

Surveying Our Users

The 2008 User Survey on the University of Virginia Library



Management Information Services

www.lib.virginia.edu/mis

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January 2009

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2008 User Survey Highlights

Beginning March 17, 2008, the library emailed a sample of our University users asking them to fill out a Web survey. The survey was sent to a randomly selected sample of 750 undergraduate, 500 graduate students, and one third of the teaching faculty. Both the Law and Health Sciences Libraries participated in the survey. The survey covered a broad range of library services, facilities, and resources. It helped the Library identify areas where we need to provide additional services and where we might need to change services we already have. Below are highlights from the University Library responses.

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

Library use:

- 70% of undergrads visit a library at least once a week; 76% of undergrads access library resources in some way weekly.
- 44% of grad students visit a library at least once a week; 75% of grad students access library resources in some way weekly.
- 31% of faculty visit a library at least once a week; 81% of faculty access library resources in some way weekly.

Primary library:

- Faculty and grad students continue to choose Alderman as their primary library. Undergrads, while continuing to choose Clemons, are migrating to Brown SEL and Alderman. Those undergrads choosing Clemons have dropped from one half to one third over the last 15 years.
- 20% of faculty no longer identify with a particular library but rather use electronic access to the resources.

Priorities for library spending, excluding print and digital resources:

- Undergrads: 1-enhancing study space, 2- physical comfort, 3- desktop computers
- Grads: 1- improving Virgo, 2- support for digital work, 3- enhancing study space
- Faculty: 1- improving Virgo, 2- ILL/LEO, 3- support for digital work

Satisfaction with services rated most important:

- Undergrads: facilities (importance = 4.7; satisfaction = 3.7)
- Grads: online resources (importance = 4.8; satisfaction = 3.7)
- Faculty: online resources (importance = 4.7; satisfaction = 3.8)

Highest satisfaction with services:

- Undergrads: physical collections and circulation (4.1)
- Grads: circulation (4.3)
- Faculty: circulation (4.5)

Least important services:

- Undergrads: instruction (3.4)
- Grads: software support (3.7)
- Faculty: software support (3.3)

Support for research:

- All groups score the importance of this service at 4.4 and above; satisfaction ranges between 4.0 and 4.2 for all groups.

Off Grounds access to library online resources:

- All groups score importance of this service at 4.5 and above; but satisfaction is 3.7 and below for all groups.

Preferences for learning about the library:

- The largest percentage in each group prefers to use the library website to learn about the library (65%-69%); least used are the local media and things like real time reference, RSS feeds, You Tube, Facebook, and mobile devices.

Customer Service:

- Satisfaction with customer service remains high across all groups at better than 4.3; importance is also rated highly by all groups at better than 4.5.

Overall satisfaction with library system:

- Satisfaction has remained steady with faculty (4.2) and has increased for grads (4.0 to 4.2) and undergrads (3.9 to 4.1) from the most recent previous reporting years.

Analysis by Patron Status

Faculty

The typical faculty respondent is white (87%), male (69%), and is a full professor (43%) in the College of Arts and Sciences (63%). He visits a library in person at least once a month (67%) and accesses the online resources from both on Grounds (76%) and off Grounds (58%) at least once a week. He also uses the Library's remote services (55%) at least once a month. While being an avid user of online and remote resources, he still identifies with a primary library (80%).

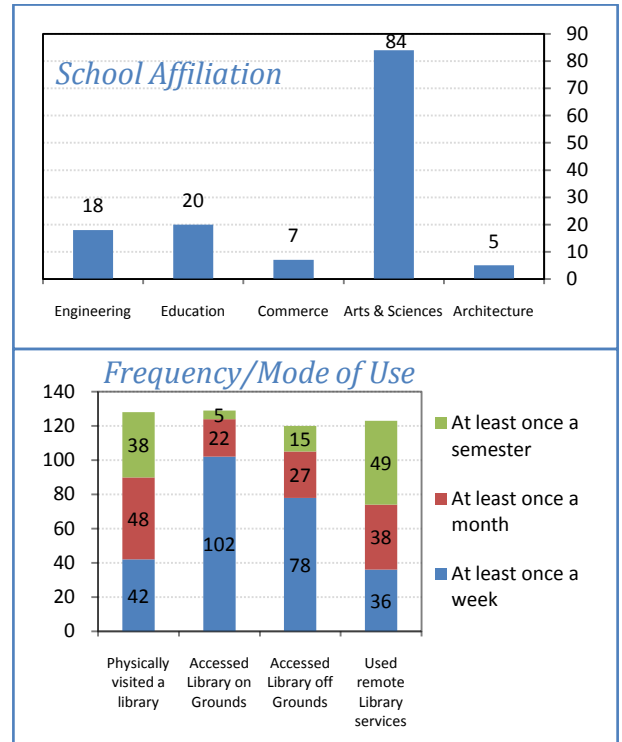
He is very satisfied with both his primary library (4.32) and the library system as a whole (4.21). He believes the staff is courteous (4.75), speedy (4.50) and competent/knowledgeable (4.56).

His priorities reflect his research and remote usage of the Library. His top priority for library spending is improving VIRGO (25%), next is ILL/LEO (21%), and followed closely by his third choice, support for digital work (19%).

Of those services and resources important to him, he has low levels of satisfaction with the Library's online resources (3.77), the Library Websites (incl. VIRGO) (3.59) and off Grounds access to Library resources (3.76). He is also not satisfied with the equipment (3.56), facilities (3.47) and software support (3.52), but he also rates these three as least important.

When off Grounds, he accesses the library's resources through UVa-Anywhere (54%) or the proxy server (37%). He's not satisfied with either access method (3.65, 3.76).

He prefers paper books (62%) to e-books (24%) and he likes to learn about the library through the library website (65%) and by searching VIRGO (52%).



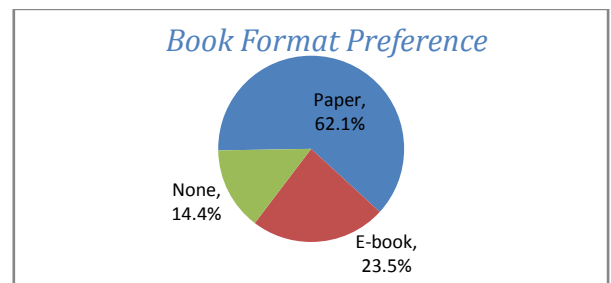
<i>Faculty Priorities</i>	
Improving VIRGO, the online catalog	24.5%
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	21.1%
Support for digital work	18.9%
Assistance/instruction in using library resources	9.9%
Improving the Library website	7.9%
Physical comfort	4.9%
Enhancing study space	3.6%
Desktop computer workstations	2.8%
Extending library hours	2.8%
Enhancing collaborative space	2.5%
Laptops to check out	1.1%

<i>How faculty prefer to learn about the Library</i>	
Library website	64.9%
Searching VIRGO	52.2%
Browsing the physical collection	44.0%
Email communication from a librarian	44.0%
Library desk staff	42.5%

<i>Demographics</i>												
Response			Gender		Race							
Sample	Respondents	Rate	Males	Females	African-American	Asian	Hispanic	Native American	Non-Resident	White	Unclassified	
287	134	46.7%	68.7%	31.3%	6.7%	2.2%	3.0%	0.0%	0.0%	87.3%	0.7%	
Rank				School								
Assistant		Associate		Professor		Architecture		Arts & Sciences	Commerce	Education	Engineering	
29.1%		27.6%		43.3%		3.7%		62.7%	5.2%	14.9%	13.4%	

<i>Satisfaction & Importance</i>			
	Satisfaction	Importance	Don't Know/ Use
Overall Satisfaction			
Satisfaction with primary library	4.32		
Satisfaction with library system	4.21		
Customer Service			
Competence	4.56	4.79	
Speed	4.50	4.60	
Courtesy	4.75	4.54	
Composite	4.60	4.64	
Services & Resources			
Online resources	3.77	4.73	10
Interlibrary Loan & Document Delivery	4.46	4.71	8
Library websites	3.59	4.69	3
The Library's support for your research	4.18	4.68	19
Off Grounds access to the Library's online resources	3.76	4.67	12
Circulation and reserve services	4.48	4.53	10
Physical collections	3.91	4.50	13
Information services/reference	4.35	4.43	15
Instruction	4.37	3.96	58
Creation and use of digital content	3.93	3.93	59
Equipment	3.56	3.60	63
Facilities	3.47	3.55	26
Software support	3.52	3.27	84
Remote Access			
UVa proxy server	3.76		69
UVa-Anywhere	3.65		53
UVaAnywhere-Lite	2.83		99

<i>How faculty prefer to learn about the Library</i>	
Library website	64.9%
Searching VIRGO	52.2%
Browsing the physical collection	44.0%
Email communication from a librarian	44.0%
Library desk staff	42.5%
One-on-one appointments with a librarian	25.4%
Online tour/tutorial	25.4%
Library instruction sessions	16.4%
Peers and colleagues	12.7%
Real Time Reference (Library Instant Messenger (IM))	6.0%
YouTube	5.2%
Flyers and brochures	4.5%
Library tours	3.7%
Your professors and TAs	3.0%
Facebook/MySpace	2.2%
RSS feeds	1.5%
Mobile devices (cell phones, PDAs, etc.)	0.7%
Other	0.7%
Local media (local newspapers, television, etc.)	0.0%



<i>Frequency/Mode of Use</i>				
	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	31.3%	35.8%	28.4%	4.5%
Accessed library on Grounds	76.1%	16.4%	3.7%	3.7%
Accessed library off Grounds	58.2%	20.1%	11.2%	10.4%
Used remote services	26.9%	28.4%	36.6%	8.2%

Undergraduates

The typical undergraduate respondent is white (65%), female (61%), and in her 3rd or 4th year (53%) in the College of Arts and Sciences (75%). She visits a library in person at least once a week (70%) and accesses the online resources at least monthly, primarily from on Grounds (75% at least monthly) along with occasional off Grounds use (71% at least once a semester). She almost never (74%) uses the Library's remote services. She identifies with a primary library (96%), Clemons (32%), Alderman (30%) or Brown SEL (23%).

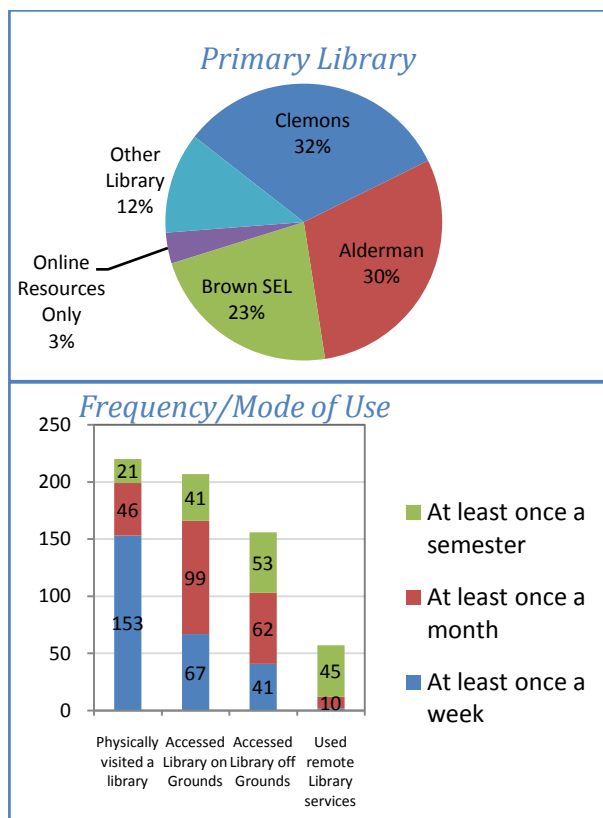
She is satisfied with both her primary library (4.17) and the library system as a whole (4.09). She believes the staff is courteous (4.38), speedy (4.32) and competent/knowledgeable (4.28), but less so than her faculty and graduate student counterparts.

All four of her top priorities for library spending reflect her use of the library as place. Her top priority is enhancing study space (26%), next is physical comfort (18%), then desktop computer workstations (14%), and finally extending library hours (13%).

She finds six library services/resources very important to her, but experiences lower levels of satisfaction with four of them; facilities (3.68), equipment (3.68), online resources (3.72), and library websites (incl. VIRGO) (3.52). She is much more satisfied with the other two, physical collections (4.12) and circ/reserve services (4.12).

When off Grounds, she accesses the library's resources through UVa-Anywhere (27%) or the proxy server (24%). She is more satisfied with proxy server access (3.67 vs. 3.86).

She prefers paper books (49%) to e-books (33%). She prefers to learn about the library through the library website (67%) and the desk staff (51%), but not through RSS feeds (1%) or mobile devices (1%).



Priority	Percentage
Enhancing study space	25.6%
Physical comfort	18.1%
Desktop computer workstations	14.4%
Extending library hours	13.2%
Enhancing collaborative space	7.9%
Improving VIRGO, the online catalog	7.4%
Assistance/instruction in using library resources	4.2%
Support for digital work	3.8%
Laptops to check out	3.5%
Improving the Library website	1.2%
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0.6%

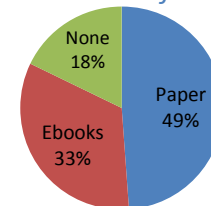
Method	Percentage
Library website	67.4%
Library desk staff	51.1%
Browsing the physical collection	42.5%
Searching VIRGO	40.7%
Other students	35.7%
Online tour/tutorial	33.9%

<i>Demographics</i>											
Response			Gender		Race						
Sample	Respondents	Rate	Males	Females	African-American	Asian	Hispanic	Native American	Non-Resident	White	Unclassified
750	221	29.5%	38.8%	61.1%	4.5%	12.7%	6.3%	0.0%	5.0%	64.7%	6.8%
Year					School						
1st	2nd	3rd	4th	5th	Architecture	Arts & Sciences	Commerce	Education	Engineering		
20.8%	24.9%	26.2%	26.2%	1.8%	2.3%	74.7%	6.3%	0.5%	16.3%		

<i>Satisfaction & Importance</i>			
	Satisfaction	Importance	Don't Know/ Use
Overall Satisfaction			
Satisfaction with primary library	4.17		
Satisfaction with library system	4.09		
Customer Service			
Speed	4.32	4.48	
Competence	4.28	4.48	
Courtesy	4.38	4.43	
Composite	4.33	4.46	
Services & Resources			
Facilities	3.68	4.66	4
Equipment	3.68	4.51	18
Off Grounds access to the Library's online resources	3.40	4.47	65
The Library's support for your research	3.96	4.39	96
Online resources	3.72	4.35	43
Library websites	3.52	4.32	18
Physical collections	4.12	4.30	44
Circulation and reserve services	4.12	4.27	42
Information services/reference	4.06	4.08	92
Software support	3.64	4.03	147
Creation and use of digital content	3.76	3.94	127
Interlibrary Loan & Document Delivery	3.89	3.61	162
Instruction	3.70	3.40	130
Remote Access			
UVa proxy server	3.86		158
UVa-Anywhere	3.67		151
UVaAnywhere-Lite	3.13		183

<i>How undergraduates prefer to learn about the Library</i>	
Library website	67.4%
Library desk staff	51.1%
Browsing the physical collection	42.5%
Searching VIRGO	40.7%
Other students	35.7%
Online tour/tutorial	33.9%
Peers and colleagues	29.9%
Your professors and TAs	29.9%
Email communication from a librarian	24.9%
Flyers and brochures	15.8%
Facebook/MySpace	12.7%
Library instruction sessions	12.7%
Library tours	12.7%
YouTube	10.0%
Real Time Reference (Library Instant Messenger (IM))	8.1%
One-on-one appointments with a librarian	7.7%
Local media (local newspapers, television, etc.)	5.0%
Mobile devices (cell phones, PDAs, etc.)	1.4%
RSS feeds	0.9%

Book Format Preference



<i>Frequency/Mode of Use</i>				
	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	69.5%	20.9%	9.5%	0.0%
Accessed library on Grounds	30.5%	45.0%	18.6%	5.9%
Accessed library off Grounds	18.6%	28.1%	24.0%	29.4%
Used remote services	0.9%	4.5%	20.5%	74.1%

Graduate Students

The typical graduate respondent is a white (59%), doctoral (55%) student in the Graduate School of Arts and Sciences (48%). They visit a library in person at least once a month (69%) and access online resources from on Grounds (56%) and off Grounds (52%) weekly. They occasionally (66% at least once a semester) use the Library's remote services, but still strongly identify with a primary library (87%), Alderman (25%), Brown SEL (21%), or Education (17%).

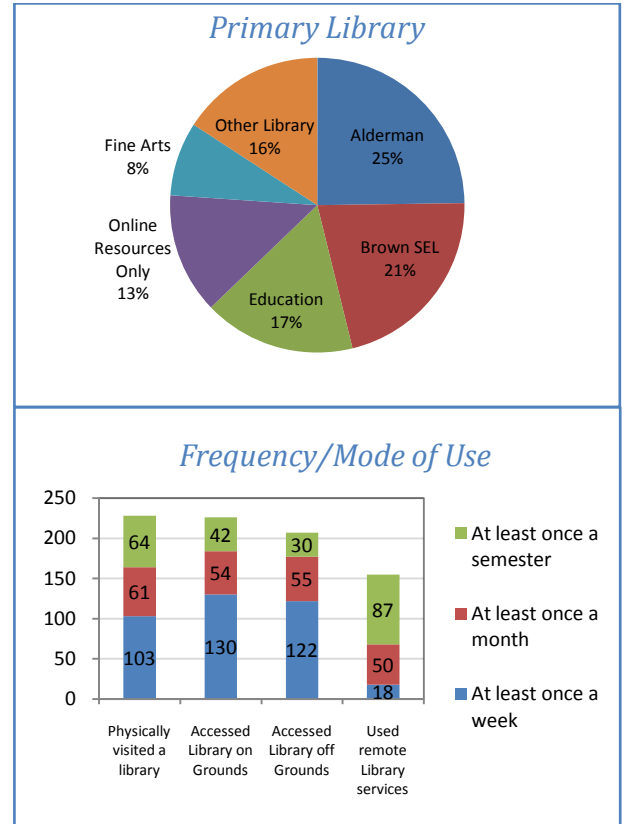
They are satisfied with both their primary library (4.27) and the library system as a whole (4.19). They believe the staff is courteous (4.52), speedy (4.39) and competent/knowledgeable (4.39), but less so than their faculty counterparts.

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

They express low satisfaction with the two library services/resources that they rate as most important to them. Online resources (4.79 importance, 3.71 satisfaction) and library websites (4.75, 3.53). They rate their satisfaction with other important services much higher.

When off Grounds, they access the library's resources through UVa-Anywhere (54%) or the proxy server (48%). They are more satisfied with proxy server access (3.74 vs. 3.97).

They prefer paper books (58%) to e-books (30%). They prefer to learn about the library through the library website (69%), by searching VIRGO (50%), through the desk staff (45%), and by browsing the collection (44%), but not through local media (2%), mobile devices (3%) or Facebook/MySpace (3%).



Graduate Student Priorities

Improving VIRGO, the online catalog	21.8%
Support for digital work	13.6%
Enhancing study space	12.5%
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	10.4%
Physical comfort	9.3%
Extending library hours	8.5%
Assistance/instruction in using library resources	7.4%
Desktop computer workstations	6.8%
Enhancing collaborative space	4.6%
Improving the library website	3.4%
Laptops to check out	1.8%

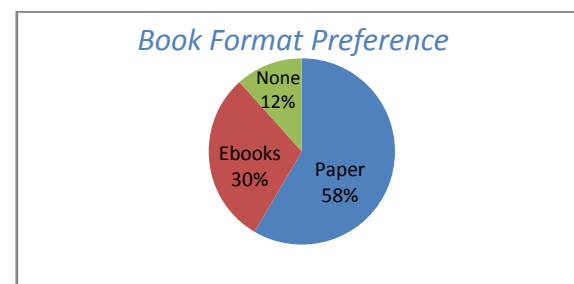
How graduate students prefer to learn about the Library

Library website	68.6%
Searching VIRGO	50.4%
Library desk staff	44.5%
Browsing the physical collection	44.1%
Online tour/tutorial	29.7%
Email communication from a librarian	29.2%

<i>Demographics</i>											
Response			Gender		Race						
Sample	Respondents	Rate	Males	Females	African-American	Asian	Hispanic	Native American	Non-Resident	White	Unclassified
500	236	47.2%	50.0%	49.6%	1.7%	4.7%	2.1%	0.8%	20.3%	59.3%	11.0%
Year					School						
Masters			Doctoral		Architecture		Arts & Sciences	Commerce	Education	Engineering	
44.9%			55.1%		5.9%		47.5%	1.7%	24.6%	20.3%	

<i>Satisfaction & Importance</i>			
	Satisfaction	Importance	Don't Know/ Use
Overall Satisfaction			
Satisfaction with primary library	4.27		
Satisfaction with library system	4.19		
Customer Service			
Competence	4.39	4.59	20
Courtesy	4.52	4.47	16
Speed	4.39	4.48	16
Composite			
Services & Resources			
Online resources	3.71	4.79	7
Library websites	3.53	4.75	6
The Library's support for your research	4.12	4.70	34
Off Grounds access to the Library's online resources	3.79	4.66	23
Circulation and reserve services	4.26	4.54	16
Physical collections	4.12	4.44	18
Interlibrary Loan & Document Delivery	4.25	4.43	65
Information services/reference	4.23	4.31	37
Equipment	3.45	4.21	37
Facilities	3.47	4.01	15
Creation and use of digital content	3.72	3.94	111
Instruction	4.03	3.79	116
Software support	3.76	3.74	130
Remote Access			
UVa proxy server	3.97		120
UVa-Anywhere	3.74		96
UVaAnywhere-Lite	3.16		169

<i>How graduate students prefer to learn about the Library</i>	
Library website	68.6%
Searching VIRGO	50.4%
Library desk staff	44.5%
Browsing the physical collection	44.1%
Online tour/tutorial	29.7%
Email communication from a librarian	29.2%
Library instruction sessions	24.6%
One-on-one appointments with a librarian	23.3%
Your professors and TAs	22.0%
Peers and colleagues	20.8%
Other students	16.5%
Flyers and brochures	10.6%
Library tours	10.6%
Real Time Reference (Library Instant Messenger (IM))	9.7%
RSS feeds	5.9%
YouTube	4.7%
Facebook/MySpace	3.0%
Mobile devices (cell phones, PDAs, etc.)	3.0%
Local media (local newspapers, television, etc.)	2.1%
Other	0.8%

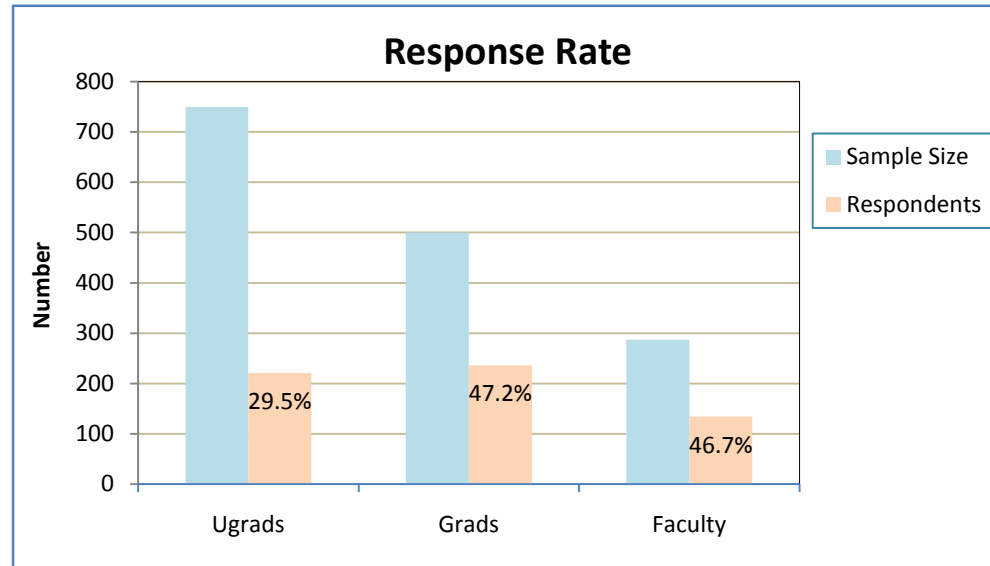


<i>Frequency/Mode of Use</i>				
	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	43.6%	25.8%	27.1%	3.4%
Accessed library on Grounds	55.6%	23.1%	17.9%	3.4%
Accessed library off Grounds	51.9%	23.4%	12.8%	11.9%
Used remote services	7.7%	21.3%	37.0%	34.0%

2008 Library User Survey Demographics

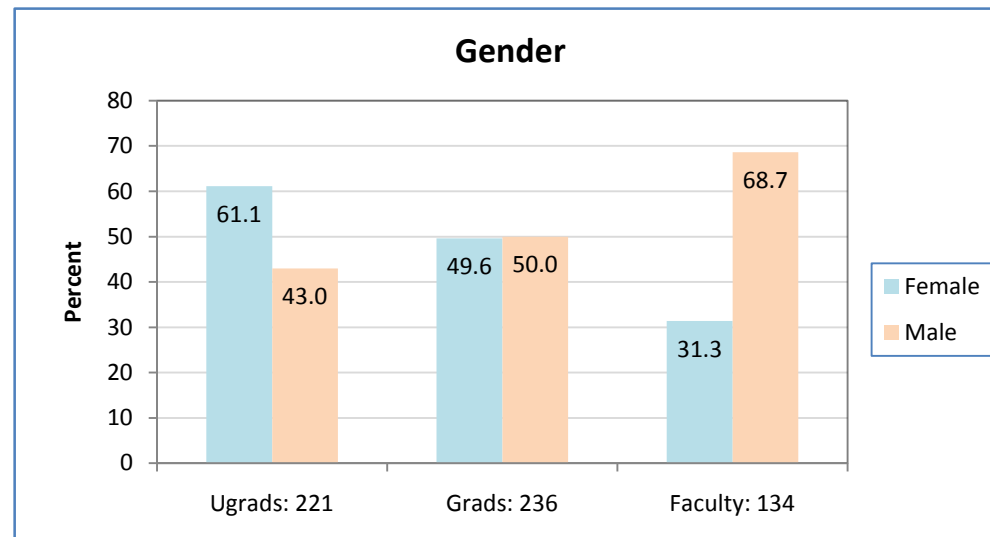
Responses are in percents unless otherwise indicated.

	Sample Size (N)	Respondents (N)	Response Rate (%)
Ugrads	750	221	29.5
Grads	500	236	47.2
Faculty	287	134	46.7



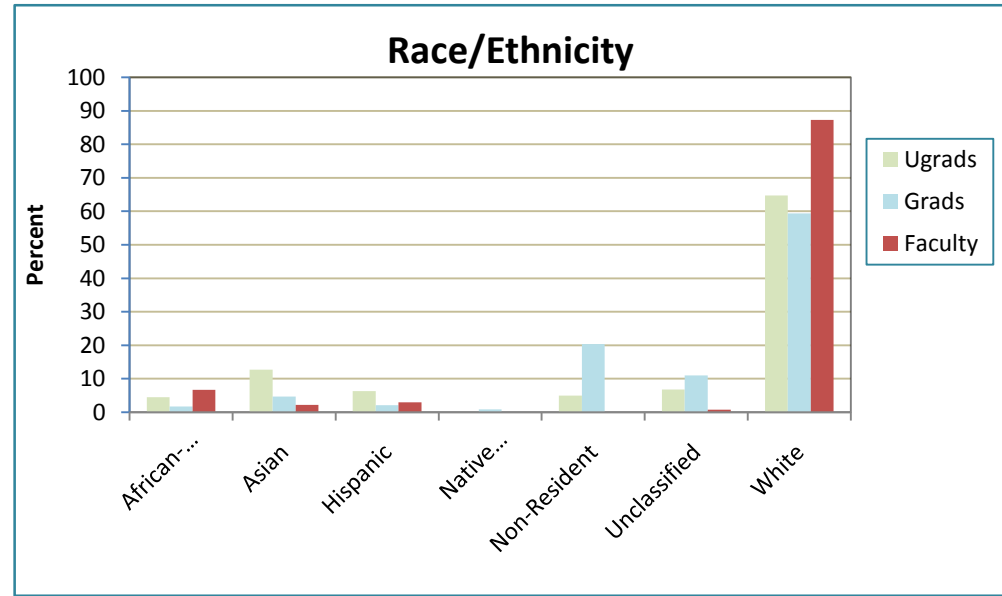
Gender	Ugrads: 221	Grads: 236	Faculty: 134
Female	61.1	49.6	31.3
Male	43.0	50.0	68.7
Total*	100.0	99.6	100.0

*There was no data for one grad student.

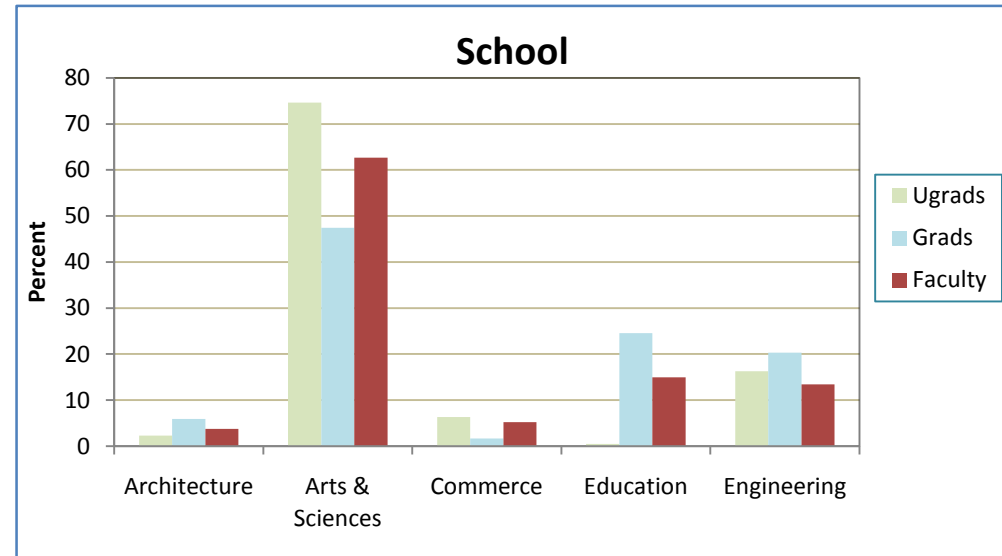


2008 Library User Survey Demographics

Race/Ethnicity	Ugrads: 221	Grads: 236	Faculty: 134
African-American	4.5	1.7	6.7
Asian	12.7	4.7	2.2
Hispanic	6.3	2.1	3.0
Native American	0.0	0.8	0.0
Non-Resident	5.0	20.3	0.0
Unclassified	6.8	11.0	0.7
White	64.7	59.3	87.3
Total	100.0	100.0	100.0



School	Ugrads: 221	Grads: 236	Faculty: 134
Architecture	2.3	5.9	3.7
Arts & Sciences	74.7	47.5	62.7
Commerce	6.3	1.7	5.2
Education	0.5	24.6	14.9
Engineering	16.3	20.3	13.4
Total	100.0	100.0	100.0



2008 Library User Survey Demographics

Academic year or rank

<i>Ugrads: 221</i>	<i>Percent</i>
1st year	20.8
2nd year	24.9
3rd year	26.2
4th year	26.2
5th year	1.8
Total	100.0
<i>Grads: 236</i>	
Masters	44.9
Doctoral	55.1
Total	100.0
<i>Faculty: 134</i>	
Assistant	29.1
Associate	27.6
Professor	43.3
Total	100.0

2008 Library User Survey

Library Use

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


Responses are in percents.

	2008			2005		2004
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Physically visited a library						
At least once a week	69.5	43.6	31.3	62.7	48.6	45.0
At least once a month	20.9	25.8	35.8	25.6	32.6	49.0
At least once a semester	9.5	27.1	28.4	10.4	15.1	-
Never	0.0	3.4	4.5	1.3	3.7	6.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Accessed library on Grounds	Ugrads	Grads	Faculty
At least once a week	30.5	55.6	76.1
At least once a month	45.0	23.1	16.4
At least once a semester	18.6	17.9	3.7
Never	5.9	3.4	3.7
Total	100.0	100.0	100.0

Accessed library off Grounds	Ugrads	Grads	Faculty
At least once a week	18.6	51.9	58.2
At least once a month	28.1	23.4	20.1
At least once a semester	24.0	12.8	11.2
Never	29.4	11.9	10.4
Total	100.0	100.0	100.0

Used remote services	Ugrads	Grads	Faculty
At least once a week	0.9	7.7	26.9
At least once a month	4.5	21.3	28.4
At least once a semester	20.5	37.0	36.6
Never	74.1	34.0	8.2
Total	100.0	100.0	100.0

 = highest score

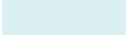
2008 Library User Survey

Library Use

Used once a month or more	Ugrads	Grads	Faculty
Physically visited a library	90.5	69.5	67.2
Accessed library on Grounds	75.5	78.6	92.5
Accessed library off Grounds	46.6	75.3	78.4
Used remote services	5.5	28.9	55.2

Used at least once a semester	Ugrads	Grads	Faculty
Physically visited a library	100.0	96.6	95.5
Accessed library on Grounds	94.1	96.6	96.3
Accessed library off Grounds	70.6	88.1	89.6
Used remote services	25.9	66.0	91.8

Used never	Ugrads	Grads	Faculty
Physically visited a library	0.0	3.4	4.5
Accessed library on Grounds	5.9	3.4	3.7
Accessed library off Grounds	29.4	11.9	10.4
Used remote services	74.1	34.0	8.2

 = highest score

2008 Library User Survey Primary Library

Which library's resources do you use most often?

Responses are in percents.

Library	2008			2005		2004	2001		2000	1998		1996	1994		1993
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Alderman	29.9	24.8	31.6	24.3	27.9	41.9	26.3	32.6	41.6	13.9	30.5	42	16.3	32.9	38
Astronomy	0.5	0.4	0	0.2	1.2	1.4	-	0.5	2.2	-	-	-	-	-	-
Biology/Psychology	1.8	2.6	5.3	2.4	3.0	6.7	4.1	5.2	4.1	2.9	6.1	7	3.5	6.6	8
Brown Science/Engineering	22.6	21.4	12.8	24.3	21.5	16.0	16.7	21.7	13.7	17.1	20.3	18	11.1	20.0	20
Chemistry	1.4	2.6	3.0	0.2	2.5	1.7	0.9	4.4	2.2	2.6	5.3	4	0.0	4.2	4
Clemons	32.1	3.0	3.8	39.7	2.0	1.5	42.9	2.5	4.1	51.7	6.1	4	52.8	5.5	1
Commerce	-	-	-	-	-	-	-	-	-	-	-	-	3.2	2.0	3
Education	0.9	16.7	8.3	1.1	19.5	8.9	0.5	15.8	11.4	0.9	14.7	7	0.9	16.3	7
Fiske Kimball Fine Arts	3.2	8.1	6.8	3.3	9.4	7.3	3.4	7.9	8.3	2.6	5.1	7	4.7	6.4	5
Health Sciences	2.3	2.1	1.5	0.7	5.4	2.9	0.2	3.0	-	-	-	-	-	-	-
Law	0	0.9	0	0	0.5	0.0	2.3	1.1	-	-	-	-	-	-	-
Math	0	0.4	2.3	0.2	1.5	2.7	-	2.2	2.5	0.6	2.3	5	1.2	0.7	6
Music	1.8	2.6	2.3	0.9	1.0	1.5	1.8	0.3	0.6	2.6	0.3	2	2.0	0.2	1
Physics	0	1.3	0.8	0.4	2.5	4.0	0.5	2.7	4.1	0.3	3.3	5	0.3	2.2	5
Primarily, I use online	3.6	13.2	20.3	-	-	-	-	-	-	-	-	-	-	-	-
Small Special Collections	0	0	1.5	-	-	-	-	-	-	-	-	-	-	-	-
No Response				2.0	2.2	2.7			5.1	4.9	6.1		0.6	1.3	
Total	100.0	100.0	100.0	99.7	100.0	99.2	99.6	99.9	99.9	100.1	100.1	101.0	96.6	98.3	98.0

=1st
 =2nd
 =3rd

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

2008 Library User Survey Primary Library by School

Which library's resources do you use most often?

Responses are in percents.


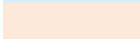
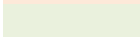
Library	Arch	Hum	Com	Educ	Soc Sci	Eng	Sci	Undeclared/ Missing
Alderman	8.3	58.9	32.0	6.3	69.4	4.9	6.6	35.6
Astronomy	0.0	0.0	0.0	0.0	0.0	0.0	0.9	1.4
Biology/Psychology	0.0	0.0	0.0	0.0	0.0	0.0	15.1	1.4
Brown Science/Engineering	4.2	4.7	4.0	0.0	1.4	66.7	21.7	24.7
Chemistry	0.0	0.0	0.0	0.0	0.0	0.0	12.3	0.0
Clemons	0.0	8.4	40.0	2.5	16.7	10.8	16.0	30.1
Commerce	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Education	0.0	1.9	0.0	63.3	0.0	0.0	0.0	0.0
Fiske Kimball Fine Arts	83.3	11.2	0.0	0.0	1.4	0.9	0.0	1.4
Health Sciences	0.0	0.9	0.0	2.5	0.0	6.9	1.8	0.0
Law	0.0	0.0	0.0	2.5	0.0	0.0	0.0	0.0
Math	0.0	0.0	0.0	0.0	0.0	0.0	3.8	0.0
Music	0.0	10.3	0.0	0.0	0.0	0.0	1.9	0.0
Physics	0.0	0.0	0.0	0.0	0.0	0.0	3.8	0.0
Primarily, I use online	4.2	1.9	24.0	22.8	11.1	9.8	16.0	5.5
Small Special Collections	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.0
No Response								
Total	100.0	100.1	100.0	99.9	100.0	100.0	99.9	100.1

=1st =2nd =3rd

2008 Library User Survey Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	96	7.4	298	21.8	184	24.5	17.9
Enhancing study space	332	25.6	171	12.5	27	3.6	13.9
Support for digital work	49	3.8	186	13.6	142	18.9	12.1
Physical comfort	234	18.1	127	9.3	37	4.9	10.8
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	8	0.6	143	10.4	158	21.1	10.7
Extending library hours	171	13.2	117	8.5	21	2.8	8.2
Desktop computer workstations	187	14.4	93	6.8	21	2.8	8.0
Assistance/instruction in using library resources	55	4.2	101	7.4	74	9.9	7.2
Enhancing collaborative space	102	7.9	63	4.6	19	2.5	5.0
Improving the library website	16	1.2	46	3.4	59	7.9	4.2
Laptops to check out	45	3.5	24	1.8	8	1.1	2.1

 = 1st
 = 2nd
 = 3rd

2008 Library User Survey Satisfaction/Importance of Services

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

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



Ugrads	Sample	Satisfaction	Sample	Importance	Don't Know
Facilities	215	3.68	210	4.66	4
Equipment	201	3.68	195	4.51	18
Online resources	177	3.72	173	4.35	43
Library websites	201	3.52	198	4.32	18
Physical collections	176	4.12	172	4.30	44
Circulation and reserve services	179	4.12	172	4.27	42
Information services/reference	130	4.06	124	4.08	92
Software support	75	3.64	71	4.03	147
Creation and use of digital content	94	3.76	89	3.94	127
Interlibrary Loan & Document Delivery	54	3.89	51	3.61	162
Instruction	88	3.70	91	3.40	130
Grads					
Online resources	224	3.71	216	4.79	7
Library websites	224	3.53	218	4.75	6
Circulation and reserve services	217	4.26	210	4.54	16
Physical collections	212	4.12	210	4.44	18
Interlibrary Loan & Document Delivery	167	4.25	168	4.43	65
Information services/reference	195	4.23	190	4.31	37
Equipment	193	3.45	191	4.21	37
Facilities	219	3.47	211	4.01	15
Creation and use of digital content	120	3.72	124	3.94	111
Instruction	112	4.03	116	3.79	116
Software support	99	3.76	107	3.74	130

2008 Library User Survey Satisfaction/Importance of Services

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



Faculty	Sample	Satisfaction	Sample	Importance	Don't Know
Online resources	117	3.77	120	4.73	10
Interlibrary Loan & Document Delivery	118	4.46	122	4.71	8
Library websites	126	3.59	128	4.69	3
Circulation and reserve services	122	4.48	122	4.53	10
Physical collections	116	3.91	117	4.50	13
Information services/reference	116	4.35	117	4.43	15
Instruction	67	4.37	73	3.96	58
Creation and use of digital content	71	3.93	76	3.93	59
Equipment	66	3.56	73	3.60	63
Facilities	103	3.47	107	3.55	26
Software support	44	3.52	52	3.27	84

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

Ugrads	Sample	Satisfaction	Sample	Importance	Don't Know
The Library's support for your research	126	3.96	123	4.39	96
Off Grounds access to the Library's online resources	157	3.40	152	4.47	65
Grads					
The Library's support for your research	195	4.12	192	4.70	34
Off Grounds access to the Library's online resources	205	3.79	202	4.66	23
Faculty					
The Library's support for your research	111	4.18	114	4.68	19
Off Grounds access to the Library's online resources	121	3.76	123	4.67	12

2008 Library User Survey Proxy Server

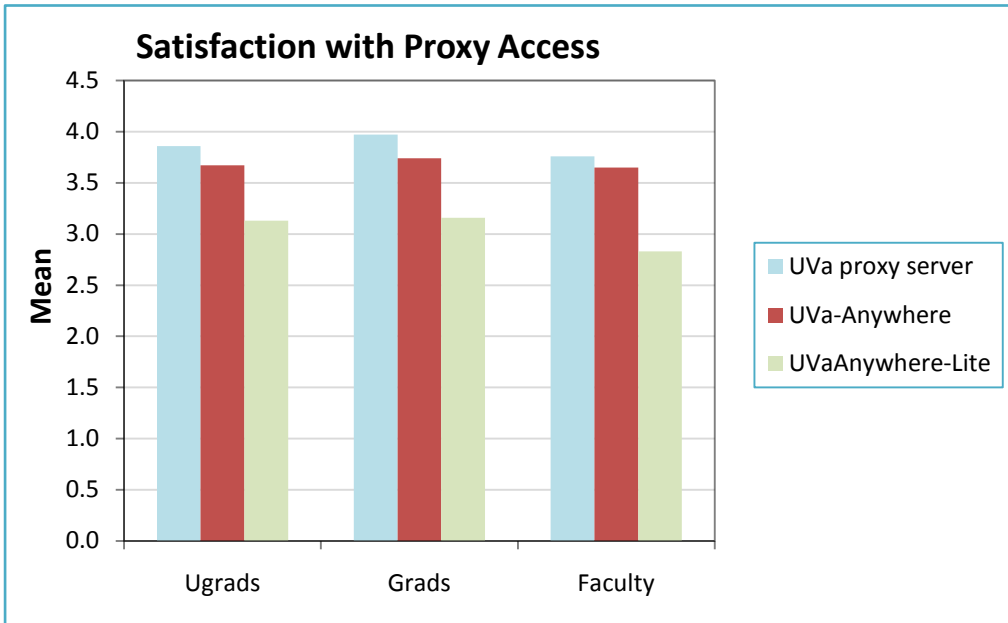
If you have used any of the following methods for accessing the library's resources from off Grounds, please rate your satisfaction with the access methods used.

Satisfaction (Mean)	Ugrads	Grads	Faculty
UVa proxy server	3.86	3.97	3.76
UVa-Anywhere	3.67	3.74	3.65
UVaAnywhere-Lite	3.13	3.16	2.83

Don't Use (Number)

UVa proxy server	158	120	69
UVa-Anywhere	151	96	53
UVaAnywhere-Lite	183	169	99

= highest choice



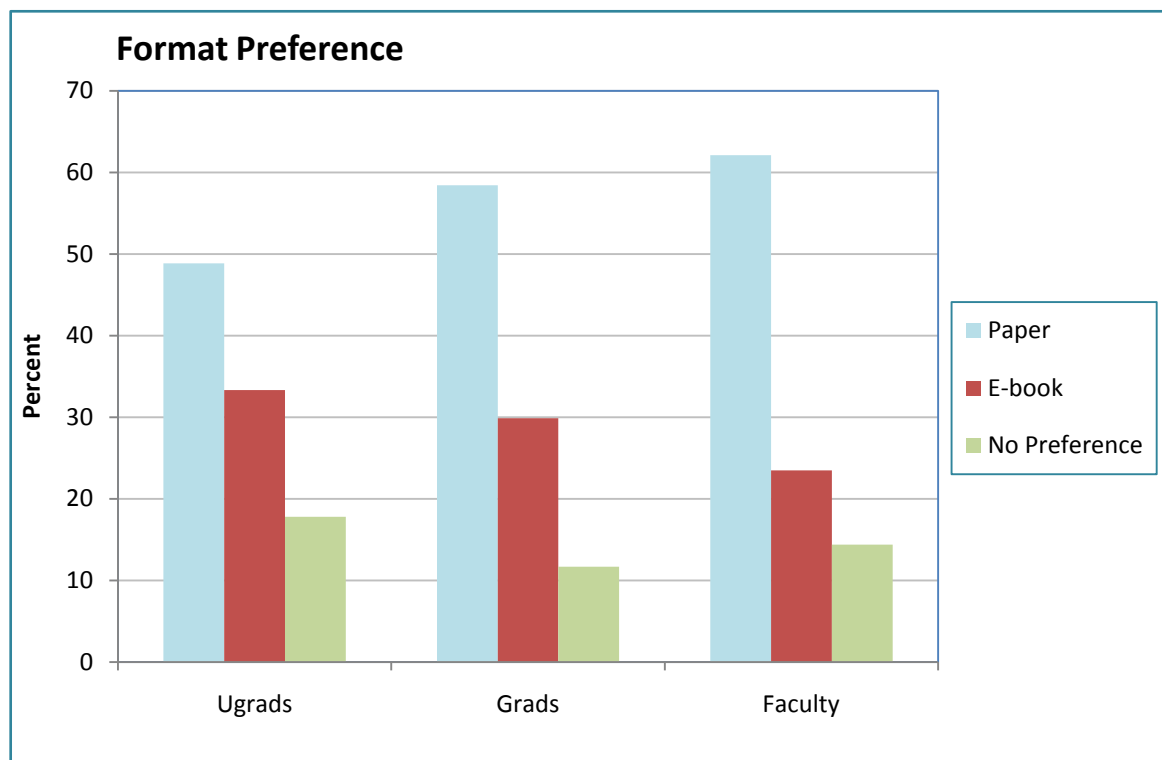
2008 Library User Survey

Ebooks vs Paper

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Responses are in percents.

	Ugrads	Grads	Faculty
Paper	48.9	58.4	62.1
E-book	33.3	29.9	23.5
No Preference	17.8	11.7	14.4
Total	100.0	100.0	100.0



2008 Library User Survey


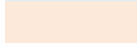

Learning about the Library

Which of the following information sources would you prefer to use to learn about the Library and its resources? Check all that apply.

Responses are in percents, sorted by Grad scores.

↓

	Ugrads	Grads	Faculty
Library website	67.4	68.6	64.9
Searching VIRGO	40.7	50.4	52.2
Library desk staff	51.1	44.5	42.5
Browsing the physical collection	42.5	44.1	44.0
Online tour/tutorial	33.9	29.7	25.4
Email communication from a librarian	24.9	29.2	44.0
Library instruction sessions	12.7	24.6	16.4
One-on-one appointments with a librarian	7.7	23.3	25.4
Your professors and TAs	29.9	22.0	3.0
Peers and colleagues	29.9	20.8	12.7
Other students	35.7	16.5	0.0
Flyers and brochures	15.8	10.6	4.5
Library tours	12.7	10.6	3.7
Real Time Reference (Library Instant Messenger (IM))	8.1	9.7	6.0
RSS feeds	0.9	5.9	1.5
YouTube	10.0	4.7	5.2
Facebook/MySpace	12.7	3.0	2.2
Mobile devices (cell phones, PDAs, etc.)	1.4	3.0	0.7
Local media (local newspapers, television, etc.)	5.0	2.1	0.0
Other (please specify):	0.0	0.8	0.7

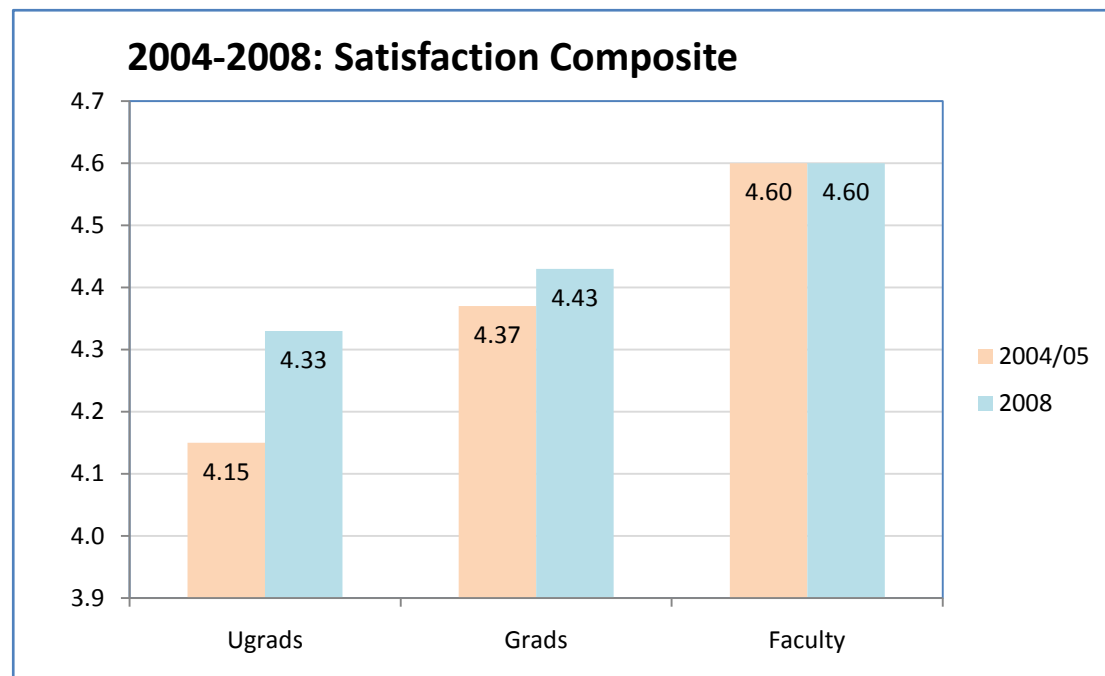
 = 1st
 = 2nd
 = 3rd

2008 Library User Survey Customer Service

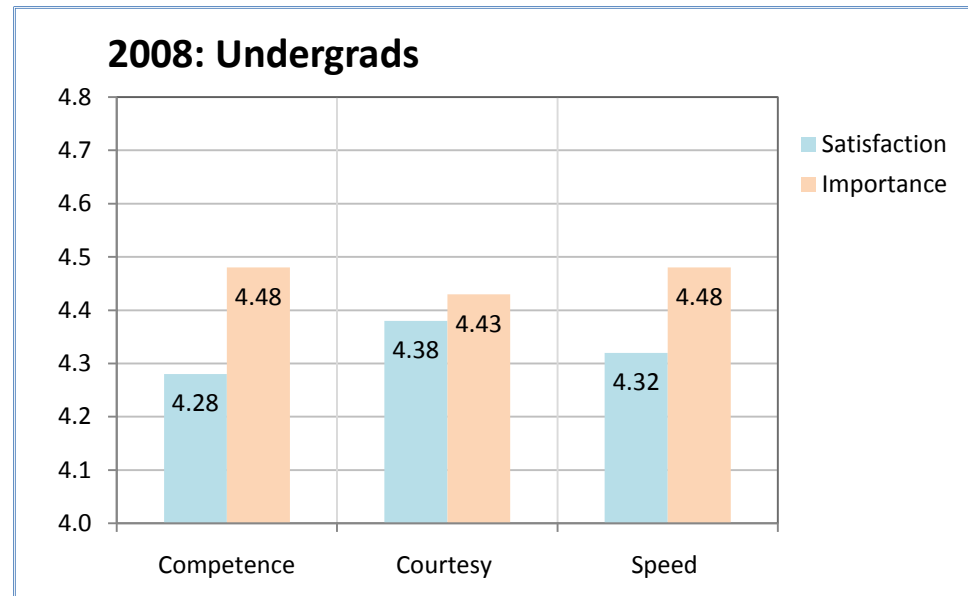
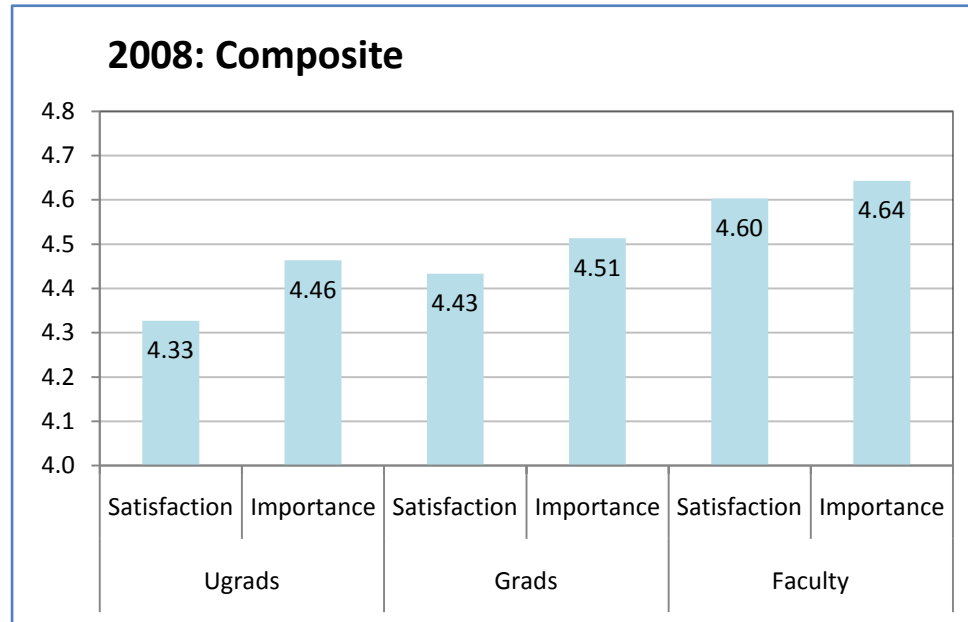
Please indicate your degree of satisfaction with and the importance of the service you receive from your primary Library staff.

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

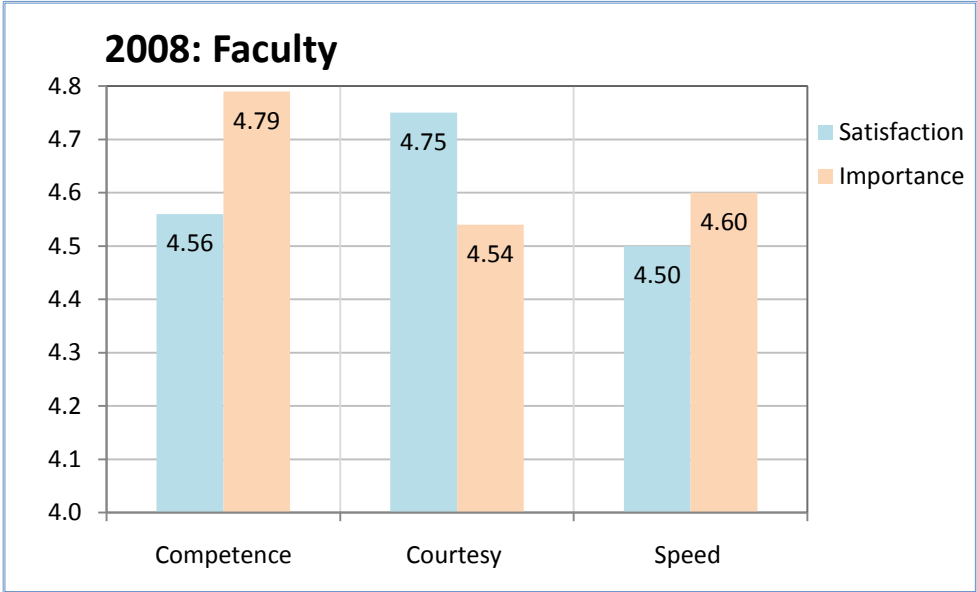
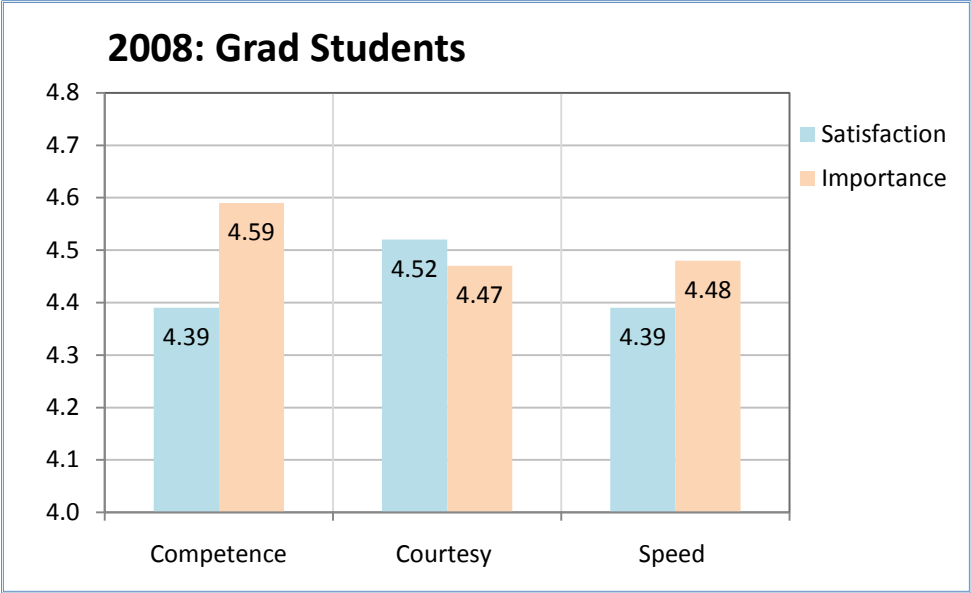
	2008						2005		2004
	Ugrads		Grads		Faculty		Ugrads	Grads	Faculty
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Satisfaction	Satisfaction
Competence	4.28	4.48	4.39	4.59	4.56	4.79	4.15	4.33	4.58
Courtesy	4.38	4.43	4.52	4.47	4.75	4.54	4.18	4.43	4.73
Speed	4.32	4.48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



2008 Library User Survey Customer Service



2008 Library User Survey Customer Service



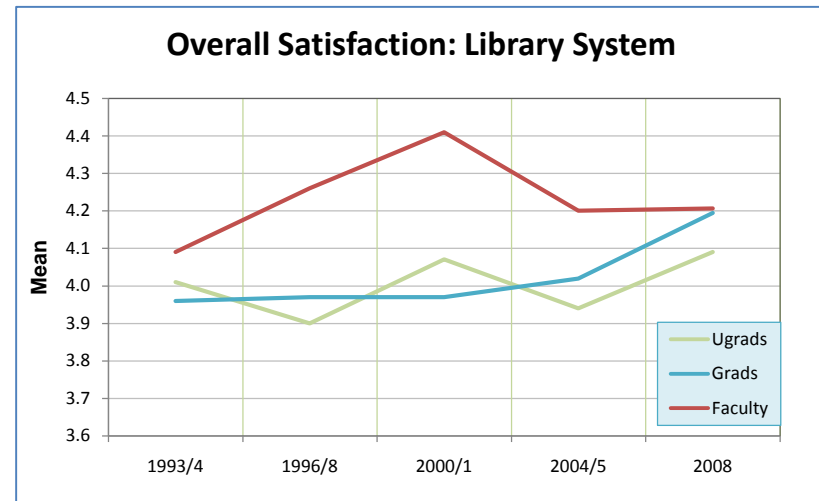
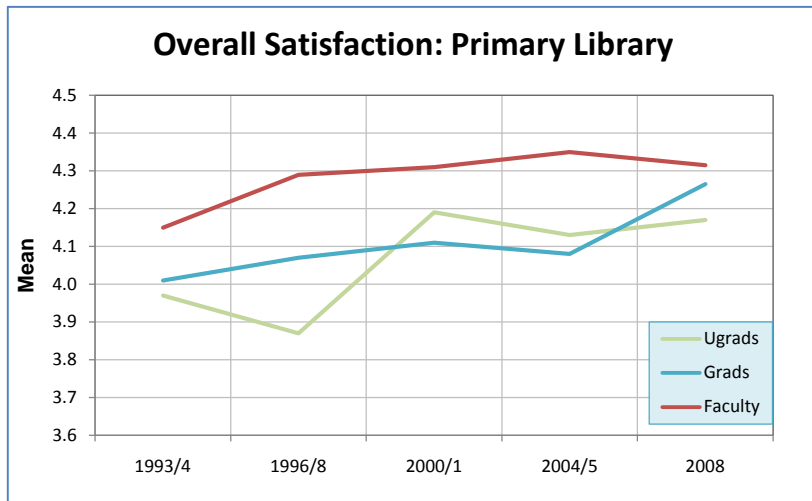
2008 Library User Survey Overall Satisfaction

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

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

	2008			2005			2004	2001			2000		1998		1996	1994		1993
Satisfaction (mean)	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction with primary library	4.17	4.27	4.32	4.13	4.08	4.35	4.19	4.11	4.31	3.87	4.07	4.29	3.97	4.01	4.15			
Satisfaction with library system	4.09	4.19	4.21	3.94	4.02	4.20	4.07	3.97	4.41	3.90	3.97	4.26	4.01	3.96	4.09			

Sample Size (number)	2008			2005			2004	2001			2000		1998		1996	1994		1993
Overall satisfaction with primary	215	230	130	431	392	502	435	364	307	327	379	328	334	450	335			
Overall satisfaction with system	218	231	131	434	394	464	430	352	307	327	379	328	334	450	335			



2008 University of Virginia Library User Survey Alderman Library: Sample Data

	Ugrads	Grads	Faculty	Total
Sample Size	66	58	42	166



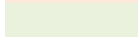
School	Number	Percent
Architecture	2	1.2
Commerce	8	4.8
Education	5	3.0
Engineering	5	3.0
Humanities	63	38.0
Sciences	7	4.2
Social Sciences	50	30.1
Undeclared/Missing	26	15.7
Total	166	100.0

2008 University of Virginia Library User Survey

Alderman Library: Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	37	9.37	91	26.38	51	22.17	19.31
Enhancing study space	103	26.08	49	14.2	16	6.96	15.75
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	5	1.27	40	11.59	57	24.78	12.55
Extending library hours	85	21.52	31	8.99	10	4.35	11.62
Support for digital work	10	2.53	44	12.75	34	14.78	10.02
Physical comfort	69	17.47	28	8.12	10	4.35	9.98
Desktop computer workstations	44	11.14	24	6.96	9	3.91	7.34
Assistance/instruction in using library resources	12	3.04	25	7.25	24	10.43	6.91
Improving the library website	4	1.01	7	2.03	14	6.09	3.04
Enhancing collaborative space	24	6.08	2	0.58	4	1.74	2.80
Laptops to check out	2	0.51	4	1.16	1	0.43	0.70
TOTAL	395	100	345	100	230	100	100

 = 1st
 = 2nd
 = 3rd

2008 University of Virginia Library User Survey Alderman Library: Satisfaction/Importance

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

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



	Sample	Satisfaction	Sample	Importance	Don't know
Circulation and reserve services	151	4.26	147	4.65	15
Library websites	157	3.48	152	4.61	6
Physical collections	151	4.12	145	4.59	13
Online resources	145	3.72	142	4.55	17
Interlibrary Loan & Document Delivery	102	4.30	100	4.53	62
Facilities	156	3.59	153	4.27	8
Equipment	123	3.65	122	4.26	41
Information services/reference	127	4.13	122	4.23	39
Creation and use of digital content	76	3.82	81	3.73	83
Software support	48	3.50	52	3.65	115
Instruction	60	4.17	66	3.42	102

The Library’s support for your research	120	4.13	119	4.63	47
Off Grounds access to the Library’s online resources	138	3.57	136	4.60	27

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

	Sample	Satisfaction	Sample	Importance	Don't know
Competence/knowledge of staff	141	4.31	134	4.66	21
Courtesy of staff	150	4.50	144	4.54	11
Speed of service	141	4.40	132	4.55	20

Please rate your overall satisfaction with Alderman Library.

	Sample	Satisfaction
Satisfaction with Alderman Library	161	4.32

2008 University of Virginia Library User Survey Alderman Library: Book Format Preference

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Preference	Number	Percent
Paper	118	71.1
E-book	27	16.3
No Preference	20	12.0
No Response	1	6.0
Total	166	100.0

2008 University of Virginia Library User Survey

Alderman Library: Local Questions

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

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



OVERALL

Instructional Scanning Services for Toolkit
Scholars' Lab services
ITC computer consultants in Alderman
Assistance with government documents in Alderman
Adequacy of teaching facilities in Alderman

Sample	Satisfaction	Sample	Importance	Don't know
77	4.25	74	4.12	90
79	4.19	79	3.87	87
81	3.93	79	3.84	85
52	3.69	49	3.12	119
81	3.59	77	3.01	93

UNDERGRADS

ITC computer consultants in Alderman
Scholars' Lab services
Instructional Scanning Services for Toolkit
Assistance with government documents in Alderman
Adequacy of teaching facilities in Alderman

Sample	Satisfaction	Sample	Importance	Don't know
37	4.00	34	3.97	28
35	4.40	34	3.91	31
21	4.00	21	3.33	46
23	3.87	20	3.10	45
34	3.59	30	2.83	37

GRADS

Instructional Scanning Services for Toolkit
ITC computer consultants in Alderman
Scholars' Lab services
Assistance with government documents in Alderman
Adequacy of teaching facilities in Alderman

Sample	Satisfaction	Sample	Importance	Don't know
26	4.23	27	4.26	32
27	4.04	26	4.12	33
32	4.13	30	4.10	28
17	3.47	16	3.50	45
26	3.58	27	3.07	36

FACULTY

Instructional Scanning Services for Toolkit
Scholars' Lab services
ITC computer consultants in Alderman
Adequacy of teaching facilities in Alderman
Assistance with government documents in Alderman

Sample	Satisfaction	Sample	Importance	Don't know
30	4.43	26	4.62	12
12	3.75	15	3.33	28
17	3.59	19	3.21	24
21	3.62	20	3.20	20
12	3.67	13	2.69	29

2008 University of Virginia Library User Survey Brown Science/Engineering Library: Sample Data

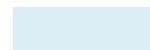
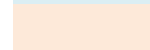
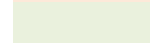
	Ugrads	Grads	Faculty	Total
Sample Size	58	67	32	157

School	Number	Percent
Architecture	1	0.6
Commerce	1	0.6
Education	0	0.0
Engineering	68	43.3
Humanities	5	3.2
Sciences	61	38.9
Social Sciences	1	0.6
Undeclared/Missing	20	12.7
Total	157	100.0

2008 University of Virginia Library User Survey Brown Science/Engineering Library: Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	10	3.03	87	22.72	55	29.89	18.55
Enhancing study space	89	26.97	47	12.27	4	2.17	13.81
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	2	0.61	48	12.53	41	22.28	11.81
Support for digital work	12	3.64	47	12.27	29	15.76	10.56
Desktop computer workstations	69	20.91	31	8.09	1	0.54	9.85
Physical comfort	45	13.64	19	4.96	11	5.98	8.19
Extending library hours	41	12.42	36	9.40	2	1.09	7.64
Assistance/instruction in using library resources	14	4.24	20	5.22	15	8.15	5.87
Improving the library website	3	0.91	20	5.22	20	10.87	5.67
Enhancing collaborative space	31	9.39	22	5.74	2	1.09	5.41
Laptops to check out	14	4.24	6	1.57	4	2.17	2.66
TOTAL	330	100	383	100	184	100	100

 = 1st
 = 2nd
 = 3rd

2008 University of Virginia Library User Survey

Brown Science/Engineering Library: Satisfaction/Importance

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

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

			↓		
	Sample	Satisfaction	Sample	Importance	Don't know
Online resources	134	3.65	132	4.70	23
Library websites	143	3.49	143	4.53	12
Physical collections	122	3.96	122	4.52	34
Circulation and reserve services	134	4.25	131	4.45	22
Interlibrary Loan & Document Delivery	82	4.18	82	4.39	72
Information services/reference	119	4.28	120	4.33	37
Equipment	118	3.55	121	4.26	35
Facilities	142	3.80	140	4.16	14
Creation and use of digital content	67	3.90	69	4.00	90
Software support	68	3.85	72	3.75	87
Instruction	57	3.93	61	3.66	95
The Library's support for your research	106	4.04	106	4.58	49
Off Grounds access to the Library's online resources	116	3.67	117	4.56	39

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

	Sample	Satisfaction	Sample	Importance	Don't know
Competence/knowledge of staff	129	4.39	130	4.55	24
Courtesy of staff	132	4.58	132	4.46	22
Speed of service	130	4.38	130	4.48	24

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

	Sample	Satisfaction
Satisfaction with the Brown Science/Engineering Library	154	4.34

2008 University of Virginia Library User Survey

Brown Science/Engineering Library: Book Format Preference

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Preference	Number	Percent
Paper	74	47.1
E-book	60	38.2
No Preference	21	13.4
No Response	2	1.3
Total	157	100

2008 University of Virginia Library User Survey Brown Science/Engineering Library: Local Questions

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

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



OVERALL

ITC computer consultants in Brown Science/Engineering Library

Brown Science/Engineering Research Computing Lab

Adequacy of teaching facilities in the Science/Engineering Libraries

Informational displays/exhibits in the Science/Engineering Libraries

Digital projection facilities in the Science/Engineering Libraries

Sample	Satisfaction	Sample	Importance	Don't know
83	4.02	84	4.21	72
95	3.81	96	3.99	60
81	4.01	78	3.40	82
81	3.95	83	2.99	74
48	3.81	49	2.96	111

UNDERGRADS

ITC computer consultants in Brown Science/Engineering Library

Brown Science/Engineering Research Computing Lab

Adequacy of teaching facilities in the Science/Engineering Libraries

Informational displays/exhibits in the Science/Engineering Libraries

Digital projection facilities in the Science/Engineering Libraries

Sample	Satisfaction	Sample	Importance	Don't know
35	4.37	37	4.27	23
49	3.94	49	4.14	9
37	4.08	35	3.43	23
39	4.15	40	2.88	20
22	3.86	23	2.83	39

2008 University of Virginia Library User Survey Brown Science/Engineering Library: Local Questions

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

GRADS

ITC computer consultants in Brown Science/Engineering Library

Brown Science/Engineering Research Computing Lab

Adequacy of teaching facilities in the Science/Engineering Libraries

Digital projection facilities in the Science/Engineering Libraries

Informational displays/exhibits in the Science/Engineering Libraries

↓

Sample	Satisfaction	Sample	Importance	Don't know
37	3.84	37	4.27	30
37	3.73	37	3.92	29
29	3.97	29	3.48	41
19	3.68	19	3.11	48
32	3.72	33	3.09	33

FACULTY

ITC computer consultants in Brown Science/Engineering Library

Brown Science/Engineering Research Computing Lab

Adequacy of teaching facilities in the Science/Engineering Libraries

Informational displays/exhibits in the Science/Engineering Libraries

Digital projection facilities in the Science/Engineering Libraries

Sample	Satisfaction	Sample	Importance	Don't know
11	3.55	10	3.80	19
9	3.44	10	3.50	22
15	3.93	14	3.14	18
10	3.90	10	3.10	21
7	4.00	7	3.00	24

2008 University of Virginia Library User Survey Clemons Library: Sample Data

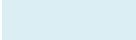

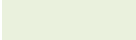
	Ugrads	Grads	Faculty	Total
Sample Size	71	7	5	83

School	Number	Percent
Architecture	0	0.0
Commerce	10	12.0
Education	2	2.4
Engineering	11	13.3
Humanities	9	10.8
Sciences	17	20.5
Social Sciences	12	14.5
Undeclared/Missing	22	26.5
Total	83	100.0

2008 University of Virginia Library User Survey Clemons Library: Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE Percent
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	
Support for digital work	18	4.34	7	17.07	10	41.67	21.03
Improving VIRGO, the online catalog	38	9.16	6	14.63	6	25.00	16.26
Enhancing study space	103	24.82	8	19.51	1	4.17	16.17
Physical comfort	97	23.37	5	12.20	0	0.00	11.86
Desktop computer workstations	47	11.33	5	12.20	2	8.33	10.62
Assistance/instruction in using library resources	28	6.75	3	7.32	3	12.50	8.85
Enhancing collaborative space	33	7.95	3	7.32	0	0.00	5.09
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	1	0.24	1	2.44	2	8.33	3.67
Extending library hours	18	4.34	2	4.88	0	0.00	3.07
Laptops to check out	24	5.78	0	0.00	0	0.00	1.93
Improving the library website	8	1.93	1	2.44	0	0.00	1.46
TOTAL	415	100	41	100	24	100	100

 = 1st  = 2nd  = 3rd

2008 University of Virginia Library User Survey Clemons Library: Satisfaction/Importance

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

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

↓

	Sample	Satisfaction	Sample	Importance	Don't know
Library websites	74	3.51	73	4.47	8
Facilities	78	3.44	77	4.45	3
Online resources	65	3.66	64	4.38	16
Equipment	77	3.71	76	4.32	5
Circulation and reserve services	67	4.09	63	4.27	16
Physical collections	71	4.03	70	4.24	11
Creation and use of digital content	38	3.74	35	4.14	46
Software support	26	3.46	25	4.00	56
Information services/reference	45	3.82	42	3.95	38
Interlibrary Loan & Document Delivery	22	3.86	24	3.92	59
Instruction	34	3.53	34	3.59	48
The Library's support for your research	52	3.88	50	4.42	29
Off Grounds access to the Library's online resources	62	3.40	58	4.36	22

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

	Sample	Satisfaction	Sample	Importance	Don't know
Competence/knowledge of staff	60	4.25	62	4.45	22
Courtesy of staff	69	4.28	67	4.33	13
Speed of service	66	4.30	66	4.39	15

Please rate your overall satisfaction with Clemons Library.

	Sample	Satisfaction
Satisfaction with Clemons Library	81	4.01

2008 University of Virginia Library User Survey Clemons Library: Book Format Preference

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Preference	Number	Percent
Paper	45	54.2
E-book	23	27.7
No Preference	14	16.9
No Response	1	1.2
Total	83	100.0

2008 University of Virginia Library User Survey Clemons Library: Local Questions

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

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



OVERALL

Reserve materials in Clemons
Digital Media Lab in Clemons
Projection/viewing facilities in Clemons
Specialized consulting (paper clinics, laptop clinics, etc.)
in Clemons

Sample	Satisfaction	Sample	Importance	Don't know
57	3.77	55	4.02	26
60	4.12	58	3.91	24
54	3.81	51	3.53	30
37	3.51	31	3.52	49

UNDERGRADS

Reserve materials in Clemons
Digital Media Lab in Clemons
Specialized consulting (paper clinics, laptop clinics, etc.)
in Clemons
Projection/viewing facilities in Clemons

Sample	Satisfaction	Sample	Importance	Don't know
49	3.73	46	3.93	23
51	4.06	49	3.90	21
32	3.50	27	3.56	41
45	3.96	42	3.55	26

GRADS

Digital Media Lab in Clemons
Reserve materials in Clemons
Specialized consulting (paper clinics, laptop clinics, etc.)
in Clemons
Projection/viewing facilities in Clemons

Sample	Satisfaction	Sample	Importance	Don't know
4	4.75	4	4.25	3
4	4.00	4	4.00	3
4	4.25	4	3.25	3
5	4.60	5	3.00	3

FACULTY

Reserve materials in Clemons
Projection/viewing facilities in Clemons
Digital Media Lab in Clemons
Specialized consulting (paper clinics, laptop clinics, etc.)
in Clemons

Sample	Satisfaction	Sample	Importance	Don't know
4	4.00	5	4.80	0
4	4.25	4	4.00	1
5	4.20	5	3.80	0
1	1.00	0	0.00	5

2008 University of Virginia Library User Survey Clemons Library: Local Questions

How could Clemons Library better meet your study or teaching needs?

- n/a
 - More comfortable
 - During times of exams and assignment deadlines Clemons' first floor feels extremely warm. I cannot say that this is due to the large amounts of people there but better air circulation would perhaps make the temperature more bearable.
 - Teach me about online resources, especially books online.
 - If Clemons stayed open 24 hours, 7 days a week, instead of closing at 12 am on weekends, it would really benefit me as I would be able to study more on the weekends. Clemons provides me with a place where I can really focus on my work, and as a person who prefers to study late at night, it would be great if Clemons could expand their hours.
 - dry erase markers and erasers in the rooms where applicable
 - Less noise all around. People go there to socialize way too often. Its annoying and get in the way of studying, on all floors. Talking on the top floor is fine, but noise should be kept to a minimum everywhere else, but not necessarily to the level on the first floor
 - I wish the Robertson Media Center was a walk in rental place, such as blockbuster, with DVD protection to prevent stealing, than the way it is now that you find a call number and give to the person in the desk.
 - Better upkeep to keep the facilities cleaner.
 - I am completely satisfied.
 - more laptops
 - Don't know.
 - Be cleaned more often.
 - Better chairs
 - as someone who writes on film, it'd be great to be able to have more than two movies at a time
 - Waiting for reserve films is a real pain, but that may just be a fact of life. It would be nice to have more copies of the films on reserve... (in a perfect world with no space or budget considerations).
- More power outlets Try to increase server capacity during finals time
- more outlets or extension cords in all the study levels. A wider variety of snacks would be good.
 - Maybe better cleanliness? I feel that the library is used so much by so many people but things are just not kept up as well as they should be. For example, some of the floors smell pretty bad.
 - Some movie discs I have taken have been damaged. Probably this is a result of students not informing the Media Center of damaged discs, but I feel the library should be aware of it.

2008 University of Virginia Library User Survey Clemons Library: Local Questions

How could Clemons Library better meet your study or teaching needs?

Put more chairs and tables on all the floors for study/workspace.

- add a coffee plcae and improve the 1st floor
- more seating and more comfortable seating
- New headphones and more international DVD players in the viewing section. Also, don't keep it so hot and give out some free deodorant to keep down the smell.
- Less things on reserve
- Have more plugs for laptop chargers
- They could have more rooms to view videos or DVDS on the Media level.
- I use it most often to hold my office hours. More rooms with to reserve with white boards would be extremely helpful. There are so few in there.
- perfect
- Perhaps offering or publicizing existing offerings that help faculty better understand research tools, etc. For instance, I don't know what you mean when you mention
- My only beef is that sometimes the projection rooms are all booked.
- Clemons is great. Better than anywhere else I've taught. It meets all my needs.
- Do not leave reserve materials on reserve all semester - ie, allow materials to be on reserve for just a week, month, whatever. Also, limit profs ability to put dvds on reserve for classes - sometimes whole series are on reserve for a whole semester -- it's mind boggling that a class needs to view the entire season of

2008 University of Virginia Library User Survey Education Library: Sample Data

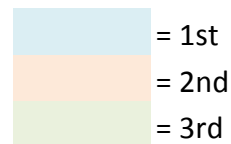
	Ugrads	Grads	Faculty	Total
Sample Size	2	39	11	52

School	Number	Percent
Architecture	0	0.0
Commerce	0	0.0
Education	50	96.2
Engineering	0	0.0
Humanities	2	3.8
Sciences	0	0.0
Social Sciences	0	0.0
Undeclared/Missing	0	0.0
Total	52	100.0

2008 University of Virginia Library User Survey Education Library: Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	2	16.67	33	14.29	17	26.98	19.31
Support for digital work	1	8.33	29	12.55	15	23.81	14.90
Enhancing collaborative space	3	25.00	24	10.39	5	7.94	14.44
Physical comfort	2	16.67	38	16.45	3	4.76	12.63
Extending library hours	3	25.00	22	9.52	0	0.00	11.51
Assistance/instruction in using library resources	0	0.00	22	9.52	9	14.29	7.94
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	18	7.79	7	11.11	6.30
Desktop computer workstations	1	8.33	8	3.46	0	0.00	3.93
Enhancing study space	0	0.00	24	10.39	0	0.00	3.46
Improving the library website	0	0.00	3	1.30	5	7.94	3.08
Laptops to check out	0	0.00	10	4.33	2	3.17	2.50
TOTAL	12	100	231	100	63	100	100



2008 University of Virginia Library User Survey

Education Library: Satisfaction/Importance

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

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

↓

	Sample	Satisfaction	Sample	Importance	Don't know
Online resources	48	4.02	46	4.87	2
Library websites	50	3.86	49	4.80	1
Information services/reference	44	4.43	42	4.52	8
Circulation and reserve services	48	4.31	46	4.48	4
Interlibrary Loan & Document Delivery	32	4.34	33	4.42	15
Instruction	42	4.29	41	4.34	10
Equipment	42	3.45	40	4.33	10
Physical collections	47	4.02	47	4.23	3
Facilities	47	3.17	45	4.16	6
Creation and use of digital content	29	3.52	29	4.10	21
Software support	23	3.61	23	3.83	29
The Library's support for your research	46	4.28	44	4.80	6
Off Grounds access to the Library's online resources	47	3.96	46	4.83	4

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

	Sample	Satisfaction	Sample	Importance	Don't know
Competence/knowledge of staff	49	4.76	46	4.87	3
Courtesy of staff	49	4.73	46	4.63	3
Speed of service	49	4.65	46	4.67	3

Please rate your overall satisfaction with the Education Library.

	Sample	Satisfaction
Satisfaction with the Education Library	52	4.35

2008 University of Virginia Library User Survey Education Library: Book Format Preference

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Preference	Number	Percent
Paper	25	47.2
E-book	19	35.8
No Preference	8	15.1
No Response	1	1.9
Total	53	100

2008 University of Virginia Library User Survey Education Library: Local Questions

One-on-one appointment with an Education Library reference librarian.

	Sample	Satisfaction	Sample	Importance	Don't know
Overall	34	4.50	34	4.09	18
Undergrads	2	4.00	2	3.50	1
Grads	24	4.38	25	3.88	14
Faculty	8	5.00	7	5.00	3

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

UNDERGRADS

Use RefWorks in conjunction with Microsoft Word

Use the Note taking function in RefWorks

Would it be valuable to you if the Education Library provided space for the UVa Writing Center staff to assist you by appointment

	Yes	No	Don't Use
Use RefWorks in conjunction with Microsoft Word	0	0	2
Use the Note taking function in RefWorks	0	0	2
Would it be valuable to you if the Education Library provided space for the UVa Writing Center staff to assist you by appointment	0	2	NA

GRADS

Use RefWorks in conjunction with Microsoft Word

Use the Note taking function in RefWorks

Would it be valuable to you if the Education Library provided space for the UVa Writing Center staff to assist you by appointment

	Yes	No	Don't Use
Use RefWorks in conjunction with Microsoft Word	15	5	18
Use the Note taking function in RefWorks	2	16	20
Would it be valuable to you if the Education Library provided space for the UVa Writing Center staff to assist you by appointment	23	16	NA

FACULTY

Use RefWorks in conjunction with Microsoft Word

Use the Note taking function in RefWorks

Would it be valuable to you if the Education Library provided space for the UVa Writing Center staff to assist you by appointment

	Yes	No	Don't Use
Use RefWorks in conjunction with Microsoft Word	2	0	9
Use the Note taking function in RefWorks	0	2	9
Would it be valuable to you if the Education Library provided space for the UVa Writing Center staff to assist you by appointment	6	5	NA

2008 University of Virginia Library User Survey

Education Library: Local Questions

What other changes could we make to the Education Library to make this a more inviting space for you?

- Some comfortable reading chairs
- It would be nice if there were some space in the Education library where groups could work together. As it is now, it is very difficult to do groupwork because there is no talking.
- none...its okay
- None
- Create a cafeteria near or somewhere in the building to invite students to study there for the time they need
- The Education Library is already quite inviting. A few more comfy chairs might be nice :o). Other than that, nothing comes to mind.
- None
- More comfortable chairs at the tables would be really helpful.
- I think there need to be outlets by the tables in the middle of the library because right now if you want to work on your computer you have very few choices of where to sit and have access to an outlet.
- More seating would be helpful. There are not enough comfortable chairs that are not at desks.
- More comfortable chairs
- I think the space is very reflective of the institutional architecture of the time period Ruffner in general was built in so it's not very
- I think the hallway area outside the library holds possibilities for a more inviting seating area where drinks and food are allowed. I haven't used the study room- perhaps that already serves this purpose. I know I have wanted a space to chat when working on group projects.
- Evening library orientation for part-time/evening education graduate students at the beginning of Fall ter
- Tech support
- need outlets for laptops!!!!!!
- You're doing great. Obviously, pictures on the wall and such make a difference. The most comfortable library on campus in my opinion is Brown. So, some more comfy chairs might be nice. Space is a big issue. I like their
- more cubicles
- more hours that is it open on weekends and later at night!
- A group work room apart from the microfiche room with internet access would be good. It would also be helpful to have a

2008 University of Virginia Library User Survey

Education Library: Local Questions

What other changes could we make to the Education Library to make this a more inviting space for you?

- I personally would like to see some more individual study carrels and more wireless access for computers. I think that the current space is being used as wisely as possible. I definitely believe that this library needs to be enlarged and expanded. Space is at a premium and it is an issue that has long been neglected. I don't think the librarians could squeeze any more space out here.
- A working visible clock
- An extra print station available in case the current one goes offline for any reason.
- More comfortable chairs!
- I don't need to be in the library that much. What matters most to me are the quality of your staff and the ease of use of your software.
- General
- I do not study/work in the library because I have a nearby office. I think I am N/A.
- collaborative work space - places for communication/learning places to watch and discuss film, newsclips, online stuff in small groups more couches, tables, newspapers, computers, laptop docking stations

2008 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Sample Data


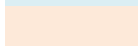
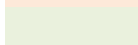
	Ugrads	Grads	Faculty	Total
Sample Size	7	19	9	35

School	Number	Percent
Architecture	20	57.1
Commerce	0	0.0
Education	0	0.0
Engineering	1	2.9
Humanities	12	34.3
Sciences	0	0.0
Social Sciences	1	2.9
Undeclared/Missing	1	2.9
Total	35	100.1

2008 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Enhancing study space	15	35.71	20	17.54	4	7.41	20.22
Physical comfort	10	23.81	20	17.54	4	7.41	16.25
Support for digital work	0	0.00	13	11.40	19	35.19	15.53
Desktop computer workstations	5	11.90	14	12.28	6	11.11	11.77
Extending library hours	7	16.67	14	12.28	0	0.00	9.65
Enhancing collaborative space	5	11.90	0	0.00	5	9.26	7.05
Improving VIRGO, the online catalog	0	0.00	17	14.91	2	3.70	6.21
Assistance/instruction in using library resources	0	0.00	6	5.26	6	11.11	5.46
Improving the library website	0	0.00	7	6.14	4	7.41	4.52
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	3	2.63	4	7.41	3.35
Laptops to check out	0	0.00	0	0.00	0	0.00	0.00
TOTAL	42	100	114	100	54	100	100

 = 1st
 = 2nd
 = 3rd

2008 University of Virginia Library User Survey

Fiske Kimball Fine Arts Library: Satisfaction/Importance

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

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

↓

	Sample	Satisfaction	Sample	Importance	Don't know
Physical collections	33	4.24	32	4.66	1
Circulation and reserve services	33	4.33	32	4.50	2
Equipment	32	2.94	31	4.48	2
Library websites	34	3.47	33	4.42	0
Online resources	33	3.70	32	4.41	1
Interlibrary Loan & Document Delivery	26	4.50	26	4.38	8
Creation and use of digital content	23	3.52	23	4.17	13
Information services/reference	23	4.13	23	4.13	11
Facilities	34	2.97	33	4.00	0
Software support	10	3.20	12	3.50	24
Instruction	23	3.78	25	3.48	9
The Library's support for your research	28	4.21	28	4.64	6
Off Grounds access to the Library's online resources	30	3.73	29	4.52	4

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

	Sample	Satisfaction	Sample	Importance	Don't
Competence/knowledge of staff	33	4.30	31	4.52	1
Courtesy of staff	34	4.32	32	4.34	0
Speed of service	32	4.28	30	4.43	2

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

	Sample	Satisfaction
Satisfaction with Fiske Kimball Fine Arts Library	34	4.15

2008 University of Virginia Library User Survey

Fiske Kimball Fine Arts Library: Book Format Preference

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Preference	Number	Percent
Paper	23	65.7
E-book	4	11.4
No Preference	6	17.1
No Response	2	5.7
Total	35	100.0

2008 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Local Questions

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

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

OVERALL

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

Sample	Satisfaction	Sample	Importance	Don't know
26	4.23	24	4.29	10
26	4.23	27	4.15	8

UNDERGRADS

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

Sample	Satisfaction	Sample	Importance	Don't know
4	3.75	3	3.00	4
4	4.00	4	3.50	3

GRADS

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

Sample	Satisfaction	Sample	Importance	Don't know
14	4.21	14	4.36	5
15	4.40	16	4.44	3

FACULTY

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

Sample	Satisfaction	Sample	Importance	Don't know
8	4.50	7	4.71	1
7	4.00	7	3.86	2

2008 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Local Questions

Please tell us what you think of the renovations.

- it could still use more comfortable seating and reading areas
- I am pleased with it. Really, it is not that noticeable, but I appreciate the addition of open space along with the addition of the computers. It is not a drastic change, though, but it is appreciated.
- I use the upstairs, therefore have not taken advantage of the renovations.
- It's fantastic
- The current renovation is very disruptive to students trying to work in the library spaces. The other day they were painting pipes on the main study area in the bridge (which I had to use since they also had draped tarps over my carrel) and they were noisy and moving students around very rudely. I think the renovations are sub-par as the seating is still uncomfortable, the spaces are still cramped, the computers are dreadfully slow, and the overall noise and hassle of the whole situation makes things even worse.
- effective use of first floor space for scanning and digitizing stations
- The renovations are a big improvement, but the library could use more funding for more comfortable chairs and for other improvements. It is still not a very comfortable library to physically work in.
- I think the idea of putting the reserve books in the back have helped traffic on the ground floor a lot, decongesting the area around the door.
- This is my first year - I'm not sure what to compare to! But in general the spaces are functional. It would be nice to have more table space when scanning.
- I haven't had a chance to see Fine Arts since the renovations as I'm doing research overseas this year.
- great
- The periodical section is mainly what I use. It is more spacious now and a greater study area.
- I didn't see the library pre-renovation, however, I still wish there were more spaces to study with access to daylight.
- Haven't seen them. August 2008 I moved to California while finishing my PhD.
- Great.
- They're great.
- I can't tell a difference.
- I would say that it was more of a
- Excellent enhancement to setting
- they are fine
- Very nicely done. Easy access and simple to use
- Better, but it still needs more room to expand its holdings.
- seems to be more open - accessible

2008 University of Virginia Library User Survey Fiske Kimball Fine Arts Library: Local Questions

What other changes could be made to the Fine Arts Library to meet your research needs?

- faster computers
- I feel like there are not enough cubicles for undergraduates. Every time I think I found a cubicle I realize that it is reserved for a grad student. There needs to be more individual workspaces as opposed to large tables.
More desk space in the upstairs.
- Faster computers.
- a few more computers would be nice
- circulation of select periodicals
- The staff already meets my needs. More funding for more books is always good.
- faster computers! more outlets for laptops.
- I cannot think of any right now.
- Aside from faster PC computers (the new Macs are fantastic!), all of the staff are very helpful - the FAL is a great resource that I use frequently.
- I've been fairly satisfied with Fine Arts. I think the staff is incredibly friendly and helpful. Research wise I think the library is great- they have lots of resources and materials. It would be great if there was more space- it generally feels kind of cramped. And I'm not sure what the renovations consisted of, but the space could be more aesthetically pleasing- lighting, paint, furniture.
- more recent landscape architecture books
- Broader range of periodicals.
- I don't know if they have them again, but large format scanners. They used to have these, then they were taken away or broken all the time, so I had to go to the GeoStat lab or the Scholar's lab in Alderman. Also, color printing capabilities.
- The computers are obscenely slow! Logging in and getting going on the computers takes a few minutes.
- Aside from the new Mac computers, the other computers (dells) are extremely slow. It would be helpful for these computers to be updated.
- Stronger support for journal requests
- we must do something on the digitization of slides
- An expanded video archive
- An increase in audio visual materials (performing arts) that are housed in the Fine Arts Library.
- I believe this is a problem not specific to the Fine Arts Library. But logging on to the computer terminals is an endless business. I wonder what can be done to speed this process.

2008 University of Virginia Library User Survey Music Library: Sample Data

	Ugrads	Grads	Faculty	Total
Sample Size	4	6	3	13


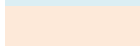
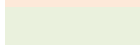
School	Number	Percent
Architecture	0	0.0
Commerce	0	0.0
Education	0	0.0
Engineering	0	0.0
Humanities	11	84.6
Sciences	2	15.4
Social Sciences	0	0.0
Undeclared/Missing	0	0.0
Total	13	100.0

2008 University of Virginia Library User Survey

Music Library: Priorities

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

	UNDERGRAD		GRAD		FACULTY		AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Desktop computer workstations	6	26.09	4	11.43	3	17.65	18.39
Improving VIRGO, the online catalog	5	21.74	10	28.57	0	0.00	16.77
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	0	0.00	4	11.43	6	35.29	15.57
Extending library hours	3	13.04	5	14.29	3	17.65	14.99
Support for digital work	2	8.70	3	8.57	2	11.76	9.68
Physical comfort	2	8.70	3	8.57	1	5.88	7.72
Assistance/instruction in using library resources	0	0.00	3	8.57	2	11.76	6.78
Enhancing study space	4	17.39	1	2.86	0	0.00	6.75
Improving the library website	1	4.35	1	2.86	0	0.00	2.40
Enhancing collaborative space	0	0.00	1	2.86	0	0.00	0.95
Laptops to check out	0	0.00	0	0.00	0	0.00	0.00
TOTAL	23	100	35	100	17	100	100

 = 1st
 = 2nd
 = 3rd

2008 University of Virginia Library User Survey

Music Library: Satisfaction/Importance

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

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

↓

	Sample	Satisfaction	Sample	Importance	Don't know
Circulation and reserve services	13	3.92	12	4.58	0
Interlibrary Loan & Document Delivery	8	4.00	9	4.56	5
Information services/reference	12	4.50	11	4.55	1
Library websites	13	3.38	13	4.54	0
Online resources	12	3.58	12	4.50	1
Creation and use of digital content	7	3.86	6	4.50	6
Physical collections	13	4.46	13	4.38	0
Equipment	13	3.54	12	4.17	0
Instruction	8	4.00	8	4.00	5
Facilities	12	3.75	11	3.82	1
Software support	6	3.83	7	3.71	7
The Library's support for your research	9	4.56	9	4.56	4
Off Grounds access to the Library's online resources	12	3.58	12	4.67	1

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

	Sample	Satisfaction	Sample	Importance	Don't know
Competence/knowledge of staff	13	4.62	13	4.46	1
Courtesy of staff	13	4.85	13	4.69	0
Speed of service	13	4.46	13	4.92	0

Please rate your overall satisfaction with the Music Library.

	Sample	Satisfaction
Satisfaction with the Music Library	13	4.62

2008 University of Virginia Library User Survey

Music Library: Book Format Preference

If a book is available in both E-book and traditional paper formats, which would you prefer the Library purchase?

Preference	Number	Percent
Paper	12	92.3
E-book	0	0.0
No Preference	1	7.7
No Response	0	0.0
Total	13	100.0

2008 University of Virginia Library User Survey

Music Library: Local Questions

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

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



OVERALL

Quality of music recordings collection
 Length of loan for music videos
 Length of loan for music sound recordings
 Quality of musical scores (printed music) collection
 Music listening facilities

Sample	Satisfaction	Sample	Importance	Don't know
13	3.92	12	4.75	0
8	3.38	8	4.63	5
12	4.58	12	4.17	1
10	4.20	9	4.00	4
7	3.71	6	3.00	6

UNDERGRADS

Quality of musical scores (printed music) collection
 Quality of music recordings collection
 Music listening facilities
 Length of loan for music videos
 Length of loan for music sound recordings

Sample	Satisfaction	Sample	Importance	Don't know
3	4.33	2	4.00	1
4	3.75	3	4.00	0
2	4.00	1	3.00	2
1	3.00	1	3.00	3
3	3.33	3	2.67	1

GRADS

Quality of music recordings collection
 Length of loan for music videos
 Length of loan for music sound recordings
 Quality of musical scores (printed music) collection
 Music listening facilities

Sample	Satisfaction	Sample	Importance	Don't know
6	4.33	6	5.00	0
5	3.20	5	5.00	1
6	5.00	6	4.67	0
4	4.25	4	4.00	3
3	4.00	3	3.33	3

FACULTY

Quality of music recordings collection
 Length of loan for music sound recordings
 Length of loan for music videos
 Quality of musical scores (printed music) collection
 Music listening facilities

Sample	Satisfaction	Sample	Importance	Don't know
3	3.33	3	5.00	0
3	5.00	3	4.67	0
2	4.00	2	4.50	1
3	4	3	4.00	0
2	3.00	2	2.50	1

Comments Topics	Number of References
Space-Facilities-Comfort	266
E-Resources	170
Technology/Computers	157
Collections	102
Staff	99
Online Library Environment	64
Hours	58
ILL-LEO	56
Circulation Services	43
Noise	35
Coffee, food, & drinks	33
Outreach/Instruction	33
Print Journals	24
Schools	
Arts & Sciences	406
Engineering	77
Architecture	45
Commerce	24
Libraries	
Alderman	228
Education	155
Clemons	148
Brown Science & Engineering	120
Fiske Kimball Fine Arts	76
Music	30
Small Special Collections	22
Chemistry	20
Robertson Media Center	17
BioPsych	16
Health Sciences	16
Law	13
Physics	12
Math	7
User Status	
Grad	315
Ugrad	224
Faculty	186
Services that would better meet users' needs	307

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

User Survey 2008 – Overview of Comments

Library as study space: These comments relate to the ways students use the physical space to study. They cover a variety of issues from lack of available outlets (to plug in laptops), lack of quiet spaces, hours of the libraries, comfort of the furniture, and difficulty finding places to study (especially at the end of the semester).

- i really love Alderman, but we need at least one floor to be open 24 hours during the school week (like Clemons), and there need to be more tables/desks, with more electronic outlets, because more people are bringing laptops and it's getting violent when people need an outlet. seriously, fights are going down.
- I don't use the library's resources as much as I could. I enjoy studying there because it is quiet, but don't actually use the books or the other services that it offers.
- Less noise all around. People go there to socialize way too often. Its annoying and get in the way of studying, on all floors. Talking on the top floor is fine, but noise should be kept to a minimum everywhere else, but not necessarily to the level on the first floor
- I do study a lot there, though, so having comfortable, quiet areas is always important.
- Something needs to be done about the ventilation and/or the heating and air conditioning in Clemons. When it's freezing outside, I have to wear a tank top and shorts to be comfortable in that library. It would also be great to maybe have more comfortable chairs on the first floor, because they start to hurt after awhile. I go to Clemons a lot because I like the atmosphere where everyone is working hard and not talking, but I haven't been in awhile just because it's too hot and starts to smell bad.
- I really love the scholars lab, and the McGregor room. I think the libraries could use more comfortable silent areas like the McGregor room, as well as large computer stations like those in the Scholars Lab. These places fill up quickly, and people stay there longer because the comfort level is so much higher. The wooden chairs elsewhere in the library are not as comfortable to sit in for long periods of time as you are trying to do extended studying

On-line resources: There are two big frustrations with on-line resources: 1- Virgo and 2- the inability to connect to library resources from off-Grounds. In addition, the ability to access journals from off-Grounds is stressed as an important service provided by the library.

- Virgo is an amazingly difficult resource to use. Typing keywords in from the library homepage (even if one types the exact title of book) NEVER produces the expected result, and using the more advanced search tools still always requires some very clever maneuvering to find the desired item. It can be very difficult, for instance, to find the call number of an item even if one knows it's exact title and author. Virgo needs a complete overhaul, and perhaps replacement.
- I often have trouble finding resources via VIRGO. I realize the search tools strive to be effective, but I often give up trying to find a resource and use Google.
- The one thing I hate about VIRGO is the way it sorts results by publication date rather

than relevance. When I'm searching for books or a journal that are older than one or two years I have to sort through pages of irrelevant results before getting to what I need.

- On line journals are essential to my research but the physical library is increasingly irrelevant.
- I use UVA Anywhere all the time, and it is most important of all to have that access to the library's resources from off-Grounds. The more journals etc we can have access to that way, the better.
- Also, try as I might, I cannot access library internet resources from home. I have a Macbook and, while I was able to access these services on my Gateway before it self-destructed, I haven't been able to get anything to work on my macbook.
- inconsistency with getting access off-grounds to library materials - 80% reliable service

Computers: There is a series of complaints relating to the speed and availability of library desktop and laptop computers.

- They need to work on providing more computer workstations, scanners, printers, copies etc. as well as working on updating the old, slow Dell computers with something more efficient.
- Please add more computers in the library, it gets really frustrating, especially during the afternoon when you can't get on a computer to print off something.
- A few things that need some improvement in regards to the facilities are climate control (its too TOO TOO hot in there!), computer quality (it take such a long time to log on that sometimes I just abandon it) and printer quality. Documents take an extraordinary amount of time to print, and I don't mean to actually send to the printer. Once the document starts, it could take up to twenty minutes to print a 20 page document, especially on the printer hooked up to the Macs. I've also noticed that the PC printer (the Lanier copier) takes a long time sometimes too, especially when printing
- My only real complaint is that there aren't enough computers to meet student demand during peak hours, usually 10-3pm or so. I've had the printers break down at really inconvenient times more than once, but I realize how difficult their maintenance must be with the volume of printing that goes on.
- The laptops are at times frustrating to use-- the mouse button in the middle of the keyboard is a real nuisance. And the start-up time on the computer workstations is extremely long-- it takes at least five minutes just to get preferences loaded.

Collections: There are mixed comments about the adequacy of the collections. Most criticism seems to be focused on specific areas (such as gay studies and Middle Eastern Studies). There are several requests to continue maintaining the physical collection despite the move towards digital books. When it comes to journals, nearly all comments stress the importance of online access. Many request increased access to back files and a larger variety of journals.

- I read journals on-line now fairly frequently, but I am still very attached to books and I get books out of the library regularly.
- There are not nearly enough up-to-date subscriptions to journals and books in the field

of Qur'anic/Islamic studies.

- Purchase online access to additional back issues of ScienceDirect electronic journals.
- I would really like to see the number of journals available electronically increase.
- I'm impressed with the selection of books in Alderman Library. The library stays very up-to-date with current publications and is also very willing to order books it doesn't yet have.
- We need to ensure the science library acquires the most recent books. Very often we get books several years after their publication.
- The question about preferring e-book to paper book is misleading. I prefer an ebook for reference material, such as programming guides or tutorial style books, so that I can access it when and where I need it without delay. However, if there is a book that I want to reference frequently and absorb and understand its content (which is probably more frequent) then I would prefer a paper book. If only an ebook is available then I purchase a paper book for myself and try to get the grant to pay for it.

Staff: A large volume of positive feedback concerns the permanent library staff. They are described as "helpful," "available," and "going beyond the call of duty." In addition, several staff members receive mentions by name. Several comments indicate frustration with student workers.

- This staff is the most supportive staff at the University. I was particularly impressed when something was misfiled, and the director emailed me to apologize and help track the problem.
- I like the libraries here and I feel that all employees work very hard to make sure that patrons like me are happy and satisfied.
- the librarians are wonderfully helpful people who always possess a chipper disposition. I really appreciate their help and compassion! sure, the subterranean feel is less than appetizing but there is a warmth through the staff.
- You are all doing a great job. I can't see anything to improve!
- A librarian who knows how to use the digital equipment and can aid in scanning problems, database difficulties, etc. would be useful.
- Be sure that library staff know how to assist patrons. I was in Brown Engineering Library last week to find a book, and the student did not know how to look up its call number.



2008 Survey on the University of Virginia Library

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

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

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

Please enter your user id here: _____ (This is the same as your university mail id, e.g. abc4d)

Please enter your survey number here: _____

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

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

2. Which library's resources do you *use most often*? Select only one.

- | | |
|--|--|
| <input type="checkbox"/> Alderman | <input type="checkbox"/> Fiske Kimball Fine Arts |
| <input type="checkbox"/> Astronomy | <input type="checkbox"/> Health Sciences |
| <input type="checkbox"/> Biology/Psychology | <input type="checkbox"/> Law |
| <input type="checkbox"/> Brown Science/Engineering | <input type="checkbox"/> Math |
| <input type="checkbox"/> Chemistry | <input type="checkbox"/> Music |
| <input type="checkbox"/> Clemons | <input type="checkbox"/> Physics |
| <input type="checkbox"/> Darden Graduate Business | <input type="checkbox"/> Small Special Collections |
| <input type="checkbox"/> Education | <input type="checkbox"/> Primarily, I use online resources |

Respondents answering "Never" to all of the above got the following question to complete the survey:

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

All others continued the survey:

3. [Local questions] In the web version, the survey skipped automatically to the library chosen in the second question, and then skip to #4.

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

Alderman Library	Not Satisfied			Very Satisfied		Not Important			Very Important		Don't Know
	1	2	3	4	5	1	2	3	4	5	X
Adequacy of teaching facilities in Alderman Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistance with government documents in Alderman Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructional Scanning Services for Toolkit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ITC computer consultants in Alderman Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scholars' Lab services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Clemons Library	Not Satisfied			Very Satisfied		Not Important			Very Important		Don't Know
	1	2	3	4	5	1	2	3	4	5	X
Digital Media Lab in Clemons Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Projection/viewing facilities in Clemons Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reserve materials in Clemons Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specialized consulting (paper clinics, laptop clinics, etc.) in Clemons Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How could Clemons Library better meet your study or teaching needs?

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

Education Library	Not Satisfied			Very Satisfied		Not Important			Very Important		Don't Know
	1	2	3	4	5	1	2	3	4	5	X
One-on-one appointment with an Education Library reference librarian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This summer we added seating to some areas of the Education Library and created a study room inside the library. What other changes we could make to the Education Library to make this a more inviting space for you?

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

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

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

The web version had a drop down box for each priority that repeats all of the options.

First priority (check ONE):

- Assistance/instruction in using library resources
- Desktop computer workstations
- Enhance collaborative space
- Enhance study space
- Extend library hours
- Improve the Library website
- Improve VIRGO, the online catalog
- Interlibrary loan (ILL)/Document Delivery (e.g., LEO)
- Laptops to check out
- Physical comfort (e.g., climate control, seating, lighting)
- Support for digital work (helping you with digitizing, course sites, websites, online publications, datasets, etc.)

Second priority (check ONE):

- Assistance/instruction in using library resources
- Desktop computer workstations
- Enhance collaborative space
- Enhance study space
- Extend library hours
- Improve the Library website
- Improve VIRGO, the online catalog
- Interlibrary loan (ILL)/Document Delivery (e.g., LEO)
- Laptops to check out
- Physical comfort (e.g., climate control, seating, lighting)
- Support for digital work (helping you with digitizing, course sites, websites, online publications, datasets, etc.)

Third priority (check ONE):

- Assistance/instruction in using library resources
- Desktop computer workstations
- Enhance collaborative space

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

	Not Satisfied			Very Satisfied		Not Important			Very Important		Don't Know
	1	2	3	4	5	1	2	3	4	5	X
Library's support for your research.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Off Grounds access to the Library's online resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If you have used any of the following methods for accessing the Library's resources from off Grounds, please rate your satisfaction with the access methods used.

	Not Satisfied			Very Satisfied		Not Important			Very Important		Don't Know
	1	2	3	4	5	1	2	3	4	5	X
UVa-Anywhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UVaAnywhere-Lite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UVa proxy server	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. If a book is available as an E-book or in traditional paper format, which do you prefer the Library purchase?

- Paper
- E-book
- No preference

9. Which of the following information sources would you prefer to use to learn about the Library and its resources? Check all that apply.

- Browsing the physical collection
- Email communication from a librarian
- Facebook/MySpace
- Flyers or brochures
- Library desk staff
- Library instruction sessions
- Library tours
- Library website
- Local media (local newspapers, television, etc.)
- Mobile devices (cell phones, PDAs, etc.)
- One-on-one appointment with a librarian
- Online tour/tutorial
- Other students
- Peers and colleagues
- Real Time Reference (Library Instant Messenger (IM))
- RSS feeds
- Searching VIRGO
- YouTube
- Your professors or TAs
- Other

10. Would you like to comment on a specific library? (Choose all that apply.)

The web version had text boxes for respondents to comment on each library chosen.

- Alderman
- Astronomy
- Biology/Psychology
- Brown Science/Engineering
- Chemistry
- Clemons
- Darden Graduate Business
- Education
- Fiske Kimball Fine Arts
- Health Sciences
- Law
- Math
- Music
- Physics
- Small Special Collections
- Online services

11. Please indicate your degree of satisfaction with and the importance of the service you receive from (Primary) Library staff.

	Not Satisfied			Very Satisfied		Not Important			Very Important		Don't Know
	1	2	3	4	5	1	2	3	4	5	X
Competence/knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Please rate your overall satisfaction with the (Primary) Library.

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

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

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

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

15. Anything else? Please add any comments here.

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 if you provide this information, your responses to this survey will no longer be anonymous, but they will remain confidential.

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

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