

## 2011 Library User Survey

PROGRESS BAR AT TOP OF EACH PAGE

About the survey: The University of Virginia Library is conducting a survey of faculty and students regarding Library collections and services. Your responses are valuable! The Library will use your responses to review and revise current services as well as to plan for future services. The survey requires about 10 minutes to answer. We greatly appreciate your input.

Anonymity and Confidentiality: Library staff 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 responses.

PLEASE NOTE: Due to the structure of this survey, you cannot "go back" to a previous question, you can only continue forward. Using your browser's back button will eject you from the survey and delete your responses. Also, the first question requires an answer in order to proceed to the rest of the survey. Be sure to scroll down, as necessary, to the "continue" button on each page.

If you have questions, please email [lib-mis@virginia.edu](mailto:lib-mis@virginia.edu).

1- During the current academic year, how often have you:

	At least once a week	At least once a month	At least once a semester	Never
Physically visited a Library				
Consulted with, or asked a question of, a Library staff member				
Used physical Library materials (books, DVDs, print journals, etc.)				
Used electronic Library materials (ejournals or ebooks, digital images, etc.)				
Used VIRGO (the online catalog)				
Used the Library's website ( <a href="http://www.lib.virginia.edu">www.lib.virginia.edu</a> )				

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

- Alderman
- Astronomy
- Biology/Psychology (Gilmer Hall)
- Brown Science and Engineering (Clark Hall)
- Chemistry
- Clemons
- Darden Business
- Education Services (The CLIC, Ruffner Hall)
- Fiske Kimball Fine Arts (Campbell Hall)
- Claude Moore Health Sciences

- o Law
- o Math (Kerchof Hall)
- o Music (Old Cabell Hall)
- o Online ([www.lib.virginia.edu](http://www.lib.virginia.edu))
- o Physics
- o Small Special Collections

3-Which other Libraries do you use on a regular basis? Select all that apply.

- Alderman
- Astronomy
- Biology/Psychology (Gilmer Hall)
- Brown Science and Engineering (Clark Hall)
- Chemistry
- Clemons
- Darden Business
- Education Services (The CLIC, Ruffner Hall)
- Fiske Kimball Fine Arts (Campbell Hall)
- Claude Moore Health Sciences
- Law
- Math (Kerchof Hall)
- Music (Old Cabell Hall)
- Online ([www.lib.virginia.edu](http://www.lib.virginia.edu))
- Physics
- Small Special Collections

4- Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides. If you are unfamiliar with a service or don't use it, please select N/A. You may rate importance without rating satisfaction.

	Satisfaction						Importance						
	Not Satisfied					Very Satisfied	Not Important					Very Important	
	1	2	3	4	5	N/A	1	2	3	4	5	N/A	
<u>Circulation and reserve services</u> ( <i>finding, borrowing, renewing, recalling, returning, books, videos, reserve items, cameras, etc.</i> )													
<u>Interlibrary Loan &amp; LEO</u> ( <i>acquiring books, articles, etc. from non-UVa libraries; LEO delivery to faculty</i> )													
<u>Information services/reference</u> ( <i>Library staff answering your questions and helping you find and use resources</i> )													
<u>Library instruction</u> ( <i>class sessions, short courses, or tours taught by Library staff</i> )													
<u>Public programming</u> ( <i>speakers, seminars, exhibits, discussions, events sponsored by the Library</i> )													

Please share any comments you may have on these services. Be as specific as possible.

	Satisfaction						Importance					
	Not Satisfied					Very Satisfied	Not Important					Very Important
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<u>Library websites</u> ( <i>home pages, subject guides, online forms, etc.</i> )												
<u>VIRGO</u> ( <i>online catalog</i> )												
<u>Online collections</u> ( <i>electronic books, journals, maps, datasets, reference resources; digital images, video, music, etc.</i> )												
<u>Physical collections</u> ( <i>books, journals, microforms, DVDs, newspapers, etc.</i> )												
<u>Content of the collections</u> ( <i>suitability of Library collections in all formats for your research, learning, and teaching needs</i> )												

Please share any comments you may have on these services. Be as specific as possible.

	Satisfaction						Importance					
	Not Satisfied					Very Satisfied	Not Important					Very Important
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<u>Support for digital projects, assignments, and research</u> ( <i>Library staff assisting you with the creation, manipulation, analysis, or display, of digital content in a variety of media</i> )												
<u>Scanning and digitizing by request</u> ( <i>Library staff scanning books, maps, images, etc. for courses or personal use</i> )												

Please share any comments you may have on these services. Be as specific as possible.

	Satisfaction						Importance					
	Not Satisfied					Very Satisfied	Not Important					Very Important
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<u>Equipment</u> ( <i>printers, computer workstations, photocopiers, microform readers, etc.</i> )												
<u>Comfort and safety</u> ( <i>signage, climate control, lighting, seating, availability of food and drink, etc.</i> )												
<u>Library spaces</u> ( <i>group study and collaborative spaces, individual study spaces, classrooms, power outlets, etc.</i> )												

Please share any comments you may have on these services. Be as specific as possible.

LIBRARY MOBILE WEBSITE

5. How often have you accessed the Library's mobile website (available at m.lib.virginia.edu or from the UVa iPhone app) from your web-enabled phone or other handheld device during the current academic year?

- Daily
- Weekly
- Monthly
- Once or twice
- Never: I have not tried to do this. (branch to 8)
- Never: My mobile device cannot access the Library's mobile website. (branch to 8)

6. Please indicate your degree of satisfaction with, and the importance of, the *performance* of the Library's mobile website. If you are unfamiliar with the performance, please select N/A. You may rate importance without rating satisfaction.

	Satisfaction						Importance					
	Not Satisfied					Very Satisfied	Not Important					Very Important
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of use												
Appearance												
Speed												
Mobile website overall												

7. Please indicate your degree of satisfaction with, and the importance of, the following *features* of the Library's mobile website. If you are unfamiliar with a feature or don't use it, please select N/A. You may rate importance without rating satisfaction.

	Satisfaction						Importance					
	Not Satisfied					Very Satisfied	Not Important					Very Important
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Search Virgo (library catalog)												
Library hours of operation												
Library news and events												
Library staff & department directory												
Text a Librarian (SMS)												

8. What features would you like to see on a Library mobile website?

9. Please add any comments you would like to make concerning the Library's mobile website.

NEW VIRGO

10. Last July, the Library launched a new version of Virgo, our online catalog. If you have used Virgo during the current academic year, please indicate your degree of satisfaction with, and the importance of, the qualities listed below. If you are unfamiliar with these as they relate to Virgo, please select N/A. You may rate importance without rating satisfaction.

	Satisfaction						Importance					
	Not Satisfied			Very Satisfied			Not Important			Very Important		
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Relevance of results												
Ability to limit searches												
Response speed												
Ease of use												

11. Please share any comments you have on the new Virgo.

12-Please indicate your degree of satisfaction with, and the importance of, the service you receive from Library staff. You may rate importance without rating satisfaction.

	Satisfaction						Importance					
	Not Satisfied			Very Satisfied			Not Important			Very Important		
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Competence/knowledge of staff												
Courtesy of staff												
Speed of service												

13-Please rate your overall satisfaction with the University Library system.

1-Not Satisfied	2	3	4	5-Very Satisfied

14-Please add any comments you would like to make concerning the University Library system. Be sure to specify which Library (Alderman, Astronomy, etc.) if you are referring to a particular one.

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

First Name:

Last Name:

Phone:

Email Address:

**THANK YOU** for taking the time to answer these questions about the University Library and its services.