

## 2012 Library User Survey

PROGRESS BAR AT TOP OF EACH PAGE

About the survey: The University of Virginia Library is conducting a survey of students and faculty 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> )				

\*Clicking all "Never" will skip respondent to 21)

2-Do you mostly use a physical Library or the online Library?

Physical

Online (skip to 4)

3-Which *physical* 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
- Law
- Math (Kerchof Hall)
- Music (Old Cabell Hall)
- Physics
- Small Special Collections
- I never use a physical Library (skip to 5)

4-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

5-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 service 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>searching for books and articles in the 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, microfilm, 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; intellectual quality</i> )													
<u>Libra</u> ( <i>the University's electronic repository of open access work</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, microfilm 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.

6-Please rate the places you prefer to study or do research. [Options randomized for each participant]

	Not a Definitely a Favorite Favorite				
	1	2	3	4	5
Off-Grounds coffee shop					
Current residence (dorm room, dorm study area, apartment)					
Empty classroom					
Library					
Newcomb Hall					
On-Grounds dining facility/cafe					
Departmental office or space					

7-If you prefer none of the above, please indicate where you prefer to study or do research. [comment box]

8-What kind of environment and conveniences do you prefer in a study or research space? [comment box]

9- Do you prefer to use paper or electronic books (e-book is defined as a complete book available online)?

- Paper
- E-book
- No preference
- It depends

10- Which format do you prefer for the following activities?

	Electronic	Paper	No Preference	N/A
Course assignments				
Leisure reading				
Research				
Reserve readings				
Using reference materials (dictionaries, encyclopedias, etc.)				

11- What general comments do you have about using paper versus e-books? [comment box]

12- What devices do you use to read e-books? Check all that apply.

- Kindle
- Nook
- Smart phone (iPhone, Android, etc.)
- Tablet (iPad, Android, etc.)
- My computer (PC, laptop, notebook, etc.)
- I don't use e-books
- Other: [comment box]

13-Please rate how the University Library contributes to your academic work.

	Not at all					Very Much				
	1	2	3	4	5	1	2	3	4	5
Allows me to be more productive.										
Enriches my teaching and/or learning.										
Contributes to my scholarly research.										
Allows me to keep current in my field or area of study.										

14-Please add any comments on the Library's contribution to your academic work. [comment box]

15-How safe do you feel inside of and around the Libraries?

Not very safe				Very safe
1	2	3	4	5

16-Please indicate the times of day you do NOT feel safe in and around the Library. Check all that apply.

- Daytime
- Evening
- After midnight
- I never feel unsafe [skip to 18]

17-Why do you feel unsafe? Please specify where. [comment box] [skip to 19]

18-Please provide any comments about safety in and around the Libraries. [comment box]

19-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												

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

Not Satisfied				Very Satisfied
1	2	3	4	5

21-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.

22- If you would be willing to participate in discussions, interviews, or other surveys 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.