

## FACULTY SURVEY ON THE UNIVERSITY LIBRARY

About the Survey: The University of Virginia Library is conducting a survey of University faculty regarding library collections and services. The Library will use the information you provide to review and revise present library services in light of your stated needs, as well as to plan for future services. Your responses are valuable! The survey requires about 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 checking a response to indicate your choice. Some questions may call for several answers; for these, please check all the boxes that apply to you. If you find yourself unable to answer a question, simply skip it and go on to the next one. If you have questions please email: [lib-mis@virginia.edu](mailto:lib-mis@virginia.edu), or phone: 924-4451.

Returning the Survey: Please return via University messenger mail, using the envelope provided, by March 15, 2000 to:

Management Information Services  
562 Alderman Library  
University of Virginia.

Messenger mail boxes are available in any departmental office.

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

## Faculty Survey on the University Library

### I. GENERAL INFORMATION

1. Please specify any affiliation you have with an interdisciplinary program or center at UVa:

\_\_\_\_\_

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

- 1-5 years
- 6-10 years
- 11-15 years
- 16-20 years
- 21-25 years
- More than 25 years

3. Do you have a computer in your *home* from which you can access the World Wide Web?

- Yes
- No

### II. YOUR USE OF THE LIBRARY COLLECTIONS AND SERVICES

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

Alderman  
Astronomy  
Biology/Psychology

Chemistry  
Clemons  
Education

Fine Arts  
Mathematics  
Music

Physics  
Science/Engineering

4. During the current academic year, how *often* have you used a library or a library service either physically or electronically? Please include *all* library uses, e.g., dialing into VIRGO, telephone queries, browsing the library Web site, interlibrary loan/LEO requests, as well as in-person visits to a library building. Please check only one answer.

- Five or more times a week
- Two to four times a week
- About once a week
- Once or twice a month
- Two or three times a semester

If you marked one of these 5 answers,  
please skip to Question 7.

- Once a semester
- I have not used the University Library during 1999/2000.

If you marked one of  
these 2 answers  
please go on to  
Question 5.

5. If you checked either of the last 2 answers in question 4 above, please tell us why you do not use the Library or its services more often: (Please check all that apply)

- Articles/pages are missing from books and magazines.
- I am physically disabled, and find the library facilities inadequate.  
Please specify which facilities \_\_\_\_\_
- I cannot find my way around inside the libraries.  
Please specify which libraries \_\_\_\_\_
- I cannot find my way around the Library Web site; it's confusing.
- I cannot get onto VIRGO or the Library Web site from my home or office.
- I do not feel safe or secure while in the libraries.
- I find the libraries unpleasant to work in.
- I get all the information I need from colleagues.
- I get all the information I need from the Internet.
- The libraries are difficult to understand or use.
- The libraries are inconveniently located.
- The libraries are not open when I need them.
- The libraries are too noisy.
- The libraries do not own what I need.
- The libraries need more browsing collections of books and magazines.
- The libraries will not buy what I need.
- The library staff is unhelpful.
- My research does not require library materials or services.
- Parking near the libraries is unavailable or inconvenient.
- There are not enough seats in the libraries.
- The VIRGO online catalog is difficult to understand or use.
- Other, please specify \_\_\_\_\_

6. If you did not use any University Library during the last year, what services could be provided that would meet your needs?

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**IF YOU USED A UNIVERSITY LIBRARY NO MORE THAN ONCE OR TWICE DURING 1999/2000, PLEASE STOP HERE AND MESSENGER MAIL THIS FORM TO:**

**Management Information Services  
562 Alderman Library  
University of Virginia**

**THANK YOU FOR PARTICIPATING!**

**IF YOU USED A LIBRARY MORE THAN TWICE DURING THE LAST YEAR, PLEASE CONTINUE.**

7. When you use the libraries do you usually find the information or items you need?

[Please check either 1 or 2]

- 1 YES - I find the information/items I need most of the time
- 2 NO - I often do not find what I need

8. When I do not find what I need, usually (please check all that apply):

- I ask/call a Subject Librarian about my research.
- I ask/call the Circulation staff to help.
- I ask/call the Reference Desk staff to help me.
- I browse through the stacks until I find another title.
- I email the library for assistance.
- I ask a colleague to help me.
- I give up and leave.
- I go to another library.
- I look for a library guide or brochure.
- I place a search request.
- I try CARL Uncover.
- I try Interlibrary Loan/Document Delivery (LEO).
- I use the Internet to locate what I need.
- I use what I have and hope it is enough to complete my work.
- If the item is checked out, I place a recall on it.
- Other, please specify \_\_\_\_\_

9. Which of the following libraries have you physically visited once or more in the current academic year?

- |   |   |
|---|---|
| <input type="checkbox"/> Alderman                         | <input type="checkbox"/> Education  |
| <input type="checkbox"/> Government Information Resources | <input type="checkbox"/> Fine Arts  |
| <input type="checkbox"/> Special Collections              | <input type="checkbox"/> Mathematics  |
| <input type="checkbox"/> Astronomy                        | <input type="checkbox"/> Music  |
| <input type="checkbox"/> Biology/Psychology               | <input type="checkbox"/> Physics  |
| <input type="checkbox"/> Chemistry                        | <input type="checkbox"/> Science/Engineering                                    |
| <input type="checkbox"/> Clemons                          | <input type="checkbox"/> I have not physically visited any libraries this year. |

10. If you have physically visited a library this year, which *one* of these libraries do you use *most often*? Please check only one answer:

- |  |  |
|--|--|
| <input type="checkbox"/> Alderman (including Special Collections and Government Information Resources) | <input type="checkbox"/> Education           |
| <input type="checkbox"/> Astronomy   | <input type="checkbox"/> Fine Arts           |
| <input type="checkbox"/> Biology/Psychology  | <input type="checkbox"/> Mathematics         |
| <input type="checkbox"/> Chemistry   | <input type="checkbox"/> Music               |
| <input type="checkbox"/> Clemons   | <input type="checkbox"/> Physics             |
|  | <input type="checkbox"/> Science/Engineering |

11. There are many ways to use library services, both remotely and in person. Please check how often you do the following:

|                                    | Once per week or more    | Monthly                  | Once per semester        | Less Often               |
|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Connect to the library WWW pages   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Email the library/staff            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Phone to transact library business | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Search VIRGO from home             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Search VIRGO from office           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use LEO services                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Visit libraries in person          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. When are you most likely to visit a library in person? Please check all that apply.

- |  |                                   |  |
|--|-----------------------------------|--|
| <b>Weekdays</b>                        | <b>Saturday</b>                   | <b>Sunday</b>                          |
| <input type="checkbox"/> 8am-noon      | <input type="checkbox"/> 9am-11am | <input type="checkbox"/> 11am-6pm      |
| <input type="checkbox"/> noon-6pm      | <input type="checkbox"/> 11am-1pm | <input type="checkbox"/> 6pm-10pm      |
| <input type="checkbox"/> 6pm-10pm      | <input type="checkbox"/> 1pm-6pm  | <input type="checkbox"/> 10pm-midnight |
| <input type="checkbox"/> 10pm-midnight | <input type="checkbox"/> 6pm-10pm | <input type="checkbox"/> midnight-2am  |
| <input type="checkbox"/> midnight-2am  |                                   |  |

13. How many hours do you typically spend in the library per week? Please check only one.

- |   |  |
|---|--|
| <input type="checkbox"/> Fewer than 2 hours | <input type="checkbox"/> 11 - 15 hours |
| <input type="checkbox"/> 2 - 5 hours        | <input type="checkbox"/> 16 - 20 hours |
| <input type="checkbox"/> 6 - 10 hours       | <input type="checkbox"/> more than 20  |

14. Have you been unable to use any library or electronic center during this academic year because it was not open or it was closing?

- Yes       No

15. If yes, please indicate which libraries or electronic centers you could not use:

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16. Which of the following would help you to learn about finding information in the library? Please check all that apply.

- Availability of more one-on-one instruction
- Library classes related to your subject
- In-depth library tours
- Interactive, hands-on experience
- Faculty colleagues
- Printed materials (brochures, handouts, etc.)
- Web materials

### III. YOUR SATISFACTION WITH LIBRARY RESOURCES, FACILITIES AND SERVICES

17. For each of the following library resources, facilities and services, 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 X.

|   | Not Satisfied |   |   | Very Satisfied |   | Never Heard of/<br>Don't Use |
|---|---------------|---|---|----------------|---|------------------------------|
| <b>A. Library Materials</b>                       |               |   |   |                |   |                              |
| Audio recordings                                  | 1             | 2 | 3 | 4              | 5 | X                            |
| Books   | 1             | 2 | 3 | 4              | 5 | X                            |
| Conference proceedings                            | 1             | 2 | 3 | 4              | 5 | X                            |
| Government Information Resources                  | 1             | 2 | 3 | 4              | 5 | X                            |
| Magazines/Journals                                | 1             | 2 | 3 | 4              | 5 | X                            |
| Maps  | 1             | 2 | 3 | 4              | 5 | X                            |
| Microforms (fiche, film)                          | 1             | 2 | 3 | 4              | 5 | X                            |
| Newspapers  | 1             | 2 | 3 | 4              | 5 | X                            |
| Non-English language materials                    | 1             | 2 | 3 | 4              | 5 | X                            |
| Physical condition of materials                   | 1             | 2 | 3 | 4              | 5 | X                            |
| Printed music                                     | 1             | 2 | 3 | 4              | 5 | X                            |
| Reference books                                   | 1             | 2 | 3 | 4              | 5 | X                            |
| Slides  | 1             | 2 | 3 | 4              | 5 | X                            |
| Special Collections (Rare Books<br>& Manuscripts) | 1             | 2 | 3 | 4              | 5 | X                            |
| Video recordings                                  | 1             | 2 | 3 | 4              | 5 | X                            |

|   | Not Satisfied |   |   | Very Satisfied |   | Never Heard of/<br>Don't Use |
|---|---------------|---|---|----------------|---|------------------------------|
| <b>B. VIRGO Features</b>  |               |   |   |                |   |                              |
| Dial-in access  | 1             | 2 | 3 | 4              | 5 | X                            |
| Display list of books charged to you  | 1             | 2 | 3 | 4              | 5 | X                            |
| Library catalog   | 1             | 2 | 3 | 4              | 5 | X                            |
| Online help button  | 1             | 2 | 3 | 4              | 5 | X                            |
| Recall book checked out to someone else   | 1             | 2 | 3 | 4              | 5 | X                            |
| Renew library materials   | 1             | 2 | 3 | 4              | 5 | X                            |
| Request book that is in-process or on-order   | 1             | 2 | 3 | 4              | 5 | X                            |
| Request item through ILL/LEO  | 1             | 2 | 3 | 4              | 5 | X                            |
| Request retrieval of item from Ivy Stacks   | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>C. Electronic Resources</b>  |               |   |   |                |   |                              |
| <u>CARL Uncover</u>   | 1             | 2 | 3 | 4              | 5 | X                            |
| <u>Electronic Indexes/Abstracts:</u><br>(such as WorldCat, Avery Online, MLA Bibliography, FirstSearch, Stat-USA, etc.)           | 1             | 2 | 3 | 4              | 5 | X                            |
| <u>Electronic Journals</u><br>(such as Project Ideal, Project Muse, JSTOR, ARTFL, AGRICOLA, etc.)                                 | 1             | 2 | 3 | 4              | 5 | X                            |
| <u>Full text Electronic Resources:</u><br>(such as Britannica Online, Lexis-Nexis, Infotrac Web, Oxford English Dictionary, etc.) | 1             | 2 | 3 | 4              | 5 | X                            |
| <u>Library Web Pages</u>  | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>D. Facilities</b>  |               |   |   |                |   |                              |
| Access to email   | 1             | 2 | 3 | 4              | 5 | X                            |
| Access to the World Wide Web  | 1             | 2 | 3 | 4              | 5 | X                            |
| Alderman Café   | 1             | 2 | 3 | 4              | 5 | X                            |
| CAV Advantage machines  | 1             | 2 | 3 | 4              | 5 | X                            |
| Computer lab in Clemons   | 1             | 2 | 3 | 4              | 5 | X                            |
| Computer printers   | 1             | 2 | 3 | 4              | 5 | X                            |
| Computer workstations   | 1             | 2 | 3 | 4              | 5 | X                            |
| Directional signs   | 1             | 2 | 3 | 4              | 5 | X                            |
| Electronic Classrooms   | 1             | 2 | 3 | 4              | 5 | X                            |
| Lighting in libraries   | 1             | 2 | 3 | 4              | 5 | X                            |
| Microfiche/film readers & printers  | 1             | 2 | 3 | 4              | 5 | X                            |
| Music listening facilities  | 1             | 2 | 3 | 4              | 5 | X                            |
| Photocopiers in libraries   | 1             | 2 | 3 | 4              | 5 | X                            |
| Projector/light table facilities  | 1             | 2 | 3 | 4              | 5 | X                            |
| SEDI Lab (Science & Engineering Library)  | 1             | 2 | 3 | 4              | 5 | X                            |
| Study & research space  | 1             | 2 | 3 | 4              | 5 | X                            |
| Temperature in libraries  | 1             | 2 | 3 | 4              | 5 | X                            |
| Text/Image scanners in the libraries  | 1             | 2 | 3 | 4              | 5 | X                            |



|   | Not Satisfied |   |   | Very Satisfied |   | Never Heard of/<br>Don't Use |
|---|---------------|---|---|----------------|---|------------------------------|
|   | 1             | 2 | 3 | 4              | 5 |                              |
| Video classrooms in Clemons   | 1             | 2 | 3 | 4              | 5 | X                            |
| Video-viewing carrels in Clemons  | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>E. <i>Electronic Center Services</i></b>   |               |   |   |                |   |                              |
| Digital Media Services (Clemons)  | 1             | 2 | 3 | 4              | 5 | X                            |
| Electronic Text Center (Alderman)   | 1             | 2 | 3 | 4              | 5 | X                            |
| Geo/Stat Information Center (Alderman)  | 1             | 2 | 3 | 4              | 5 | X                            |
| Special Collections Digital Center (Alderman)   | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>F. <i>Circulation Services</i></b>   |               |   |   |                |   |                              |
| Checking out books  | 1             | 2 | 3 | 4              | 5 | X                            |
| Email notices   | 1             | 2 | 3 | 4              | 5 | X                            |
| Finding missing books for you   | 1             | 2 | 3 | 4              | 5 | X                            |
| Returning books   | 1             | 2 | 3 | 4              | 5 | X                            |
| Promptness of reshelving books  | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>G. <i>Information (Reference) Services</i></b>   |               |   |   |                |   |                              |
| Answering questions by phone  | 1             | 2 | 3 | 4              | 5 | X                            |
| Answering questions in person   | 1             | 2 | 3 | 4              | 5 | X                            |
| Answering questions via Email   | 1             | 2 | 3 | 4              | 5 | X                            |
| Helping with electronic databases   | 1             | 2 | 3 | 4              | 5 | X                            |
| Helping with government documents and maps  | 1             | 2 | 3 | 4              | 5 | X                            |
| Requesting new books for the collection   | 1             | 2 | 3 | 4              | 5 | X                            |
| Requesting new journals/magazines for the collection  | 1             | 2 | 3 | 4              | 5 | X                            |
| Requesting other new media (CDs, Electronic databases, slides, videos, etc.) for the collection | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>H. <i>Reserve Services</i></b>   |               |   |   |                |   |                              |
| Appropriateness of loan periods (e.g., 2 hours, 2 days)   | 1             | 2 | 3 | 4              | 5 | X                            |
| Checking out reserve materials  | 1             | 2 | 3 | 4              | 5 | X                            |
| Electronic reserve/using Toolkit  | 1             | 2 | 3 | 4              | 5 | X                            |
| Putting items on reserve  | 1             | 2 | 3 | 4              | 5 | X                            |
| <b>I. <i>Instruction in the Use of Library Resources and Services</i></b>                       |               |   |   |                |   |                              |
| Course specific library sessions given by library staff   | 1             | 2 | 3 | 4              | 5 | X                            |
| General library tours   | 1             | 2 | 3 | 4              | 5 | X                            |
| Guides on the library web page  | 1             | 2 | 3 | 4              | 5 | X                            |
| LIBRA (library newsletter)  | 1             | 2 | 3 | 4              | 5 | X                            |
| Library Short Courses   | 1             | 2 | 3 | 4              | 5 | X                            |
| Printed guides on how to use library services   | 1             | 2 | 3 | 4              | 5 | X                            |

#### IV. YOUR NEEDS AND PRIORITIES

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

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19. In your opinion, what is the *one* thing the University Library could do that would most improve its services?

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20. The University Library continues to face difficult choices in allocating scarce resources such as staff and materials funds. We would like to have your opinion on where we should concentrate our resources. Please check your three highest priorities for library spending: [Please check no more than three boxes]

- Books
- Classes and short courses in the use of library resources
- Electronic database services (e.g., Infotrac, MLA, PsycInfo, Sociological Abstracts)
- Electronic reserve
- Electronic texts and online journals (e.g., JSTOR, Academic Press, Project Muse)
- Extending library hours
- Foreign language materials
- Improving climate control and other physical facilities
- Improving library web pages
- In-person assistance in using the library
- Interlibrary loan/LEO
- Magazines/Journals
- Microforms (fiche, film)
- Music compact discs
- Online assistance in using the library
- Physical preservation of materials
- Printed music
- Rare books and manuscripts
- Reshelving materials quickly and accurately
- Social science data in electronic format (e.g., census data)
- Science data in electronic format (e.g., geographical information, molecular structures)
- Upgrading and expanding library computer workstations
- Video recordings and multimedia
- Visual images in electronic format (e.g., art, architecture)
- Other, please specify: \_\_\_\_\_

**V. YOUR OVERALL SATISFACTION**

21. Please rate your *overall satisfaction* with the library

| Not at all<br>Satisfied |   |   |   | Very<br>Satisfied | No<br>Opinion |
|-------------------------|---|---|---|-------------------|---------------|
| 1                       | 2 | 3 | 4 | 5                 | X             |

**VI. OTHER COMMENTS**

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If you would be willing to participate in small group sessions exploring similar questions and issues in more depth, please fill in the information below and indicate any particular area(s) of interest. Please note that even if you provide this information, your responses to this survey will remain confidential.

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

NAME (Please print): \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

ELECTRONIC MAIL ADDRESS: \_\_\_\_\_

AREA(S) OF SPECIAL INTEREST: \_\_\_\_\_

**THANK YOU for taking the time to answer these questions about the University Library and its services!  
Please mail this survey back immediately via messenger mail to:**

**Management Information Services  
562 Alderman Library**