

**2000
FACULTY SURVEY
ON THE
UNIVERSITY OF VIRGINIA LIBRARY**

**A Report Prepared by
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**The University of Virginia Library
Management Information Services**

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2000 FACULTY SURVEY ON THE UNIVERSITY OF VIRGINIA LIBRARY

Summary

After an initial survey in 1993, and a second survey in 1996, a third faculty survey concerning the University Library was administered through a Web form in March 2000.

- 315 (63%) responses were received from a sample of 500 faculty.
- 64% of respondents were affiliated with the College of Arts and Sciences.
- Just over 80% of faculty have access to computers and the Web outside of the library.
- Alderman and Clemons were the most used libraries, with Science/Engineering not far behind.
- Alderman was the primary library for the most faculty (42%); but 49% of faculty claim a subject branch (specialized humanities or science library) as their primary library.
- 88% of all faculty reported using a library at least once a week. This is an increase over the 79% reported in 1993.
- Only 7 respondents used a library once a semester or less; 98% report using a library at least twice a semester.
- The most popular time for faculty to visit a library is weekdays from noon to 6pm.
- Almost 13% reported not being able to use a library when they wanted to because it was closed or closing. Alderman, Education, and Science/Engineering topped the list of libraries where this happened.
- Over 94% of faculty can usually find the information they need in the library.
- Web-based learning was the most popular way to learn how to find information in the library.
- The highest satisfaction/highest visibility services were the library's bread and butter services: circulation services, LEO, reference, the catalog.
- LEO remains a high satisfaction/high visibility service, increasing from an already high 4.50 rating in 1993 to 4.59 in 1996 and 4.62 in 2000.
- Items with high satisfaction/low visibility included most electronic services, additional reference services, and several specialized collections.
- There were only 4 low satisfaction/high visibility services: journal collection, dial-in access, temperature, photocopiers.
- The items with low satisfaction and low visibility continue to be highly specialized services that appeal to limited audiences—the only general service that fell into this category was requesting new journals.
- The highest priority for spending was for books; the next two choices were journals and electronic databases. However, these results vary considerably depending on the respondent's academic discipline.
- Overall satisfaction with the University Library was 4.41 on a scale of 1 to 5, 5 indicating the greatest satisfaction; the satisfaction rate from the 1996 survey was 4.26, and from the 1993 survey, 4.09—a significant improvement.

2000 FACULTY SURVEY ON THE UNIVERSITY OF VIRGINIA LIBRARY

1. Report Contents

The main body of this report lists the ratings for each question in the survey as well as some analysis and commentary. Question numbers are indicated in parentheses. Appendix I is a library-by-library breakdown of the ratings of services, resources, and facilities as perceived by their primary users (#17). Appendix II is a compilation of these services, resources, and facilities (system-wide) listed in the order in which they appeared on the survey questionnaire (#17), with comparison with the previous surveys where applicable. Appendix III provides a comparison with the previous surveys of responses regarding spending for library priorities (#20). Appendix IV includes the survey instrument and the letter which was mailed to each faculty member in the sample.

2. Survey Administration

This survey is the third in a series of efforts to obtain reliable, objective information from the University's faculty regarding their satisfaction with Library services. It was designed and administered by members of the Management Information Services Department of the Library. It was based largely on the faculty surveys of 1993 and 1996, along with the student survey completed in 1998, and was revised to mirror the many changes in library services. The survey was administered via messenger mail and the Web in March 2000. Faculty were mailed a letter asking them to log on to a Web page and fill in the survey electronically; 304 surveys were completed on the Web. They were given the option to receive a paper form. Approximately 20 paper surveys were mailed out, of which 11 were returned.

The population surveyed included faculty with ranks from lecturer to full professor. Excluded were faculty from the Health Sciences Center, the Law School, and the Darden Business School, all of which are served by their own libraries. The Office of Institutional Studies selected a random sample of 500 faculty from the College of Arts and Sciences and the Schools of Architecture, Engineering, Education, and Commerce.

Three hundred fifteen surveys were received from the 500 members of the sample--7% fewer than from the previous survey (339) and 10% fewer than from the original 1993 survey (349). The return rate was 63%. Enough surveys were returned for the results to be reliable indicators of opinions among faculty.

The results of the survey will be used to improve services. The survey identifies perceived strengths and weaknesses of the libraries, and can serve as a basis for developing library priorities.

3. Demographic information: Who are the faculty users?

The departmental distribution of the 315 faculty who responded to the survey is charted below. The number who responded, as well as the percent of the total respondents, is given.

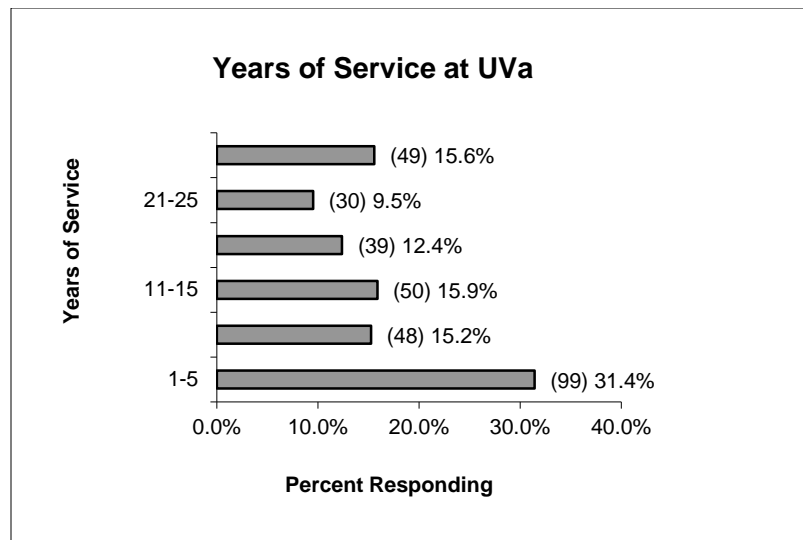
<i>Departmental Affiliation</i>	<i>Number</i>	<i>Percent</i>	<i>Departmental Affiliation</i>	<i>Number</i>	<i>Percent</i>
Anthropology	3	1.0%	Environmental Sciences	8	2.5%
Architecture	19	6.0%	French Language and Literature	7	2.2%
Art	4	1.3%	German Literature	2	0.6%
Asian and Middle Eastern Language and Culture	7	2.2%	Government and Foreign Affairs	12	3.8%
Astronomy	7	2.2%	History	13	4.1%
Biology	7	2.2%	Mathematics	7	2.2%
Chemistry	6	1.9%	Miscellaneous	3	0.9%
Classics	3	1.0%	Music	2	0.6%
Commerce	14	4.4%	Philosophy	4	1.3%
Division of Statistics	4	1.3%	Physics	14	4.4%
Drama	6	1.9%	Psychology	7	2.2%
Economics	17	5.4%	Religious Studies	12	3.8%
Education	39	12.4%	Slavic Languages and Literatures	5	1.6%
Engineering	42	13.3%	Sociology	8	2.5%
English Language and Literature	23	7.3%	Spanish, Italian, Portuguese	10	3.2%

The most common departmental affiliations among faculty were Engineering (42), Education (39), English (23), Architecture (19), and Economics (17). Around 80 (25%) respondents claim affiliation with a center, institute, or interdisciplinary program at the University (#1--question numbers are indicated in parentheses).

Grouped by school, the affiliations are largely the same as in previous surveys, though somewhat fewer Engineering faculty responded and somewhat more Education faculty responded. As in the past, most respondents (64%) are from Arts and Sciences.

<i>School</i>	<i>2000</i>		<i>1996</i>	<i>1993</i>
	<i>Number</i>	<i>Percent</i>	<i>Percent</i>	<i>Percent</i>
Arts & Sciences	201	63.8%	64%	61%
Engineering	42	13.3%	18%	19%
Education	39	12.4%	8%	8%
Commerce	14	4.4%	5%	5%
Architecture	19	6.0%	4%	4%

The greatest number of respondents, 99 (or 31.4%), has been at the University for 5 years or fewer (#2). Those serving 21 to 25 years at the University constituted the smallest cohort at 9.5%. The remainder of the respondents was relatively evenly distributed across the years of service from 6 to 20 and from 25 upwards.



4. Computer ownership: Which faculty have access to computers and the Web outside of the library?

As computers have become an integral part of academic life, it was thought some data on computer ownership and access to the Web might be useful. Faculty were asked whether or not they have access, outside of library facilities, to a personal computer with Web access (#3). Eighty percent (80%), or 252 respondents overall, confirmed having a Web-accessible computer at home or in their office.

5. Use of collections and services: Which libraries do the faculty typically use?

Faculty were asked to name the library they use most often, i.e., their primary library (#10). Alderman by far claims the greatest percent of faculty users at 41.6%. The Science/Engineering Library was a distant second at 13.7%. However, subject libraries, those other than Alderman and Clemons, serve as the primary libraries of 49.2% of all faculty. This figure is down from the 1993 (62%) and 1996 (59%) surveys.

All but four respondents reported visiting a library at least once during the 1999/2000 academic year (#9). Alderman was used by the greatest number of respondents (80.3%), followed by Clemons and Science/Engineering, Fine Arts, and Education. Use of each of the remaining libraries was less than 15%.

<i>Library</i>	<i>Primary Library</i>		<i>Library Used at Least Once</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Alderman	131	41.6%	253	80.3%
Astronomy	7	2.2%	12	3.8%
Bio/Psych	13	4.1%	44	14.0%
Chemistry	7	2.2%	18	5.7%
Clemons	13	4.1%	185	58.7%

<i>Library</i>	<i>Primary Library</i>		<i>Library Used at Least Once</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Education	36	11.4%	69	21.9%
Fine Arts	26	8.3%	76	24.1%
Alderman-Government Documents			40	12.7%
Mathematics	8	2.5%	19	6.0%
Music	2	0.6%	39	12.4%
No Library	16	5.1%	4	1.3%
Physics	13	4.1%	39	12.4%
Science/Engineering	43	13.7%	115	36.5%
Alderman-Special Collections			49	15.6%
Total	315	100.0%		

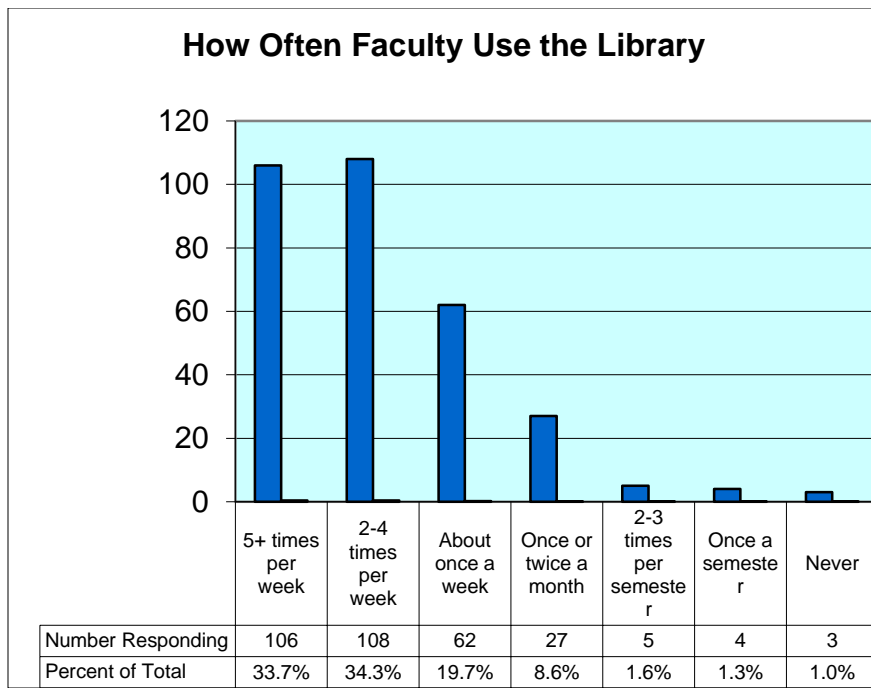
6. How do faculty use the library's services?

The survey noted that there are many ways to use the library's services and asked how often faculty used services remotely or in person (#11). For those who use Library services at least weekly, the preference seems to be for querying the computer, either through the Web (73.3%) or Virgo (31.1% from home and 68.6% from the office), rather than asking a real person. On the other hand, 86% of respondents visit the library in person at least once a month. For those who use services less frequently, getting in touch with a real person via phone or email seems more important, although over 50% did not respond to these questions.

<i>Service</i>	<i>At least weekly</i>	<i>Once per month</i>	<i>Once per semester</i>	<i>Rarely</i>	<i>(No Response)</i>
Connect to Library's WWW pages	73.3%	11.4%	3.2%	3.2%	8.9%
Email Library staff	3.2%	23.8%	21.9%	27.0%	24.1%
Phone Library staff	2.5%	11.4%	19.4%	39.4%	27.3%
Search VIRGO from home	31.1%	20.6%	7.0%	22.2%	19.0%
Search VIRGO from office	68.6%	17.8%	4.1%	1.6%	7.9%
Use LEO services	23.8%	32.7%	16.2%	13.0%	14.3%
Visit Libraries in person	49.2%	36.8%	8.3%	2.2%	3.5%

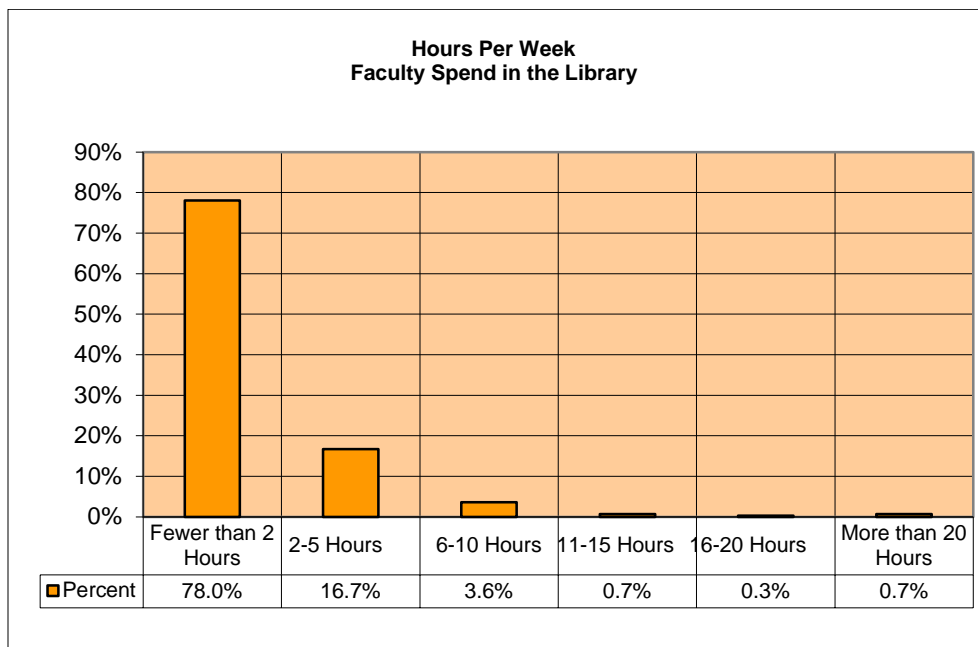
7. How often do faculty use the library?

The survey asked respondents to indicate how often they had used a library or electronic service during the 1999/2000 academic year (#4). They were asked to consider all library uses, including dialing into VIRGO, telephone queries, and interlibrary loan requests as well as in-person visits to a library building. Usage is rather high with 87.6% of respondents using a library or service at least once a week; this is up from 79% in the 1993 survey. Most faculty (97.8%) reported using the library at least twice a semester.



The last two response choices for this question elicited only 7 responses. These were not enough to provide a valid analysis of the follow-up question asking why those respondents did not use the Library or its services more often (#5); there was no significant pattern to that data.

Faculty were asked to indicate approximately how many hours they spent in a library during a typical week (#13). Over three-fourths of all faculty (238 respondents) spent fewer than 2 hours a week in a library. The next 17% spent 2-5 hours per week. Two percent of respondents spent more than 10 hours per week in a library.

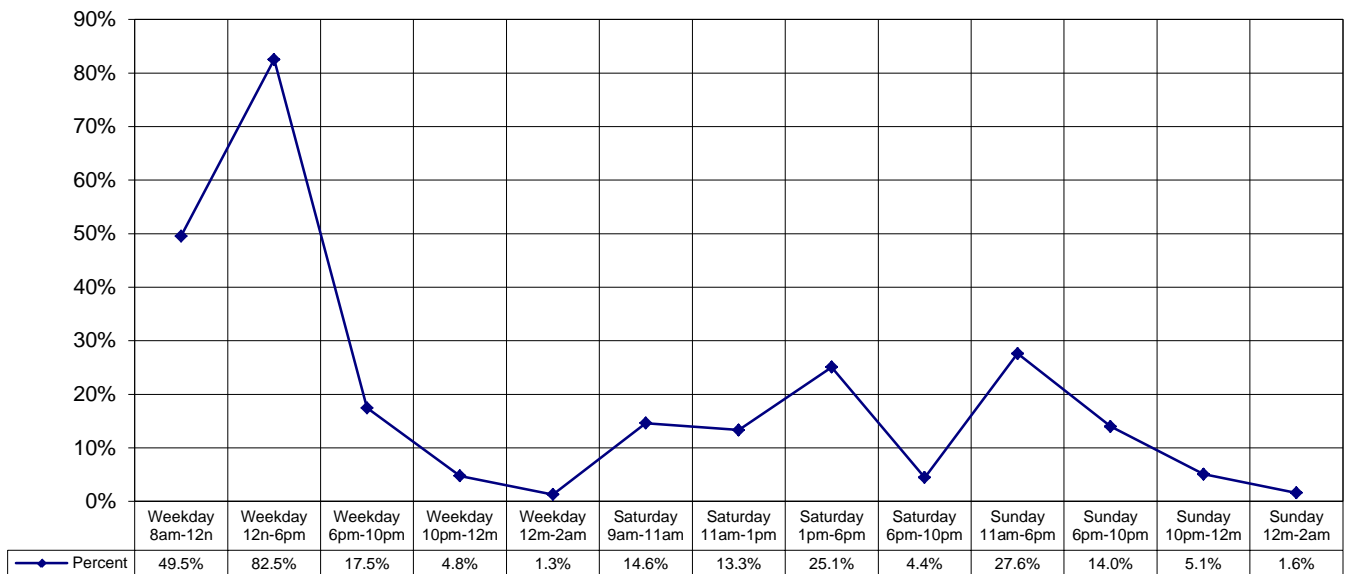


8. When do faculty use the libraries?

Faculty were asked to note the times of day they are most likely to use a library (#12). They followed their students in the 1998 survey in indicating that weekdays from noon to 6pm were their favorite time to visit the library (82.5%). A distant second was weekday mornings, followed more distantly by Saturday and Sunday afternoons. Anytime after 10pm is a very low-use time.

	<i>Number</i>	<i>Percent</i>
Weekday 12n-6pm	260	82.5%
Weekday 8am-12n	156	49.5%
Sunday 11am-6pm	87	27.6%
Saturday 1pm-6pm	79	25.1%
Weekday 6pm-10pm	55	17.5%
Saturday 9am-11am	46	14.6%
Sunday 6pm-10pm	44	14.0%
Saturday 11am-1pm	42	13.3%
Sunday 10pm-12m	16	5.1%
Weekday 10pm-12m	15	4.8%
Saturday 6pm-10pm	14	4.4%
Sunday 12m-2am	5	1.6%
Weekday 12m-2am	4	1.3%

Times the Library Is Most Likely To Be Used by Faculty



9. Were faculty unable to use a library because it was closed or closing?

Faculty were asked whether, during the 1999/2000 academic year, they had been unable to use a library because it was closed (#14). Slightly over 87% reported that this had not been a problem for them.

	<i>Number</i>	<i>Percent of Responses</i>
Yes	39	12.9%
No	264	87.1%

Of those few who answered "yes", a follow-up question was asked to determine which facility was closed/closing (#15). The facilities for which this was true most often mirrored the ones with the highest use rate: Alderman, Clemons, and Science/Engineering, plus Education.

<i>Library that was closed:</i>	<i>Number</i>
Alderman	16
Education	8
Sci/Engr	8
Clemons	6
Bio/Psych	2
Fine Arts	2
Music	1

10. What do faculty do when they can't find the information/items they need?

The survey asked "... do you usually find the information/items you need?" (#7). Faculty overwhelmingly answered "yes", by 94.1%. This compares favorably to the 1996 survey where only 75% said they generally find what they need. The question was worded somewhat differently in 1993 (Are you sometimes unable to find a specific item in the library?). Seventy-eight percent of faculty at that time agreed that they were sometimes unable to find an item.

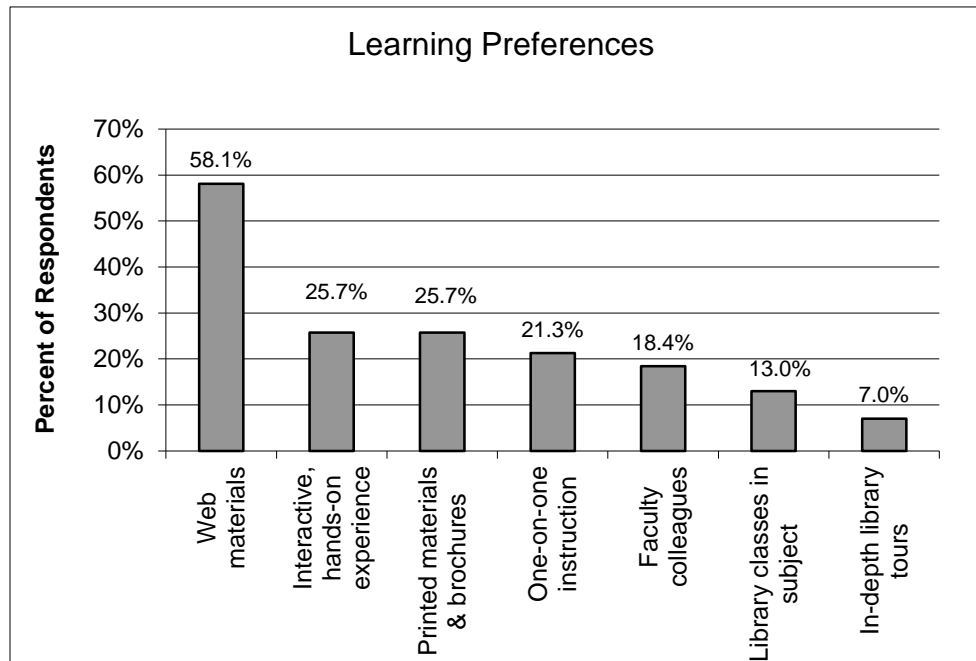
Faculty were asked a follow-up question: "When I do not find what I need, usually I..." (#8). There were 1,280 responses to the 16 options offered and none received a response rate higher than 14.8% of those responses. Just over 60% of the 315 respondents report using ILL/LEO to find what they cannot find in the University Library. Placing recalls, using the Internet, or asking reference staff followed close behind. Browsing the stacks was an option favored by a third of respondents.

<i>Action</i>	<i>Number</i>	<i>Percent of Respondents</i>
Use ILL/LEO	190	60.3%
Place a recall	185	58.7%
Use the Internet	151	47.9%
Ask reference desk staff	131	41.6%
Browse the stacks	102	32.4%

<i>Action</i>	<i>Number</i>	<i>Percent of Respondents</i>
Ask a subject librarian	92	29.2%
Place a search request	91	28.9%
Ask circulation staff	86	27.3%
Email the library	57	18.1%
Ask a colleague	50	15.9%
Use what I already have	45	14.3%
Use Carl Uncover	35	11.1%
Give up and leave	34	10.8%
Go to another library	19	6.0%
Use a library guide/brochure	7	2.2%
Other	5	1.6%

The faculty were further asked which factors might best facilitate their learning how to find information they need in the library (#16). Two of the top three choices, nearly 50% of all responses, were for computer-based instruction.

<i>Learning Style Preference</i>	<i>Number</i>	<i>Percent of Respondents</i>
Web materials	183	58.1%
Interactive, hands-on experience	81	25.7%
Printed materials & brochures	81	25.7%
One-on-one instruction	67	21.3%
Faculty colleagues	58	18.4%
Library classes in subject area	41	13.0%
In-depth library tours	22	7.0%



12. Satisfaction/visibility ratings of services, resources and facilities

The survey questionnaire used a numerical scale to evaluate the various activities, resources, facilities and services of the Library (#17). All respondents who used the library more than once a semester were asked to evaluate a total of 77 items—up from 46 in 1993 and 64 in 1996. Respondents were asked to rate each item from 1 ("Not at all Satisfied") to 5 ("Very Satisfied"). If they were not familiar with an item, they could mark "X" which was the default choice.

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 an opinion about the item, indicates the **visibility** or impact of the particular item. The other score is a mean rating calculated using the 1 to 5 scale but not the X. This figure indicates the level of **satisfaction** with the particular item.

The results of the calculations are presented below. On the left side is a brief description of the particular service or resource. Next is the mean rating (satisfaction) among faculty for the particular item, followed by the percentage of faculty who rated the item (visibility). The 77 items were grouped into categories based on satisfaction and visibility. If an item was rated at 4.0 or higher, then it was categorized as "high" satisfaction. Most faculty agreed the Library is doing these things very well. Conversely, if an item received a mean rating of less than 4.0, then it was placed in the category of "low" satisfaction. Faculty were less happy with this item. The visibility scores were fit into analogous categories. If 50% or more of the respondents rated a particular item, then it was considered "high" visibility. If fewer than one half of the respondents rated a particular item, then it was considered "low" visibility.

A. High Ratings—Where do we find satisfaction?

Just over 70% of the services or facilities listed were rated greater than 4.0 (high satisfaction) in the 2000 survey. This is a notable improvement over the previous surveys, where comparable figures are 56.3% (1996) and 54.3% (1993). These high satisfaction items are further categorized by their visibility rate. The high satisfaction/high visibility items from the 2000 survey tend to be basic library services such as circulation (including reserve, requests, and ILL/LEO), reference, basic Web access, and the library catalog. The previous two surveys included 8 items that related to circulation. The 2000 survey included fifteen items, several of which are now functions of the VIRGO online system that patrons can perform themselves, such as renewing books or displaying a list of items they have checked out. All but one of these circulation items is both high satisfaction and high visibility. The fifteenth (electronic reserve) is high satisfaction and low visibility but with a 47.5% response rate. Adding such high visibility/high performance functions to the survey may have helped to increase the apparent satisfaction with library services; of the fourteen items added, seven were circulation functions.

Items with high satisfaction but lesser visibility include six additional reference services, all of the electronic centers, several other specialized collections (rare books, government documents, videos, newspapers, microforms), and various electronic resources both hardware and software. In the earlier surveys, several specific electronic databases or online CD-ROMS were listed. These tended to fall into both of the low visibility categories. There were so many of these electronic services available by 2000 that they were subsumed under electronic indexes/abstracts and full text electronic resources.

<i>High Satisfaction/High Visibility</i>	<i>Mean</i>	<i>Percent</i>
Checking out books	4.67	93.7%
Request item through ILL/LEO	4.62	76.9%
Answering questions in person	4.60	77.2%
Renew materials	4.57	68.0%
Answering questions via email	4.56	55.1%
Access to www	4.55	54.1%
Request items from Ivy Stacks	4.49	52.5%
Display books charged to you	4.46	56.0%
Answering questions by phone	4.46	50.3%
Email notices	4.43	87.3%
Request book in-process or on-order	4.41	50.6%
Appropriate reserve loan periods	4.35	78.8%
Returning books	4.34	84.5%
Recall book	4.34	76.6%
Putting items on reserve	4.31	74.7%
Requesting new books	4.29	58.9%
Reference books	4.26	67.4%
Promptness of reshelving books	4.26	63.0%
Physical condition of materials	4.25	68.7%
Library catalog	4.24	87.0%
Check out reserve material	4.24	56.3%
Books	4.21	95.3%
Electronic indexes/abstracts	4.16	64.2%
Library web pages	4.10	74.7%
Lighting in library	4.04	55.4%

<i>High Satisfaction/Low Visibility</i>	<i>Mean</i>	<i>Percent</i>
Course specific library sessions	4.56	26.6%
Helping with electronic databases	4.51	46.5%
Access to email	4.50	38.6%
General library tours	4.41	13.0%
E-text Center (Alderman)	4.40	21.2%
Alderman Café	4.38	45.3%
Electronic reserve/using toolkit	4.36	47.5%
Special Collections Digital Center	4.36	8.9%
Electronic classrooms	4.34	19.3%
Digital media services (Clemons)	4.33	25.9%
Full text electronic resources	4.28	49.4%
Special collections	4.25	27.5%
Library short courses	4.24	22.5%
Geo/Stat Center	4.23	11.1%
SEDI lab in SEL	4.23	4.1%
Video-viewing carrels in Clemons	4.20	15.8%
Helping with government documents and maps	4.19	19.9%
Video classrooms in Clemons	4.19	18.4%
Computer lab in Clemons	4.18	7.0%
Video recordings	4.13	40.5%
Government information resources	4.13	33.9%
Guides on library web pages	4.13	28.2%
Requesting other new media	4.11	28.8%
Libra newsletter	4.03	38.9%

<i>High Satisfaction/Low Visibility</i>	<i>Mean</i>	<i>Percent</i>
Newspapers	4.03	34.8%
Microforms	4.03	31.3%
Printed guides to library services	4.03	22.8%
Electronic journals	4.02	40.2%

Of the 77 items rated in the 2000 survey, 33.7% were rated both high satisfaction *and* high visibility. This compares to 18.7% of items in the 1996 survey and 21.7% of items in the 1993 survey. Since the scales are the same for all three surveys, it would appear that faculty satisfaction with library services has improved over the past eight years. A number of items have consistently remained in this top quadrant. They are all what could now be considered basic bread-and-butter services: ILL/LEO, answering reference questions, recalling and renewing books, putting items on reserve, the reference and general book collections, the Library's online catalog, and the Library's Internet face.

2000	<i>Mean</i>	<i>Pct</i>	1996	<i>Mean</i>	<i>Pct</i>	1993	<i>Mean</i>	<i>Pct</i>
High/High in all three surveys								
Request item through ILL/LEO	4.62	76.9%	LEO-Document Delivery	4.59	75%	LEO	4.50	62%
			Interlibrary Loan	4.26	81%	Interlibrary loans	4.26	76%
Answer questions in person	4.60	77.2%	In person reference	4.46	80%	In person reference	4.46	78%
Answer questions by phone	4.46	50.3%	Telephone reference	4.34	57%	Telephone reference	4.46	63%
Recall a book	4.34	76.6%	Hold/recall a book	4.04	69%	Placing hold/recalls	4.37	80%
Put items on reserve	4.31	74.7%	Put books on reserve	4.38	79%	Placing books on reserve	4.38	74%
			Put photocopies on reserve	4.12	69%	Place photocopies on reserve	4.22	64%
Reference book collection	4.26	67.4%	Reference book collection	4.16	80%	Reference book collection	4.02	85%
High/High in two of the three surveys								
Renew materials	4.57	68.0%				Telephone renewals	4.68	72%
Library catalog	4.24	87.0%	VCAT - Library online catalog	4.03	88%			
Book collection	4.21	95.3%	Book collection	4.01	96%			
Library web pages	4.10	74.7%	Library GWIS pages	4.03	53%			

B. Low Ratings—Where do we find dissatisfaction?

Items that the Library should be concerned about are those with low satisfaction but high visibility. There are only four of these in the 2000 survey. Two of these have been in the same category for all three surveys: photocopiers and the journal collections. The four items represent only 5.2% of all the items listed. This is a notable decrease from the 1996 (12.5%) and 1993 (15.2%) surveys. There are, however, items from the first two surveys that have moved from low/high to high/high: the online catalog (VIRGO), the book collection, finding missing books, and ordering new books. One item, dial-in access to VIRGO, moved in the opposite direction.

<i>Low Satisfaction/High Visibility</i>	<i>Mean</i>	<i>Percent</i>
Magazines/journals	3.92	90.8%
Dial-in access	3.87	65.8%
Temperature in library	3.66	63.3%
Photocopiers in library	3.32	63.6%

<i>Low Satisfaction/Low Visibility</i>	<i>Mean</i>	<i>Percent</i>
Computer printers	3.99	26.9%
Online help button	3.96	29.4%
Cavalier Advantage machines	3.96	23.4%
Carl Uncover	3.91	32.6%
Audio recordings	3.86	17.7%
Directional signs	3.84	32.9%
Music listening facilities	3.84	6.0%
Printed music	3.82	7.0%
Computer workstations	3.81	25.0%
Maps	3.74	17.1%
Projector/light table facilities	3.70	7.3%
Requesting new journals/magazines	3.67	44.0%
Text/image scanners in library	3.60	9.5%
Conference proceedings	3.59	46.8%
Microfiche/film readers & printers	3.56	30.1%
Non-English materials	3.49	25.6%
Study/research space	3.21	47.5%
Slides	3.13	9.8%

Many of the 18 items with low satisfaction but low visibility tend to be highly specialized items of interest to very small audiences. One anomaly is requesting new journals. While it has--understandably, given the serials cancellation projects of recent years--a lower satisfaction rating, its visibility is also less than half of the responses. Two items have consistently fallen into this low/low category over the three surveys: maps and slides. Other items falling into this category for at least two surveys are enumerated below.

2000	<i>Mean</i>	<i>Pct</i>	1996	<i>Mean</i>	<i>Pct</i>	1993	<i>Mean</i>	<i>Pct</i>
Low/Low in all three surveys								
Maps	3.74	17.1%	Maps	3.89	18%	Map collection	3.69	17%
Slides	3.13	9.8%	Slides	3.71	12%	Slides	3.50	11%
Low/Low in two of three surveys								
Online help button	3.96	29.4%	Online help screens	3.12	41%			
Cav Advantage machines	3.96	23.4%	Cavalier Advantage cards	3.25	30%			
Audio recordings	3.86	17.7%				Sound recordings	3.62	11%
Computer workstations	3.81	25.0%	Library computer workstations	3.73	39%			
Microfiche/film readers & printers	3.56	30.1%	Fiche/Film readers	3.62	37%			
Study/research space	3.21	47.5%	Study and research space	2.97	48%			
			Library WWW pages	3.94	35%	GWIS	3.97	44%
			Databases on CD server	3.88	42%	CD-ROMs	3.58	24%

The percentage of items in the two low satisfaction categories was notably less than in previous surveys: 28.6% for 2000, but 40.6% in 1996 and 43.5% in 1993. This is likely because there are only 4 items in the low satisfaction/high visibility group for 2000. The percentage of items in the low/low group has remained relatively stable at 23.4% for 2000, 28.1% for 1996, and 28.3% for 1993.

Appendix II details items that have changed significantly since the 1993 or 1996 surveys. The

criteria were a .2 or greater change in the satisfaction rating and a 10% or greater change in visibility. There were a number of items that exceeded these criteria. Video recordings and video-viewing carrels were both up sharply in satisfaction; recordings were also up in visibility. Many of the "getting me the materials" items were also very significantly up in satisfaction and remain high in visibility compared to previous surveys: ILL/LEO delivery, requesting on-order or in-process items, requesting new books, requesting other new materials (media), retrieving items from Ivy Stacks, and finding missing books. Electronic services of various sorts round out the remainder of the biggest changes. Electronic classrooms saw a great increase in visibility since 1993, although the rating is still very low. Online help in VIRGO lost considerable visibility, perhaps because it is less needed now. The Library's Web pages gained substantial visibility along with a smaller degree of satisfaction. Electronic indexes and abstracts have become much more recognized (jumping from 11% to 64%) since the early days of NABS, Lexis-Nexis, and the databases on the CD ROM server. Satisfaction with the Digital Media Center (in its various versions), the E-Text Center, and the several incarnations of the Geo/Stat Information Center are all greatly improved, while visibility of the Digital Media and E-Text centers has moved dramatically out of single digits.

13. Overall faculty priorities for library spending.

Each respondent was asked to check off his or her three highest priorities for library spending (#20). Faculty placed their highest value on the traditional library format of print books and journals. Electronic databases, texts, and journals, and ILL/LEO are also highly ranked by faculty. Foreign language materials make a notable appearance. All other items fall below a 10% response rate. See Appendix III for comparison with data from the 1993 and 1996 surveys.

<i>Priority</i>	<i>Number</i>	<i>Percent of Respondents</i>
Books	237	75.2%
Magazines/Journals	141	44.8%
Electronic Database Services	107	34.0%
ILL/LEO	103	32.7%
Electronic Texts And Online Journals	102	32.4%
Foreign Language Materials	35	11.1%
Electronic Reserve	27	8.6%
Video Recordings And Multimedia	26	8.3%
Rare Books And Manuscripts	22	7.0%
In Person Assistance	20	6.3%
Improving Climate Control And Other Physical Facilities	18	5.7%
Social Science Data In Electronic Format	18	5.7%
Improving Library Web Pages	16	5.1%
Physical Preservation	13	4.1%
Classes And Short Courses	12	3.8%
Other	12	3.8%
Science Data In Electronic Format	10	3.2%
Extending Library Hours	9	2.9%
Reshelving Materials Quickly And Accurately	9	2.9%
Upgrading And Expanding Library Computer Workstations	9	2.9%

<i>Priority</i>	<i>Number</i>	<i>Percent of Respondents</i>
Visual Images In Electronic Format	8	2.5%
Music CDs	7	2.2%
Online Assistance	7	2.2%
Microforms	5	1.6%
Printed Music	5	1.6%

Responses sorted according to broad academic areas (Sciences, Social Sciences, and Humanities) present a different picture. While all three groups agree that the book collection is the top priority, there is some difference of opinion thereafter. Humanities and Sciences faculty agree that print journals are the second priority, while the Social Sciences consider that to be 4th on their list. Social Sciences faculty prefer electronic databases and electronic texts/journals as their 2nd and 3rd choices, the Sciences rank those at 3rd and 4th; but for the Humanities, these two items are 5th and 9th. ILL/LEO services are 5th for Sciences and Social Sciences but 3rd for Humanities. Not even on the radar screen (at less than 7%) of the Sciences and Social Sciences, foreign language materials rank 4th on the Humanities list at 26.9% of the responses. Humanities rounds out items that are above 10% with videos and rare books. Other Social Sciences items above 10% are electronic social science data and electronic reserve. The Sciences rank nothing above 10% after their 5th place ILL/LEO vote.

	<i>Humanities</i>	<i>Sciences</i>	<i>Social Sciences</i>	<i>Composite</i>
Total Number of Respondents:	104	102	106	315
Books	89.4%	71.6%	64.2%	75.2%
Magazines/Journals	44.2%	52.0%	39.6%	44.8%
Electronic database services	21.2%	37.3%	43.4%	34.0%
ILL/LEO	31.7%	30.4%	35.8%	32.7%
Electronic texts and online journals	8.7%	43.1%	43.4%	32.4%
Foreign Language Materials	26.9%	0%	6.6%	11.1%
Electronic reserve	9.6%	3.9%	12.3%	8.6%
Video recordings and multimedia	14.4%	2.9%	7.5%	8.3%
Rare books and manuscripts	10.6%	4.9%	5.7%	7.0%
In-person assistance	5.8%	2.9%	9.4%	6.3%
Improving climate control and other physical facilities	6.7%	7.8%	2.8%	5.7%
Social science data in electronic format	1.9%	0%	14.2%	5.7%
Improving library web pages	1.0%	5.9%	7.5%	5.1%
Physical preservation of materials	3.8%	2.0%	6.6%	4.1%
Classes and short courses	5.8%	2.0%	3.8%	3.8%
Other	4.8%	4.9%	1.9%	3.8%
Science data in electronic format	1.0%	6.9%	1.9%	3.2%
Extending library hours	1.0%	2.0%	5.7%	2.9%
Reshelving materials quickly and accurately	3.8%	0%	4.7%	2.9%
Upgrading and expanding library computer workstations	2.9%	2.0%	3.8%	2.9%
Visual images in electronic format	3.8%	1.0%	1.9%	2.5%
Music CD's	5.8%	0%	0.9%	2.2%
Online assistance	1.9%	0%	4.7%	2.2%
Microforms	4.8%	0%	0%	1.6%
Printed music	1.9%	1.0%	1.9%	1.6%

14. Faculty's overall satisfaction with the University Library.

The final question on the survey asked faculty to rate on a 1 to 5 scale their "overall satisfaction"

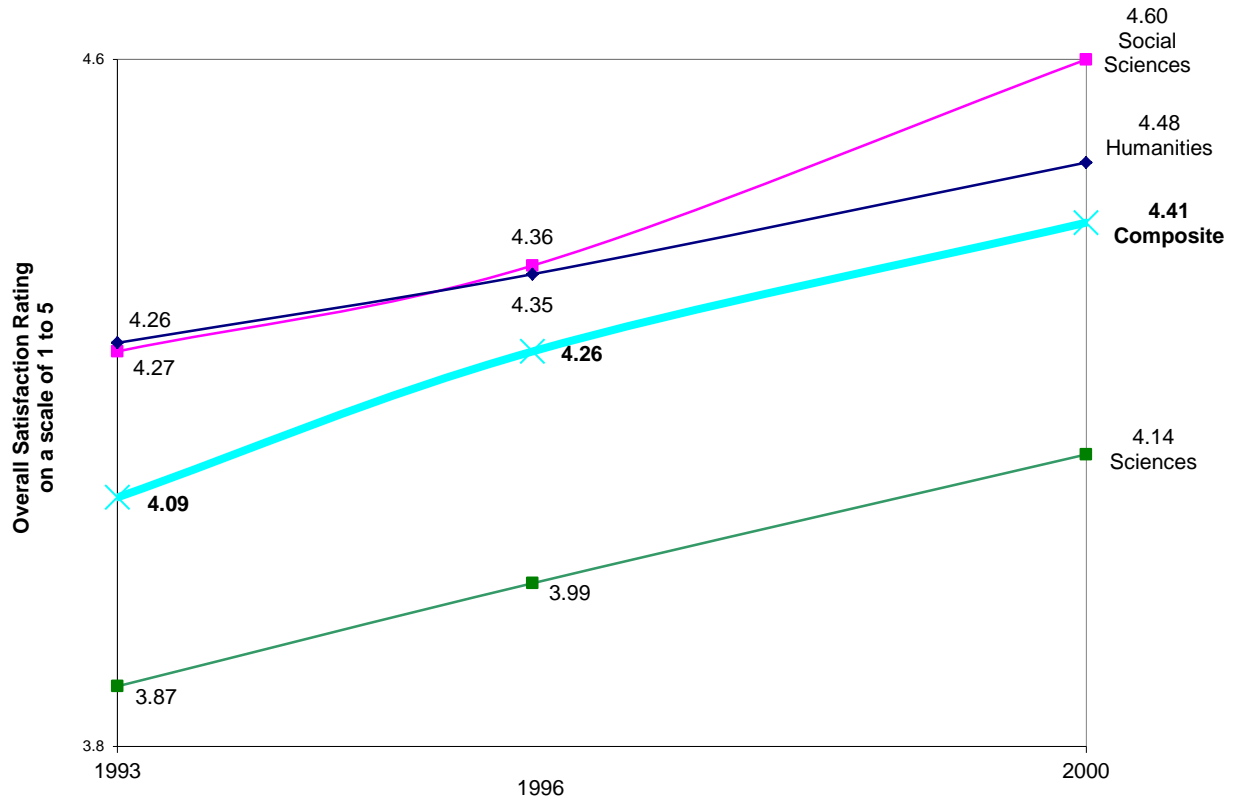
with the library (#21). Faculty gave a high overall satisfaction rating of 4.41 to the University Library. This overall rating has changed significantly since the first survey: from 4.09 in 1993 and 4.26 in 1996. Since each faculty member identified a primary library, it was possible to calculate an overall satisfaction rating for each library as well. The chart below lists the mean of overall ratings for each library. Most libraries' ratings have improved in some degree since the first survey. Only Chemistry and Fine Arts have decreased significantly (more than .2) since either of the first two surveys.

<i>Library</i>	<i>1993</i>	<i>1996</i>	<i>2000</i>
Alderman	4.25	4.41	4.54
Astronomy	N/A	N/A	4.14
Bio/Psych	3.82	4.26	4.15
Chemistry	3.89	3.92	3.29
Clemons	4.40	4.45	4.77
Commerce (merged into Clemons)	3.90	N/A	N/A
Education	4.60	4.48	4.72
Fine Arts	3.89	4.39	4.15
Math (includes Astronomy until 1999)	3.60	4.14	4.13
Music	4.75	4.83	5.00
Physics	4.06	4.13	4.46
Science/Engineering	3.92	3.77	4.10
Overall Rating	4.09	4.26	4.41

Analyzing the opinions of the libraries by academic department shows that those in the Sciences tend to rate their libraries lower than the Social Sciences and Humanities. The latter two were very close until the last survey, where the Social Sciences in general rated the libraries more highly. The general trend for all three areas has been upward.

<i>Overall Ratings By Academic Department</i>											
<i>Social Sciences</i>	<i>1993</i>	<i>1996</i>	<i>2000</i>	<i>Humanities</i>	<i>1993</i>	<i>1996</i>	<i>2000</i>	<i>Sciences</i>	<i>1993</i>	<i>1996</i>	<i>2000</i>
Anthropology	4.40	4.50	4.00	Asian-ME	2.50	3.60	4.00	Astronomy	3.63	4.00	4.14
Commerce	3.94	4.27	4.54	Architecture	3.85	4.33	4.00	Biology	3.73	4.30	4.00
Economics	4.11	4.09	4.47	Art	4.20	4.44	4.33	Chemistry	4.00	4.08	3.33
Education	4.61	4.15	4.79	Classics	4.00	3.83	4.67	Engineering	3.91	3.75	4.24
Government	4.15	4.53	4.50	Drama	4.75	4.67	4.75	Environmental Sciences	4.00	3.70	3.75
History	4.14	4.57	4.46	English	4.25	4.43	4.57	Mathematics	3.45	4.22	4.00
Sociology	4.13	4.71	4.63	French	4.43	4.75	5.00	Physics	4.13	4.36	4.50
				German	5.00	4.00	4.50	Psychology	3.86	4.43	4.29
				Music	4.75	4.83	5.00				
				Philosophy	4.00	4.50	4.50				
				Rhetoric	4.33						
				Religion	4.43	4.00	4.67				
				Slavic	4.00	3.75	4.40				
				Spanish	4.67	4.75	4.70				
<i>Composite</i>	<i>4.26</i>	<i>4.36</i>	<i>4.60</i>	<i>Composite</i>	<i>4.27</i>	<i>4.35</i>	<i>4.48</i>	<i>Composite</i>	<i>3.87</i>	<i>3.99</i>	<i>4.14</i>

Overall Satisfaction by Broad Academic Groups



It is also interesting to look at how the ratings vary according to the number of years faculty member has served at the University. Although the overall ratings are between 4.3 and 4.6, the earlier years of service, and the very latest years, are the those when faculty give the lowest ratings to the library.

<i>Years of Service</i>	<i>Rating</i>
1-5 Years	4.37
6-10 Years	4.30
11-15 Years	4.33
16-20 Years	4.62
21-25 Years	4.61
25+ Years	4.39

Appendix I

Library by Library Breakdown of Results

The main body of the report presents information for the entire University Library. This appendix presents result for the individual locations within the University Library system. Each faculty member was asked to name a primary library – the library that he or she used most often. This section takes the data from the multi-part question 17 and subdivides the results by the primary library. The results for each library include a mean score and the number of respondents for each part of each question.

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.

Ratings of Services for Primary Clientele of Each Library: Sciences

Question 17

Service	SEL		Astronomy		Bio-Psych		Chemistry		Math		Physics	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Library materials												
Audio recordings	1	4.00	0		3	4.33	0		0		2	3.50
Books	40	3.80	7	3.71	13	3.62	7	3.29	8	4.13	13	4.08
Conference proceedings	32	3.06	7	3.71	6	3.50	2	4.00	7	4.29	12	3.92
Govt. Info. Resources	21	3.62	0		1	4.00	0		3	4.00	1	3.00
Magazines/Journals	39	3.64	7	3.71	12	3.50	7	3.57	8	4.50	9	4.33
Maps	3	3.33	2	4.50	0		0		0		0	
Microforms (fiche, film)	7	3.71	1	3.00	1	4.00	0		2	4.00	0	
Newspapers	6	4.17	1	3.00	1	3.00	0		2	4.00	0	
Non-English language materials	1	3.00	0		0		0		4	4.00	1	5.00
Physical condition of materials	23	4.00	5	3.60	8	4.25	5	3.60	6	4.17	9	4.67
Printed music	3	3.33	0		0		1	3.00	1	3.00	1	3.00
Reference books	29	3.86	3	4.67	7	4.14	2	3.50	6	4.17	10	4.50
Slides	0		0		0		0		0		0	
Special collections (rare books &	2	4.50	0		1	4.00	1	4.00	1	4.00	1	5.00
Video recordings	7	4.00	2	4.50	3	3.00	0		4	4.25	1	2.00
VIRGO Features												
Dial-in access	28	3.57	3	3.33	10	2.80	5	3.60	6	4.33	7	4.00
Display list of books charged to you	17	4.47	2	4.50	5	4.60	2	5.00	4	4.75	6	4.17
Library catalog	40	3.95	4	4.25	11	3.91	5	3.40	8	4.00	13	4.15
Online help button	13	3.85	2	3.50	4	3.25	2	3.50	3	4.67	4	4.25

Service	SEL		Astronomy		Bio-Psych		Chemistry		Math		Physics	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
<i>VIRGO Features, con't</i>												
Recall book	25	4.24	4	3.50	11	4.09	4	3.75	7	4.14	10	4.50
Renew library materials	22	4.36	5	4.00	10	4.40	4	4.00	4	4.50	7	4.57
Request book that is in-process or on-order	17	4.18	3	4.33	4	4.50	2	4.50	4	4.50	3	4.00
Request item through ILL/LEO	32	4.38	2	3.00	12	4.67	6	3.50	5	4.20	8	4.75
Request retrieval of item from Ivy	19	4.26	2	4.50	6	4.50	4	3.25	3	5.00	8	4.50
<i>Electronic Resources</i>												
CARL Uncover	17	3.88	4	3.50	7	4.14	3	3.33	0		5	3.00
Electronic Indexes/Abstracts	24	4.13	2	3.50	9	4.00	5	3.20	4	3.75	8	4.50
Electronic Journals	16	3.81	6	3.67	6	4.17	2	4.00	6	3.50	6	4.17
Full-text electronic resources	13	4.08	2	2.50	5	4.00	3	4.00	3	4.33	6	4.17
Library web pages	35	3.80	3	3.67	11	3.91	5	3.60	6	4.00	10	4.00
<i>Facilities</i>												
Access to email	8	4.63	1	4.00	7	3.86	2	4.00	4	4.00	3	5.00
Access to WWW	11	4.27	2	4.00	7	3.71	4	3.75	6	4.00	7	4.71
Alderman Café	12	4.50	1	1.00	2	5.00	1	5.00	2	4.50	1	5.00
CAV Advantage machines	6	4.00	0		2	4.00	0		0		1	4.00
Computer lab in Clemons	2	4.50	0		0		0		1	5.00	0	
Computer printers	6	3.83	0		1	5.00	2	3.00	2	4.50	0	
Computer workstations	7	3.29	1	4.00	1	4.00	0		1	4.00	0	
Directional signs	6	4.00	0		1	4.00	1	4.00	4	3.50	3	4.00
Electronic classrooms	8	4.00	0		4	4.50	1	4.00	3	4.33	0	
Lighting in libraries	15	3.60	1	4.00	6	3.50	4	3.50	5	4.40	7	4.57
Microfiche/film readers and printers	7	2.71	1	4.00	2	3.50	2	2.00	2	2.50	0	
Music listening facilities	1	5.00	0		0		0		0		0	
Photocopiers in libraries	23	3.17	4	3.75	10	3.00	6	3.00	6	3.50	9	3.67
Projector/light table facilities	0		0		0		0		1	5.00	1	5.00
SEDI Lab (SEL library)	4	4.00	1	4.00	1	4.00	0		2	4.50	2	4.00
Study/research space	10	3.10	1	3.00	5	2.80	4	3.25	5	3.60	5	4.60
Temperature in libraries	24	3.00	1	3.00	8	3.88	6	3.00	7	3.86	9	3.89
Text/image scanners	4	3.75	0		0		0		1	5.00	0	
Video classrooms in Clemons	0		0		0		0		0		0	
Video-viewing carrels in Clemons	1	5.00	0		2	3.00	0		1	4.00	0	
<i>Electronic Center Services</i>												
Digital Media Services (Clemons)	5	4.20	0		1	5.00	0		1	5.00	2	3.50
Electronic Text Center (Alderman)	2	3.50	0		3	4.33	0		1	5.00	0	
Geo/Stat Information Center (Alderman)	5	3.60	0		1	5.00	0		0		0	
Special Collections Digital Center	1	3.00	0		0		0		0		0	

Service	SEL		Astronomy		Bio-Psych		Chemistry		Math		Physics	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Circulation Services												
Checking out books	39	4.56	7	4.71	12	4.67	6	4.00	8	4.63	13	4.85
Email notices	37	4.16	6	4.50	13	4.46	5	3.80	7	4.57	11	4.36
Find missing books for you	21	3.62	6	4.17	9	4.33	3	3.67	6	4.67	8	4.25
Returning books	38	4.18	7	4.71	11	4.64	4	3.75	7	4.57	11	4.82
Promptness of reshelving books	25	4.20	6	4.67	9	4.22	3	4.00	7	4.43	8	4.88
Information (Reference) Services												
Answering questions by phone	16	4.25	4	4.50	9	4.22	3	3.33	1	5.00	3	4.00
Answering questions in person	28	4.25	5	4.60	12	4.42	6	4.17	7	4.57	13	4.85
Answering questions via email	20	4.10	4	5.00	12	4.17	6	4.17	1	5.00	7	4.43
Helping with electronic databases	20	4.20	1	5.00	4	4.25	4	3.75	3	5.00	8	4.75
Helping with govt docs and maps	7	3.14	0		1	4.00	0		2	4.50	0	
Requesting new books	19	3.95	6	4.50	11	3.64	6	4.00	5	4.80	9	4.22
Requesting new journals/magazines	17	3.18	2	2.00	10	2.70	6	3.00	3	4.67	7	3.14
Requesting other new media	6	3.33	1	5.00	4	2.50	0		2	4.50	0	
Reserve Services												
Appropriateness of loan periods	29	4.41	4	4.75	13	4.31	6	3.67	7	4.43	10	4.50
Checking out reserve materials	20	4.20	4	5.00	9	4.00	2	3.50	5	4.20	6	4.33
Electronic reserve/using Toolkit	20	4.20	1	5.00	8	4.50	1	4.00	5	4.40	3	4.67
Putting items on reserve	29	4.28	6	4.83	13	3.92	5	4.00	6	4.17	10	4.70
Instruction in the Use of Library Resources												
Course specific library sessions given by	4	4.50	0		3	3.67	0		0		1	5.00
General library tours	4	5.00	1	4.00	1	3.00	1	3.00	0		2	4.50
Guides on the library web page	8	4.13	1	4.00	5	3.60	3	3.67	3	4.33	2	2.50
LIBRA	13	3.62	4	3.25	8	3.38	3	3.67	0		5	3.80
Library short courses	5	4.00	0		6	3.83	1	3.00	0		2	3.00
Printed guides on how to use library	4	3.00	0		4	4.25	1	2.00	1	3.00	3	3.67

Appendix I
Ratings of Services for Primary Clientele of Each Library: Social Sciences & Humanities
Question 17

Service	Alderman		Clemons		Education		Fine Arts		Music	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Library materials										
Audio recordings	35	3.89	4	3.50	4	4.25	4	2.75	2	4.50
Books	129	4.42	13	4.38	35	4.49	26	4.04	2	5.00
Conference proceedings	48	3.79	3	3.67	13	3.62	12	3.42	1	4.00
Govt. Info. Resources	44	4.27	3	4.67	20	4.45	12	3.83	0	
Magazines/Journals	127	4.05	10	3.80	35	4.34	23	3.17	2	4.50
Maps	31	3.90	3	3.00	4	4.00	11	3.36	0	
Microforms (fiche, film)	56	4.11	3	4.33	17	3.82	10	4.10	1	5.00
Newspapers	68	4.06	2	2.50	19	4.21	9	3.89	0	
Non-English language materials	61	3.54	4	3.25	1	1.00	7	3.14	1	5.00
Physical condition of materials	106	4.34	8	4.13	25	4.52	17	4.00	1	4.00
Printed music	7	3.86	0		3	4.33	3	4.33	2	4.50
Reference books	98	4.35	9	4.67	24	4.54	20	3.90	1	4.00
Slides	11	2.82	2	5.00	0		18	3.11	0	
Special collections (rare books &	61	4.30	2	3.00	7	4.43	8	4.00	2	4.50
Video recordings	73	4.27	9	4.11	13	4.08	14	3.79	2	4.50
VIRGO Features										
Dial-in access	93	3.99	6	4.33	25	4.04	19	3.79	1	5.00
Display list of books charged to you	95	4.43	6	4.50	20	4.65	15	4.47	1	5.00
Library catalog	123	4.36	11	4.55	27	4.44	23	4.13	2	5.00
Online help button	47	4.02	3	4.33	7	4.29	5	3.80	1	5.00
Recall book	115	4.38	11	4.55	26	4.54	22	4.36	1	4.00
Renew library materials	100	4.62	12	4.58	25	4.64	19	4.79	1	5.00
Request book that is in-process or on-order	90	4.41	4	4.25	16	4.81	12	4.25	1	5.00
Request item through ILL/LEO	118	4.75	11	4.45	25	4.84	16	4.75	1	5.00
Request retrieval of item from Ivy	81	4.59	6	4.67	21	4.76	13	4.00	1	5.00
Electronic Resources										
CARL Uncover	45	3.93	2	5.00	13	4.08	5	4.00	0	
Electronic Indexes/Abstracts	98	4.27	7	4.14	23	4.00	16	4.13	1	5.00
Electronic Journals	63	4.25	4	4.00	10	3.80	6	3.00	0	
Full-text electronic resources	81	4.36	6	5.00	18	4.39	13	4.08	1	5.00
Library web pages	104	4.34	11	4.00	25	4.00	17	4.00	2	5.00

Service	Alderman		Clemons		Education		Fine Arts		Music	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Facilities										
Access to email	61	4.49	2	4.50	21	4.67	10	4.80	2	4.00
Access to WWW	85	4.61	5	5.00	24	4.83	17	4.53	2	5.00
Alderman Café	95	4.43	4	4.25	13	4.31	8	3.75	1	4.00
CAV Advantage machines	41	3.90	4	3.25	10	4.30	9	4.00	1	5.00
Computer lab in Clemons	13	4.08	2	5.00	2	4.50	2	3.00	0	
Computer printers	48	4.19	4	4.25	12	3.33	9	3.78	1	4.00
Computer workstations	46	3.91	2	4.00	12	3.75	9	3.67	0	
Directional signs	63	3.86	4	4.50	12	4.00	9	3.44	0	
Electronic classrooms	28	4.50	3	4.67	7	4.71	5	3.80	1	2.00
Lighting in libraries	89	4.08	5	4.60	21	4.43	19	3.63	2	4.00
Microfiche/film readers and printers	54	3.63	4	4.75	13	3.69	8	3.50	1	4.00
Music listening facilities	11	3.91	2	3.00	1	4.00	2	4.00	2	3.50
Photocopiers in libraries	90	3.22	8	3.50	21	3.62	19	3.58	2	3.50
Projector/light table facilities	7	3.71	3	3.67	2	4.00	9	3.33	0	
SEDI Lab (SEL library)	3	4.67	0		0		0		0	
Study/research space	76	3.16	7	3.57	19	3.16	14	2.93	2	4.00
Temperature in libraries	96	3.74	7	3.71	20	4.15	18	3.56	2	4.50
Text/image scanners	15	3.73	1	1.00	5	3.60	4	3.25	0	
Video classrooms in Clemons	47	4.15	4	4.50	1	5.00	4	4.50	2	3.50
Video-viewing carrels in Clemons	38	4.21	2	4.50	2	4.00	4	4.50	0	
Electronic Center Services										
Digital Media Services (Clemons)	46	4.37	7	4.29	5	5.00	12	4.17	2	3.50
Electronic Text Center (Alderman)	49	4.43	0		5	4.20	6	4.50	1	5.00
Geo/Stat Information Center (Alderman)	18	4.56	2	4.00	4	4.25	5	3.60	0	
Special Collections Digital Center	16	4.38	1	5.00	5	4.60	5	4.20	0	
Circulation Services										
Checking out books	127	4.70	13	4.85	35	4.86	26	4.50	2	4.50
Email notices	120	4.40	11	4.82	33	4.70	23	4.57	2	5.00
Find missing books for you	92	3.89	6	3.67	27	4.48	18	4.06	2	5.00
Returning books	115	4.13	11	4.64	32	4.72	22	4.36	2	5.00
Promptness of reshelving books	85	4.14	5	3.60	29	4.66	16	3.94	2	5.00
Information (Reference) Services										
Answering questions by phone	74	4.49	9	4.78	25	4.60	13	4.62	1	5.00
Answering questions in person	106	4.57	11	4.91	34	4.85	19	4.74	2	4.50
Answering questions via email	69	4.65	8	4.75	28	4.71	13	4.62	2	4.50
Helping with electronic databases	55	4.51	5	5.00	30	4.77	13	4.31	1	5.00
Helping with govt docs and maps	31	4.23	2	4.50	10	4.70	10	4.20	0	
Requesting new books	84	4.51	6	4.33	20	4.50	17	3.53	2	5.00

Service	Alderman		Clemons		Education		Fine Arts		Music	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Information (Reference) Services, con't										
Requesting new journals/magazines	54	4.00	4	3.75	18	4.50	15	3.07	1	5.00
Requesting other new media	52	4.42	4	4.25	9	4.33	11	3.09	2	5.00
Reserve Services										
Appropriateness of loan periods	111	4.42	9	3.67	31	4.42	21	4.05	2	5.00
Checking out reserve materials	77	4.26	6	4.00	25	4.36	20	4.15	2	4.50
Electronic reserve/using Toolkit	69	4.49	7	4.29	20	4.10	13	4.23	1	4.00
Putting items on reserve	98	4.32	12	4.33	30	4.57	23	4.00	2	5.00
Instruction in the Use of Library Resources										
Course specific library sessions given by	40	4.58	2	5.00	18	4.78	13	4.38	1	4.00
General library tours	17	4.29	0		8	4.75	7	4.43	0	
Guides on the library web page	41	4.02	2	5.00	14	4.64	9	4.44	0	
LIBRA	60	4.17	3	4.67	20	4.15	6	4.50	1	5.00
Library short courses	35	4.20	2	4.50	13	4.85	6	4.33	4	4.00
Printed guides on how to use library	37	4.00	2	5.00	12	4.50	6	4.00	1	5.00

Appendix II
Satisfaction and Visibility
Library Services Grouped by General Category
for 1993, 1996 and 2000

This information is grouped into the same categories as in the survey questionnaire (#17). Each item includes a mean satisfaction rating and a visibility rating for faculty. Within each category the items are in alphabetical order, except items which appear in brackets, which are those that did not appear on the 2000 survey. Those bracketed items are included because the wording is rather close to that of the 2000 survey, but not close enough to be compared directly. Arrows show a significant difference in response between 1993 and 2000 when possible, or 1996 and 2000: .2 or greater for satisfaction, 10% or greater for visibility.

	1993		1996		2000	
	<i>Satisfaction</i>	<i>Visibility</i>	<i>Satisfaction</i>	<i>Visibility</i>	<i>Satisfaction</i>	<i>Visibility</i>
A. Library Materials						
Audio/sound collections/recordings	3.62	11%	4.20	10%	σ3.86	17.7%
Books	3.78	95%	4.01	96%	σ4.21	95.3%
Conference Proceedings			3.48	53%	3.59	46.8%
Govt Docs (Govt. Info. Resources)	4.06	41%	4.01	41%	4.13	33.9%
Journals (& Magazines in 2000)	3.63	96%	3.89	92%	σ3.92	90.8%
Maps	3.69	17%	3.89	18%	3.74	17.1%
Microforms	3.97	34%	4.02	35%	4.03	31.3%
Newspapers	4.01	43%	4.03	33%	4.03	34.8%
Non-English materials					3.49	25.6%
Physical condition of materials					4.25	68.7%
Printed music					3.82	7.0%
Reference books	4.02	85%	4.16	80%	σ4.26	τ67.4%
Slides	3.50	11%	3.71	12%	τ3.13	9.8%
Spec Coll/Rare Books (Rare bks & Mss)	3.84	21%	4.05	28%	σ4.25	27.5%
[Manuscript collections]	3.65	14%				
Video recordings	3.92	28%	4.11	39%	σ4.13	σ40.5%
B. VIRGO Features						
Dial-in VIRGO access	4.09	80%	3.57	55%	τ3.87	τ65.8%
Display list of books charged to you					4.46	56.0%
ILL/LEO-borrowing books	4.26	76%	4.26	81%	σ4.62	76.9%
[LEO-Document Delivery]	4.50	62%	4.59	75%		
Library catalog (VIRGO)	3.99	84%	4.03	88%	σ4.24	87.0%
Online help button	3.67	74%	3.12	41%	σ3.96	τ29.4%
Recall/hold material	4.37	80%	4.04	79%	σ4.34	76.7%
Renewing items					4.57	68.0%
Request book in-process or on-order	4.28	36%	3.98	31%	σ4.41	σ50.6%
Retrieve Ivy stacks material			4.10	30%	σ4.49	σ52.5%
C. Electronic Resources						
CARL Uncover					3.91	32.6%
Electronic Indexes/Abstracts					σ4.16	σ64.2%
[Databases on CD server]	3.58	24%	3.88	42%		
[Lexis-Nexis]			4.00	13%		
[NABS]	4.04	13%	4.19	11%		

	1993		1996		2000	
	Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility
Electronic Journals					4.02	40.2%
Full-text electronic resources					σ4.28	σ49.4%
[Britannica Online]			3.86	10%		
Library WWW pages			3.94	35%	4.10	σ74.7%
D. Facilities						
Access to email					4.50	38.6%
Access to WWW					4.55	54.1%
Alderman Café					4.38	45.3%
CAV Advantage machines			3.25	30%	σ3.96	23.4%
Computer lab in Clemons					4.18	7.0%
Computer workstations			3.73	39%	3.81	τ25.0%
Computer printers					3.99	26.9%
Directional signs					3.84	32.9%
Electronic classrooms					σ4.34	σ19.3%
[Alderman Electronic classroom]	4.14	4%	4.19	11%		
[SEL Electronic classroom]			3.74	8%		
Lighting in libraries					4.04	55.4%
Microfiche/film readers			3.62	37%	3.56	30.1%
Music-listening facilities					3.84	6.0%
Photocopiers in libraries	3.26	71%	3.30	71%	3.32	63.6%
Projector/light table facilities					3.70	7.3%
SEDI lab in Clark					4.23	4.1%
Study/research space			2.97	48%	σ3.21	47.5%
Temperature in library					3.66	63.3%
Text/image scanners in libraries					3.60	9.5%
Video classrooms in Clemons	4.11	20%	4.27	22%	4.19	18.4%
Video-viewing carrels	3.61	26%			σ4.20	15.8%
E. Electronic Center Services						
Digital Media Services (Clemons)					σ4.33	σ25.9%
[Digital Image Ctr.]			3.92	7%		
[Digital Media & Music Ctr.]			4.15	6%		
E-text Ctr. (Ald)	4.18	8%	4.33	16%	σ4.40	σ21.2%
Geo/Stat Information Ctr.					σ4.23	11.1%
[Geographic Info. Ctr.]			3.61	5%		
[Social Sciences Data Ctr.]			3.88	7%		
Special Collections Digital Ctr.					4.36	8.9%
F. Circulation Services						
Checking out books					4.67	93.7%
Email notices					4.43	87.3%
Find missing books	3.79	65%	3.57	62%	σ4.03	64.6%
Promptness of reshelving books					4.26	63.0%
Returning books					4.34	84.5%
G. Information (Reference) Services						
Answering questions by phone	4.46	63%	4.34	57%	4.46	τ50.3%
Answering questions in person	4.46	78%	4.46	80%	4.60	77.2%
Answering questions via email					4.56	55.1%
Help with electronic databases	4.27	18%	4.14	50%	σ4.51	σ46.5%
Help with gov't docs and maps					τ4.19	19.9%
[Help with gov't docs]	4.45	31%	4.23	28%		
[Help with maps]	4.29	10%				
Request/order new books	4.00	59%	3.89	63%	σ4.29	58.9%
Request/order new journals	3.03	48%	3.36	55%	σ3.67	44.0%
Request/order other new materials			3.65	28%	σ4.11	28.8%

	1993		1996		2000	
	<i>Satisfaction</i>	<i>Visibility</i>	<i>Satisfaction</i>	<i>Visibility</i>	<i>Satisfaction</i>	<i>Visibility</i>
<i>I. Reserve Services</i>						
Appropriate reserve loan periods					4.35	78.8%
Checking out reserve materials					4.24	56.3%
Electronic reserve/using Toolkit					4.36	47.5%
Putting items on reserve					4.31	74.7%
<i>I. Reserve Services, con't</i>						
[Putting books on reserve]	4.38	74%	4.38	79%		
[Putting photocopies on reserve]	4.22	64%	4.12	69%		
<i>J. Instruction in the Use of Library Resources</i>						
Course specific library sessions	4.54	26^			4.56	26.6%
General library tours	4.62	20%			τ4.41	13.0%
Guides on library web pages					4.13	28.2%
LIBRA			4.00	27%	4.03	σ38.9%
Library short courses			4.06	30%	4.24	22.5%
Printed library guides	3.82	49%	4.14	33%	σ4.03	τ22.8%

Appendix III

Priorities for Library Spending 1993, 1996, 2000

An arrow indicates the direction of a change of more than 10% since the earliest available data.

<i>Category</i>	1993	1996	2000
Books	59.3%	68.1%	σ75.2%
Classes and short courses in the use of library resources			3.8%
Electronic database services	32.4%	46.9%	34.0%
Electronic reserve		5.0%	8.6%
Electronic texts and online journals			32.4%
[Electronic texts]	8.6%		
[Online journals]	24.6%		
Extending library hours		9.4%	2.9%
Foreign language materials			11.1%
Improving climate control and other physical facilities			5.7%
Improving library web pages		8.0%	5.1%
In-person assistance in using the library	1.1%	2.1%	6.3%
ILL/LEO	16.6%		σ32.7%
Magazines/Journals	65.9%	67.3%	τ44.8%
Microforms	4.0%	2.4%	1.6%
Music compact discs			2.2%
Online assistance in using the library	3.2%		2.2%
Physical preservation of materials		15.9%	τ4.1%
Printed music			1.6%
Rare books and manuscripts	7.4%		7.0%
Reshelving materials quickly and accurately		10.0%	2.9%
Science data in electronic format			3.2%
Social science data in electronic format			5.7%
Upgrading and expanding library computer workstations		5.9%	2.9%
Video recordings and multimedia			8.3%
[Multimedia]	4.9%		
[Video recordings]		7.1%	
Visual images in electronic format			2.5%
Other	9.4%	8.3%	3.8%

Appendix IV

Cover Letter

March 1, 2000

Dear _____:

The University Library continually strives to improve the quality of our library and information services. As part of this effort, we are again surveying faculty on how well our collections, services, facilities, and staff are satisfying your needs. We previously surveyed faculty in 1993 and 1996.

Your name was drawn randomly from a list of University faculty. For our results to be representative of the views of the entire faculty, it is important that each survey be completed and returned. The survey, available on the World Wide Web, should take only about twenty minutes to complete. Please take a few minutes now to answer these questions.

To access the survey, go to the survey Web site at:

<http://www.lib.virginia.edu/mis/survey.html>

and type in the following login information:

User name: xx#x

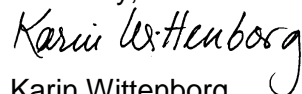
Survey number: ##

If you prefer to submit a paper questionnaire, rather than completing the survey on the Web, please email lib-mis@virginia.edu or call 4-4451 with your name and University address.

The survey is confidential. Once your survey is received, your login and survey identifier will be stored in a secure file, separated from your responses. Results from the survey will be presented in aggregate; no individuals will be identified. If confidentiality is not a concern and you would like to have someone from the Library contact you, we have provided space at the end of the survey where you may give us your name.

We will post the survey results on the Library's Web site. If you wish to receive a paper copy of the results, you can contact the Library's Management Information Services at 4-4451 or by email at lib-mis@virginia.edu. Thanks in advance for participating in the survey.

Sincerely,



Karin Wittenborg
University Librarian