

2013 Library User Survey-Students

PROGRESS BAR AT TOP OF EACH PAGE

About the survey: The University of Virginia Library is conducting a survey of 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 takes about 10 minutes to answer. We greatly appreciate your input.

Confidentiality: Once you take the survey, Library staff will use the survey identification number to remove your name from the list of people to be sent reminders. Your name and answers will be treated as confidential and will be reported in a statistical form that does not identify individual responses.

PLEASE NOTE: 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.

Be sure to **SCROLL DOWN**, as necessary, to the "continue" button on each page.

If you have questions, please email lib-assess@virginia.edu.

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

	Daily	Weekly	Monthly	Occasionally	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 (www.library.virginia.edu)					

*Clicking all "Never" will skip respondent to #18

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

Physical
Online

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, Bavaro 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, Bavaro Hall)
- Fiske Kimball Fine Arts (Campbell Hall)
- Claude Moore Health Sciences
- Law
- Math (Kerchof Hall)
- Music (Old Cabell Hall)
- Online (www.library.virginia.edu)
- Physics
- Small Special Collections

5- Please indicate how often you do the following:

	Daily	Weekly	Monthly	Occasionally	Never
Browse for books, videos, or other items					
Visit the Library to retrieve a specific book, video, or other item					
Get books from another institution through Interlibrary loan					
Ask the Library to buy materials it does not own					
Use materials from Special Collections					
Use class reserves					
Access resources from Off-Grounds (using EZ Proxy, etc.)					
Ask for help via Library text, email, or chat (IM)					
Get help with conducting research					
Renew material that you have checked out					
Recall material checked out to another patron					
Get specialized technical help (e.g., GIS, audio or video creation, metadata creation, digitization)					
Use the Writing Center/Tutoring services in the Library					
Use citation management tools (e.g., Refworks, Zotero, EasyBib)					
Reserve a room in the Library					
Visit a library to ask for assistance from Library staff					
Purchase food and drink in the Library					
Study alone in the Library					
Study in groups in the Library					
Use equipment such as printers and computers in the Library					

6- Please indicate your satisfaction with, and the importance of, the intellectual content of the Library's **resources**. If you are unfamiliar with a type of resource, please select N/A. You may rate importance without rating satisfaction.

	Satisfaction						Importance					
	Not Satisfied		3	Very Satisfied		n/a	Not Important		Very Important		n/a	
	1	2		4	5		1	2	3	4		5
Content of the books												
Content of the journals												
Content of the videos												
Content of Special Collections and rare books												
Content of the audio resources												
Content of the digital materials (images, etexts, etc.)												

Please share any comments you may have on the content of the Library's **resources**. Be as specific as possible.

7- Please indicate your satisfaction with, and the importance of, these activities related to obtaining Library **materials**. If you have never done an activity, 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
Browse for books, videos, or other items												
Retrieve a specific book, video, or other item												
Get materials from another institution through Interlibrary loan												
Ask the Library to buy materials it does not own												
Use materials from Special Collections												
Use class reserves												
Access resources from Off-Grounds (using EZ Proxy, etc.)												
Search for books and articles in the online catalog, VIRGO												

Please share any comments you may have about obtaining the Library's **materials**. Be as specific as possible.

8- Which format do you prefer to use for the following activities?

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

9- If you use e-books that are available through VIRGO, the online Library catalog, please provide comments on your experience.

10- Please indicate your satisfaction with, and the importance of, the following **services** offered by or found in the Library. If you have never used a service, 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
Quick help via Library text, email, or chat (IM)												
In-depth help conducting research												
Renew material that you have checked out												
Recall material checked out to another patron												
Specialized technical help (e.g., GIS, audio or video creation, metadata creation, digitization)												
Writing Center/Tutoring services (in the Library)												
Citation management tools (e.g., Refworks, Zotero, EasyBib)												
Library websites (home pages, subject guides, etc.)												
In-class presentation on how to use Library resources												

Please share any comments you may have about these Library **services**. Be as specific as possible.

11- Please rate your level of satisfaction with, and the importance of, the following aspects of **customer service** when using the Library. 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	
Accuracy of information													
Availability of assistance													
Competence/knowledge of staff													
Courtesy of staff													
Helpfulness of staff													
Speed/timeliness of service													

Please share any comments you may have about Library **customer service**. Be as specific as possible.

12- Please indicate your satisfaction with, and the importance of, the Library's **spaces and facilities**. If you have never used a particular space or item, 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	
Quiet spaces													
Rooms to reserve													
Places to study alone													
Places to study in groups													
Specialized labs (e.g., Digital Media Lab, Fine Arts' FAVE, Scholar's Lab)													
Places to consult with library staff													
General equipment such as printers and computers													
Places to purchase food and drink													
Restrooms													

Please share any comments you may have on the use of Library's **spaces**. Be as specific as possible.

13- Please rate how the University Library contributes to your academic work. [undergrads only]

	Not at all				Very Much
	1	2	3	4	5
Improves the quality of my academic work.					
Provides access to resources unavailable otherwise.					
Helps me be more efficient in my academic work.					
Helps me study and work collaboratively.					
Prepares me for future academics or career.					

13- Please rate how the University Library contributes to your academic work. [grads only]

	Not at all				Very Much
	1	2	3	4	5
Allows me to be more productive.					
Enriches my teaching and/or learning.					
Contributes to my scholarly research.					
Helps me study and work collaboratively.					
Prepares me for future academics or career.					
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.

15- Through which of the following information sources would you prefer to get information about the Library? Check all that apply.

- Email
- Flyers/brochures/signs
- Library staff
- Library website
- Other students
- Professors or TAs
- Social media (Facebook, Twitter, etc.)
- Text or chat (IM)
- Other: Please specify

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

Not Satisfied				Very Satisfied
1	2	3	4	5

17- What can the Library do to improve?

18- 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.

19- 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.