
- Scanning and digitization services in Fine Arts

#	Satisfaction	#	Importance	Don't know
6	4.33	6	4.33	0
5	3.80	5	4.40	1
5	4.40	5	4.40	1

GRADS

- ArtSTOR
- Research assistance in Fine Arts
- Scanning and digitization services in Fine Arts

#	Satisfaction	#	Importance	Don't know
11	3.27	11	4.18	6
16	4.44	15	4.20	1
14	3.79	14	4.00	4

FACULTY

- ArtSTOR
- Research assistance in Fine Arts
- Scanning and digitization services in Fine Arts

#	Satisfaction	#	Importance	Don't know
8	3.88	7	4.86	2
7	4.71	6	4.67	2
6	3.33	5	4.60	3

2009 University of Virginia Library User Survey

Music Library: Respondent Data

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	4	3	4	11

School	Number	Percent
Architecture	0	0.0%
Commerce	1	9.1%
Education	0	0.0%
Engineering	0	0.0%
A&S Humanities	7	63.6%
A&S Sciences	1	9.1%
A&S Social Sciences	2	18.2%
Undeclared/Undefined	0	0.0%
Total	11	100.0%

Number of Music respondents who also regularly use another library:

Library	Ugrads	Grads	Faculty
Alderman	2	2	4
Astronomy	0	0	0
Biology/Psychology	0	0	0
Brown Science/Engineering	2	1	1
Chemistry	1	0	1
Clemons	2	2	1
Darden	0	0	0
Education	1	0	0
Fiske Kimball Fine Arts	1	1	1
Health Sciences	0	0	0
Law	0	0	0
Math	0	0	0
Physics	0	1	0
Small Special Collections	0	0	1

2009 University of Virginia Library User Survey

Music Library: Priorities for Spending

The Music Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE ↓ Percent
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	
Improving VIRGO, the online catalog	3	12.50	9	60.00	2	11.11	27.87
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	4	26.67	9	50.00	25.56
Support for digital scholarship	1	4.17	0	0.00	5	27.78	10.65
Extending library hours	6	25.00	1	6.67	0	0.00	10.56
Enhancing study space	4	16.67	1	6.67	1	5.56	9.63
Physical comfort	6	25.00	0	0.00	0	0.00	8.33
Enhancing collaborative space	3	12.50	0	0.00	0	0.00	4.17
Personal laptop use	1	4.17	0	0.00	1	5.56	3.24
Assistance/instruction in using library resources	0	0.00	0	0.00	0	0.00	0.00
Improving the library website	0	0.00	0	0.00	0	0.00	0.00
Total	24	100	15	100	18	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Music Library: Satisfaction/Importance

For each of the following Music Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online catalog	10	2.90	10	5.00	0
Interlibrary Loan & Document Delivery	9	4.56	9	4.89	1
Creation and use of digital content	6	3.67	6	4.83	4
Circulation and reserve services	9	4.11	10	4.80	1
Equipment	10	3.60	10	4.80	0
Library websites	10	3.40	10	4.70	0
Online resources	10	4.20	10	4.70	0
Information services/reference	9	4.56	9	4.67	1
Physical collections	10	4.40	10	4.60	0
Scanning by request	5	4.00	5	4.60	5
Library spaces	9	3.67	9	4.44	1
Instruction	5	4.60	5	4.20	5
Facilities	9	3.56	9	4.11	1
Public programming	4	4.25	4	3.75	6

2009 University of Virginia Library User Survey

Music Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	9	4.67	8	4.63	3
Off Grounds access to the Library's online resources	9	4.00	9	4.44	2
Library website "Subject Guides"	6	4.17	6	4.17	5

Please indicate your degree of satisfaction with and the importance of the service you receive from the Music Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	10	4.60	10	4.60	1
Courtesy of staff	11	4.73	11	4.55	0
Speed of service	11	4.73	10	4.60	0

Please rate your overall satisfaction with the Music Library.

	#	Satisfaction
Satisfaction with the Music Library	11	4.45

2009 University of Virginia Library User Survey Music Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	25.0	66.7	25.0
3-6 times a week	0.0	0.0	0.0
Weekly	0.0	0.0	25.0
Occasionally	0.0	0.0	25.0
Never	75.0	33.3	25.0
Don't own a laptop	0.0	0.0	0.0
	100.0	100.0	100.0

 = 1st

2009 University of Virginia Library User Survey

Music Library: Local Questions

For each of the following Music Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose "Don't Know" (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



OVERALL

- Quality of popular music recordings collection
- Quality of classical music recordings collection
- Quality of musical scores (printed music) collection
- Availability of music specific software on computers
- Music listening facilities

#	Satisfaction	#	Importance	Don't know
8	3.88	8	4.63	4
11	3.45	11	4.55	1
9	4.11	9	4.44	3
6	3.83	7	4.43	4
9	3.78	10	3.90	1

UNDERGRADS

- Quality of popular music recordings collection
- Availability of music specific software on computers
- Quality of classical music recordings collection
- Quality of musical scores (printed music) collection
- Music listening facilities

#	Satisfaction	#	Importance	Don't know
4	4.25	4	4.50	0
4	3.75	4	4.00	0
4	3.50	4	3.75	0
3	4.33	3	3.33	1
3	4.33	3	3.00	0

GRADS

- Quality of popular music recordings collection
- Quality of classical music recordings collection
- Quality of musical scores (printed music) collection
- Music listening facilities
- Availability of music specific software on computers

#	Satisfaction	#	Importance	Don't know
2	3.50	2	5.00	2
3	3.33	3	5.00	1
2	4.50	2	5.00	2
3	4.00	3	4.00	0
0	0.00	0	0.00	3

FACULTY

- Quality of classical music recordings collection
- Availability of music specific software on computers
- Quality of musical scores (printed music) collection
- Quality of popular music recordings collection
- Music listening facilities

#	Satisfaction	#	Importance	Don't know
0	3.50	4	5.00	0
2	4.00	3	5.00	1
4	3.75	4	5.00	0
2	3.50	2	4.50	2
3	3.50	4	4.50	1

2009 University of Virginia Library User Survey

Small Special Collections Library: Respondent Data

Which other libraries do you regularly use?

Special Collections data is drawn from those who regularly use the library. No respondents chose Special Collections as the primary library.

	Ugrads	Grads	Faculty	Total
Respondent Pool	6	15	15	36

School	Number	Percent
Architecture	4	11.1%
Commerce	1	2.8%
Education	1	2.8%
Engineering	0	0.0%
A&S Humanities	15	41.7%
A&S Sciences	1	2.8%
A&S Social Sciences	10	27.8%
Undeclared/Undefined	4	11.1%
Total	36	100.0%

Number of Special Collections respondents who also regularly use another library:

Library	Ugrads	Grads	Faculty
Alderman	5	6	7
Astronomy	0	0	0
Biology/Psychology	1	0	0
Brown Science/Engineering	2	1	3
Chemistry	0	0	0
Clemons	5	8	7
Darden	0	0	1
Education	0	2	0
Fiske Kimball Fine Arts	1	1	3
Health Sciences	0	0	0
Law	0	1	3
Math	0	0	0
Music	1	1	0
Physics	0	0	0

2009 University of Virginia Library User Survey

Small Special Collections Library: Priorities for Spending

The Small Special Collections Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	9	25.00	50	37.04	12	14.81	25.62
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	14	10.37	28	34.57	14.98
Support for digital scholarship	0	0.00	6	4.44	23	28.40	10.95
Enhancing study space	6	16.67	14	10.37	4	4.94	10.66
Physical comfort	6	16.67	15	11.11	3	3.70	10.49
Extending library hours	7	19.44	6	4.44	4	4.94	9.61
Personal laptop use	5	13.89	4	2.96	3	3.70	6.85
Assistance/instruction in using library resources	3	8.33	6	4.44	4	4.94	5.91
Improving the library website	0	0.00	20	14.81	0	0.00	4.94
Enhancing collaborative space	0	0.00	0	0.00	0	0.00	0.00
Total	36	100	135	100	81	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey

Small Special Collections Library: Satisfaction/Importance

For each of the following Small Special Collections Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online catalog	35	3.20	34	4.82	1
Interlibrary Loan & Document Delivery	28	4.61	26	4.81	9
Creation and use of digital content	20	3.80	18	4.22	16
Circulation and reserve services	35	4.40	33	4.76	0
Equipment	30	3.43	28	4.39	7
Library websites	35	3.51	34	4.62	1
Online resources	35	3.69	34	4.74	1
Information services/reference	26	4.38	27	4.52	9
Physical collections	35	3.80	34	3.74	1
Scanning by request	17	4.00	16	4.31	19
Library spaces	31	3.26	29	3.86	35
Instruction	24	4.00	25	4.24	9
Facilities	32	3.44	30	4.23	4
Public programming	19	3.84	19	3.21	17

2009 University of Virginia Library User Survey

Small Special Collections Library: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	31	4.10	30	4.63	4
Off Grounds access to the Library's online resources	34	3.79	33	4.88	2
Library website "Subject Guides"	20	3.45	20	4.10	15

Please indicate your degree of satisfaction with and the importance of the service you receive from the Small Special Collections Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	34	4.53	33	4.91	2
Courtesy of staff	35	4.60	33	4.58	1
Speed of service	34	4.59	32	4.69	2

Please rate your overall satisfaction with the Small Special Collections Library.

	#	Satisfaction
Satisfaction with the Small Special Collections Library	36	4.31


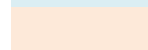
2009 University of Virginia Library User Survey

Small Special Collections Library: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	33.3	33.3	40.0
3-6 times a week	16.7	26.7	6.7
Weekly	0.0	0.0	0.0
Occasionally	16.7	26.7	40.0
Never	33.3	6.7	0.0
Don't own a laptop	0.0	6.7	13.3
	100.0	100.1	100.0

 =1st
 =2nd

2009 University of Virginia Library User Survey

Small Special Collections Library: Local Questions

For each of the following Small Special Collections Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose “Don’t Know” (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.



OVERALL

- Acquiring rare books, MSS, and archives
- Classes in which original materials are shown
- Ease of finding and using original research materials

#	Satisfaction	#	Importance	Don't know
23	4.30	22	4.41	13
19	4.53	19	4.21	16
28	4.11	28	4.68	7

UNDERGRADS

- Acquiring rare books, MSS, and archives
- Classes in which original materials are shown
- Ease of finding and using original research materials

#	Satisfaction	#	Importance	Don't know
3	4.33	2	4.50	4
2	4.00	2	4.00	4
2	2.00	2	5.00	4

GRADS

- Acquiring rare books, MSS, and archives
- Classes in which original materials are shown
- Ease of finding and using original research materials

#	Satisfaction	#	Importance	Don't know
9	4.22	9	4.67	6
8	4.25	8	3.63	7
13	4.23	13	4.69	2

FACULTY

- Acquiring rare books, MSS, and archives
- Classes in which original materials are shown
- Ease of finding and using original research materials

#	Satisfaction	#	Importance	Don't know
11	4.36	11	4.18	3
9	4.89	9	4.78	5
13	4.31	13	4.62	1

2009 University of Virginia Library User Survey Online Users: Respondent Data

Which library do you use most often?

	Ugrads	Grads	Faculty	Total
Respondent Pool	19	30	22	71

School	Number	Percent
Architecture	0	0.0%
Commerce	6	8.5%
Education	13	18.3%
Engineering	11	15.5%
A&S Humanities	11	15.5%
A&S Sciences	13	18.3%
A&S Social Sciences	10	14.1%
Law	2	2.8%
Undeclared/Undefined	5	7.0%
Total	71	100.0%

Number of online users who also regularly use a library:

Library	Ugrads	Grads	Faculty
Alderman	11	13	9
Astronomy	1	0	0
Biology/Psychology	3	2	3
Brown Science/Engineering	9	7	6
Chemistry	2	3	1
Clemons	9	4	5
Darden	0	0	1
Education	0	11	2
Fiske Kimball Fine Arts	0	0	1
Health Sciences	2	4	1
Law	0	0	2
Math	1	0	1
Music	2	0	0
Physics	0	0	3
Small Special Collections	0	3	1

2009 Library User Survey

Online Users: Library Use

How often have you used the resources and services of any of the University Libraries during the current academic year?

Responses are in percents.

Physically visited a library	2009			2008		
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
At least once a week	73.7	14.3	9.1	25.0	16.1	0.0
At least once a month	15.8	35.7	40.9	75.0	19.4	48.1
At least once a semester	10.5	39.3	27.3	0.0	54.8	51.9
Never	0.0	10.7	22.7	0.0	9.7	0.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Accessed online resources on Grounds	Ugrads	Grads	Faculty
At least once a week	22.2	50.0	77.3
At least once a month	44.4	25.0	9.1
At least once a semester	22.2	17.9	13.6
Never	11.1	7.1	0.0
Total	99.9	100.0	100.0

 = highest score

Accessed online resources off Grounds	Ugrads	Grads	Faculty
At least once a week	21.1	60.7	68.2
At least once a month	31.6	25.0	18.2
At least once a semester	15.8	10.7	13.6
Never	31.6	3.6	0.0
Total	100.1	100.0	100.0

2009 Library User Survey

Online Users: Library Use

Used remote services (Reference, ILL)	Ugrads	Grads	Faculty
At least once a week	0.0	10.7	22.7
At least once a month	0.0	21.4	27.3
At least once a semester	21.1	25.0	40.9
Never	78.9	42.9	9.1
Total	100.0	100.0	100.0

 = highest score

Used once a month or more	Ugrads	Grads	Faculty
Physically visited a library	89.5	50.0	50.0
Accessed resources on Grounds	66.6	75.0	86.4
Accessed resources off Grounds	52.7	85.7	86.4
Used remote services	0.0	32.1	50.0

Used at least once a semester	Ugrads	Grads	Faculty
Physically visited a library	100.0	89.3	77.3
Accessed resources on Grounds	88.8	92.9	100.0
Accessed resources off Grounds	68.5	96.4	100.0
Used remote services	21.1	57.1	90.9

Used never	Ugrads	Grads	Faculty
Physically visited a library	0.0	10.7	22.7
Accessed resources on Grounds	11.1	7.1	0.0
Accessed resources off Grounds	31.6	3.6	0.0
Used remote services	78.9	42.9	9.1

2009 University of Virginia Library User Survey

Online Users: Priorities for Spending

The Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

Priorities:	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	15	12.50	41	23.20	32	24.10	19.90
Support for digital scholarship	1	0.80	29	16.40	36	27.10	14.80
Assistance/instruction in using library resources	20	16.70	11	6.20	17	12.80	11.90
Personal laptop use	19	15.80	23	13.00	4	3.00	10.60
Enhancing study space	16	13.30	27	15.30	3	2.30	10.30
Physical comfort	25	20.80	15	8.50	0	0.00	9.80
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	2	1.70	15	8.50	18	13.50	7.90
Improving the library website	2	1.70	4	2.30	22	16.50	6.80
Extending library hours	12	10.00	5	2.80	0	0.00	4.30
Enhancing collaborative space	8	6.70	7	4.00	1	0.80	3.80
Total	120	100	177	100	133	100	100

= 1st
 = 2nd
 = 3rd

2009 University of Virginia Library User Survey Online Users: Satisfaction/Importance

For each of the following Library resources, facilities, or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with the service, please choose "Don't Know" (X).

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

↓

	#	Satisfaction	#	Importance	Don't know
Online resources	66	3.62	67	4.78	4
Online catalog	64	3.11	63	4.68	5
Library websites	62	3.34	63	4.56	6
Interlibrary Loan & Document Delivery	42	4.12	42	4.50	30
Circulation and reserve services	62	4.08	62	4.19	9
Equipment	54	3.33	54	4.15	18
Physical collections	57	3.77	58	4.12	13
Information services/reference	54	4.06	56	4.02	13
Library spaces	50	3.20	51	4.02	21
Scanning by request	20	3.70	23	3.91	50
Creation and use of digital content	29	3.66	31	3.81	42
Facilities	62	3.58	62	3.73	8
Instruction	37	3.68	38	3.66	34
Public programming	20	3.25	28	2.89	46

2009 University of Virginia Library User Survey Online Users: Satisfaction/Importance

Please indicate your degree of satisfaction with the following services, and their importance to you. If you are unfamiliar with a service, please choose "Don't Know" (X).

	#	Satisfaction	#	Importance	Don't know
The Library's support for your research	46	3.85	45	3.81	23
Off Grounds access to the Library's online resources	57	3.84	57	4.79	14
Library website "Subject Guides"	32	3.41	34	3.82	38

Please indicate your degree of satisfaction with and the importance of the service you receive from the Library.

	#	Satisfaction	#	Importance	Don't know
Competence/knowledge of staff	54	4.26	56	4.66	15
Courtesy of staff	61	4.44	61	4.36	8
Speed of service	58	4.24	58	4.45	11

Please rate your overall satisfaction with online services.


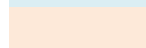
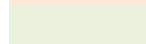
	#	Satisfaction
Satisfaction with online services	69	3.86

2009 University of Virginia Library User Survey Online Users: Personal Laptop Use

How often do you bring your personal laptop to Grounds when you come to attend classes or study?

Responses are in percents.

Frequency	Ugrads	Grads	Faculty
Daily	21.1	39.3	59.1
3-6 times a week	36.8	14.3	9.1
Weekly	15.8	14.3	0.0
Occasionally	10.5	17.9	18.2
Never	10.5	7.1	13.6
Don't own a laptop	5.3	7.1	0.0
	100.0	100.0	100.0

 = 1st
 = 2nd
 = 3rd

Comments Topics	# of References
Space-Facilities-Comfort-Ambience	437
Technology	172
Collections	156
Hours	106
E-Resources	100
Staff	90
Online Library Environment	80
Services	53
Coffee, food, & drinks	46
ILL-LEO	40
General	40
Digital Media Lab	29
Outreach/Instruction	28
Policies	23
Parking	8
Schools	
Arts & Sciences	703
Engineering	124
Education	89
Architecture	36
Commerce	17
Libraries	
Clemons	355
Chemistry	100
Alderman	98
Robertson Media Center	94
Brown Science and Engineering	67
Fiske Kimball Fine Arts	37
Education	37
Law	22
Online Only	17
Music	16
BioPsych	15
Small Special Collections	14
Physics	10
Math	7
Health Sciences	3
Astronomy	3
User Status	
Ugrad	420
Grad	306
Faculty	240
Services that would better meet users' needs	209

Reports on all of these topics are available from Management Information Services (lsw6y@virginia.edu). Please note that there is some overlap among the reports.

2009 Library User Survey: Summary of Comments

There were 974 comments from respondents whose primary library was in the University Library system. The greatest numbers commented on space/ambiance issues, online resources, technology, collections, and hours.

Space comments ran the gamut from use of spaces to cleanliness and included noise issues, comfort, temperature, amenities, and aesthetics. The McGregor Room and Scholars' Lab in Alderman are favorites along with Brown. Clemons is appreciated for the different noise levels on each floor, although cleanliness and air quality are issues there.

- Great Library [Brown], easily the best. Alderman has a good traditional feel to it, but is not quite as nice of an environment as Brown/Clark.
- Alderman has a wonderful study atmosphere. The Scholars lab, the McGregor room, the reference wing, and the cafe are conducive to both individual and collaborative studying.
- I enjoy going to Clemons, but it is perhaps the most uncomfortable library. It always seems to be very stuffy and hot, especially on the lower floors.
- I like the difference between the floors, because the lower down you go, the quieter it gets. This allows me to choose the ideal location within the library in order to best suit the work I'm doing. [Clemons]
- The women's restrooms in both Brown and Clemons could be cleaner. Clemons is particularly problematic, given 24-hr access.
- Additional seating in each library, whether it be by adding smaller tables in place of large tables in Clemons etc.
- More privatized study areas, such as booths, and making it more comfortable.

Comments on online resources (the library website, VIRGO, databases) are generally negative. Having access to electronic materials is generally appreciated, but the process of accessing them is considered problematic at best.

- The Library website keeps being 'improved' but as it changes I (and others) find it harder to find what I am looking for. I'd like to have a button on the main page that takes me to a list of the journal search databases. The page: 'A-Z List of Library Databases' is impossible to find now. -The 'subject guides home' is not easy to find either, and that phrase does not say to me this is where my search databases have been moved to.
- Improve Virgo. I often search for books in other ways (amazon, worldcat) because virgo is so frustrating.
- I think the online Virgo catalog search is terrible. Compared to other library catalog search engines, this one often yields irrelevant materials, and often, without a perfect or precise entry, cannot direct you to what you want. This is, these days, a VERY important part of library research.
- The Virgo situation is really what could be addressed to better meet my needs -- it is at the point that it is easier to search for the book on Amazon.com and then type the ISBN into Virgo than to try to find it on Virgo itself.
- I find both Virgo and the web site to be the biggest impediments in my speedy (and comprehensive) library use.
- the website could still be streamlined both in terms of finding aids and the plethora of screens required to reserve/request/order books.
- My students get lost immediately on the web site and don't get much guidance from the subject guides, it seems.

- I find the online interface for getting from UVA's homepage to where you can search for online scholarly journals to be convoluted.
- I use the on-line services extensively for both research and teaching and find them excellent. They are vital to staying current in my field which changes quickly. Thanks for your efforts!
- As a graduate student who no longer takes classes, the online services have been extremely useful and invaluable.

Comments on technology cover everything from scanners and printers to outlets to computers. There were more than 97 references to needing more outlets or plugs. Both students and faculty are unhappy with the decision to remove computers from labs and libraries.

- I do get frustrated when I go in there and there are no computers available. I don't own a laptop, so I just wish there were a few more computers available.
- I have been very happy with the availability and quality of wireless access and outlets.
- Please please please do not remove more computers. It makes it even more difficult for students who do not carry laptops around with them to access the internet during the day. Unless you implement another system that will grant access, I think this is a bad idea. It is already tight with the few computers now. It might be helpful to put computers on the different floors.
- It's okay, but for students without laptops it's a hassle. I'm not going out to buy a laptop either so it would be a good thing to bring more of the computers back. I now work more from my room because all of the computers are being used and my invisible laptop doesn't work there.
- I like being able to go there whenever I need to and use the student computing area. I never carry my laptop around with me (and I think that this would be a big hassle), so having computers available on grounds is VERY important to me. I think the decision to get rid of a lot of computer labs in the libraries is a horrible one.
- I also value the number of printers and 15-min-limit computers for quick jobs.
- Additionally, I have just been able to purchase a laptop and think the mind set that all students have access to such equipment is false--it was quite a strain to not have one and I know there are personally many students who do not have the financial means to obtain one.
- DO NOT GET RID OF THE PUBLIC COMPUTERS!!!
- PLEASE DON'T TAKE AWAY THE DESKTOP COMPUTERS IN THE LIBRARIES. it is impractical and absurd to expect us ALL to carry our laptops around everywhere.
- Take down the international media wall. Its a distraction and waste of money.
- The library computers are a really good resource, I would like to see more of them.
- More printers or printers that process faster.
- More access to scanners or regulation of the scanners - I frequently need to scan documents and am unable to do so because students are using the associated computers (often for personal things, like e-mail or facebook and not academic work).
- More computers. It is not convenient to carry a laptop around all day and night. Especially when you dont take it to class in the first place.
- people always say it, but we just need more outlets. we are in a technology driven world, we need to be able to use them.
- A general-use large-format flatbed scanner or two would be nice.

The video collection in the Robertson Media Center is wildly popular. There is some concern that UVa book collections are falling behind, in both numbers and currency. The number of copies of popular books continues to be an issue. A possible new trend was the number of requests for backfiles of older issues of electronic journals, particularly in the sciences.

- Typically I'll have one research paper per semester in which I need books, journals, etc. To date, every topic I've been assigned has had a plethora of information with the exception of trimetospheres.
- Expand the holdings!! there are some popular books that are recalled the instant that I check them out, causing a lot of frustration.
- Further, many books (e.g. Tufte's visual books, Lawrence Halprin's R.S.V.P. Cycles) are so constantly on reserve that it seems to make sense to purchase a second copy, so people can study them in depth outside of the library.
- I've been at the University for 21 years and the University Library is for me the absolute center of UVA--it is a wonderful, precious resource, both in terms of the collections and in terms of the expert people who work there.
- More copies of books that are required for classes. It is difficult if there is only 1 book for a class of 30 to use (and it's not placed on reserve).
- It can't be said often enough: we continue to need books!
- Increased online access to journals
- I often find that UVA online subscriptions do not extend as far back as I need. It would be helpful if the Web of Science access went further back as well.
- Increasing catalog of online journal - both increasing the date range of established online journal (especially older editions) as well as acquiring new on-line journals.
- Expand licensing for important journals (e.g. Science) to beyond most recent ten year period.
- Appreciate the large number of journals and the extent of the archives thereof
- I really like this library, but sometimes I feel like some of the books are outdated. The major one I noticed was the section on game theory, which seemed to be really small (and outdated) for such an important subject
- The book collection is the most important resource of our library. I think that we should focus on finding space for new books so that we can continue to have access to current research materials.

Longer hours are desired for most libraries, mostly late night hours. There were only one or two morning people among the respondents.

- I would desire longer hours of operation because I find that I am always longing to study or spend time in that library, but I am forced to go to Clemons or some other library which is often crowded and noisy.
- I REALLY wish it were open longer!!
- But it has long hours, and that's why I go there to work.
- I would like if Alderman could remain open until at least 2 am.
- More hours. I study at odd times.
- I love that it is open 24 hours most of the time, so I can move from Alderman to Clemons after midnight.
- that it is open 24 hours in most days
- It is wonderful that it is open 24 hours...
- having longer open hours in libraries such as biology, brown and alderman especially on weekends
- Appreciate times libraries are available
- After most of the libraries close Clemons becomes so crowded. It would be nice if there was another open library.
- Please have earlier hours on the weekends! I'm up and like to get started on my work early.



2009 Survey on the University of Virginia Library

About the Survey: The University of Virginia Libraries are conducting a survey of University faculty and students regarding library collections and services. The Libraries will use the information you provide to review and revise present library services in light of your stated needs, as well as to plan for future services. Your responses are valuable! The survey requires about 10 minutes to answer. Your cooperation and participation in completing this survey as soon as possible are appreciated.

Instructions: Most of the questions in the survey are answered by clicking a response to indicate your choice(s). If you find yourself unable to answer a question, simply skip it and go on to the next one. If you have questions please email lib-mis@virginia.edu.

Anonymity and Confidentiality: Library staff members from Management Information Services will use the identification number on the survey to remove your name from the list of people who have not yet responded. Your name and answers will be treated as confidential and will be reported in a statistical form that does not identify any individual's response.

1. How often have you used the resources and services of any of the University Libraries during the current academic year?

	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessed Library online resources (VIRGO, databases, library website, email, chat, etc.) from on Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessed Library online resources (VIRGO, databases, library website, email, chat, etc.) from off Grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used remote Library services (Interlibrary Loan, reference phone calls, LEO deliveries to faculty, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: Respondents answering "Never" to all of the above are sent to the following question to complete the survey:

What services could be provided that would better meet your needs?

All others continue the survey:

2. Which library do you use most often? Select only one.

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Alderman <input type="checkbox"/> Astronomy <input type="checkbox"/> Biology/Psychology <input type="checkbox"/> Brown Science/Engineering <input type="checkbox"/> Chemistry <input type="checkbox"/> Clemons <input type="checkbox"/> Darden Graduate Business <input type="checkbox"/> Education | <ul style="list-style-type: none"> <input type="checkbox"/> Fiske Kimball Fine Arts <input type="checkbox"/> Health Sciences <input type="checkbox"/> Law <input type="checkbox"/> Math <input type="checkbox"/> Music <input type="checkbox"/> Physics <input type="checkbox"/> Small Special Collections <input type="checkbox"/> Primarily, I use online resources |
|---|---|

What do you most value about Clemons Library?

For each of the following library resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with a service or don't use it, choose X.

Education Library Services	Not Important			Very Important		Not familiar X
	1	2	3	4	5	
Access to books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to current and back issues of print journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to electronic journals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to recalled or Interlibrary Loan materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to reserve materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with Collab (formerly Toolkit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instruction in the use of library resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One-on-one research consultation with a librarian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The education library homepage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Fine Arts Library now hosts a collection of digital images on ArtSTOR. How have these been useful to you? (Check all that apply.)

- For teaching
- As classroom material
- For presentations
- For study
- I do not know about ArtSTOR

For each of the following Fiske Kimball Fine Arts Library resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with a service or don't use it, choose X.

Fiske Kimball Fine Arts Library	Not Satisfied			Very Satisfied		Not Important			Very Important		Not familiar X
	1	2	3	4	5	1	2	3	4	5	
ArtSTOR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research assistance in Fine Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scanning and digitization services in Fine Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Law Library

In previous years the library added group study rooms, a coffee room with additional outlets for laptops, new carrels with outlets, and cell phone booths.

What other types of spaces would you like to see created?

What other types of technology should be provided for students?

For each of the following Music Library resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with a service or don't use it, choose X.

Music Library	Not Satisfied			Very Satisfied		Not Important			Very Important		Not familiar
	1	2	3	4	5	1	2	3	4	5	X
Music listening facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of music specific software on computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of popular music recordings collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of classical music recordings collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of musical scores (printed music) collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For each of the following Special Collections Library resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you. If you are unfamiliar with a service or don't use it, choose X.

Special Collections Library	Not Satisfied			Very Satisfied		Not Important			Very Important		Not familiar
	1	2	3	4	5	1	2	3	4	5	X
Acquiring rare books, manuscripts, and archives for Special Collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classes in which original materials from Special Collections have been shown	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of finding and using original research materials in Special Collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. The Library will continue to purchase materials (print, online, digital, etc.) to support your work, but we would like to know what other services, facilities, or resources might be useful to you. Please rank your 3 highest priorities for Library spending on other items.

First priority (check ONE):

- Assistance/instruction in using library resources
- Enhance collaborative space
- Enhance physical comfort (e.g., climate control, seating, lighting)
- Enhance study space
- Enhance support for digital scholarship (helping you with digitizing, course sites, websites, online publications, textual analysis, datasets, etc.)
- Enhance support for Interlibrary Loan (ILL)/Document Delivery (e.g., LEO)
- Enhance support of environment for personal laptop use (e.g. power outlets, wireless access)
- Extend library hours

10. Please rate your overall satisfaction with the (Primary) Library (or online services).

Not Satisfied					Very Satisfied
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Please rate your overall satisfaction with the University Libraries in general.

Not Satisfied					Very Satisfied
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What services could be provided that would better meet your needs?

13. Anything else? Please add any comments about any library here.

Would you be willing to participate in small group sessions exploring similar questions and issues in more depth?

- Yes, I would be willing to help the Library further by participating in small group discussions to be held at a future date.
- No, I am not interested in participating.

If yes, please fill in the information below and indicate any particular area(s) of interest. Please note that if you provide this information, your responses to this survey will no longer be anonymous, but they will remain confidential.

NAME: _____
 TELEPHONE: _____
 ELECTRONIC MAIL ADDRESS: _____
 AREA(S) OF SPECIAL INTEREST: _____

THANK YOU for taking the time to answer these questions about the University Libraries and its services!