

SUMMARY REPORT ON THE RESULTS
OF
A SURVEY OF TEACHING FACULTY SATISFACTION
WITH
UNIVERSITY LIBRARY SERVICES AND RESOURCES,
SPRING, 1993

by
THE MANAGEMENT INFORMATION COMMITTEE
UNIVERSITY OF VIRGINIA LIBRARY

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CONTENTS

Summary	5
How and why the survey was taken; expected use of results	7
Who are the faculty users, and which libraries do they use?	8
How satisfied are they overall?	11
How satisfied are they with various resources and services?	13
What resources and services would they like to see the Library concentrate new funding on?	17
What kinds of problems do they have with libraries, and how do they get help?	18
Appendix 1: Written comments by respondents	21
Appendix 2: On sampling reliability	99
Appendix 3: Questionnaire	101

1. Summary

In the spring of 1993 the University Library surveyed teaching faculty in order to obtain objective, quantifiable information on faculty satisfaction with Library resources and services. The information is to be used by the Library administration and by the Evaluation Subcommittee of the University Libraries Committee in planning priorities, especially for the biennium 1994-96.

The target population of teaching faculty included the 900 fulltime faculty in the schools primarily served by the University Library: Arts & Sciences, Architecture, Commerce, Continuing Education, Education, and Engineering, as well as faculty with joint appointments in at least one of these schools. A random sample of 349 faculty returned questionnaires. This random sample of 349 ensures that the characteristics found in the sample faithfully reflect those in the whole population of 900, to within plus or minus 4%.

The respondents were 45% full professors, 29% associate professors, 22% assistant professors, and the remainder other ranks. 61% were from Arts & Sciences, 19% from Engineering, and the remaining 20% from the other schools. They tend to be heavy library users, with 60% indicating that they use libraries at least twice a week. The primary or "home" libraries are the five science libraries for 43% of the faculty, Alderman for 38%, and the other libraries for the other 19% of the faculty. Of the libraries actually used by the faculty during the past year, however, 81% used Alderman; 62% the science libraries; 59% Clemons; 51% the branch libraries for commerce, education, fine arts, and music; and 1% other.

Overall, on a scale of 1 ("Not at all Satisfied") to 5 ("Very Satisfied"), faculty gave the libraries the relatively high average rating of 4.09. There was little variation in this rating regardless of faculty rank, gender, or frequency of use. There was a significant difference, however, by academic area. Faculty in humanities and social sciences gave an average rating of 4.26-4.27, while science/engineering faculty gave a rating of 3.87.

The questionnaire also asked faculty how satisfied they are with 46 different kinds of collections, services, and facilities. The same 1-5 scale was used for indicating relative satisfaction. The average ratings for the 46 items had a median of around 4.00. In general, circulation/reference services were rated above the median, while collections tended to be rated below the median. Electronic services straddled the median, and facilities were more scattered. The highest rated items were telephone renewals of checked out books, library tours, classroom instruction, LEO, and telephone reference service; the lowest rated were ordering new journals, photocopiers, slide collections, CD-ROM collections, and video carrels. The survey included some open-ended questions. In response to the question what the greatest strength of the University Library is, 31% of the respondents named the collections, 26% the staff, and 13% LEO, with lesser percentages for a wide range of other services and resources. In regard to what the Library could do that would most improve service, 19% named enhancements to the collections, 10% enhancements of physical facilities, 9% online services, etc.

The survey asked faculty what areas they would like to see fund-raising concentrate on. The top five answers were journals (66%), books (59%), online databases (32%), online journals (25%), and document delivery (LEO) (17%).

Several sections of the questionnaire focused on problems that faculty may have in using the libraries. 38% of the sample said that they do not use the library as much as they would want to because "the Library doesn't own what I need" (14%); poor parking (13%); "I find the libraries unpleasant" (8%); insufficient hours of opening (8%); etc. Another question concerned whether faculty sometimes fail to find what they are looking for. 78% of the faculty said yes. Among the remedies used by those 78% are asking the Circulation desk to look for a needed item (69%); asking Circulation to hold or recall an item (69%); asking Reference to help (50%); using Interlibrary Loans/LEO (36%); etc.

2. How and Why the Survey was Taken; Expected Use of Results

This survey is the first of a series of efforts by the Management Information Committee of the University of Virginia Library to obtain objective, quantifiable information from our clientele about the Library's services and collections. We expect to conduct surveys of graduate students and undergraduate students during 1993-94. We will also hold focused discussions with faculty to amplify and

clarify the findings of this first survey.

The survey was designed and administered by members of the Management Information Committee of the University Library, by the Evaluation Subcommittee of the University Libraries Committee chaired by Professor John Lloyd of the Education School, and by the Library Administration. Technical assistance in design of the questionnaire was provided by the Center for Survey Research (affiliated with the Sociology Department) under Professor Thomas Guterbock.

The population surveyed consisted of all fulltime teaching faculty in the schools primarily served by the University Library: Arts & Sciences, Architecture, Commerce, Continuing Education, Education, and Engineering, as well as faculty with joint appointments in one or more of these schools. Excluded were faculty from the Health Sciences Center, the Law School, and the Darden School, all of which are primarily served by other libraries. Academic faculty in the various centers (e.g, Center for Liberal Arts) were included. The total population surveyed comprised exactly 900 people.

A sample of 500 faculty from the population of 900 was randomly selected by George Stovall of the Office of Institutional Planning. After the initial mailing of the questionnaire in April, 1993 (reproduced below as Appendix 3), non-respondents were sent follow-up post cards and in some cases a second copy of the questionnaire; phone calls were also made to elicit as many responses as possible. By the time of the cut-off date for returns, a total of 349 valid responses had been received from the 500 members of the sample. This provided a return rate of 70%.

A random sample of 349 from a population of 900 ensures that the measurements from the sample reflect those in the whole population with a high degree of accuracy. For the data shown below, the percentages in the sample differ from those in the whole population by no more than $\pm 4\%$, and in some cases by only $\pm 2-3\%$. Ratings of satisfaction in the sample can be expected to differ very little from those in the population. For example, on a scale of 1 to 5, respondents in the sample showed an overall satisfaction with library resources and services of 4.09. The rating by the entire population can be expected to be somewhere in the range between 4.03 and 4.15. For further information on sampling reliability, see Appendix 2.

The survey questionnaire included some open-ended questions. Both for those and elsewhere respondents submitted a large number of comments. All comments on every questionnaire are reproduced in Appendix 1 of this report.

The results of the survey will be discussed by all Library departments and by the Evaluation Subcommittee of the University Libraries Committee during the next few months. The survey indications of higher and lower satisfaction and of higher and lower impact of various resources and services will be used by Library management particularly in planning priorities for the 1994-96 biennium. The survey data will also serve as benchmarks for comparison with data from a repeated survey of faculty in 1995.

3. Who Are the Faculty Users, and Which Libraries Do They Use?

The 349 faculty members who responded to the survey were distributed among the academic ranks in approximately the same proportions as the ranks in the whole population of 900:

	<i>Sample</i>	<i>Population</i>
Professor	45%	44%
Associate Professor	29%	30%
Assistant Professor	22%	21%
Other	4%	5%

82% of the responding faculty were male, 18% female.

A majority of the respondents were from the College of Arts and Sciences, but all schools served by the University Library were represented in the survey:

School or college of respondents:

	Sample	Population
Arts & Sciences	61%	61%
Engineering	19%	18%
Education	8%	9%
Commerce	5%	5%
Architecture	4%	5%
Other	3%	2%

The survey asked respondents to indicate the libraries which they had used during the current academic year, and also to name the library which they used most often, i.e., their primary library.

Library	Percentage who used it in 1992/93	Percentage who named it as their primary library
Alderman	81%	38%
Clemons	59%	1%
Science/Engineering	56%	20%
Fine Arts	26%	5%
Education	23%	7%
Mathematics/Astronomy	18%	6%
Physics	18%	5%
Biology/Psychology	17%	8%
Chemistry	10%	4%
Music	9%	1%
Commerce	8%	3%
None of these	1%	1%

The average faculty respondent used 3.25 libraries during the year. The most used library was Alderman, and Clemons and the Science/Engineering Library in Clark Hall were also used by a majority of all respondents.

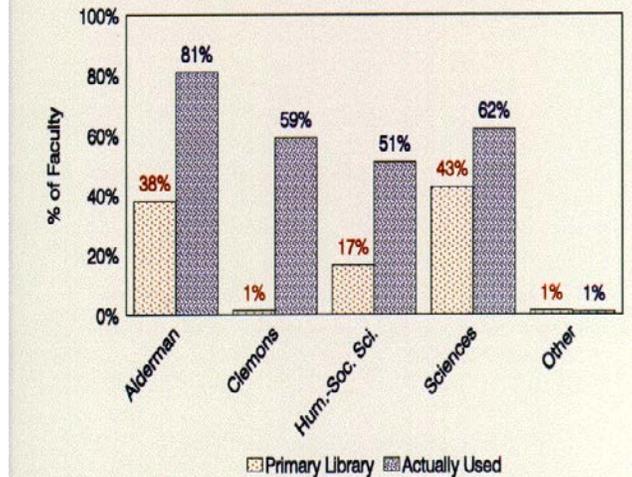
While a plurality of the respondents consider Alderman their home library, the majority of faculty (62%) primarily use another library. If the science libraries are combined, we find that 43% of the faculty primarily use one of these libraries. Thus, the primary, or "home" library, of 43% of the faculty is one of the science libraries (Science/Engineering, Biology/Psychology, Chemistry, Math/Astronomy, and Physics); of 38% of the faculty, Alderman; of 17% of the faculty, one of the humanities-social sciences branch libraries (Commerce, Education, Fine Arts, and Music); with the remaining 2% of the faculty claiming Clemons or Darden/Health Sciences/Law as their home library. (See Figure 1 below.)

The respondents tended to be heavy users of the Library; 60% used the library at least twice a week. When asked to indicate which category of library use applied, the faculty replied as follows:

Five or more times a week	25%
Two to four times a week	35%
About once a week	19%
Once or twice a month	13%

Several times a semester	7%
Once a semester or less	1%
No library use in 1992/93	1%

Figure 1: Primary Libraries vs. Libraries Actually Used by Percent of Faculty, 1992-93



4. How Satisfied Are They Overall?

On a scale of 1 to 5 (from 1, "Not at all Satisfied," to 5, "Very Satisfied"), with 335 of the 349 faculty in this sample answering the question, the respondents gave the Library an average overall satisfaction rating of 4.09. This number indicates that on the whole faculty are pleased with Library services and resources.

The ratings of overall satisfaction varied among different groups of faculty. The ratings by gender did not differ significantly; women gave an overall rating of 4.15, and men 4.07. The ratings by academic rank also did not differ significantly, although higher ranks gave slightly higher overall ratings:

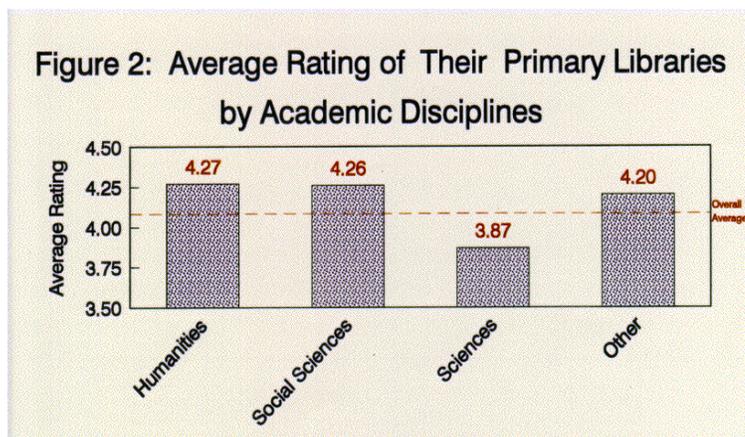
Rank	Overall rating
Assistant Professor	3.97
Associate Professor	4.14
Professor	4.17

Frequent users tended to give higher ratings to the Library. The mean overall rating, subdivided by frequency of use, demonstrates this phenomenon:

Frequency of use	Overall rating
Five or more times a week	4.19
Two to four times a week	4.10
About once a week	4.08
Once or twice a month	3.98
Less than once a month	3.92

There was a statistically significant difference in overall rating when the scores were aggregated by academic discipline. Faculty in humanities, social sciences, and "other" categories gave very similar ratings, while science faculty indicated a significantly lower satisfaction level. (See Figure 2 below.)

Faculty Discipline	Overall rating
Humanities	4.27
Social Sciences	4.26
Other	4.20
Sciences	3.87



5. How Satisfied are They with Various Resources and Services?

The survey questionnaire used a numerical scale to evaluate the various activities, resources, facilities and services of the Library. A total of 46 resources and services were included in the survey. Respondents were asked to rate each item from 1 ("Not at all Satisfied") to 5 ("Very Satisfied"), or if they were not familiar with the item they could mark 7 ("Never Heard of it"), 8 ("Don't Use"), or 9 ("No Opinion"). Of course, the respondent also had the option of leaving the question blank.

When the results were tallied, each item received two scores. One score was the number of people who rated the item on the 1 to 5 scale; this figure, the number of respondents who had opinions about the item, indicates the visibility or impact of the particular item. The other score is a mean rating. In calculating this value, only the responses in the 1 to 5 scale were used. This figure of course indicates the level of satisfaction for the particular item among the faculty who rated the item.

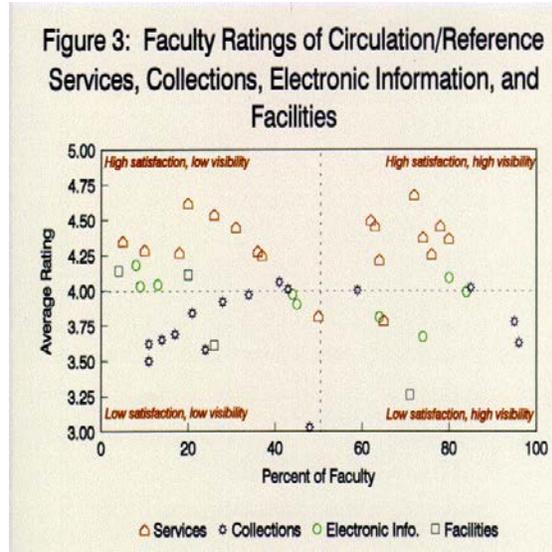
For the 46 services, collections, and resources rated by faculty, about half were given an average rating of 4.00 or higher, and half below 4.00. A little less than half of the 46 items were rated by 50% or more of the faculty, while a little more than half were rated by less than half of the respondents. It is therefore convenient to divide the 46 items into four groups:

- (1) those with average ratings of 4.00 or higher, rated by 50% or more of the faculty (indicating relatively higher satisfaction and relatively higher visibility);
- (2) those with average ratings of 4.00 or higher, rated by less than 50% of the faculty (higher satisfaction, lower visibility);
- (3) those with average ratings below 4.00, rated by 50% or more of the faculty (lower satisfaction, higher visibility); and
- (4) those with average ratings below 4.00, rated by less than 50% of the faculty (lower satisfaction, lower visibility).

Figure 3 below displays these ratings symbolically. In general, circulation/reference/delivery services (symbolized by red "houses") are above the median line for satisfaction. Collections

(blue "starbursts") tend to fall below the median satisfaction line. Electronic information (green circles) straddles the median. The few "facilities" (such as photocopiers, video carrels, the electronic classroom) are scattered fairly widely.

The results for the 46 resources, services, and facilities are as follows:



Category	Average Rating	Percent of Faculty Responding
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(1) 4.00 or above, 50% of faculty or above (higher satisfaction, higher visibility)

Telephone renewals	4.68	72%
LEO	4.50	62%
Telephone reference	4.46	63%
In-person reference	4.46	78%
Placing books on reserve	4.38	74%
Placing holds/recalls	4.37	80%
Interlibrary loans	4.26	76%
Place photocopies on reserve	4.22	64%
Dial access to VIRGO	4.09	80%
Reference book collections	4.02	85%

(2) 4.00 or above, less than 50% of faculty (higher satisfaction, lower visibility)

Library tours	4.62	20%
Classroom instruction	4.54	26%
Help with documents	4.45	31%
Help with GIS	4.35	5%
Help with maps	4.29	10%
Rush cataloging	4.28	36%
Help with CD-ROMs	4.27	18%
Online searching	4.25	37%
E-Text Center	4.18	8%
Electronic classroom	4.14	4%
Video classrooms	4.11	20%
Govt. documents collection	4.06	41%
Newspaper Abstracts	4.04	13%
ABI Inform	4.03	9%
Newspaper collections	4.01	43%

(3) Less than 4.00, 50% of faculty or above (lower satisfaction, higher visibility)

VCAT library catalog	3.99	84%
WILS indexes	3.81	64%
Find missing books	3.79	65%
Book collections	3.78	95%
Online help for VIRGO	3.67	74%

Journal collections	3.63	96%
Photocopiers	3.26	71%

(4) Less than 4.00, less than 50% of faculty (lower satisfaction, lower visibility)

Microform collections	3.97	34%
GWIS	3.97	44%
Video collections	3.92	28%
Current Contents	3.90	45%
Rare books collections	3.84	21%
Printed guides	3.82	49%
Map collections	3.69	17%
Manuscript collections	3.65	14%
Sound recording collections	3.62	11%
Video carrels	3.61	26%
CD-ROM collections	3.58	24%
Slide collections	3.50	11%
Ordering new journals	3.03	48%

The respondents were also asked some general and open-ended questions about library services. One such question was, "Are there information services NOT currently available at UVA which you would find useful in your research and teaching?" 69% replied negatively, and 31% indicated that additional services would be useful.

Those who said they needed additional services were given space to list what they needed. High-tech services were cited most often; 23 respondents asked for new databases, while 18 wanted improved online services. But the traditional resources are also important; 24 respondents requested improved collections, in one form or another. The other responses were scattered among user education, more cataloging, better video facilities, organizational improvements, etc.

The faculty were also asked to name the "greatest strength of the University Library." The collections elicited the most comments, and other resources were cited by many respondents. The categories with the most citations are the following:

Service or resource	Percent of Faculty Responding
The collections	31%
The staff	26%
LEO	13%

Online services	9%
Multiple locations (branches)	5%
VIRGO	4%

Another open ended question asked the faculty to name "the one thing the library could do that would most improve services." Improving or expanding the collections was the most frequent reply, but the responses showed great variety:

Area needing improvements	Percent of Faculty Responding
Collections	19%
Physical facilities (space, air conditioning, etc.)	10%
Online services	9%
More centralization of collections and services	7%
Increase hours of operation	4%
User education	3%
VIRGO	3%
Photocopiers	3%
Staff	3%
Satisfied (no improvements needed)	2%
Circulation	2%

6. What Resources and Services Would They Like to See the Library Concentrate New Funding on?

The questionnaire asked faculty to check off resources and services on which the library should "concentrate future new expenditures..." Each respondent was asked to check no more than three choices. The results show that a majority of faculty want to continue support of traditional library resources, but a substantial number give priority to new and innovative resources.

Resource or service	Percent of Faculty Responding
Journals	66%
Books	59%
Online Bibliographic Databases	32%
Online Journals	25%
Document Delivery: ILL/LEO	17%
Audio Visual Materials	9%
Electronic Texts	9%

Rare Books and Manuscripts	7%
In Person Instruction in Electronic Services	7%
Social Science Data (e.g., electronic census data)	7%
Science Data (geographical, molecular data, etc.)	6%
Multimedia	5%
Visual Images (art, architecture, etc.)	5%
Microforms	4%
All other responses	15%

7. What Kinds of Problems Do They Have with Libraries, and How Do They Get Help?

The survey asked faculty the following question: "Are there any reasons why you don't use the library more frequently?" A minority (38%) of the respondents answered "yes." Those who answered "yes" were then asked to "tell us why you don't use the University Library..." by checking off a list of possible problems. The faculty were told to check more than one item, if appropriate. The responses were as follows:

Reason for Not Using the Library More	Percent of Faculty Responding
The library doesn't own what I need	14%
Parking near the library is poor or unavailable	13%
I find the libraries unpleasant to work in	8%
The library is not open when I need it	8%
Other (miscellaneous responses)	8%
The library won't buy what I need	5%
The library is inconveniently located	5%
I find the Virgo online catalog difficult to understand or use	4%
I find the library difficult to understand or use	2%
My teaching/research doesn't require library materials or services	1%
I find the library staff unhelpful	1%
I don't feel safe or secure in the library	1%

Faculty were also asked if they ever experienced difficulty in using the libraries. A majority (54.1%) answered "yes." Those who so answered were asked a follow-up question: "When you have difficulty, which of the following do you normally do?" The answers to the follow-up were:

I ask library staff for help	62%
I look for a library brochure/guide/sign...	17%
I ask a friend/colleague to help me	10%
I leave without resolving the difficulty	8%

A related question asked the faculty if they were sometimes unable to find a specific item in the library. 78.4% of the respondents answered that they were sometimes unable to find something in the library. A follow up was asked these people: "When you are unable to find the specific item you are looking for, which of the following do you normally do?" The respondents were given twelve choices and asked to check off all that apply. The responses were:

Help Sought by Faculty	Percent of Faculty Responding
I ask Circulation to look (i.e., I place a search request)	69%
I ask Circulation to hold or recall the item	69%
I ask Reference to help me	50%
I go to Interlibrary Loan/Document Delivery	36%
I browse the stacks until I find another title	31%
I leave without finding the item	22%
I use what I have and hope for the best	16%
I go to another library	11%
I call a friend at another university	8%
I use the Internet to locate what I need	8%
I talk to a Bibliographer about my problem	8%
Other	3%

Appendix 1:

Written Comments by Respondents

(Includes all comments on all questionnaires. The comments are grouped by categories, from most frequent to less frequent.)

2. Are you: 1 male 2 female

Why relevant? These questions undermine anonymity

4. Which of the following libraries have you visited or used more in the current academic year?

Darden

Darden, often

Darden

Darden & HEALTH SCIENCES!

Health Sciences

What about Medical School?

I use Health Sciences library most

Darden & HEALTH SCIENCES!

Other

Incredible as it may sound, I don't use the Library! My interests are covered in a few journals which I read regularly. My students do most of the library work.

Science and Engineering - I have used this frequently in the past since it contains the horticultural collection.

5. Which of these collections do you use MOST OFTEN?

Darden

Darden is 2nd

Darden is the true most often used but not under univ. jurisdiction
2nd Special Collections
surveys which do this (arrow pointed to "circle one") reject useful
information. I use 10 (Physics), 3 (Chemistry), 11 (Sci.Eng.),...

Health Sciences

actually use Health Sciences Library more than others.

MED SCHOOL

Health Sciences

Other

My use of University Library services is exclusively through my
research assistant.

6. How would you rate the operating hours of the library that you
use most often?

Key access

accessible to faculty all the time

we have our own key

I have a key

Have my own key to my most important library

I have a key so the question is moot

have key

I have a key-so always accessible

I have a master key.

I have a key to the library.

I have a key.

We must have 24 hour access so we all have keys. It is essential that astronomers have 24 hour access.

have unlimited access

I have a key

Breaks/holidays

Science & Engr. should be open more often during summer & breaks

Except during breaks

Especially during breaks.

Except holiday periods

(in summer in particular)

but closed for too long during holidays, etc.

except during breaks!

It isn't so much the number of hours as the times - my best times for library use are often the times they are not open, e.g. between terms.

occasionally, the Fri. night, Sat-nite shutdowns are inconvenient/frustrating (3 or 4/year)

summer hours too short

Could use Sunday hours in intersession

Other

No one on "DUTY" to help

I really miss Friday evenings 6-8 pm is a great time to catch up on periodicals.

too few hours to meet the community's needs.

Sunday morning would be a plus

though on the low side

7. During this academic year, how OFTEN have you used the library or a library service?

about once a week sometimes every day at peak research periods
several times a semester - But I send a work-study student often.

I haven't used the Univ. Lib. during 1992-93 - I am away on sabbatical)

8. Are there any reasons why you don't use the library more frequently?

generally; my research is largely empirical & hence computer/data oriented.

9. Please tell us why you don't use the University Library or its services more often:

The library doesn't own what I need

I'm a specialist on Japan. The library's Japanese language research holdings are tiny.

Darden collections are especially poor for business & labor before 1960

My primary responsibilities are administrative, thus there is little requirement for library services. My research needs are in the field

of Marine & Coastal Science - I generally do not find what I need.

The collection of materials at the engineering library is weak, particularly journals.

certain journals would help!

Improve Math. Library! More space, more books, more journals

The Chinese collection is inadequate for my research purposes; LEO is the only service which makes it possible to carry out my projects.

Recent texts and a surprising number of earlier ones are only available through interlibrary loan.

The library won't buy what I need - periodicals & budget difficulties I'm sure.

I find the library staff unhelpful

Special Collections especially user-hostile

Special Collections

The library is not open when I need it

Science & Engr. Library should be open more often

The library is not open when I need it (Friday & Saturday evenings)
The library is not open when I need it - should be open on holidays

Extend Friday & Saturday evening hours until 8pm, please

The library is not open when I need it - especially during the holiday periods.

Noise

noisy

It's very friendly - everyone talks loudly all the time - too noisy to do any work - a quiet zone would help (say-the 2nd floor) of Fine Arts.

Often when open it is used as a study hall

Virgo problems

I find the VIRGO online catalog difficult to understand or use

I cannot reach VIRGO through my modem - line is ALWAYS BUSY!

VIRGO - which I use a lot is sometimes inscrutable even when just trying to exit. It had to be designed by librarians.

I don't use it enough to remember how - I need a "cheat sheet" on how to QUICKLY access things - I don't want to read a book to find out to do something - Also, it's very difficult to call - the line is always busy (esp. for the reference desk)

Haven't taken the time to really master the Virgo system!

Is there some reason why VIRGO doesn't work when I dial in from home on weekends?

On item 6, I must admit that I have never sought help but, in fact, I have used the library much less since the old card catalogues were removed. I'm sure the new system is much superior but usually I'm in a hurry when I go, and then the barrier of stopping to learn the new system is too great, and after a long while one is somewhat embarrassed. You probably should give great weight to the responses & comments of new faculty members who have come to UVa from other places. When I first came my impression was that the Library System here was significantly inferior to others I had used. At that time the University (* another southern school that did not have as good of a national reputation as UVa) from which I was awarded the Ph.D. had about twice the no. of volumes as the UVa system and, more importantly, had one large, well organized, comfortable structure. (There were significant departmental collections, especially chemistry) but these collections were apparently viewed more as a convenience to the departments than an intrinsic part of the system).

Library facilities were available on more of a continuing basis - e.g. during Christmas break. I was reminded of this a few years ago when I had occasion to visit Clarkson University (approx. 6,000 students) during the Christmas break and finding the library open and being used by a substantial no. of people.

I'm not computer literate...real problem for me...not library fault

No time

I simply don't have the time

My teaching load & administrative duties leave me little time for research

Teaching-related duties have left little time for research this year. VIRGO, OED, LEO - used mainly for course preparation.

not enough time!

Insufficient time to get to the library

Administrative duties/insufficient time

My own time limitations, not the library's problem

Other obligations don't permit me to use the library as often as I'd like.

I am too busy with stuff

...some of what I need. The demands of current teaching, advising and administration leave little time for research. The problem does not lie with the library; I wish I had more time.

I don't have enough time to use the library as much as I would like.

I don't use it often, but my grad students use it heavily on my behalf.

Lacks Air Conditioning

I would use the library more during the summer months for research, but the high temperatures make library work very difficult. There is no cooling of the library.

I find the libraries unpleasant to work in S&E in summer!

Sci Tech in the summer!

Temperature inside SciTech is unbearable in summer

I find the libraries unpleasant to work in - no air conditioning!
amazing!

How can a major university in the southeast let its books and people rot in hot/humid summers?

Parking near the library is poor or unavailable

As a Commerce faculty member, getting parking behind the Darden Library is extremely difficult

(impossible to drop off books I've used)

Because of its location - not your fault - I have to plan my visits
-this discourages casual browsing

My current rate of use is sufficient to meet my needs yet Parking near the library is poor or unavailable.

I am an asthmatic. Getting to Alderman up & down, up & down, can be laborious. The lack of parking and the aggressive fascist of the P&T office compound the difficulty.

I find the libraries unpleasant to work in

I find the libraries unpleasant to work in - I refer specifically to overcrowding in the Math/Astro Library

No reading/research space in Alderman stacks

Insufficient room in my main library for working/reading

Needs more open table space to work on.

The current journal and preprint collection facilities should, but do not, promote browsing.

Decentralization

All technical libraries should be in ONE building, ie, Physics, Math, Biology & Chem - Combine with SciTech library. The petty territorial library system should be STOPPED!

The smaller Physics, Biology/Psychology, Chemistry, Math and Astronomy need to be combined into one central Science, Math and Engineering Library with central hours and accessibility for the disabled.

Too many libraries!! The Health Sciences library is superb, and I can work with it being separate, but a separate Math, Physics, Chemistry, biology & engineering library is stupid!

Computer problems

Much census data exists in Documents - but I have a hard time accessing it with my software

I find the library difficult to understand or use

It takes a lot of time

Frequently, I find doing research in the library difficult - not due to any faults in the building, but more to do with the nature of the task(s). Needs would include: a laptop, other fields, notes, etc.

In regards to #5, I have always had this problem. It is partly personal, partly the nature of the beast (of finding info. in a library). My goal is to educate myself more in the future, so that I can better use these resources.

Basically - I have not taken time to fully take advantage of or

understand electronic services

Other

I have a key, but this is still a problem

I have 20,000 books at home!

I am located off campus 5 hours away

In a large part my frequency of use is dependent on my schedule. However, the items above carry some weight also.

Budget cut hurt, as you know

You took my faculty carrel (office) away last year. It made it difficult to come to the library and stay.

Darden has most of the material I need.

I meet my research needs by personal journals/books; reprints from colleagues and copies of papers made by graduate students.

I use law library

10. For EACH of the following library resources and facilities, please CIRCLE the appropriate # indicating your degree of satisfaction at present time...

Leo

LEO is the best innovation I've seen since I came to UVA!

Document delivery service (LEO): Wonderful!!

Document delivery service (LEO): Please install return locations.

Video recordings

Plan to use video recordings and VCAT.

Video classrooms in Clemons Library: (too hot!)

Facilities for individuals to watch videos -like a frat house.

Video Classrooms in Clemons Library: Too few!!

Facilities for individuals to watch videos: haven't used it yet.

Collection

Books (Not satisfied at all): all stolen

Journals: *The collection is terrific; the arrangement is irritating beyond belief

Books: this, however, is getting worse!

Copiers (including microform copiers)

Self-service photocopiers in the libraries: poor quality

Self-service photocopies in the libs.: Busy!

Self-service photocopiers in the libraries: need more!

Self-service photocopiers in the libraries: too few and too often out of order

Self-service photocopiers in the libraries -far too few

Microforms *more microform copiers needed

Self-Service photocopiers in the libraries - slow

Self-service photocopiers in the libraries - to be fair...

Virgo

Dial-in access to VIRGO: Mainly my problem - has been hard to learn to use

WILS periodical index: Has too few periodicals, but I suppose the service will expand coverage, or either the library will buy other services. There are certain kinds of "popular" and other periodicals that WILS doesn't cover.

CART/CCON periodical index: would like to use it-haven't tried it.

Main library catalog (VCAT) through CART/CCON periodical index - not complete for my needs

CART/CCON periodical index - would be nice if it went back several years

The Chinese books are usually not entered into VIRGO

CART/CCON periodical index: Quite inadequate in my field

Online catalog system (VIRGO) breaks down on weekends.

Interlibrary loan

Interlibrary loan: haven't used it yet.

CD-ROM

CDROMS - not sure how to use

CDROMS - are there any?

Guides

Printed guides on how to use library services -don't use but will seek out & do so

Printed guides on how to use library services - I ask.

Slides

Slide collections - where?

Slide Collections- We have our own.

Other

We are fortunate to have NRAO nearby

Library services available on-line thru GWIS: Try as I can I can never get into it!

Give instruction to classes about library and Give tours of the library Mr. Yussuf has done this for my NEH summer seminar.

13. Now we'd like to know how satisfied you are with the services provided by the Library staff.

Circulation

Circulation Services - Curry staff

Rush cataloging

Have books rush cataloged: Its slower than it ought to be.

Collection Development

Comments apply to Fine Arts: Collection development - budget problems

Coll. Dev. - haven't used for a no. of years

Order books

Have new books ordered for you: No info is made available on how to get orders

Order journals

Have new journals ordered for you: (But there are financial constraints, which I understand we'd all like to find a solution to)

Have new journals ordered for you: Not really your fault - budget constraints

Have new journals ordered for you - need several...but they say money is a problem

Have new journals ordered for you : not this year

Have new journals ordered for you: no money!!!

Reference services

Answer your questions by phone: 5+++

Answer your questions in person: sometimes seem unwilling (no time?) to give significant help

Reference services : varies greatly from library to library; my responses here are for the Biology Libr. It is the best as far as services go.

Do online literature searches - awkward. Help you use geographic info. - need more staff

Help you with CDROMs - patient people

Reserve book services

Put photocopied material on reserve: I guess copyright restrictions are out of your control

Put photocopied material on reserve for your classes - Having to fill

out separate sheet for each item discourages me from using this service as much as I'd like. Could we do it on one list at the beginning?

Put photocopied material on reserve for your classes: Last year I personally went by the Clark Hall desk on a Thursday to leave material for a large class to study over the week-end for a quiz the following week but found out Monday from my students that it still wasn't on reserve, then I had to call twice. I was told that the person to whom I gave the material had to leave early.

Put photocopied material on reserve: problem here-call me

Video

Facilities for individuals to watch videos: always crowded

15. Please list the additional services that you would find useful:

Central science library

A good central science library

More centralization

Have uniform photocopying services/charges in all libraries so I don't have to carry 3 cards!

Need a merged system with Med and Law Libraries

I would find more centralization useful. I may go to Clark to discover that a journal is located in Chemistry or Alderman. Our work is multi-disciplinary. Others may disagree with the notion that centralization is better.

The science & engineering collection are too fragmented.

Allow duplication

FOR A CHEMISTRY CLASS - IT MAKES SENSE THAT THE RESERVED MATERIALS

BE IN THE CHEMISTRY LIBRARY. It also makes sense to have them in SEL because of the longer hours. WHY NOT HAVE ONE SET AT EACH?

Improve collections

More statistical data on Australia & New Zealand

I would very much appreciate more journals in the operations mgt/management

in Science/manufacturing areas

Occasionally I seek a Reference work not in the University collection

Better microform holdings in labor, politics & civil rights - Need Radical History Review, Socialist Review Labor Action 1940-1958 - Need CIO Convention Proceedings, AFL-CIO Proceedings

MORE JOURNALS

It would be extremely useful if the library could carry major conference proceedings in my field. Has started carrying some - thanks! more needed

More current books, texts, journals

The library's collection of journal runs is incomplete- years, numbers, etc. are missing - this hampers my ability to do my research efficiently. Also, the library's collection does not include many standard nineteenth-century scientific/mathematical journals

I would like more journals in the Marine/Coastal Sciences, but such subscriptions may not be justified.

The book and journal collections need improvement in the sciences/eng.

Increasing collection of videos

Expand journal collection in Engineering & Applied Mathematics

Collections in Math/Physics are not large enough. Cut back on Journals is deplorable

Get in new books faster (and more of them)

If we had more money -- a wider range of periodicals

Fuller periodical holdings

Library does not maintain yearly directories of Black & Latino elected officials. Last directory in library is 1974.

Journals on information technology, especially expert systems.

Buy more books & journals.

More Maps/Aerial Photographs

Good astronomy libraries have well maintained preprint collections

More complete Fine Arts periodicals

My only reservation is that most (or so much) of the material an economist would want is now acquired by Darden, making access more difficult because of Darden's location and parking.

New databases

Full Math-Sci Data Base on VIRGO. See next page

On-line Chemical Abstracts search on a self-serv basis

A better network-accessible periodical index. WILS is not very complete.

Chemical Abstracts so that I could access it from my office

A dictionary on line, not as elaborate as the OED but more than these contained on the workstations

Access to preprint databases in physics/math (e.g. spires)

MathSci database!

It would be useful to have a citation index online similar to the CART.

Chemical Abstracts Online

Development of more on-line searching and retrieval of journal and book materials

PMLA bibliography available through GWIS

More social science data sets available through CD-ROM. Better access to 1990 Census data?

Easier access to raw census data.

LEXIS NEXIS INFOTRACK

Electronic index devoted to review articles, secondary literature.

Medline

WSP online catalogue

National and international databases e.g., SINBAD (I have access to this resource but not through the University Library)

MUST HAVE NEXIS - Absence of it is catastrophic

Easier access to more complete on-line databases, willsearch doesn't cut it.

A better listing of articles in social science & political science journals

On line Ibycus(?)

DIALOG info service

Improved online services

Ability for faculty to do online searches from desk

Improved direct access to electronic data base searches

More electronic visual resources

An easy way to access the collections of other libraries VIA INTERNET

Make Thesaurus Linguae Graecae ("TLG") available through Ethernet so that I could access it in my office (or from computer at home).

Specific information for individual pc/software combinations that make electronic access easy.

Off-campus access to CD-ROMS

Humanities after dark remote access

ON line data bases are not reliable

better access to electronic text retrieval - x window terminals widely distributed

microfilm and computer disk technology

Further development of Electronic texts

I am very interested in greater use of electronic information storage and retrieval. What databases, other info services are available for access/retrieval, etc.

More inclusive on books, articles in VIRGO online. Science Citation Index on VIRGO online. Scanner so figures & equa. can go on GWIS

I'd like to be able to use e-mail to request re-call, search, rush catalogue, etc...

An on-line computer catalogue similar to VIRGO-CART but going back more years (at least 10).

Improved access to new computer development in my field - I was very impressed by the electronic classroom (which I saw almost by accident) & saddened by its unavailability to use & the few (alas) in my field who would like to know more and use it more.

Electronic retrieval of text to my screen.

Have CD-ROM easily accessed by modem

Improve VIRGO

A great improvement is necessary in VIRGO system

Better integrate VIRGO & LEO

Expand LEO

I do want to say how valuable I find LEO to be. Any elaboration or expansion of this service would be even better for me.

Extend LEO to grad students. Work to get more documents on-line

FAX of materials rather than delivery

Improved service

No doubt for lack of staff, SE library on occasion has refused to provide reasonable special services (e.g.-please make me a copy of an article and mail it to me - with me there and the copy machine line long - or just to save me the time running to copier).

User education

Orientation for new faculty

More info on CDROM & computer classroom use

I just need to figure out if I can figure out the library services

I am still frightened by mysteries like MATHSCI. If there were user friendly intros for shy people it would help.

A convenient program to aid faculty, somehow left out or alienated from the new capabilities of the UVa Library System, to be brought

"on board" in a non threatening way. Adding new services will not help if potential users cannot be encouraged to do so in a pro-active way.

I need help in finding references in periodical literature on physics and astronomy. (by computer). Old and New.

More hours open

Open hours during holiday periods.

Improved physical facilities

Physics LIbrary should have more space

Office space for long-term research projects

1. quiet places in Curry library
2. "stalls" for graduation students

Better video facilities

Video library & slides available for use in the classroom

Improved facilities for viewing/listening to media materials

more space for students to review videos; more classrooms where videos could be shown regularly rather than by special appointment.

More VCR, especially multi-standard (or restrict the multi-standard machines to foreign film users)

More cataloging

Improved catalogue of audio and video materials.

I am waiting for the libretto catalogue the RISM Project generated to go on line

Catalogue the I.C.P.S.R. holdings

Additional cataloging, esp. PL480 materials

Better cataloging of monographs series

Parking

Temporary parking at Alderman Library to pick up things from the photo lab.

Other

Better coordination with other State University libraries, to minimize the cases where everyone cancels the same journals.
Returning books from Alderman Library to Fiske Kimball for return.

A section of Education Library for Policy Manuals from School Systems in Virginia.

For photocopied journal articles - I'd like to know what library they do come from. It might be better for me to drive there periodically (no pun intended)

It would be of great use to me if all of the Chinese & Japanese books & periodicals were put together into an E. Asian Library where it would be convenient to survey journals & see new acquisitions on display not to mention having the Asia librarian & people familiar w/ Chinese books right on hand & in charge of shelving the books. Virtually 70% of all the Chinese books I look for on the shelves are not in their places. I now almost automatically consult Ming Lung before even bothering to look. This situation is frustrating & counter-productive. Premodern Asian reference books are always difficult to use - having to travel from floor to floor to find assistance & to make Ming have to leave her office is also inconvenient. This is the way Asian book collections are organized at all major U.S. Universities.

Sending out Bayly Art Museum publications on a Library Exchange. (We donate all Library Exchange books & catalogues we receive at the Bayly from museums to the Fine Arts Library.)

16. In your opinion, what is presently the greatest strength of the University Library?

Collections

Their collections & dedicated personnel (with few exceptions!)
Quality staff & excellent
collection

Journals, size

Decent general collection

Good holdings in areas of interest to me

LEO, combined w/ other on-line services & the ECON journal
collection, provide absolutely
superb service. I could not be happier!

Breadth of holdings.

The book & journal collection is generally good, though there are
occasional exceptions.

Journals

A good basic research library collection in books and manuscripts

Books, journals, Ref.'s

The collections are adequate

Good collection of books & journals. Easily accessible.

Collection of books & journals

For me it is that we have all the important reference journals in
my field

Basic collection

Collection of books

Large collection

Lots of info available

Overall Technical collections

Willingness to purchase special publications -General collection
of journals -General collection of microfiche items

General availability of books I'm likely to use/need.

Collection

It seems that eventually one can get virtually any written material

Size of the collection

Its collections of books & journals

Convenient, most standard books, some key microfilms

Rare books & holdings in literature

Reasonably good journal subscriptions

The collection and the people who look after it.

Old materials that are of no interest to me

The diversity and its collection, as well as its well-informed staff
Size of collection

The accessibility of current journals

the collection itself

Its excellent collections, services, and ability to purchase what
is needed. Excellent purchasing procedures that see that what is
needed is already there

Secondary source books in my fields

Collections

Breadth of collection

Comprehensive collection

Plenty of up-to-dates, generally available Keep up the book orders
the collections

good collection

Depth of collection; knowledge and generosity of staff

Its diversity & breadth of collection

Its completeness

Book collections

Book and periodical collection in humanities

Monographs

How should I know? Books, I suppose, and open access to the stacks
holds a wide range of current titles in the humanities.

book collection

A reasonable (but not great) holding of books and journals I need.

Asian language materials.

Generally a good collection of books

Prodigiousness & variety of the collection

Quality (completeness) of the collection.

available books & journals

Great collection

Comprehensive collection level of services

Book collection, including special collections journal collection

Diversity & extent of resources

book collection

I also applaud the creation of a film library at Clemons. The film collection has been particularly helpful to my teaching, as well as for others in the French dept. (There are still some film scenarios , however, which are at Alderman).

The holdings in manuscripts and rare books.

The considerable size and variety of the book collection. I am particularly impressed by the holdings of Foreign-Language publications.

Has most of the books and journals I need

Comprehensive & up to date collections

Solid collection

Extent of holdings & desire to make them accessible.

a very good, if not great, collection

the collection & access

Video collection

Collection of books; open stacks

Open stacks

Collections

its holdings

In my field (higher education) the holdings are outstanding. It is rare to need something that is not in the library or can be obtained.

Size and scope of the collection

book holdings

Print resources - good collection

-book collection

Book collection

A good, though not excellent, collection, supported by a very cooperative staff.

For my needs & those of my students the library is approaching the collection standards of an adequate to good research library. This is the result of rigorous and thoughtful collection-building in Alderman and Fiske Kimball.

reasonably good supply of books and journals

The extent of its collections.

Books

Staff and journal collections.

Collection

For my purposes, cont. fiction - criticism

the collection of basic materials.

Seem to be able to buy any books (not journals) we request.

Comprehensiveness of collection, Govt. Documents

Provides sufficient journals/books to permit active research in my field

Ease of browsing

The collection

very good resources

Vastness of the collection

Being able to order new books as needed.

Our holding of older journals for reference is very helpful to me; our pre 1940's holdings are large and easy to access.

Depth - Breadth

Journals

The collection - outstanding.

Collection of older books is quite adequate for me

Library has excellent resources for history of science and by and large has a very good collection for contemporary astronomy, but it requires frequent visits to three or four buildings.

For my purposes: Fine Arts books & slide collections

Size of collection

Good collection

Staff

Their collection & dedicated personnel (with few exceptions!)
Quality staff & excellent collection

Our personnel. The ones I know are top notch

Education Library Staff is knowledgeable, caring, and responsive

I also have found Jim Shea, our Physics librarian, to be a great resource.

The commitment to service. I have always found the staff to be extremely helpful.

Courteous, informed staff with powerful in-house means to help me identify, locate, and acquire reports or government documents.

a helpful and enthusiastic staff.

The staff is generally quite good

Reference staff

Helpful personnel

helpfulness of librarians and staff

Very helpful personnel. I never feel that I'm imposing when I ask for special assistance. The staff appear to believe that what I do is important enough to warrant their attention. They perform a great service for higher Education.

Service by personnel

Good staff - helpful, considerate, professional

Professional staff collection Progressive attitudes

Generally helpful attitude of experienced desk staff

Helpful and forward-looking staff

The collection and the people who look after it.

The diversity and its collection, as well as its well-informed staff

Willing to help faculty and students

the calm, efficient staff

Reference services

Extraordinary quality of staff

Helpfulness of staff

Staff

The helpfulness of the research staffs - including those in Government Documents

Staff is generally helpful. So. Asian bibliographer has gone to heroic lengths to be helpful.

Depth of collection; knowledge and generosity of staff

The people working at the Science and Engineering Library. They are a great help!

Personnel are very helpful, competent.

I have always been pleased with the staff's willingness to help. Especially involving off-grounds students in the Engineering Satellite TV program.

The people are outstanding and work very hard despite limited resources in the engineering library.

The staff, who almost without exception are willing and able to deal with any question and help make best possible use of the library's resources.

I am very fortunate to have easy access to our librarian, Jim Shea, who is most knowledgeable and unfailingly helpful.

Its staff-Bibliographers, personnel, research Librarians, etc. They are all hard-working and helpful; They all should be commended for their service & dedication!!

Personnel

Staff @ Fine Arts great

Staff always has been helpful

Cooperative and helpful staff

Excellent staff, Clemons seems very good for undergrad library.

EFFECTIVE implementation of the use of electronic tools and media by a staff of competent library professionals.

Fine Arts Library - Jack Robertson. He's an educator of library services... very solicitous of feedback from faculty. A rare resource.

Very helpful personnel

Pleasant helpful library staff

Helpful, expert staff

library staff!!

The people

Good staff

The staff (I am talking about Science Engineering!)

Extremely pleasant and helpful staff, esp. in the Education Library

Helpfulness of staff who work at circulation desk, particularly Nancy Oakey & Sharon Duke at Education School.

Helpful personnel

The usually positive attitude of the staff

undergrad library & Jim Self

Helpful staff

Its personnel

The librarians (Education Lib) are very competent and helpful on a consistent basis.

The librarians - they are extremely helpful and adept at tracking

down items.

Staff

staff

library staff is very knowledgeable and helpful

Commitment of staff

Good staff, working well with limited resources

Staff - Their willingness to provide assistance, esp. in the Education library, is a real plus.

A good, though not excellent, collection, supported by a very cooperative staff.

The library staff works very hard, sometimes without adequate resources to provide the best services possible.

cooperative personnel

Eager to serve

The staff

Staff

The staff

Staff

Helpful staff

The Staff!! They are unbelievably helpful. (about the Education Library)

The staff

Staff

lower level staff; reference librarians, tour leaders for

undergraduates

The great staff

Staff

The staff!

The responsive, courteous staff. They act to meet every request.

A good willing staff, Chris in Chemistry is excellent

Its professional staff, except in Circulation (which is a thoroughly amateurish operation with too much uncommitted student help).

helpful staff

Wonderful staff

Clemons staff is very helpful - particularly w/ regard to course materials & classroom use

At Physics Library it's the helpful people

Helpfulness of staff

Well managed, positive spirit

LEO

LEO, combined w/ other on-line services & the ECON journal collection, provide absolutely superb service. I could not be happier!

I very much like LEO.

I would also like to single out the LEO service for special appreciation. I have found LEO to be extremely valuable in my research.

LEO

Leo

LEO

LEO

LEO services

LEO

LEO

LEO

LEO

LEO

LEO

Leo

LEO & interlibrary loan so efficiently and pleasantly make up for any deficiencies in holdings or accessibility that one really has to consider this (along with holdings), the greatest strength

LEO

LEO! This service has unquestionably improved the quality of my research & therefore the quality of my scholarship. I definitely see more library materials because it is so much less time consuming to consult particular items that would otherwise have required a visit to see (& which I therefore often bypass). I would pay for this service if necessary. I am crazy about it!!! I've had good luck w/ interlibrary loan

LEO

LEO, LEO, LEO!

LEO Delivery Service

LEO

Access to anything I need through interlibrary loan system and document delivery service (LEO)

LEO & the way it interfaces w/ interlibrary loans

LEO

LEO

LEO

LEO service terrific.

LEO

What I like best is LEO.

LEO service.

LEO/Interlibrary Loans

LEO

LEO

LEO

LEO services

VIRGO/LEO works well

LEO

LEO

LEO

LEO and only LEO

LEO gives me rapid access to sources.

LEO has been a tremendous help in preparing new classes and doing research.

LEO

Online services

shift towards electronic services

LEO, combined w/ other on-line services & the ECON journal collection, provide absolutely superb service. I could not be happier!

The forward looking approach being demonstrated by some to move toward information management and full electronic services.

Electronic access/departmental library

E-mail notification of new books is also very nice.

Use of computers in various aspects of its operation. Here it is way ahead of other libraries.

The library should continue with computer resources to makeup for inadequate technical holdings. Its strength is in the humanities.

Advancing lit.-search capabilities

excellent on-line facilities (esp. CART & PLUSNET - via health sciences library)

It's forward-looking embrace of information technology!

on-line services

Electronic services

You've moved very rapidly and effectively into new technologies - VIRGO, CDROM's, etc.

high technology access

Implementation of computer-based technology - VIRGO, on-line databases

Electronic services - Virgo

computerized catalog & search services,

on-line services

EFFECTIVE implementation of the use of electronic tools and media by a staff of competent library professionals.

On line computer services/catalog/databases.

very good computer database access. (with the exception of WILS, which is so limited in scope as to be useless!)

The collection of laser disks is amazing & keep it up! They may be expensive but they're worth it!

Forward-looking-open to new technology

electronic catalogues E-text center

Its willingness to move towards the computer age.

Increasing electronic availability of materials.

On-line catalog and extensions of this type of service

Electronic document locating services

On-line search capabilities, books collections, and VCAT all could use substantial improvement, however (see #17).

The emphasis placed on electronic services.

GIS system @ Library - one of few in country!

The new on-line capabilities - I'm the one who has to "get up to speed"
-

Branch system

Lg. # of small specialized libraries e.g. Bio/Psych

Electronic access/departmental library

The combination of small specialized libraries and a central one as a coordinated unit (largely through VIRGO).

Multiple locations on grounds

the individual branch libraries (Chemistry, Physics, etc.)

access via local library - Bio/Psych. library

Smaller libraries assoc. w/ field e.g. Physics, Chemistry, etc.

Math library is accessible at all times (for faculty with a key) for immediate use while working in one's office. Crucial to maintain "real-time access" (or 1 minute from office to library within the math building).

Department Library within our building

The presence of a good chemistry library in the Chemistry building

Convenience of Chem library to my office

Having the Physics library & librarian immediately at hand.

Decentralization of libraries - makes it easy for students w/in certain departments easy access

For me, the accessibility of the Fine Arts Library.

Diversity and site of holdings.

Journals collections in Sci Tech central location.

Virgo

VCAT

The computerization of catalogs etc.

I love VIRGO online in my office Current contents is great

VIRGO

It has developed a good online access system

VIRGO

on-line catalog

On-line catalogues.

VIRGO

VIRGO

VIRGO

VIRGO/LEO works well

GWIS access to VIRGO

The Virgo system

VIRGO

Video

Video collection

ILL

ILL option (All these relate to the SE Library)

INTERLIBRARY LOANS

INTERLIBRARY LOANS

Interlibrary loan system

interlibrary loan

Interlibrary Loans

interlibrary loan

Interlibrary Loan

Renewals

Reserve & Phone renewals

Special collections

Special Collections

MS & Rare books in American literature & History

Circulation

The length of time a book may be borrowed & renewed quality of service

Other

books are often stolen from the Math Library

BIBLIOGRAPHY ON PERIODICAL'S SERVICE

That it had decent all-around services (re no glaring weaknesses)

The ability to keep current!!

Overall; it's a strong library system

A strong sense of mission, dedication to its tasks

Mass

On going, fairly reliable and adequate service organization.

Building foundations.

I have no opinion on this.

It's there when I need it.

I find services efficient and dependable.

The overall operation

Its combined capacity to service teaching and research!

I use Darden, mostly

Openness and accessibility of materials

I can get what I need from it.

It does seem to be organized to help faculty and students (conduct their scholarship smoothly and efficiently).

This question is too self-serving.

17. In your opinion, what is the one thing the library could do that would most improve its services?

Improve collections

Restore subscriptions of highly used journals that have been limited to one subscription for entire grounds (e.g. Nature, Science)

Better decorated current books

The library's collection of technical books is now outdated in many areas.

Increase acquisition of new journals

Any improvements I can suggest depend not on the library itself but on improved funding from the state. There are gaps in the holdings of out-of-print books and until funds were cut the library staff was doing a masterly job of filling in such gaps.

Increase Journal collections - but I know that that is expensive

More journals, easier access

Buy more books

More new books, journals

Complete international Documents section

Expand journal subscriptions

Improve collections

More current technical journals such as JSME - (expensive)

Increase book and periodical holdings

More money for specialty journals

Keep up on new journals - drop rarely used ones that can be accessed via LEO.

Drop no duplication rule for key journals - it is ridiculous for Biology, e.g., not to get "Science"

More nearly complete collection of journals in the fields & follow - statistics and finance. Many of the latter require travel to Darden. Commerce (due to space) has only the most current.

More funds for journals, books, & data bases

Increase number of journals - Duplication between libraries at UVa is not necessary, but at least one copy should be available

for me - carrying IEEE conferences: CVPR, Robotics & Automation.

More translations of foreign texts & books - science & engineering

Increase the number of journals as the Commerce School.

Buy journals

Most Engineering books, journal articles, Thesis copies must be ordered from VA TECH. It is clear that we are a 2nd Eng. School in VA.

The libraries are currently under funded in terms of resources/revenues available to purchase new books/materials/periodicals. More--much more money--should be made available by the state for our Library!!

Services are adequate - Book & Journal purchases are poor and getting worse!

It could fill the gaps in the collection (mentioned in 14.2 above), if not with originals, then at least with bound photocopies. I have repeatedly brought this to the library's attention, but nothing has been done about it.

Physically expand the Chemistry library and add more journals, books

Acquire duplicate copies of some of the most-used titles in areas in which many faculty & graduate students do research.

More books and journals

Reference room needs to be greatly expanded & faculty need to be listened to when they feel a book or even a number of books needs to be taken out of circulation & kept in the reference room.

Raise money to improve number of current books & new periodicals that could be ordered.

More journals - Social Text, Cultural Critique and others that were cancelled.

More journals, although I realize they are expensive

Change the policy prohibiting more than one library from carrying a journal! It is impossible to browse a current journal if you have to travel to another library.

Increase the breadth of its acquisitions - I come from Harvard (& before that, Yale) & was accustomed to better collections.

More journal offerings

Provide more funds for periodicals

Get important journals to which it is not subscribed

Keep up with new journals/books in Humanities

order more books for women's studies

keep journals up

More \$ for books/journals

Ability to subscribe to new journals is limited to deans & above. This is a critical lack when a researcher is moving into a new research area.

Find a way to avoid buying the books and monographs that are so poor that they waste tax payer's money. The library is loaded with books that have rarely (if ever) been used and are of questionable worth. Need better screening, but I don't know how non-specialists can make these choices, especially before a book is actually read.

more holdings (books)

Increase its holdings.

Pay more attention to the evolving research on racial minority group politics not found in mainstream journals.

enhance Journals and computer information on them

Add to the collection!

More funds for acquisitions - both of new publications (periodicals & monographs) and out of print monographs. An endowment for Fiske Kimball is badly needed.

buy more new books/journals

augment book collections, (part. in Science/Engineering), and

I know that \$ shortages have curtailed new publications orders, however there are times that literature searches have been diminished because of fewer articles being available.

Increase its journal subscriptions. Due to budget cuts, I must routinely have photocopied articles delivered from another university to me from one single journal title.

Maintain and increase - not reduce - The acquisitions of books and journals. In my field it's not just a question of new books - I think the last 25 years could be better represented.

buy more journals

Buy more books

Multiple copies of some journals like Nature are essential. The willy-nilly canceling of these a year or so ago was ridiculous.

Purchase complete sets of the collected works of major Russian writers. There are not enough complete sets (sometimes only are for a major writer); what we do have is often unacceptably old (too old to be cited, for example) and occasionally incomplete. We esp. need a new complete set of Pushkin.

See #14 & in addition, since the Univ. has hired & tenured Asia scholars the library should provide them with adequate research facilities.

Stop cancelling important periodicals and subscribe to new ones

More journals and periodicals

Buy more books

Start ordering a number of the recent economics books & journals for Alderman that are now in Darden where no one uses them

Try to get funds to expand collections

Improve physical facilities

Provide more agreeable places for working in Alderman

The facilities of the Science & Engineering Library are so poor that they negate much of the quality that is otherwise available. Some environmental control in that facility would make its services more available and useful.

Make things more "user friendly" - Brighten up the place - drab-drab-drab!

Somehow expand the space for the Education library

Provide reading areas in Alderman

Provide a cloakroom so that one could check coats, etc. It's difficult and awkward to search in stacks and be encumbered by coat & books, esp. as security is such that one must keep an eye on one's belongings while trying to find books

More space

Air condition Sci/Eng. Library

remodel some libraries

Have MORE space

A better consolidation of newspaper microfilms and the machines for reading

general - remodel & aircondition. Clark is an awful place to spend time.

Air condition the Science and Engineering Library

Clark Library stacks are a disgrace. They are a fire hazard/with limited access/exit.

Put a few tables or pull-down writing shelves throughout the stacks in Alderman.

Physically expand the Chemistry library and add more journals, books

Also, still more students study space is needed.

The library needs a reading room. Currently the library has much to offer but no place to sit and use any of it. (And not enough faculty carrels either!)

Fine Arts - needs a decent size reading room for rare books. Its currently wedged into the same space used by staff for making coffee & using a microwave for lunch. YIPES.

Air condition Clark Hall

Air condition the Science and Engineering Library

Space (working space; reading space; faculty studies)-esp. in Alderman

Install air conditioning in places that need it!

somehow rationalize Alderman's layout

Get more shelf space, move back onto shelves the book and journals that are now stored in remote attics.

Give me a faculty space where I can do my research.

Replace Sci/Tech with a decent facility

Air condition Sci-Tech library. It is completely unusable from May-Oct.

Air-condition the Sci-Tech Library.

air condition SciTech

In Ruffner, we need more room/space!

New Science library

More space for collections

Improve its areas for study & research, which are too few & horribly uncomfortable. I hate working in Alderman (except in the McGregor room) & find its atmosphere generally uncongenial to serious study.

Space

Increase online services

Greater access to on-line searches, CD-ROM materials

More online services & more info about online services.

Keep moving toward electronic services

Add more VIRGO terminals including at least one on every floor in stacks-both old and new

Continue to expand services via the LAN

More extensive CDROM collection of Science Citations.

VIRGO terminals that are available, work properly,

Enhance quality of on-line literature searches, in particular WILS et al that don't seem to pull up all relevant articles.

Devote more resources to the E-text Center

Try to obtain materials/metallurgy or other engineering journals on CD to makeup for the woefully inadequate holdings in the technical areas.

Improve the on-line computer searching, indexing & abstracting.

Direct access to text material of journals not held by library

Get more computers

Give us as much on line in our offices as possible - data bases etc.

Improve electronic ways of identifying periodical literature & provide instruction on how to use them

Continue to build expertise in GIS & social science data

More funds for journals, books, & data bases

Make its electronic services more user-friendly

Get better electronic data bases and catalogs enabling searches for authors, titles keyword in every data base. Get a replacement of WILS which had redundant and missing references

Expand the number of research tools accessible by modem-e.g., more/better encyclopedias, electronic texts of literary masterpieces.

ease (user-friendliness) electronic access

expedite CDROM data for gov't documents

Put Virgo on all stack floors

Expand and improve reliability of on-line data bases.

continue to invest in any data available on-line

Continue development of on-line services

enhance Journals and computer information on them

Improve Electronics Services - not broadened so much as made better in quality. They are broad and shallow now.

Improve on-line search capabilities,

Make technology simple

Keep or make dial-in electronic information and text services simple to use

Fix the user interface to on-line services. Power is tremendous, but too hard to use.

More centralization of collections and services

All journals in my field, and more specialty journals (like Intl.

Journal of Gen Theory) to Alderman from small, hard to find locations

Econ collection...esp. journals.. are extremely fragmented. I use Alderman, Sci/Eng (Clark Hall) & Darden regularly. I wish Alderman had all of them (probably unrealistic in re Darden, but having Econ journals in Sci/Eng. is really unnecessary isn't it?

Coordinate w/ Darden

Have all books in one large central building so I would not have to visit so many Libraries in conducting research in my discipline (Alderman, Fine Arts, Clemons, Claude Moore, Clark Hall et al)

consolidate all of the small science and Math libraries into Sci Tek

Integrate

Centralize

A single science library from the past to the present would be useful. I occasionally find that I have to go to three libraries to find something.

Construct Central Science library

collect all science/engineering in one building, now I have to go to three.

Combine science & eng. libraries.

Move all science libraries (& engineering) into one well equipped, air conditioned, centrally located building

journals & books in my area are scattered - very inconvenient. Don't know what can be done.

Centralization of online resources and use of convenient graphical interface

Consolidate science & engineering holdings into 1 place

I think the University would be better served by more consolidation of facilities, esp. in the sciences. There are at least 3 libraries

(Sci.Eng., Physics, & Math-Astron.) that I periodically use in my work.

Have one room for Microfilm & Microfiche rather than spread out all over - Special Collections, Govt. Documents, etc.- Really a very dumb system compared with other universities such as Penn State.

The greatest weakness, in my opinion, is the problem of being locked-in to a system of many separate libraries. I suspect much of this could be traced to the long-long term fiscal conservatism of the Va. General Assembly but some of the responsibility for diluting library staff and resources is local. In 1968, or so, there was a long range plan, that I thought was pretty good, to consolidate the science and engineering libraries (Physics, Chemistry, SEAS, Astronomy. etc) in a new large building to be constructed on the site between the Chemistry Building and Thornton Hall. Unfortunately, this plan was derailed by Richmond in the early 1970's and then forgotten or ignored & now most of that site (the only one that had the possibility of satisfying most of its potential users) has now been occupied by inefficiently small buildings. The thinking on these matters should be directed 40 years ahead, not 4.

Books relevant to my field of research are dispersed all over campus.

Eliminate sub-libraries such as Physics and Math or allow wider accessibility to these.

Tie the Health Sciences Library into the system's electronic catalog. Very frustrating to have to recreate searches. One type of copy card would be nice

Put math, physics, and astronomy collections in the same place.

Longer hours or a universal faculty key to Physics, Chemistry & Astronomy. Interdisciplinary work is made very difficult. Also, a common xeroxing card!!

Integrate Med School Library into system

Increase hours

Be open more often

remain open during academic holidays!

Provide faculty access during holidays and weekends when library is closed. These are often my only times to work on my own projects. I need the library during these times desperately.

Better holiday hours

Extend hours of Special Collections

Allow access by key to slide collection after 5pm & on weekends during library hours

Extend library hours to include later p.m. & hours during vacation days.

Expand its hours; particularly in summer (evenings), & holidays - when there is the most uninterrupted research times.

Introduce weekend hours for the slide library

Stay open during holidays and breaks. It has been my experience that libraries at major institutions are open year round.

Increased days open, especially at Alderman, during student breaks. This is the very time we need most to have access to library services

Open library in certain time periods, e.g. in the spring break week-end.

Extend its hours - in my opinion the main library (Alderman) should be open for 16 hours a day (8am-12midnight) at least 360 days per year.

Stay open more hours

stay open at night

User education

Orient new faculty - esp. on on-line services and ordering books.

Expand its "public relations" to the various school faculties to further encourage and assist faculty in learning to utilize the library services (particularly the electronic ones) that already exist.

Make instructions for specific things (ex: request for copy of journal article) short and easy to find so we who forget how can get how to do without searching long

Possibly have better self-user instructions on all facilities

Improve electronic ways of identifying periodical literature & provide instruction on how to use them

Have instructions for use of Virgo, etc. more easily available and printed in detail

Make available information on how to get books ordered for the collection

Provide adequate computer assistance at all times with little or no waiting.

Improve faculty awareness of the kinds of resources and services available. For instance, what do I need to do to do an on line literature search?

Better clarify collection (Location), services

Additional instruction/assistance w/ new technology

Tutorials on library use for new arrivals

Improve VIRGO

Improvements in CART: (1) permit creation of files from results of searches, and (2) Permit use of tailored search routines.

Hire someone that understands human-computer interface design & redo VCAT etc.

I can't think of anything - perhaps continue to put data into VIRGO.

Improvement of Virgo system

Better interface VIRGO & LEO

Make Virgo on-line search computer service more friendly, more flexible (right now it suffers from "formatting quirks" - outcome of your search depends on arcane syntax rules too much) and more accurate (2nd author cannot often be searched etc...)

Put LEO & VIRGO together in some way, so that from VIRGO, one could send the information about the book desired directly to LEO. The present system of exiting from VIRGO, going from there to GWIS, & then to LEO, is cumbersome.

improve VCAT system.

VIRGO is unable to locate articles within edited books/collections.

link online bibliographic databases to Leo, to facilitate requests

Improve Staff

Energize the collection development "specialists"

Willingness/ability/staff to meet special reasonable assistance requests

The library staff at Sci-Tech is less helpful to me, probably because they mostly don't know me personally.

Improve organization of bibliographers: organization by subject, not region would improve coverage

Expedite services such as book purchase by increasing the number of people employed by the library to assist with such services.

The librarian should realize that they are not merely protectors of materials - that they are there to serve the customers.

Improve personality of Circulation Desk employees (the permanent ones, not the students). The permanent employees are too surly.

more manpower to the rare book collection

Add'l personnel

more staff

Increase copiers (including microform copiers)

More photocopiers! Urgently needed

Better facilities for self-service xeroxing (generally reference materials)

Get a room of photocopiers - present situation is extremely poor

provide more photocopiers that work

More microform copiers.

copier availability & type of copier (can't enlarge or reduce at ed. library)

In Ruffner, we need (copiers, dup. machines) on more floors).

Put in a few more copy machines.

better photocopying facilities

Improve circulation services

"Messenger Mail" book return

Making checking out recent material (and microfiche) in the Government Documents collection possible.

Try to get books back sooner that have been charged for the semester

One big problem for me is that the two-week faculty checkout on books in Clemons - a real inconvenience (semester loan with prompt recall option would be better)

Professors must be allowed to check books out for a semester plus

Send recall notices - but do not charge fines - to faculty for books from Clemons. As where I always respond to renewal notices, the monetary fines makes Clemons unusable for faculty.

More books & journals; on shelves quickly!

Enhance Math Library

Have a full-time Librarian in the Math-Astronomy Library, and adequate security. We lose irreplaceable books and journals all the time. It's imperative that we keep this as a branch Library in Math. Dept. Every state University I've visited has a more professional setup than we do. Also, we are very short of space.

More space for the Mathematics library

Math holdings are crowded and (especially as regards books) increasingly less adequate.

expand the Math. Library

A real math library with real access for the university community

We need a more serious investment in the mathematics library - The books all get stolen, the hours prevent access, there is no where to sit and read, there is not enough room in it. It needs better security and better hours.

Improve/change shelving practices

Shelf read

The periodicals should be shelved alphabetically in Alderman - for instant, easy access. I have suggested this for years. It is irritating and a major waste of time to go to 4new, 3Mold, 1Mnew, 2old, etc. Dizzying. I am serious about this - it would be a major improvement - ASK PEOPLE.

Keep the volumes of journals in one area, instead the most current

in one library and the older ones in another -have 1 copycard that can be used for every library.

The storage of journals in the engineering library is very poor; the journals lean diagonally and curl up. The journals should be displayed flat.

Improve video

Improve its media resources & use facilities

See above - re video

Make a clear policy re: how faculty members teaching film courses go about checking out a film for overnight use, & make sure all Clemons circulation staff know what it is.

I have been very satisfied w/ library & services. but, more Tri-standard VCR's (SECAM) would be great.

Information on new acquisitions

It would be nice to have an area where new books in a particular discipline were on display for two weeks. Alternatively, a computer-generated list would do.

Maybe this already exists! but I would like to be able to submit an interest profile (key words) & be able to get a listing each week of relevant books and journal articles.

When I was at the U. of Illinois the Modern Lang. Library printed up a newsletter of selected new books in Modern Lang. This was very helpful.

Inform patrons about new acquisitions. Respond to patrons' requests.

Improve binding services

Shorten the time it takes to get journals bound

Lets stop sending journals off to the bindery in the middle of a semester when the students are required to use them! When pages have been ripped out of a bound journal, the Librarian should take positive action to find a replacement pages and make them available.

Parking

Provide more parking near Alderman & Clemons. I work off-grounds and when I need material from the library, it's usually an emergency/tight deadline. With the removal of service parking spots, our office now has to send two people to the library (one to stay with the car & one to use the library)

I wish there were better parking facilities at Darden - the Commerce Library is not adequate for research & Alderman does not carry the periodicals I need. Darden is inconvenient.

For me personally, I would like to return books without a 20 minute search for parking.

Decentralize

It is very unfortunate that the Engineering School location, which I used a lot while in Thornton Hall, has been moved to Clark Hall. Much less convenient for all SEAS faculty.

Improve cataloging

(2) Cataloging is very slow

(to me) Produce a short-title catalogue of the Gordon collection and get the collection on VCAT

Increased budget

SPEND MORE MONEY!

Larger budget

Improve preservation services/book as artifact

I think books ought to be shelved w/ dust jackets intact - for scholars interested in book as object and books as design artifact and as commodity promoted by blurbs, jacket copy etc. Often I've wanted students to see this.

Look after its old books properly, and abstain from destroying them.

Take better care of older texts stored in Clark.

Improve Reserve services

Need better reserve system (has a book lost) Better copies

Tighten up on reserved photocopy borrowing

Improve LEO

Return books by LEO

Speed up LEO

2) to allow grant holders to use LEO more extensively than now permitted by charging for the service beyond standard usage.

Other

Get more money!

Integrate services with Computing Services (Academic computing or whoever they are now), i.e. Combine the library & research computing operations in one unit rather than the two or 3 they are now

Multimedia

I work in a large off-Grounds delivery program (TEMPO); I would really like to see the university provide services to these students - especially when it's a Masters (intact) group. Instead we end up hauling around our own lending libraries.

Work with all of us around grounds to get art & antiques into a data base.

Maintain its research functions.

Satisfied as is

Nothing. I'm satisfied

I'm happy

I think they do an excellent job

OK

No suggestion

fine as is

They are fine.

satisfied

No opinion

Not sure

No opinion

don't know

18. The University Library is planning a fund-raising campaign... Please indicate the resources or services on which you would like to see....

Books

more duplications of Darden Books

e.g. Library should make sure it has a copy of every text used in every class.

Journals

online journals

Architecture

on contemporary design

Rare books and manuscripts

for music

Architecture & Landscape

Other items for the collection

Missing technical Journals 1930-1970

conference proceedings

Air Condition Sci Tek, the collection is rotting! Index for US National Standards (ANSI)

Historic scientific books in translation

Catalog all PL-480 materials ASAP

African-American Lit

Chinese books

Plays, Musical scripts, Musical scores, tapes, CD's of Musical Theater

Historic urban maps

Online bibliographic databases

Specifically: Chemical Abstracts (on line) searching by undergraduates. I would integrate in my 3rd year course.

Something like plusnet is needed, with expanded access.

Online bibliographic databases (e.g., indexes, abstracts)

You have three or four on GWIS now - are there really a lot out there and more coming fast?

Other electronic service

LEXIS

GIS based maps & documents

Chemical Abstracts on-line/self serve

electronic index & data bases, GIS

microfilm to disk technology

add terminals for VIRGO, electronic searches, etc.

Geographic Data

films, operas, on laserdisk

Music in electronic format

Music in electronic ? formats recordings

Music in electronic formats - more CDs please!

Document delivery

Document delivery (LEO)/interlibrary loans The library doesn't need every item as long as a needed item can be obtained.

Document delivery (LEO)/interlibrary loans (but don't cut - this is a GREAT service)

Document delivery (LEO)/interlibrary loans (for off-grnds students)

Other staff services and facilities needs

more parking

Space for expansion of Education Library

Photocopiers

people to staff the libraries so they can stay open during vacations/holidays

Space

increased staff so as to be able to keep libraries open

Air-conditioning.

Air condition sci tech!

Asia Library

Other

Numbered in order of priority? 7. (databases) 1 2. (visual images)
2 1. (microforms) 3

1. Books 2. Journals 3. Microforms - in this order of priority

Improved user interface to online services

19. Do you ever experience difficulty in using the libraries?

NO - but this is because I usually have a research assistant get what I need!

Yes - Parking at Alderman

20. When you have difficulty, which of the following do you normally do?

The Science Math and Engineering material is scattered through too many small libraries

often the library is too crowded to use

Need to air condition Clark Hall

libraries closed

there is too much buck-passing - I can't get a clear answer

Hours at Physics, Chem. & Astronomy

21. If you don't normally ask the library staff, please indicate the reasons why: (PLEASE CHECK ALL THAT APPLY)

I do not believe some the library staff have the knowledge to help me but they always try

In reference to 3(embarrassed/uncomfortable) and 4(staff looks too busy): There is a bit of this

missing books

Accessibility for handicapped persons- some are terrible.

library staff has no control

Math Library too small & cramped

I order most books thru my secretary, LEO, or VIRGO

I don't know how to ask. I am too ignorant of what I'm searching for sometimes to even phrase the appropriate question.

The circulation staff is a disaster. Reference, on the other hand, is good.

usually signs help

I use the library almost exclusively through on-line services.

They don't appear to be there for that purpose.

22. Are you sometimes unable to FIND a specific item that you are looking for?

NO--I always seem to find what I need - Again my research assistant does this.

I've had the experience of periodicals not arriving and the periodicals staff able only to say why, but not able aggressively to get the thing. Some tedious series of steps that takes months. So I called Ray Frantz and got an extra pronto.

NO--I always seem to find what I need - or get it from interlibrary loan

23. When you are unable to find the specific item you are looking for, which of the following do you do?

I go to another library - CMU - Pittsburgh; 9 I call a friend/colleague at another university -CMU/VPI/UM etc.

I go to another library - VPI has a better Engineering collection!

(usually the Folger) I'd like to learn more about Internet

cry

look near the specified location in the hope it has been misshelved

order book request

Double check VIRGO to make sure its available

Contact author directly

sometimes have to ask a "knowledgeable" student!!

I go to J. Campbell

The search/recall system should be reconceived so that one does not need to hand-write an entire card in order to request an item.

Note - I often need the item essentially instantaneously. Frequently its something I need for class. If I don't get it that day its pointless. Not giving names of borrowers has made this much more difficult.

24. In general,..... If you would be willing..... Yes, I would be willing to help the library...

You surveys are all alike-it don't take no genius to decode part I

Very satisfied - thanks to LEO

rated the education library

Very satisfied - with the people not the environment

25. Additional comments about the resources, facilities, and services provided by the University Library:

Staffing

a Mid East bibliographer/cataloguer

I love libraries but am not heavily dependent on the library for my work. UVA libraries seem very good to me - especially helpfulness of personnel. I must note, however, that I am not sophisticated or demanding in my library usage.

Very high marks to UVA librarians? We have problems with facilities (overcrowding), staff (not enough), and collection development (hard choices have to be made).

Bio/Psych staff are especially helpful

The library & staff are excellent (one of the major reasons I did not accept a significant offer from another university, where the libraries were not as good), LEO and ILL are superb, the on-line catalog and access thru modem are life savers. If I could change one thing it would be the journals - the arrangement now is truly awful, unnecessarily fragmented.

Nice staff, collection and services

Virtually the only times I have not been treated well by the library staff have been at the Special Collections desk. Such treatment certainly does not characterize what is a most helpful department, but that during the past year I was met with inexplicable snideness on several occasions there was astonishing.

I have a very extensive personal collection and, as already indicated on p.8, I am very grateful to our librarian, Mr. Jim Shea, for unflinching help. Thus I am probably not at all a typical user of the library. Except for the ill-advised removal of the SEAS library from Thornton Hall, which I believe should be reversed, I generally find UVA library services and holdings excellent.

The only problem I have encountered this year was with the reserve staff in the Science and Engineering library. I took some

photocopies to the library one Friday morning at the beginning of the semester, realizing that I was running late in getting the materials ready for my class. The person in charge very rudely said that she was leaving for the day - that the photocopies wouldn't be available to students until Monday of the following week.

Special thanks to Jim Campbell for his fine work and generous assistance on all sorts of questions regarding German literature. He - and others - are extremely helpful, which is what I value most about the library.

During my years here we have witnessed shrinking budgets, so it seems unfair to complain about books & journals that we don't have. I do not feel that the leadership & priorities are out of phase with my own, the resources are simply lacking. The Sci/Tech staff are great, they labor under working conditions that one would not believe! The evening student workers are pretty useless, however.

Chris in Chemistry is really excellent

Most employees are courteous, patient and helpful and cut us absent-minded profs. a lot of slack. There are a few exceptions... keep courtesy a high priority.

The Fine Arts Library is great. Often the departments I have dealt with in Alderman have not been as accommodating as I had hoped.

I appreciate the effort expended to plan the future, and urge continued efforts to ascertain faculty needs and interests. Perhaps developing a network of contacts in each department would be a good start.

Collections

The cutbacks in journals together with the distributed nature of the science libraries have reduced accessibility and hurt my research.

I express the general concern about our ability to keep up with acquisitions of current titles.

A very good system. Of course, every library can always use more money for acquisitions, but given budgetary constraints, this one

seems to have its priorities straight.

Very high marks to UVA librarians? We have problems with facilities (overcrowding), staff (not enough), and collection development (hard choices have to be made).

The library & staff are excellent (one of the major reasons I did not accept a significant offer from another university, where the libraries were not as good), LEO and ILL are superb, the on-line catalog and access thru modem are life savers. If I could change one thing it would be the journals - the arrangement now is truly awful, unnecessarily fragmented.

I am in general very satisfied with the services provided by the library (the Alderman library mostly) and would like to improve the acquisitions of books and periodicals placing more funds on them.

Nice staff, collection and services

My greatest concern is book acquisition. Service could be compromised to pay for books and although this will cause difficulty in the short term, it can always be remedied later. If we are not able to purchase books when they are available this cannot be easily remedied.

LEO has reduced the need to add all new journals to the collection but it is important to coordinate with other libraries to ensure full coverage as significant new journals seem to keep springing up.

The Alderman collection has improved immensely since I came here in 1976. The bibliographers get very high marks.

During my years here we have witnessed shrinking budgets, so it seems unfair to complain about books & journals that we don't have. I do not feel that the leadership & priorities are out of phase with my own, the resources are simply lacking. The Sci/Tech staff are great, they labor under working conditions that one would not believe! The evening student workers are pretty useless, however.

The downward trend in funds cannot fail to deteriorate the library. I expect to use the library after retirement.

Bio/Psych gave up many journal subscriptions due to budget cuts. OK,

we share the pain. Why does Chemistry continue "Nature" when we lost Science?

Centralization

We should have a good central science library.

As noted on p.4 all the Math-Science-Eng. libraries should be consolidated. The improvements over the past 5 years are impressive, Kudos to those responsible

I have a very extensive personal collection and, as already indicated on p.8, I am very grateful to our librarian, Mr. Jim Shea, for unfailing help. Thus I am probably not at all a typical user of the library. Except for the ill-advised removal of the SEAS library from Thornton Hall, which I believe should be reversed, I generally find UVA library services and holdings excellent.

Merge the science and engineering libraries into one building.

Having journal holdings split between SEL & branch libraries is a mistake. I often have to make trips to several libraries to find what I am looking for. This system benefits a few people and penalizes many.

The library resource are too fragmented. A central facility for Science/Technology is a critical need. Sorry to be so late.

VIRGO

VIRGO entries need to be made more intelligently

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awful, unnecessarily fragmented.

One of my big complaints at the moment is that I have not been allowed to use terminals in other libraries (Chem in particular) to enter information directly into my own files. I can understand that gaming or tying up a terminal when others want to search VCAT, etc. is inappropriate, but when I am the only one in the library using a terminal it's a different matter.

Why should I have to copy everything down and go back to my office to enter the data? Is UVa really going to enter the electronic era? I'd like to see it.

Please improve interface aspect of VIRGO

My only gripe is that VIRGO logs out on evenings & weekends

Math Library

From what I have heard I wonder if the Library understands the special needs of the Mathematics and Science departments

I would put 5 on question 24 except that the mathematics library is so hindered by hours/missing books/security/space/no place to sit down

The maintaining of the Math Library in our building is absolutely essential. Mathematicians need immediate access, sometimes repeatedly throughout the day, to material in books and journals. Even crossing the street to Sci-Tech puts a serious delay in our research process.

I know that usefulness is in the eye of the user. Still, it seems to me that a large fraction of the Clark Hall collection could be warehoused w/o affecting anyone's research. Would that save money? Budget problems seem to be an on-going problem. Unfortunately, teaching and research will be limited by the lack of resources.

In Mathematics, we need access to journals and monographs. Not having them is like a physics lab with the power cut off.

Video

We need to expand the video collection

Satisfied

Great library, overall!

A major reason for my being glad to be at UVA.

I think we have an excellent library in terms of collection, staff and services. The library makes it possible for me to keep research and writing going even during a busy semester.

Overall, I am satisfied; however, I am a "limited user" of the library services.

User education

As an "old-timer" who has relied heavily on traditional information sources and resources, I have been uniformly well-served by the staff of the (admittedly few) library facilities I have frequented. At the same time, I have been dragging my feet about learning to use the electronic services that are available to me; and I look forward to more "user-friendly" instructions that might encourage me more persuasively to make this learning effort.

ONE ITEM: TRAINING & EXPERIENCE for students in Chem 371 in using Chem. Abstracts on-line. This would be of greater value than almost anything else I can think of. Goodbye. In 30 days, I'm out of here, probably forever!

Try to add more on-line bibliographical & text services for dial-in, but keep listings & procedures as simple as possible. Mail out updated instructions to all users or all faculty.

Physical facilities

As mentioned previously, the facilities of the Science & Engineering

Library are not conducive to library work

Very high marks to UVA librarians? We have problems with facilities (overcrowding), staff (not enough), and collection development (hard choices have to be made).

Need more storage space for manuscripts

I appreciate the help I have received in placing adaptive equipments with the libraries!

see comments p 4, 8, 9 thanks. Clemons video classroom- should have incandescent down lights to dim during showings - not just fluorescent. Air conditioning inadequate.

Despite LEO, etc., we need some better faculty study space in the library.

Parking

As already mentioned, as a Commerce faculty member, my biggest problem is finding parking behind the Darden Library. Many times I am not allowed to park for even 1 hour.

Please install many 10-minute parking meters for library patrons who need to dash in & dash out - perhaps in the new parking structure near the library. I am enraged that parking is given to visitors, social events, etc. when as a faculty member I need quick & frequent access to the library.

LEO

The library & staff are excellent (one of the major reasons I did not accept a significant offer from another university, where the libraries were not as good), LEO and ILL are superb, the on-line catalog and access thru modem are life savers. If I could change one thing it would be the journals - the arrangement now is truly awful, unnecessarily fragmented.

I and my colleagues are very grateful for LEO. We still can't believe our good fortune!

I rely on the staff; at times, however, I have found one or 2 of them to be unfriendly in helping me.

I am particularly pleased with LEO.

I had difficulties using LEO from my MAC. No one knew why or could solve the problem until I heard by chance about the solution.

I am highly impressed with the library system & its personnel. A great resource from both scholarly & teaching perspective. However, LEO is crucial because of its link to interlibrary loan. w/o interlibrary loan (& easy access to it through LEO) there would be major gaps in the library's holdings.

Thank you for LEO. It has saved my life this semester.

Overall, library is most forward-looking institution at UVa - using VIRGO/LEO, I get the impression someone cares about my productivity - a big win! Only problem is the user interface to on-line systems, which is a disaster - much too hard to use.

Cataloging

Please arrange to catalog all PL-480 items ASAP.

Acquisition

The ordering of books and journals on Hispanic literature is very patchy and at times too slow.

Circulation

I find it frustrating that "privacy" considerations prevent the library staff from telling me the name of a person who has checked out a particular book when all I want to do is to look up something that will take 5 minutes.

Online service

Try to add more on-line bibliographical & text services for dial-in, but keep listings & procedures as simple as possible. Mail out updated instructions to all users or all faculty.

Reserve

Putting photocopies on reserve for class is so much trouble, supposedly due to copyright laws, that I no longer bother. I ask the students to come to my office.

Other

Though I don't doubt that the library is useful to many people, I don't myself, depend on it, and to most of its newly-installed "facilities" I am at best indifferent. Though not quite virgo intact, I am not a fan of the system, and prefer-shown I must- to follow my nose in the stacks. I did find the electronic text center staff very helpful, and quite successful in getting an old book of mine scanned onto a disc and reprinted in a better typeface, for reissue by the University Press.

Since I am off campus, I am a poor sample to use in the survey

The University library system has made enormous progress over the last 20 years, and is to be congratulated on its development in services, if not in holdings, it is one of the most usable libraries I know. I continue to be disappointed in the facts that the library is too frequently closed, that budgetary constraints inhibit the growth and range of its acquisitions and holdings, and that the University itself does not have a stronger commitment to the adequate funding and development of a truly excellent library.

the new director will be the key; I'm quite optimistic

The recent cuts have been painful. The splitting of journal holdings between Physics and Sci-Tech is a nuisance. The elimination of all duplicate journals is silly. For instance, there should be two copies of Phys Rev B and two copies of J Chem Phys. In a typical bibliography search, I need titles from both journals and I have to shuttle between Physics and Chemistry. Both journals are heavily used. The Sci Citation Index and other databases are great but slow. Getting one year at the time from CD ROM is painful. Put the whole

database on disk.

I'd like the library Director to consider giving us space where we can leave a few books and research material and where we can do research like what you used to have on the fifth floor. I no longer use the library since I lost my space.

As a faculty member who has been so overwhelmed with teaching, administration, and sundry duties such as surveys that I have not used the library for a year, I reacted to the first survey request with a groan. I thought - if I don't have time to use it what difference does it make what I think about it - and I threw it away.

Please help rectify this situation.

Sorry about the delay - I thought I'd sent it in---

I came here in 1984 from 20 yrs at Ohio State, which was light years ahead of UVa in terms of size, information services & acquisitions. You are closing the gap, & I admire the professionalism of your full time staff. I am appalled at the ease with which journals are allowed to circulate, & at the fact that standard texts (e.g. Oxford Classical Texts) are allowed to circulate. These policies have frequently handicapped my research. I know of the electronic classrooms in Clemons, but I don't know how to reserve them, use them or their full capabilities... this should be advertised some more.

Please don't get rid of old catalog-although almost everything is supposed to be on Virgo I often have to go to the old catalogue to find some things.

Appendix 2:

On Sampling Reliability

Random sampling is a set of procedures for selecting a subset of a larger group in such a way that the subset, or sample, reflects the characteristics of the larger group, or population, with predictable reliability. For this survey the 900 fulltime teaching faculty are the population, from which a random sample of 349 was selected.

Suppose that we are interested in some characteristic of a population, such as what percentage of the faculty are full professors. With only 900 people in our target population, and with computer records on all faculty, it is easy enough to find out exactly how many of the 900 are professors. But we can also take a simple random sample of the population and measure the percentage of professors in the sample, and from that infer what percentage of the whole population is professors. Sampling theory then allows us to make statements such as: In 95 out of 100 cases of samples of such and such a size from the population, the percentage of full professors will fall in a narrow range from x to y . For the most part, the range depends only on the size of the sample for a given percentage. Thus, if one is sampling some characteristic that appears in 45% of a population, the probability is .95 that in a sample of 349 the characteristic will appear in 45 ± 4% of the individuals; that is, 41 to 49% of the sample will show the characteristic. In general, except for small populations, where sampling accuracy is increased, a sample of 349 will be accurate to within ±4% no matter how large the population is.¹

Some examples: In the sample for this survey we found that 45% of the sample were full professors. According to sampling theory, the total population of 900 faculty should be 45 ± 4.1% full professors. From the database of all 900 faculty we can count the full professors. We find there that 44% are full professors. An example from a larger population: Jim Self took two random samples of 349 observations from the database of 112,255 OPRs. In one sample he found that monograph OPRs were 82.2% of the sample; in the other monographs were 83.1%. According to theory, the monographs in the whole 112,255 OPRs should be somewhere between about 79% and 87%. When Jim then counted all monographs in the entire 112,255, he found that they were 82.1% of the whole. Other examples: Dave Keith took

a random sample of 349 of the 89,615 patrons in the VIRGO database. Faculty were 4.0% of his sample. When he counted the whole 89,615 individuals, he found that 4.8% were faculty. He also took a random sample of 349 of the 1,764,480 linked items in the VIRGO database. 81.9% had a normal loan code. When he counted all 1,764,480 by computer, 83.7% had normal loan codes.

In addition to percentages, samples sometimes measure averages, such as the overall average satisfaction rating on this survey. Again in these cases, sampling theory lets us estimate the population averages with considerable accuracy. For example, as noted in the body of the report, if we could get all 900 faculty to rate their overall satisfaction with the Library, we would almost certainly find that their average rating was 4.09 ± .06: that is, that the average rating by all faculty is somewhere in the range 4.03 to 4.15.

We can be fairly sure, therefore, that the percentages and averages that we found in this survey accurately reflect the opinions of the 900 faculty in our target population.

1. Those interested in the mathematics of sampling can see from the formula for estimated error that it is the size of the sample that chiefly determines the reliability of the sample. A formula in simple random sampling is

$$+_{-} 1.96 \sqrt{\left(1 - \frac{n}{N}\right) \frac{(p)(1-p)}{n-1}}$$

Here n is the sample size, N is the population size, p is the percentage found in the sample, and 1.96 is a number corresponding to a probability of .95. For the percentage of 45% of full professors in the sample, this formula becomes

$$+_{-} 1.96 \sqrt{\left(1 - \frac{349}{900}\right) \frac{.45(1-.45)}{349-1}}$$

$$= +_{-} 1.96 \sqrt{.612 (.0007)}$$

$$= +_{-} .041$$

This calculation tells us that, with a probability of .95, the percentage of full professors in the population of 900 individuals is 45 ± 4.1%.

It is easy to see that with large populations the factor 1 - n/N becomes negligible. In those cases, the larger the sample size, the lower the potential error. The population size N does not effect the reliability of the sampling estimate.

Appendix 3: Questionnaire

This document is the survey instrument used by the Management Information Committee to conduct a survey of the teaching faculty during the Spring 1993 term.

Faculty Survey on the University Library

About the Survey: The University of Virginia Library is conducting a survey of University faculty regarding library and information services. The Library will use the information you provide to review and revise present library services in light of the faculty's stated needs, as well as to plan for future services. Your responses are valuable! The survey requires about 15 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 circling one response to indicate your choice. Some questions may call for several answers; for these, please place a check in the box for each of the choices that apply to you. If you find yourself unable to answer a question, simply skip it and go on to the next one. We've provided space on the final page for you to write any additional comments you wish. When you're done, please return the completed survey via Messenger Mail, using the pre-addressed envelope provided

Anonymity and Confidentiality: The Library will separate your completed survey from the return envelope upon receipt. The return envelope has a label on it that identifies you; we'll use that information to remove your name from our list of people who have not yet responded. If you wish, you may give us your name and address on the last page of the survey, so that the Library can contact you later to discuss your ideas and suggestions in more detail. If you provide your name, your answers will still be treated as confidential and will be reported in a statistical form that does not identify any individual's response.

Kendon Stubbs & Carol Pfeiffer
Acting University Librarians

I. General Information

Please provide the following information, which we will use only for statistical analysis.

1. What is your academic RANK? Please circle ONE answer.

- 1 Instructor
- 2 Lecturer
- 3 Assistant Professor
- 4 Associate Professor

5 Professor

6 Other:

2. Are you:

1 male

2 female

3. Please specify your MAIN department affiliation:

4. How many years have you been affiliated with UVa?

II. Your use of the Library's Collections and Services

The main purpose of this survey is to see how you feel about the services provided by the University Library. We operate 11 libraries around Grounds (listed below). [The libraries of the Law School, Darden School, and the Health Sciences Center are *not* under the administration of the University Library.]

5. Which of the following libraries have you visited or used once or more in the current academic year? Please check all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Alderman | <input type="checkbox"/> Fine Arts |
| <input type="checkbox"/> Biology/Psychology | <input type="checkbox"/> Math/Astronomy |
| <input type="checkbox"/> Chemistry | <input type="checkbox"/> Music |
| <input type="checkbox"/> Clemons | <input type="checkbox"/> Physics |
| <input type="checkbox"/> Commerce | <input type="checkbox"/> Science and Engineering |
| <input type="checkbox"/> Education | <input type="checkbox"/> Used none of these |

If you answered "Used none of these" in question 5, please skip to question 9.

6. Which one of these collections do you use most often? Please circle ONE answer:

- | | |
|----------------------|--------------------------------|
| 1 Alderman | 7 Fine Arts |
| 2 Biology/Psychology | 8 Math/Astronomy |
| 3 Chemistry | 9 Music |
| 4 Clemons | 10 Physics |
| 5 Commerce | 11 Science/Engineering |
| 6 Education | 12 Other: <input type="text"/> |

7. How would you rate the operating hours of the library that you use most often? In your opinion, is that library open

- 1 too few hours to meet your needs?
- 2 about the right amount of hours?
- 3 more than enough hours to meet your needs?
- 4 No opinion.

We'd like you to answer the questions which follow with reference to services provided by the University Library collections listed in questions 6 and 7 above.

8. During this academic year, how OFTEN have you used a library or a library service? Please include **all** library uses, e.g., dialing into VIRGO, telephone queries, and LEO requests, as well as in-person visits to a library building. Please circle ONE answer.

- 1 Five or more times a week
- 2 Two to four times a week
- 3 About once a week
- 4 Once or twice a month
- 5 Several times a semester
- 6 Once a semester or less
- 7 I haven't used the University Library during 1992-93

9. Are there any reasons why you don't use the library more frequently? PLEASE CIRCLE ONE

NO--my current rate of use is sufficient to meet my needs.
If you answered NO, please skip to question 11.

YES

If you answered YES, please go on to question 10.

10. Please tell us why you don't use the University Library or its services more often: CHECK ALL THAT APPLY

- 1. The library doesn't own what I need.
- 2. The library won't buy what I need.
- 3. My teaching/research doesn't require library materials or services.
- 4. I find the libraries unpleasant to work in.
- 5. I find the library difficult to understand or use.
- 6. I find the VIRGO online catalog difficult to understand or use.
- 7. I find the library staff unhelpful.
- 8. I don't feel safe or secure while in the library.

- 9. The library is inconveniently located.
- 10. The library is not open when I need it.
- 11. Parking near the library is unavailable or inconvenient.
- 12. Other, please specify:

IF YOU USED A LIBRARY SERVICE ONCE A SEMESTER OR LESS, SKIP TO QUESTION 13 NOW. PLEASE DO NOT ANSWER QUESTIONS 11 AND 12!

III. Your satisfaction with Library Resources and Facilities

11. For EACH of the following library resources and facilities, please CIRCLE the appropriate number indicating your degree of satisfaction with it at the present time. If you have not heard of a service or don't use it, circle 7 or 8 as appropriate.

	Not at all Satisfied				Very Satisfied	Never heard of it	Don't Use	No Opinion
<i>Adequacy of Collections</i>								
Books	1	2	3	4	5	7	8	9
Journals	1	2	3	4	5	7	8	9
Newspapers	1	2	3	4	5	7	8	9
Microforms	1	2	3	4	5	7	8	9
CDROMS [optical disks for computers]	1	2	3	4	5	7	8	9
Reference books	1	2	3	4	5	7	8	9
Government documents	1	2	3	4	5	7	8	9
Maps	1	2	3	4	5	7	8	9
Sound Recordings	1	2	3	4	5	7	8	9
Video Recordings	1	2	3	4	5	7	8	9
Slide collections	1	2	3	4	5	7	8	9
Rare Books	1	2	3	4	5	7	8	9
Manuscripts	1	2	3	4	5	7	8	9
<i>Online catalog system (VIRGO)</i>								
Dial-in access to VIRGO	1	2	3	4	5	7	8	9
Online help screens	1	2	3	4	5	7	8	9
Main library catalog (VCAT)	1	2	3	4	5	7	8	9
WILS periodical index	1	2	3	4	5	7	8	9
CART/CCON periodical	1	2	3	4	5	7	8	9

index ("Current Contents")								
NABS periodical index	1	2	3	4	5	7	8	9
ABI/INFORM periodical index	1	2	3	4	5	7	8	9
Library services available online through GWIS (Grounds-Wide Information Service)	1	2	3	4	5	7	8	9
Electronic Text Center	1	2	3	4	5	7	8	9
Document delivery service (LEO)	1	2	3	4	5	7	8	9
Interlibrary loan	1	2	3	4	5	7	8	9
Facilities for individuals to watch videos	1	2	3	4	5	7	8	9
Video classrooms in Clemons Library	1	2	3	4	5	7	8	9
Electronic classroom in Alderman	1	2	3	4	5	7	8	9
Self-service photocopiers in the libraries	1	2	3	4	5	7	8	9
Printed guides on how to use library services	1	2	3	4	5	7	8	9

12. Now we'd like to know how satisfied you are with the services provided by the Library staff. Please circle the appropriate number to indicate how satisfied you are with what we've done during this academic year to...

	Not at all Satisfied				Very Satisfied	Never heard of it	Don't Use	No Opinion
<i>Circulation Services</i>								
Hold/recall a book for you	1	2	3	4	5	7	8	9
Find missing books for you	1	2	3	4	5	7	8	9
Renew your books by telephone	1	2	3	4	5	7	8	9
Have books rush cataloged	1	2	3	4	5	7	8	9
<i>Collection development</i>								
Have new books ordered	1	2	3	4	5	7	8	9

for you

Have new journals ordered for you	1	2	3	4	5	7	8	9
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Reference Services

Answer your questions in person	1	2	3	4	5	7	8	9
---------------------------------	---	---	---	---	---	---	---	---

Answer your questions by phone	1	2	3	4	5	7	8	9
--------------------------------	---	---	---	---	---	---	---	---

Do online literature searches	1	2	3	4	5	7	8	9
-------------------------------	---	---	---	---	---	---	---	---

Help you with CDROMs	1	2	3	4	5	7	8	9
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Government Documents

Help you locate documents	1	2	3	4	5	7	8	9
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Help you locate/use maps	1	2	3	4	5	7	8	9
--------------------------	---	---	---	---	---	---	---	---

Help you use geographic information systems (GIS)	1	2	3	4	5	7	8	9
---	---	---	---	---	---	---	---	---

Reserve book services

Put books on reserve for your classes	1	2	3	4	5	7	8	9
---------------------------------------	---	---	---	---	---	---	---	---

Put photocopied material on reserve for your classes	1	2	3	4	5	7	8	9
--	---	---	---	---	---	---	---	---

Instruction in the Use of the Library

Give instruction to your classes about library resources and services	1	2	3	4	5	7	8	9
---	---	---	---	---	---	---	---	---

Give tours of the library	1	2	3	4	5	7	8	9
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IV. Your Needs and Priorities

13. Are there information services NOT currently available at U.Va. which you would find useful in your research and teaching? [CIRCLE A NUMBER]

1 NO--UVA libraries provide all the services I require
If NO, please go on to question 15 below.

2 YES
If YES, please continue to question 14.

14. Please list the additional services that you would find useful:

15. In your opinion, what is presently the greatest strength of the University Library?

16. In your opinion, what is the one thing the library could do that would most improve its services?

17. The University Library is planning a fund-raising campaign to improve its resources and services. Please indicate the resources or services on which you would like to see us concentrate future new expenditures by checking the box for up to three of the items listed below: [PLEASE CHECK NO MORE THAN THREE BOXES]

- 1. Books
- 2. Journals
- 3. Microforms
- 4. Audiovisual materials, including videorecordings
- 5. Rare books and manuscripts
- 6. Other items for the collection (specify):
- 7. Online bibliographic databases (e.g., indexes, abstracts)
- 8. Online journals
- 9. Electronic texts (literature, history, philosophy, etc.)
- 10. Social science data (e.g., electronic census data)
- 11. Science data (geographical information, molecular structures, etc.)
- 12. Visual images (art, architecture, etc.)
- 13. Music in electronic formats
- 14. Multimedia
- 15. Other electronic resources (specify):
- 16. Document delivery (LEO)/interlibrary loans
- 17. In-person instruction in traditional resources
- 18. In-person instruction in electronic services
- 19. Online instructional materials
- 20. Other staff services (specify):

V. Possible Difficulties in using the Library and its Services

This part of the survey looks at some things that may deter or hinder your use of the library and its services. Please circle the appropriate responses indicating your opinions.

18. Do you ever experience difficulty in using the libraries?

NO

Please go on to question 21.

YES

Please go on to question 19.

19. When you have difficulty, which of the following do you normally do? [PLEASE CHECK ALL THAT APPLY]

- 1. I ask library staff for help
[if you checked #1, please go on to question 21]
- 2. I look for a library brochure/guide/sign to help me
- 3. I ask a friend/colleague to help me
- 4. I leave without resolving the difficulty
- 5. Other, please specify:

20. If you don't normally ask the library staff, please indicate the reasons why: [PLEASE CHECK ALL THAT APPLY]

- 1. I do not believe the library staff have the knowledge to help me
- 2. I do not know whom or where to ask for help
- 3. I am too embarrassed/uncomfortable to ask for help
- 4. I think the staff looks too busy to be interrupted
- 5. I could not find staff on duty when I needed help
- 6. I have been unhappy with the service I received, when I did ask for help
- 7. Other, please specify:

21. Are you sometimes unable to FIND a specific item that you are looking for in the library?

NO--I always seem to find what I need

Please go on to question 23.

YES

Please continue to question 22.

22. When you are unable to find the specific item you are looking for, which of the following do you normally do? [PLEASE CHECK ALL THAT APPLY]

- 1. I ask the Circulation Desk staff to look for the items for me--i.e. I place a SEARCH request
- 2. I check to see if another use has the item out on loan, and ask the Circulation Desk staff to HOLD or RECALL it for me
- 3. I ask Reference Desk staff to help me
- 4. I browse through the stacks until I find another title
- 5. I use what I have and hope it is enough to complete my work
- 6. I talk to a Bibliographer about my problem
- 7. I go to Interlibrary Loan/Document Delivery
- 8. I go to another library
- 9. I call a friend/colleague at another university
- 10. I use the Internet to locate what I need
- 11. I leave without finding the item
- 12. Other, please specify:

VI. Your Overall Satisfaction

23. In general, how would you rate the OVERALL PERFORMANCE/SERVICE of the library?
[PLEASE CIRCLE ONE NUMBER]

Not at all Satisfied				Very Satisfied	No Opinion
1	2	3	4	5	9

If you would be willing to participate in further small group sessions exploring similar questions and issues in more depth, please fill in your name and telephone number 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 except for discussing them with you.

YES, I would be willing to help the Library further by participating in small group discussions to be held at a future date:

NAME:

MESSENGER MAIL ADDRESS:

TELEPHONE:

ELECTRONIC MAIL ADDRESS (if you use E-mail):

AREA(S) OF SPECIAL INTEREST:

Please use the space below for any additional comments about the library and its services. Feel free to use the back of the page if you need more room to write.

THANK YOU for taking the time to answer these questions about the University Library and its services! Please place this survey in the envelope provided and mail it back immediately.

24. Additional comments about the resources, facilities, and services provided by the University Library: