

**1998  
STUDENT SURVEY  
ON THE  
UNIVERSITY OF VIRGINIA LIBRARY**

**A Report Prepared by  
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## 1998 STUDENT SURVEY ON THE UNIVERSITY OF VIRGINIA LIBRARY

### Summary

Four years after an initial survey in 1994, a second student survey concerning the University Library was administered through a Web form in March 1998.

- 740 responses were received from a sample of 1500 students.
- Slightly more graduate students (53%) responded than undergraduates (47%).
- Respondents were nearly evenly divided between male and female.
- 78% of respondents were Caucasian or white; the second largest group was Asian at 11%.
- 65% of respondents were in the College of Arts and Sciences, English being the most popular major.
- Over three quarters of both graduates and undergraduates owned computers. Over half of all undergraduates had access to the Web through Ethernet in their dorms; 48% of graduate students used a UVa dial-in modem.
- Alderman and Clemons were the most used libraries with Science/Engineering not far behind.
- Alderman was the primary library for the most graduate students (31%); Clemons was the primary library for the most undergraduates (52%) but at a higher rate than Alderman is for graduates. Two thirds of graduate students claim a subject branch (specialized humanities or science library) as their primary library.
- 81% of all students reported using a library at least once a week. Both graduate and undergraduate use has increased since the 1994 survey.
- Two-thirds of respondents spend at least 2-5 hours in a library each week.
- The most popular time for graduate students to visit a library is weekdays from noon to 6pm; for undergraduates, weekdays from 6 to 10pm.
- Just over 40% of each group reported not being able to use a library when they wanted to because it was closed or closing. Alderman and Clemons topped the list of libraries where this happened.
- 26% of graduates and 53% of undergraduates took advantage of extended exam hours.
- Only 19 respondents used a library once a semester or less.
- Over 90% of each group can usually find the information they need.
- Interactive, hands-on experience was the most popular way to learn how to find information in the library.
- The highest satisfaction/highest visibility services were circulation services: checking books out, loan period, email notices, returning books.
- Low satisfaction/high visibility services were related to reserve circulation functions, the physical environment, and various machines.
- The highest priority for spending, for both graduates and undergraduates, was for books. The next two choices for graduates were journals and electronic databases; for undergraduates, extended hours and computer upgrades.
- Overall satisfaction with the University Library from both groups was 3.93 on a scale of 1 to 5, 5 indicating the greatest satisfaction; the satisfaction rate from the 1994 survey was 3.98. For graduate students alone, the rating was 3.97 compared to 3.96 in 1994. For undergraduates, the overall rating dropped to 3.90 from 4.01.

## 1998 STUDENT SURVEY ON THE UNIVERSITY OF VIRGINIA LIBRARY

### 1. Report Contents

The main body of this report includes a listing of the ratings for each question in the survey as well as some analysis and commentary. Question numbers are indicated in parentheses. Appendix I is a library-by-library breakdown of the ratings of two individual questions on the survey: satisfaction with Library services (#23) and priorities for Library spending (#26). Appendix II is a compilation of all services, resources and facilities listed in the order in which they appeared on the survey questionnaire (#23). Appendix III provides a comparison with the 1994 survey of responses regarding spending for library priorities (#26). Appendix IV includes the survey instrument and the letter which was emailed to each student in the sample.

### 2. Survey Administration

This survey is the second in a series of efforts to obtain reliable, objective information from the University Library's graduate and undergraduate students regarding their satisfaction with Library services. It was designed and administered by members of Management Information Services and approved by User Services Group. It was based largely on the student survey completed in 1994 and revised to mirror the many changes in library services since the first survey. The survey was administered via email and the Web in March 1998. Students were emailed a letter asking them to logon to a Web page and fill in the survey electronically. They were given the option to receive a paper form. Thirty-two paper surveys were mailed out of which 17 were returned. These were then entered in the Web form by MIS staff so that all the data could easily be compiled electronically.

The population surveyed included both the graduate and undergraduate students. Excluded were students from the Health Sciences Center, the Law School, and the Darden School, all of which are served by their own libraries. The Office of Institutional Studies selected a random sample of 750 undergraduate students and 750 graduate students from the College of Arts and Sciences and the Schools of Architecture, Engineering, Education, and Commerce.

Seven hundred forty surveys were received from the 1500 members of the sample--8.6% fewer than from the previous survey. The return rate for graduate students (394 or 53.2%) was somewhat higher than that for undergraduates (346 or 46.8%). Both groups returned enough surveys for the results to be reliable indicators of opinions among undergraduate and graduate populations. Although the same questionnaire went to graduate students and undergraduates, the results were tallied and analyzed separately for each group in order to identify the different needs of each group.

The results of the survey will be used by library management to improve services. The survey will help to identify the strengths and weaknesses of the libraries, and it will give an indication of what our priorities should be.

### 3. Demographic information: Who are the student users?

The class level distribution (#3) of the 740 students who responded to the survey was:

<i>Year in School</i>	<i>#</i>	<i>%</i>
First Year	106	14.3%
Second Year	93	12.6%
Third Year	85	11.5%
Fourth year	62	8.4%
Fifth year	4	0.5%
Masters Program	109	14.7%
PhD Program	271	36.6%
Other Graduate Student	10	1.4%

More female undergraduates responded than female graduates, the opposite being true for males. The total distribution between male and female was nearly equal (#1). The total female population enrolled in 1997 in the schools surveyed was 1563 or 48.2% of graduate students and 6296 or 52.4% of undergraduates.

<i>Sex</i>	<i>Graduate Students</i>		<i>Undergraduates</i>		<i>Total</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Female	172	44.0%	190	55.6%	362	49.4%
Male	219	56.0%	152	44.4%	371	50.6%

The ethnic breakdown (#2) of the respondents was:

<i>Ethnicity</i>	<i>Graduate Students</i>		<i>Undergraduate s</i>		<i>Total Populations for Schools Surveyed</i>			
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	<i>Graduate</i>		<i>Undergraduate</i>	
					<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
African American/Black	21	5.4%	11	3.2%	160	4.9%	1260	10.5%
Asian	50	13.0%	33	9.6%	86	2.6%	1228	10.2%
Caucasian/White	287	74.4%	279	81.1%	1953	60.2%	8627	71.8%
Hispanic	9	2.3%	2	0.6%	49	1.5%	249	2.1%
Native American	1	0.3%	0	0.0%	5	0.2%	27	0.2%
Other/No answer	18	4.7%	19	5.5%	989	30.5%	616	5.1%

As in the previous survey a majority of respondents were in the College of Arts and Sciences (65.4%) with the School of Engineering (18.5%) well represented (#5):

<i>School</i>	<i>Graduate Students</i>		<i>Undergraduates</i>		<i>Total Populations for Schools Surveyed</i>			
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	<i>Graduate</i>		<i>Undergraduate</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Architecture	12	3.0%	5	1.4%	197	6.1%	358	3.0%
Arts & Sciences	244	61.9%	240	69.4%	1552	47.9%	9164	76.3%
Commerce	3	0.8%	26	7.5%	52	1.6%	636	5.3%
Education	65	16.5%	8	2.3%	911	28.1%	56	0.5%
Engineering	70	17.8%	67	19.4%	530	16.3%	1793	14.9%

Students were asked to indicate their majors (#4). The most common majors were English (52), Government & Foreign Affairs (40), Psychology (39), Chemistry (33), and History (32), basically the same ones as in 1994 but in slightly different order.

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

As the University requires more and more computer skills of its students it was thought some data on computer ownership might be useful. Students were asked what kind of computer access they have other than in the library or computer lab, specifically whether or not they own a personal computer (#6). 78.6% overall affirmed computer ownership.

<i>Computer Ownership</i>	<i>Yes</i>		<i>No</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
<i>Year in School</i>	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
First	90	84.9%	16	15.1%
Second	79	84.9%	14	15.1%
Third	69	81.2%	16	18.8%
Fourth	42	67.7%	20	32.3%
Fifth	2	50.0%	2	50.0%
Masters Program	83	76.1%	26	23.9%
PhD Program	213	78.6%	58	21.4%
Other Graduate Students	4	40.0%	6	60.0%
All Graduate Students	302	76.6%	92	23.4%
All Undergraduates	280	80.9%	66	19.1%

Those who own computers, were asked about their access to the Web from that computer (#7). About a third had access through Ethernet in their dorms; another third dialed into UVa with a modem.

<i>Type of Web Access</i>	<i>Graduate Students</i>		<i>Undergraduates</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Ethernet in dorm	26	8.6%	154	55.0%
UVa Dial-in modem	146	48.5%	65	23.2%
Commercial Internet provider	44	14.6%	7	2.5%
No Web access	85	28.2%	54	19.3%

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

The survey asked respondents to indicate which libraries they had physically visited in the 1997/1998 academic year (#14). The question was phrased in this way to distinguish those students who had been on site from those who had only used the online catalog and Web site. Alderman had the highest number of graduate students visitors; Clemons had the most undergraduate visitors. Listed below are the percentage of graduates and undergraduates who physically visited each of the libraries in 1997/98.

<i>Percentage of students who used library:</i>	<i>Graduate Students</i>	<i>Undergraduates</i>
Alderman	75.1%	78.6%
Clemons	64.5%	87.6%
Science/Engineering	51.0%	54.9%
Biology/Psychology	22.8%	32.1%
Education	28.9%	14.2%
Alderman: Government Documents	25.1%	15.9%
Alderman: Special Collections	19.3%	18.8%
Music	11.2%	23.1%
Fine Arts	19.8%	13.9%
Math/Astronomy	9.6%	12.7%
Physics	13.5%	6.6%
Chemistry	10.9%	9.2%

Students were also asked to name the library they use most often, i.e., their primary library (#15). Alderman and Clemons again shared the top spot among all students; almost a third of the graduates named Alderman as their primary library, while over 50% of the undergraduates named Clemons as the library they used most. The Science/Engineering Library claimed the most even mix of graduate (20.3%) and undergraduate students (17.1%). Libraries other than Alderman serve as the primary libraries of two thirds of all graduate students. These figures are virtually unchanged from the 1994 survey, with the exception that more undergraduates (17.1% vs. 11.1% in 1994) are using the Science/Engineering Library and fewer (13.9% vs. 16.3% in 1994) are using Alderman.

<i>Percentage of students who named a library as their primary library:</i>	<i>Graduate Students</i>		<i>Under-graduates</i>	
	#	%	#	%
Clemons		6.1%		51.7%
Alderman (Including Government Documents and Special Collections)		30.5%		13.9%
Science/Engineering		20.3%		17.1%
Education		14.7%		0.9%
Biology/Psychology		6.1%		2.9%
Chemistry		5.3%		2.6%
Fine Arts		5.1%		2.6%
Physics		3.3%		0.3%
Music		0.3%		2.6%
Math/Astronomy		2.3%		0.6%
No library chosen		6.1%		4.9%

## 6. How often do students use the library?

Students were asked to estimate the frequency of their use of library services, either physical or virtual (#8). They were asked to consider all library uses, including dialing into VIRGO, telephone queries, interlibrary loan requests as well as in-person visits to a library building. 81% of all students reported using a library at least once a week. 63.5% of graduates and 53.5% of undergraduates used a library twice a week or more. Undergraduate use has increased since the 1994 survey as evidenced by the rise from 42.4% in the twice a week or more category. Graduates' use of a library five or more times a week has increased from 27.8% to 33% since the last survey. Listed below are the options for the question: "...how OFTEN have you used a library or library service?"

<i>Frequency of library use</i>	<i>Graduate Students</i>		<i>Under-graduates</i>	
	#	%	#	%
Two to four times a week	120	30.5%	119	34.4%
Five or more times a week	130	33.0%	66	19.1%
About once a week	87	22.1%	79	22.8%
Once or twice a month	37	9.4%	54	15.6%
Two or three times a semester	12	3.0%	17	4.9%
Once a semester or less	5	1.3%	8	2.3%
I haven't used the Library in 1997/98	3	0.8%	3	0.9%

The last two choices elicited only 19 responses. These were not enough to provide a valid analysis of the follow-up question asking why the respondents did not use the Library or its services more often (#9); there was no significant pattern to the data.

New for the 1998 survey, students were asked to indicate approximately how many hours they spend in a library during a typical week (#18). Just over a third of all students spend fewer than 2 hours a week in a library. Another third spend 2-5 hours per week. The remaining third spend more than 6 hours per week in a library. Graduate students and undergraduates were remarkably close in their claims for hours spent in the library.

<i>Number of hours</i>	<i>Graduate Students</i>		<i>Under-graduates</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Fewer than 2 hours	141	38.2%	116	35.3%
2-5 hours	118	32.0%	108	32.8%
6-10 hours	55	14.9%	53	16.1%
11-15 hours	26	7.0%	33	10.0%
More than 20 hours	15	4.1%	11	3.3%
16-20 hours	14	3.8%	8	2.4%

## 7. When do students use the libraries?

Students were asked to note all the times they used a library for either study or research (#16-17). While graduate students indicated their highest use time (for both research and study) was weekdays from noon to 6pm, undergraduates indicated they used the libraries most from 6 to 10pm on weekdays. Both groups report considerable Saturday and Sunday afternoon use. Both groups use a library for research most on weekday afternoons. This all follows closely the pattern seen in the 1994 survey. It is interesting to note that graduate students tend to use the library significantly more frequently in the morning than do undergraduates, while undergraduates tend to be night owls. They use a library for study much more than graduate students between midnight and 2am and between 10pm and midnight. For the 1998 survey, the Saturday morning hours were split, revealing that library use was minimal between 9am and 11am, but picked up significantly after 11. The latest hours on Saturday and Sunday were also low-use times.

<i>Percentage using the library at this time for study/research:</i>				
<i>Time</i>	<i>Graduate Students</i>		<i>Undergraduates</i>	
	<i>Study</i>	<i>Research</i>	<i>Study</i>	<i>Research</i>
Weekdays noon-6pm	31.5%	67.5%	32.7%	50.9%
Weekdays 6-10pm	19.8%	28.9%	46.8%	44.2%
Saturday 1pm-6pm	19.3%	30.2%	28.0%	39.9%
Sunday 11am-6pm	19.3%	28.7%	24.9%	33.2%
Sunday 6-10pm	14.2%	19.0%	29.8%	32.9%
Weekdays 10pm-midnight	11.7%	9.9%	41.0%	20.2%
Weekdays 8am-noon	21.3%	41.1%	9.0%	7.2%
Saturday 11am-1pm	11.2%	23.4%	13.9%	20.2%
Sunday 10pm-midnight	8.4%	8.4%	30.6%	21.1%
Weekdays midnight-2am	5.3%	3.6%	22.5%	7.2%
Saturday 6-10pm	7.6%	7.9%	10.1%	10.1%
Sunday midnight-2am	4.1%	3.0%	16.8%	8.7%
Saturday 9am-11am	6.6%	11.7%	4.3%	6.1%



## 8. Were students unable to use a library because it was closed or closing?

Students were asked whether, during the 1997/98 academic year, they were asked to leave a library because it was closing; or they could not use the library because it was not open (#20). Slightly more than 42% of each group reported they had been unable to use a library under these circumstances.

	<i>Graduate Students</i>	<i>Undergraduates</i>
Ye	45.3%	42.7%
No	54.7%	57.3%

Of those who answered “yes”, a follow-up question was asked to determine which facility was closed/closing (#21). The facilities for which this was true most often mirrored the ones with the highest use rate: Alderman, Clemons, and Science/Engineering.

<i>Library that was closed:</i>	<i>Graduate Students</i>	<i>Undergraduates</i>
Alderman	23.4%	20.2%
Clemons	10.9%	24.0%
Science/Engineering	10.7%	10.4%
Education	9.9%	2.6%
Biology/Psychology	3.6%	4.6%
Alderman-Special Collections	4.3%	3.5%
Fine Arts	3.6%	2.6%
Music	0.8%	3.8%
Digital Music and Media Center	0.5%	2.6%
Chemistry	1.0%	1.7%
Digital Image Center	0.8%	1.4%
Electronic Text Center	1.0%	0.6%
Math/Astronomy	0.3%	1.2%
Geographic Information Center	0.3%	0.9%
Physics	0.8%	0.6%
Social Sciences Data Center	0.8%	0.6%
Special Collections Digital Center	0.0%	0.3%

Students were asked if they took advantage of extended library hours during exam time in December 1997 (#19); 25.9% of graduate students and 52.9% of undergraduates answered "yes." 13.2% of graduate students and 6.4% of undergraduates had not heard of library hours being extended for exams.

## 9. What are the reasons students don't use the libraries?

Question #9 listed 20 possible reasons for not using the library as a follow-up for those respondents who checked off “once a semester or less” for question #8. As only 19 students checked those responses, there was not a statistically significant sample with which to evaluate the reasons they did not use the library.

An additional follow-up question (#10) asked what services could be offered that would meet the needs of non-library users. There were only five responses to this question and 3 of those responses were “None.” One other indicated that the patron did not need to use the library. The lone suggestion for additional services was to “provide more information on how to access VIRGO from your personal computer.”

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

The survey asked "... do you usually find the information/items you need?" (#11) Graduate students and undergraduates overwhelmingly answered "yes", by 94.6% and 92.2% respectively. This question was not phrased in the same way in 1994, thus the results are not comparable.

The 47 students who answered "no" were asked two follow-up questions: "When I don't find what I need, usually I ..." (#12); and "If you DON'T normally ask the library staff for help, please indicate the reasons" (#13). There were 26 options to choose from and none received a response rate higher than 4%. These few responses showed no particular pattern and are not enough to be a valid indicator of opinion.

The students were further asked which factors might best facilitate their learning how to find information they need in the library (#22). The overwhelming choice is interactive, hands-on experience followed by one-on-one instruction. Graded assignments or required classes were at the bottom of their list.

<i>Best Way To Learn Library Skills</i>	<i>Graduate Students</i>		<i>Undergraduates</i>	
	#	%	#	%
Interactive, hands-on experience	153	38.8 %	168	48.6 %
Availability of more one-on-one instruction	90	22.8 %	129	37.3 %
Library instruction incorporated into a class	60	15.2 %	111	32.1 %
Classes related to your subject	61	15.5 %	70	20.2 %
In-depth library tours	55	14.0 %	66	19.1 %
Assistance in the dorm	11	2.8 %	67	19.4 %
Library peer mentors	34	8.6 %	40	11.6 %
Smaller library instruction classes	34	8.6 %	32	9.2 %
Graded assignments for classes	12	3.0 %	48	13.9 %
Required course	16	4.1 %	23	6.6 %

## 11. Satisfaction/visibility ratings of services, resources and facilities

The survey questionnaire used a numerical scale to evaluate the various activities, resources, facilities and services of the Library (#23). All respondents who used the library more than once a semester were asked to evaluate a total of 90 items. Both graduates and undergraduates were asked to rate each item from 1 ("Not at all Satisfied") to 5 ("Very Satisfied"). If they were not familiar with an item, they could mark "X" or leave the question blank.

When the results were tallied, each item received four scores--two scores for each of the two groups of students. One score was the number of people who rated the item on the 1 to 5 scale; this figure, the number of respondents who had an opinion about the item, indicates the **visibility** or impact of the particular item. The other score is a mean rating calculated using the 1 to 5 scale rather than X. This figure indicates the level of **satisfaction** with the particular item.

The results of the calculations are presented below. On the left side is a brief description of the particular service or resource. Next is the mean rating (satisfaction) among graduate students for the particular item, followed by the percentage of graduate students (visibility) who rated the item. The next column is the mean rating (satisfaction) by undergraduates, and the final column is the percentage of undergraduates who rated the item (visibility).

The 90 items were grouped into categories based on satisfaction and visibility. If an item was rated at 3.7 or higher by **both** undergraduates and graduate students, then it was categorized as "high" satisfaction. Both groups agreed the Library is doing these things very well. Conversely, if an item received a mean rating of less than 3.7 from both undergraduates and graduates, then it was placed in the category of "low" satisfaction. Neither group was happy with this item. If an item received a high mean rating from one group and a low rating from the other, it was placed in the "mixed" category.

The visibility scores were fit into analogous categories. If 50% or more of the respondents in **both** groups rated a particular item, then it was considered "high" visibility. If fewer than one half of the respondents in both groups rated a particular item, then it was "low" visibility. If an item received a high visibility score from one group and a low score from the other, it was classified as "mixed."

A comparison to the 1994 survey, with statistically significant differences between the two noted, is charted in Appendix II. The limit for high satisfaction for both graduates and undergraduates in the 1994 survey was 4.0; for high visibility, 66.7%. Both of these figures are notably lower for the 1998 survey.

<i>HIGH SATISFACTION //HIGH VISIBILITY</i>	<i>Graduate Students</i>		<i>Undergraduates</i>	
	<i>Mean Score</i>	<i>Percent</i>	<i>Mean Score</i>	<i>Percent</i>
Checking out books	4.20	93.7%	4.16	84.4%
Loan period (length of loan)	4.19	81.2%	3.90	56.6%
Email notices	4.05	81.7%	4.01	64.7%
Returning books	4.05	87.3%	4.00	72.8%
Access to the WWW	4.01	81.7%	3.95	87.0%
Answering questions in person	4.03	80.2%	3.81	63.9%
Access to email	3.95	77.9%	3.82	87.0%
Virgo library catalog	3.88	83.2%	3.81	74.6%
Book collections	3.83	93.4%	3.80	90.5%
Reference books	3.80	69.3%	3.76	61.8%
<i>HIGH SATISFACTION//MIXED VISIBILITY</i>				
Renewing books	4.22	68.3%	4.46	38.4%
Request item through Interlibrary loan	4.13	64.5%	4.06	15.3%
Display list of books charged to you	4.09	67.0%	4.07	35.0%
Video recordings	3.71	37.3%	3.82	61.3%
Library Web pages	3.75	52.8%	3.73	34.4%

<i>HIGH SATISFACTION//LOW VISIBILITY</i>	<i>Graduate Students</i>		<i>Undergraduates</i>	
	<i>Mean Score</i>	<i>Percent</i>	<i>Mean Score</i>	<i>Percent</i>
Special Collections (Rare Books and Manuscripts)	4.21	22.8%	3.85	17.6%
Retrieval of items from Ivy Stacks	4.22	44.4%	3.82	11.0%
OVID	4.00	27.7%	3.96	13.6%
Electronic Text Center	4.09	14.7%	3.84	7.2%
Britannica Online	4.03	9.6%	3.90	11.3%
Oxford English Dictionary	3.91	14.2%	4.00	6.9%
Digital Image Center	3.93	10.4%	3.97	9.8%
WebSPIRS	3.95	44.4%	3.91	22.0%
Proquest	3.78	11.7%	4.07	20.2%
Infotrac Searchbank	3.71	16.5%	3.97	30.9%
Contemporary Authors	3.86	5.3%	3.73	4.3%
Digital Music and Media Center	3.74	4.8%	3.83	11.6%
Request book that is in-process or on-order	3.79	39.6%	3.73	18.5%
Books in Print	3.75	42.9%	3.74	47.1%
Answering questions via email	3.73	34.8%	3.76	14.7%
Government Documents	3.70	36.0%	3.70	24.0%
<i>MIXED SATISFACTION//MIXED VISIBILITY</i>				
Physical condition of materials	3.88	77.9%	3.66	74.3%
Magazine/Journal collections	3.73	88.3%	3.61	67.6%
Locating reserve materials in Virgo	3.58	44.7%	3.92	55.5%
Fairness of library fines	3.82	60.9%	3.65	49.4%
Recalling book checked out to someone else	3.81	64.7%	3.64	34.9%
<i>MIXED SATISFACTION//LOW VISIBILITY</i>				
Other course specific library sessions	4.01	22.1%	3.59	17.6%
Helping with computer resources	3.88	46.7%	3.68	32.7%
World Cat	3.67	26.4%	3.88	9.5%
Library Short Courses	4.08	26.1%	3.47	4.9%
Electronic reserve	3.63	24.6%	3.88	36.7%
Cambridge Scientific Abstracts	3.82	14.2%	3.57	8.7%
Answering questions by phone	3.83	35.0%	3.56	16.5%
CD-ROM Network	3.73	29.4%	3.65	21.4%
Video classrooms in Clemons	3.63	12.2%	3.74	29.2%
Social Sciences Data Center	3.86	9.1%	3.25	3.5%
Special Collections Digital Center	3.84	4.8%	3.27	3.2%
Requesting other new media (CD-ROMs, etc.)	3.38	8.6%	3.71	4.0%
Electronic Classrooms	3.76	24.1%	3.33	17.3%
General library tours	3.70	15.5%	3.21	16.5%

<i>LOW SATISFACTION//HIGH VISIBILITY</i>	<i>Graduate Students</i>		<i>Undergraduates</i>	
	<i>Mean Score</i>	<i>Percent</i>	<i>Mean Score</i>	<i>Percent</i>
Checking out reserve materials	3.40	58.9%	3.49	63.3%
Lighting in libraries	3.35	71.1%	3.54	77.2%
Appropriateness of reserve loan periods (2 hr/2 day)	3.35	67.0%	3.37	61.3%
Computer workstations	3.29	54.6%	3.29	65.0%
Study space	3.06	59.1%	3.50	79.8%
Computer printers	3.42	62.9%	3.14	72.8%
CAV Advantage machines	2.87	50.8%	3.60	67.3%
Temperature in libraries	2.99	78.4%	3.28	81.8%
Photocopiers in libraries	2.77	82.2%	3.28	76.3%
<i>LOW SATISFACTION//MIXED VISIBILITY</i>				
Facilities for individuals to watch videos	3.38	29.7%	3.36	54.9%
Computer lab in Clemons	3.11	32.7%	3.17	71.7%
Dial-in access	2.92	58.9%	3.35	38.4%
Finding missing books for you	3.03	53.0%	3.10	27.2%
<i>LOW SATISFACTION//LOW VISIBILITY</i>				
Microforms (fiche, film)	3.68	42.6%	3.64	36.7%
Printed guides on how to use library services	3.69	26.6%	3.59	18.2%
Help with government documents and maps	3.69	22.1%	3.51	10.7%
Changing PIN number	3.63	36.0%	3.51	20.2%
Maps	3.68	18.5%	3.45	17.3%
Slides	3.45	8.4%	3.61	5.2%
Music listening facilities	3.45	10.7%	3.58	23.1%
Audio recordings	3.55	21.3%	3.41	23.4%
Lexis-Nexis	3.55	15.2%	3.40	19.4%
Geographic Information Center	3.69	6.6%	3.25	3.5%
Text/image scanners in the libraries	3.48	14.7%	3.44	11.3%
CARL Uncover	3.66	29.9%	3.23	6.4%
Directional signs	3.47	41.9%	3.42	43.6%
Requesting new books for the collection	3.49	18.3%	3.40	4.3%
Printed music	3.44	4.6%	3.41	9.2%
College Source	3.43	1.8%	3.40	1.4%
Online help	3.28	43.4%	3.44	24.3%
Carrel space	3.18	39.1%	3.52	38.4%
LIBRA (library newsletter)	3.68	19.8%	2.92	3.8%
Non-English language materials	3.29	26.4%	3.31	20.2%
Fiche/film readers & printers	3.32	34.5%	3.26	28.9%

Requesting new journals/magazines for the collection	3.24	16.0%	3.28	5.2%
First year library instruction (e.g., ENWR 101)	3.48	8.4%	2.94	44.2%
STAT-USA (National Trade Data Bank)	3.22	2.3%	3.17	1.7%
Compendex	3.38	4.1%	2.88	2.3%
Projector/light table facilities	3.06	8.9%	3.11	8.1%

## Analysis

### A. High Ratings--What is the library doing well?

**High/High:** Four items from the previous survey retained their high satisfaction/high visibility rating: checking out and returning books, in-person reference assistance, and the Virgo catalog. In 1998, the circulation services of *checking out* and *returning books*, *loan periods*, and *email notices* all had high visibility and high satisfaction ratings. Of these, only returning books was significantly different from the 1994 survey, and the satisfaction rating was lower. *In-person reference assistance* was again high on the satisfaction/visibility list. The *Virgo catalog* ranked high/high as it did in 1994, but both satisfaction and visibility were notably lower for undergraduates in 1998. Satisfaction with both *book* and *reference collections* rose to the top level from mixed/high, although the reference collection is notably less visible for both groups of students and the book collection garners notably less satisfaction from undergraduates. The highest rating for facilities in the 1998 survey was for *access to email* and the *World Wide Web*; visibility was up considerably for both groups over the comparable “access to the GWIS” in the 1994 survey.

**High/Mixed:** Three items from the 1994 survey retained their high/mixed rating: renewals, the video collection, and ILL/LEO. *Renewals* again received the highest satisfaction rating from both undergraduates and graduates, but had lower visibility ratings from undergraduates. Compared to the 1994 survey, the satisfaction rating was significantly lower for graduate students. The *video collection* remained in the high/mixed category, but engendered significantly less satisfaction for both student groups. *ILL/LEO* received the fifth highest rating from both groups; this service has much more visibility among graduate students (64.5%) than among undergraduates (15.3%). But there has been considerable improvement in visibility--up from 47.9%--among graduate students since the last survey. The remaining high satisfaction/mixed visibility items in 1998 were display in Virgo of *items charged to the patron* and the *Library's Web pages*, neither of which were available in 1994.

### B. Low Ratings--Where do we find dissatisfaction?

There were many more low satisfaction ratings in 1998 (39) than there were in 1994 (8); all eight items with low satisfaction in 1994 retained that rating in 1998. There may be more low ratings because there were 25 more items to rate and a number of the items with low satisfaction/low visibility cater to specific small patron groups.

**Low/High:** Of the nine items with high visibility and low satisfaction, seven are from the Facilities category. Our student patrons continue to be unhappy with the Library's machinery--photocopiers, CAV Advantage machines, computer workstations, and printers. *Photocopiers* have lost visibility since 1994, particularly for undergraduates, but gained in satisfaction for undergraduates. *CAV advantage machines*, compared to change machines four years ago, are significantly less visible for both groups of students; comments indicate that there simply aren't enough of them and suggest having one in each library. Satisfaction with *computer workstations* fell notably for both groups of students. While visibility of *printers* was up for both student groups, satisfaction was down for undergraduates. Students are still unhappy with the *temperature* as well as *lighting* and *study space*, all of which have lost visibility since 1994; satisfaction was lower or unchanged but not significantly. The remaining two items are from the Reserve category. *Checking out reserve* items fell from high to low satisfaction while the *reserve loan periods* fell to low from mixed, both being statistically significant decreases.

Low/Mixed: The *video carrels* in Clemons again received a low rating from both undergraduates and graduates; visibility was down considerably from 1994. The *computer lab* in Clemons fell significantly in satisfaction, though its visibility was up for undergraduates. *Dialing in to VIRGO* fell to a low satisfaction/mixed visibility rating from high/mixed in 1994; satisfaction ratings fell significantly for both groups between the two surveys. Graduates and undergraduates continue to be unhappy with the Library's efforts to *find missing books*; again, satisfaction ratings fell significantly.

The remaining low satisfaction items also had limited visibility; some of these items serve only a small segment of the total student population.

#### C. Mixed ratings--how do graduates and undergraduates differ?

This grouping comprises items where graduates and undergraduates differ considerably in their ratings for satisfaction and visibility. Seventeen items were in the mixed satisfaction categories, but none of them had high visibility.

Mixed/Mixed: Only three items had mixed visibility: fairness of fines, locating reserve materials in Virgo, and recalling a book that is checked out. *Fairness of fines*, while stable on satisfaction, was down significantly on visibility. *Locating reserve materials* moved down from high/high since 1994; visibility was down significantly for both groups of students and satisfaction was down significantly for graduate students. *Recalling books* remained at mixed/mixed; it fell significantly on satisfaction for both groups of students, but only for undergraduates on visibility.

Mixed/Low: Of the fourteen items in this group, graduates and undergraduates disagreed in their satisfaction ratings on an equal number of items from instructional, informational, electronic database services, along with slightly fewer from facilities and the electronic centers. However, there were statistically significant differences from the 1994 survey only for *electronic classrooms* (up on visibility for both groups of students), the *video classroom* (down across the board), *answering questions by phone* (down on satisfaction for both, on visibility for undergraduates), *helping with computer resources* (down only on satisfaction for undergraduates), and *general library tours* (down on satisfaction and visibility for undergraduates).

## 12. Overall student priorities for library spending.

Each respondent was asked to check off his or her three highest priorities for library spending (#26). Students placed a high value on the traditional library format of books, with both graduates and undergraduates giving this their highest rating. See Appendix III for data comparison with the 1994 survey.

However, there was little agreement between graduates and undergraduates as to what comes after that top choice. Undergraduates' second choice was extending hours followed by upgrading computers, electronic databases, and in-person assistance. Graduate students chose journals second, followed by electronic databases, electronic texts, and interlibrary loan.

There were some wide differences of opinion on the same item. Graduate students valued journals much more highly (48.0%) than undergraduates (17.3%); they also valued Interlibrary Loan (17.5%) more highly than undergraduates (2.6%). Undergraduates were also more interested in upgrading workstations (26.3%) than graduates (11.7%); and they were more interested in in-person assistance (24.0%) than graduates (9.6%). The list below is in descending order by combined percentage.

<i>Priority for Future Spending</i>	<i>Graduate Students</i>		<i>Under-graduates</i>	
	<i>%</i>	<i>Rank</i>	<i>%</i>	<i>Rank</i>
Books	70.3%	1	58.1%	1
Magazines/journals	48.0%	2	17.3%	7
Electronic database services (e.g., WebSPIRS)	36.8%	3	25.4%	4
Extending library hours	17.0%	6	29.8%	2
Electronic texts and online journals	22.6%	4	17.6%	6
Upgrading and expanding computer workstations	11.7%	8	26.3%	3
In-person assistance in using the library	9.6%	9	24.0%	5
Improving climate control & other physical facilities	11.9%	7	13.0%	9
Interlibrary loan	17.5%	5	2.6%	18
Videorecordings and multimedia	4.1%	13	14.5%	8
Physical preservation of materials	5.8%	10	5.8%	12
Rare books and manuscripts	5.6%	11	5.5%	13
Online assistance in using the library	1.8%	19	7.8%	10
Science data in electronic format	5.3%	12	3.8%	15
Classes and short courses in the use of library resources	2.3%	15	6.4%	11
Music compact disks	2.3%	16	4.9%	14
Social Science data in electronic format	3.8%	14	2.9%	17
Visual images in electronic format	2.0%	17	2.3%	19
Microforms (fiche, film)	2.0%	18	2.0%	20
Printed music	0.3%	21	3.2%	16
Music in electronic and interactive formats	0.5%	20	1.2%	21

### 13. Students' overall satisfaction with the University Library.

The final question on the survey asked students to rate on a 1 to 5 scale their "overall satisfaction" with the library (#27). Students gave a high overall satisfaction rating, above 3.9, to the University Library.

The University Library system is grouped into four areas: Alderman, Clemons, the FAME libraries (Education, Fine Arts, and Music), and the Science libraries (Science/Engineering, Biology/Psychology, Chemistry, Mathematics/Astronomy, and Physics). Since each student identified a primary library, it was possible to calculate an overall satisfaction rating for each library type. The chart below lists the mean of overall ratings and the number of respondents (in parenthesis) for each library and library type.

The overall ratings for the University Library by graduate students was nearly identical to those of the previous survey: 3.97 (1998) compared to 3.96 (1994). For undergraduates, however, the overall rating dropped significantly to 3.90 from 4.01. Among the non-Alderman libraries only Clemons' rating from undergraduates was significantly different from the previous survey: the rating decreased from 4.03 to 3.87 for nearly the same number of respondents. While the overall number of undergraduate respondents remained about the same, the number of graduate student respondents to this question dropped considerably from 450 to 379--a 15.7% decrease from the 1994 survey.



<i>Library</i>	<i>Graduate Students 1998</i>		<i>Graduate Students 1994</i>		<i>Under-graduates 1998</i>		<i>Under-graduates 1994</i>	
	<i>Mean</i>	<i>#</i>	<i>Mean</i>	<i>#</i>	<i>Mean</i>	<i>#</i>	<i>Mean</i>	<i>#</i>
Alderman	3.98	120	4.05	149	4.08	48	4.05	56
Clemons	3.91	23	4.12	25	3.87	174	4.03	181
FAME Libraries:	4.23	78	3.91	113	3.76	21	3.97	37
[Commerce]			3.89	9			3.82	11
Education	4.21	57	3.99	74	4.00	3	4.00	3
Fine Arts	4.25	20	3.72	29	3.78	9	4.13	16
Music	5.00	1	4.00	1	3.67	9	3.86	7
Science Libraries:	3.83	145	3.92	153	3.89	79	3.93	55
Bio/Psych	3.79	24	3.93	30	3.70	10	4.00	12
Chemistry	3.67	21	3.89	19	3.89	9	---	0
Math/Astronomy	4.11	9	4.33	3	4.00	2	4.00	4
Physics	4.00	13	4.60	10	---	0	4.00	1
Science/Engineering	3.83	78	3.82	91	3.91	58	3.89	38
University Library	3.97	379	3.96	450	3.90	327	4.01	334

## APPENDIX I

### Library by Library Breakdown of Results

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

The two questions covered in this section are:

23. For each of the following library resources, facilities and services, please circle the appropriate number indicating your degree of satisfaction with it *at the present time*.
26. Please check your three highest priorities for library spending.

**Ratings of Services for Primary Clientele of Each Library: Sciences**  
**Question 23**

Service	SEL		Bio-Psych		Chemistry		Math/Astro		Physics	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
<b><i>Library Materials</i></b>										
Audio recordings	25	3.56	2	2.00	4	3.50	4	3.00	5	3.40
Books	133	3.70	30	3.40	29	3.52	11	3.82	13	3.54
Government Documents	48	3.48	4	3.75	6	3.83	2	2.50	3	3.67
Magazines/Journals	113	3.59	31	3.39	27	3.41	7	3.43	10	3.50
Maps	30	3.67	1	2.00	2	3.00	2	3.50	4	3.50
Microforms (fiche, film)	37	3.14	8	3.50	8	2.88	2	2.50	4	3.50
Newspapers	47	3.79	4	4.50	6	3.50	2	4.00	7	3.43
Non-English language materials	31	2.97	2	3.50	3	4.33	3	3.00	6	3.17
Physical condition of materials	95	3.68	24	3.83	26	3.58	11	3.82	12	3.67
Printed music	8	3.38	2	2.50	1	3.00	0	0.00	1	3.00
Reference books	90	3.64	17	3.47	25	3.48	7	3.57	7	3.14
Slides	8	3.50	1	4.00	1	3.00	0	0.00	1	3.00
Special Collections	13	4.00	3	3.67	1	5.00	2	3.00	1	3.00
Video recordings	47	4.06	8	3.63	7	3.86	6	3.17	5	4.20
<b><i>Self-Service Functions in Virgo</i></b>										
Change PIN number	39	3.46	10	3.40	8	3.38	4	3.75	6	4.50
Dial-in access	58	3.22	21	2.71	18	2.89	4	3.00	8	2.63
Display list of books charged to you	68	4.16	20	4.10	18	4.28	6	4.17	8	4.00
Online help	53	3.25	8	3.88	13	2.92	7	3.29	6	3.33
Recall book check out to someone else	59	3.73	16	3.94	8	3.50	5	3.00	7	3.57
Renew your books	77	4.45	16	4.06	17	4.41	7	3.86	8	4.50
Request book that is in-process/on-order	37	3.84	6	3.67	6	3.83	6	3.00	4	3.00

<b>Service</b>	<b>SEL</b>		<b>Bio-Psych</b>		<b>Chemistry</b>		<b>Math/Astro</b>		<b>Physics</b>	
<i><b>Self-Service Functions in Virgo, con't</b></i>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>
Request item through Interlibrary Loan	69	3.99	17	3.65	15	3.93	4	4.00	6	3.67
Request retrieval of item from Ivy Stacks	28	3.86	9	4.11	12	3.75	2	3.00	5	3.60
<i><b>Electronic Resources</b></i>										
<i>Indexes/Abstracts/Catalog</i>										
Books in Print	52	3.75	13	3.69	12	3.67	4	3.00	3	3.33
Cambridge Scientific Abstracts	42	3.90	4	4.50	13	3.38	1	4.00	4	3.75
CARL Uncover	25	3.68	6	3.33	17	3.65	1	4.00	2	3.50
CD-ROM Network	23	3.52	6	4.17	9	3.44	2	4.00	3	3.33
Compendex	11	3.64	0	0.00	2	2.50	0	0.00	1	3.00
OVID	23	4.17	29	3.79	17	3.88	1	4.00	3	3.33
Virgo Library Catalog	104	3.71	27	3.89	22	3.45	10	3.50	11	3.45
WebSPIRS	42	3.83	10	4.30	9	4.11	0	0.00	4	4.25
World Cat	21	3.43	3	4.33	2	3.50	0	0.00	1	3.00
<i>Full text Databases</i>										
Britannica Online	10	3.60	2	4.50	0	0.00	3	3.67	1	3.00
College Source	4	4.00	0	0.00	0	0.00	0	0.00	1	3.00
Contemporary Authors	3	2.67	0	0.00	0	0.00	0	0.00	1	3.00
Infotrack Searchbank	13	3.85	4	3.75	4	3.00	0	0.00	2	3.50
Lexis-Nexis	10	2.90	0	0.00	2	3.50	0	0.00	2	3.50
Oxford English Dictionary	3	4.33	1	4.00	0	0.00	2	3.50	4	3.50
Proquest	10	4.20	1	5.00	1	3.00	0	0.00	1	3.00
STAT-USA	1	3.00	0	0.00	0	0.00	0	0.00	1	3.00
<i><b>Facilities</b></i>										
Access to email	98	3.71	28	3.54	23	3.83	8	3.50	9	3.89

<b>Service</b>	<b>SEL</b>		<b>Bio-Psych</b>		<b>Chemistry</b>		<b>Math/Astro</b>		<b>Physics</b>	
<i><b>Facilities</b></i> , con't	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>
Access to the World Wide Web	102	3.73	29	3.52	24	3.92	9	3.67	9	3.56
Carrel space	30	3.63	12	3.67	11	3.09	1	3.00	3	2.67
CAV Advantage machines	64	3.64	18	2.28	14	3.43	5	3.40	4	2.25
Computer lab in Clemons	47	3.45	10	3.60	7	2.71	4	3.00	2	2.50
Computer printers	81	3.44	26	3.65	16	2.81	4	3.50	5	2.60
Computer workstations	73	3.14	23	3.26	14	2.86	6	3.67	5	2.80
Directional signs	45	3.22	14	3.21	9	3.67	6	3.83	6	3.50
Electronic classrooms	31	3.52	5	3.60	5	3.00	3	4.00	0	0.00
Facilities for individuals to watch videos	35	3.71	11	3.45	6	3.33	3	3.67	4	3.50
Fiche/film readers & printers	24	3.08	8	2.88	5	2.60	2	2.50	0	0.00
Lighting in libraries	87	3.61	26	3.73	23	3.48	7	3.43	10	3.40
Music listening facilities	17	3.94	3	2.67	5	3.60	2	3.50	2	4.00
Photocopiers in libraries	103	3.18	33	2.79	28	3.18	9	3.22	7	2.43
Projector/light table facilities	16	3.06	0	0.00	2	2.50	1	2.00	0	0.00
Study space	81	3.49	27	3.04	20	3.65	6	2.83	7	3.57
Temperature in libraries	100	3.11	28	2.93	23	3.26	9	3.00	9	2.67
Text-Image scanners in the libraries	20	3.65	0	0.00	2	2.00	1	4.00	1	4.00
Video classrooms in Clemons	17	3.94	2	3.50	5	3.80	1	4.00	0	0.00
<i><b>Electronic Center Services</b></i>										
Digital Image Center	16	3.94	0	0.00	4	3.50	2	4.00	1	3.00
Digital Music and Media Center	5	3.00	0	0.00	4	3.50	1	3.00	0	0.00
Electronic Text Center	14	3.86	0	0.00	2	4.50	2	3.00	1	4.00
Geographic Information Center	12	3.83	0	0.00	0	0.00	0	0.00	0	0.00
Social Sciences Data Center	5	3.20	2	4.50	0	0.00	0	0.00	1	2.00
Special Collections Digital Center	4	3.25	0	0.00	0	0.00	1	4.00	0	0.00

<b>Service</b>	<b>SEL</b>		<b>Bio-Psych</b>		<b>Chemistry</b>		<b>Math/Astro</b>		<b>Physics</b>	
<i><b>Circulation Services</b></i>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>	<b>#</b>	<b>Mean</b>
Checking out books	122	4.09	29	4.00	25	4.08	11	3.91	13	3.92
Email notices	103	3.86	24	3.92	21	3.95	9	3.78	9	3.44
Fairness of library fines	67	3.67	16	3.69	14	3.50	7	4.00	6	3.00
Finding missing books for you	49	3.22	18	2.94	13	3.23	8	3.00	5	2.60
Loan period	92	4.07	25	4.12	25	3.96	9	4.11	8	3.75
Returning books	110	3.91	29	3.93	22	3.91	10	4.30	12	4.08
<i><b>Information (Reference) Services</b></i>										
Answering questions by phone	32	4.03	7	3.00	6	3.67	2	4.00	2	3.50
Answering questions in person	97	3.93	29	3.66	19	4.42	9	4.00	8	4.00
Answering questions via Web/Email	44	3.64	9	3.89	9	3.78	2	3.50	6	3.67
Helping with computer resources	51	3.78	10	3.80	11	3.27	5	4.00	4	4.25
Helping with government documents & maps	24	3.83	2	4.50	0	0.00	0	0.00	1	1.00
Requesting new books for the collection	13	3.54	1	4.00	4	4.00	3	3.67	2	2.00
Requesting new journals for the collection	12	4.25	4	2.00	5	3.60	2	1.00	2	4.50
Requesting other new media (CD-ROMs, etc)	6	3.50	1	4.00	1	3.00	2	2.00	0	0.00
<i><b>Reserve Services</b></i>										
Appropriateness of loan periods	78	3.42	25	3.24	14	3.29	8	3.13	9	3.33
Checking out reserve materials	69	3.51	26	3.23	11	3.18	8	3.38	7	3.14
Electronic reserve	39	4.05	14	3.50	4	3.75	4	3.25	3	4.33
Locating reserve materials in Virgo	46	3.85	16	3.19	8	3.13	4	2.25	5	3.80
<i><b>Instruction in the Use of Library Resources and Services</b></i>										
First year library instruction	31	3.00	6	2.50	6	3.00	0	0.00	1	4.00
Other course specific library sessions	24	4.13	5	3.00	7	3.71	0	0.00	1	3.00
General library tours	18	3.89	1	3.00	9	3.89	1	3.00	2	3.00

Service	SEL		Bio-Psych		Chemistry		Math/Astro		Physics	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
<i>Instruction in the Use of Library Resources and Services</i> , con't										
LIBRA	20	3.70	1	5.00	4	3.25	3	2.67	2	3.50
Library Short Courses	18	4.11	2	2.50	3	2.67	1	4.00	1	4.00
Library Web pages	63	3.70	19	3.58	12	3.25	7	3.29	5	3.40
Printed guides on how to use library services	36	3.64	9	3.56	4	2.50	3	3.00	3	3.33

**Ratings of Services for Primary Clientele of Each Library: Social Sciences and Humanities**  
**Question 23**

Service	Alderman		Clemons		Fine Arts		Music		Education	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
<b><i>Library Materials</i></b>										
Audio recordings	46	3.28	48	3.48	5	3.40	7	3.71	14	4.07
Books	166	3.95	187	3.74	28	4.14	9	4.11	59	4.25
Government Documents	74	3.80	52	3.62	14	3.64	1	5.00	17	4.12
Magazines/Journals	142	3.74	140	3.48	25	3.92	8	4.25	61	4.18
Maps	32	3.66	37	3.41	15	3.93	2	2.00	8	3.88
Microforms (fiche, film)	90	3.80	75	3.64	20	4.10	2	3.50	46	3.87
Newspapers	92	3.89	110	3.72	19	3.84	2	3.50	32	4.16
Non-English language materials	56	3.34	48	3.25	12	3.42	3	4.00	5	4.00
Physical condition of materials	143	3.71	155	3.71	28	3.82	9	3.67	53	4.30
Printed music	11	3.91	16	3.13	1	2.00	5	4.00	3	3.33
Reference books	120	3.87	129	3.77	25	3.96	7	3.57	51	4.18
Slides	6	3.67	12	3.08	19	3.68	1	3.00	2	4.50
Special Collections	58	4.21	36	4.03	18	4.06	4	3.00	9	4.33
Video recordings	102	3.62	140	3.87	16	3.38	7	3.57	15	3.80
<b><i>Self-Service Functions in Virgo</i></b>										
Change PIN number	67	3.61	37	3.35	10	3.80	5	3.80	24	4.04
Dial-in access	101	3.17	86	3.07	13	3.62	5	3.20	40	2.90
Display list of books charged to you	123	4.09	62	3.71	20	4.30	8	4.13	47	4.30
Online help	62	3.32	51	3.20	11	3.45	2	4.00	27	3.59
Recall book check out to someone else	122	3.93	54	3.26	23	3.52	3	4.67	39	4.18
Renew your books	129	4.16	74	4.27	20	4.40	8	5.00	40	4.45
Request book that is in-process/on-order	83	3.89	32	3.25	11	3.55	3	3.67	29	4.31



<b>Service</b>	Alderman		Clemons		Fine Arts		Music		Education	
<i>Self-Service Functions in Virgo, con't</i>	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Request item through Interlibrary Loan	102	4.23	28	3.86	17	4.41	1	5.00	43	4.37
Request retrieval of item from Ivy Stacks	83	4.33	22	3.55	11	4.27	2	2.50	38	4.63
<b><i>Electronic Resources</i></b>										
<i>Indexes/Abstracts/Catalog</i>										
Books in Print	91	3.77	97	3.60	18	4.17	6	3.67	33	4.06
Cambridge Scientific Abstracts	8	3.75	10	3.20	2	4.00	0	0.00	2	3.00
CARL Uncover	47	3.60	12	2.83	5	3.60	0	0.00	24	3.83
CD-ROM Network	73	3.75	40	3.58	12	3.67	2	3.50	17	4.00
Compendex	1	4.00	6	2.67	0	0.00	0	0.00	3	3.00
OVID	24	4.21	22	3.73	1	4.00	0	0.00	24	4.17
Virgo Library Catalog	150	3.88	158	3.80	28	4.00	7	3.86	58	4.38
WebSPIRS	73	3.84	47	3.66	15	4.07	2	2.50	48	4.33
World Cat	58	3.78	25	3.48	11	3.73	1	3.00	11	4.45
<i>Full text Databases</i>										
Britannica Online	32	4.16	21	3.71	5	4.40	0	0.00	2	4.00
College Source	1	4.00	5	3.00	0	0.00	0	0.00	1	3.00
Contemporary Authors	19	4.16	7	3.29	2	4.00	0	0.00	4	4.00
Infotrack Searchbank	47	3.94	78	3.74	10	4.20	2	4.50	11	4.45
Lexis-Nexis	41	3.80	51	3.22	4	3.50	0	0.00	16	3.75
Oxford English Dictionary	40	4.03	21	3.76	4	4.25	0	0.00	5	4.00
Proquest	37	4.00	54	3.94	4	3.75	1	5.00	4	2.75
STAT-USA	4	3.50	6	3.00	0	0.00	0	0.00	2	3.00
<b><i>Facilities</i></b>										
Access to email	152	4.02	182	3.86	27	4.33	9	3.44	54	4.00

<b>Service</b>	Alderman		Clemons		Fine Arts		Music		Education	
<i>Facilities, con't</i>	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
Access to the World Wide Web	151	4.07	184	4.02	27	4.48	10	3.80	56	4.25
Carrel space	95	3.28	81	3.44	18	3.78	5	2.80	27	2.85
CAV Advantage machines	116	3.19	138	3.57	22	2.68	6	2.83	43	2.67
Computer lab in Clemons	105	3.05	158	3.18	13	2.69	9	2.44	17	3.35
Computer printers	127	3.33	157	3.16	20	3.35	9	2.56	45	3.44
Computer workstations	104	3.31	137	3.35	19	3.74	7	2.43	42	3.38
Directional signs	91	3.46	87	3.56	20	3.40	4	3.25	27	3.56
Electronic classrooms	42	3.86	31	3.32	16	3.69	1	4.00	14	3.64
Facilities for individuals to watch videos	96	3.26	120	3.37	10	2.90	7	3.43	12	3.08
Fiche/film readers & printers	88	3.26	60	3.47	14	3.50	2	3.00	32	3.38
Lighting in libraries	137	3.12	166	3.49	25	3.60	8	3.50	47	3.55
Music listening facilities	32	3.22	40	3.58	3	3.67	9	3.67	7	3.29
Photocopiers in libraries	151	2.83	157	3.16	24	2.46	7	3.29	55	3.05
Projector/light table facilities	9	2.89	18	3.11	10	3.20	1	3.00	4	3.00
Study space	128	3.05	161	3.53	19	3.21	8	3.13	39	2.97
Temperature in libraries	149	3.04	175	3.24	26	2.81	9	3.44	50	3.36
Text-Image scanners in the libraries	27	3.63	24	3.42	8	4.00	2	3.50	10	2.50
Video classrooms in Clemons	43	3.60	64	3.80	7	3.00	3	3.33	3	2.67
<b><i>Electronic Center Services</i></b>										
Digital Image Center	14	4.14	16	3.81	12	4.25	1	5.00	7	3.71
Digital Music and Media Center	10	3.80	21	4.00	3	4.67	4	3.75	8	3.75
Electronic Text Center	41	4.22	12	3.58	4	3.75	0	0.00	6	4.33
Geographic Information Center	14	3.29	3	2.67	6	3.83	0	0.00	2	4.00
Social Sciences Data Center	22	3.86	6	2.67	3	4.67	0	0.00	7	3.86
Special Collections Digital Center	12	3.92	7	3.00	3	4.33	1	3.00	2	4.00

<b>Service</b>	Alderman		Clemons		Fine Arts		Music		Education	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
<b><i>Circulation Services</i></b>										
Checking out books	167	4.31	180	4.11	29	4.21	10	4.40	61	4.39
Email notices	149	4.21	130	3.92	29	4.21	8	4.38	55	4.20
Fairness of library fines	134	3.82	91	3.74	23	3.65	8	3.38	38	4.03
Finding missing books for you	96	2.90	48	3.06	21	2.67	6	3.67	32	3.44
Loan period	141	4.20	117	3.91	29	3.97	8	3.38	54	4.50
Returning books	150	3.95	159	4.01	28	4.07	8	4.00	58	4.47
<b><i>Information (Reference) Services</i></b>										
Answering questions by phone	63	3.76	38	3.42	8	3.50	1	2.00	29	4.07
Answering questions in person	142	4.04	132	3.70	27	3.85	6	3.83	55	4.20
Answering questions via Web/Email	49	3.63	27	3.85	12	3.75	2	3.00	25	4.04
Helping with computer resources	80	3.94	78	3.64	11	3.73	2	3.50	40	4.03
Helping with government documents & maps	55	3.82	21	3.43	8	3.38	1	2.00	9	3.00
Requesting new books for the collection	34	3.62	10	3.10	9	3.67	1	2.00	10	3.20
Requesting new journals for the collection	25	3.24	8	2.88	8	3.38	1	2.00	13	3.08
Requesting other new media (CD-ROMs, etc)	16	4.06	9	3.44	4	3.00	2	3.00	5	3.00
<b><i>Reserve Services</i></b>										
Appropriateness of loan periods	120	3.23	129	3.40	28	3.18	8	3.63	49	3.67
Checking out reserve materials	115	3.47	130	3.46	26	3.58	8	3.13	45	3.40
Electronic reserve	62	3.76	64	3.59	10	3.90	3	3.67	18	3.94
Locating reserve materials in Virgo	107	3.72	119	3.83	23	4.13	8	3.25	27	3.89
<b><i>Instruction in the Use of Library Resources and Services</i></b>										
First year library instruction	37	3.35	89	2.89	6	3.67	3	2.67	3	3.67
Other course specific library sessions	44	3.95	29	3.48	13	3.62	3	2.67	19	4.26
General library tours	30	3.73	29	3.07	8	3.38	4	2.75	11	3.64

Service	Alderman		Clemons		Fine Arts		Music		Education	
	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean
<i>Instruction in the Use of Library Resources and Services</i> , con't										
LIBRA	38	3.71	11	3.00	4	3.50	0	0.00	8	3.75
Library Short Courses	50	4.20	16	3.38	7	3.43	0	0.00	20	4.35
Library Web pages	94	3.89	73	3.63	17	3.76	2	2.50	28	4.14
Printed guides on how to use library services	39	3.85	37	3.57	7	3.57	2	3.00	25	3.84

**Comparison by Library: Priorities for Science Libraries**  
**Question 26**

Please check your three highest priorities for library spending	SEL		Bio/Psych		Chemistry		Math/Astro		Physics		Composite	
	#	%	#	%	#	%	#	%	#	%	#	%
Total number of respondents	139		34		30		11		14		228	
Books	95	68.3	13	38.2	21	70.0	7	63.6	11	78.6	147	64.5
Classes and short courses in the use of library resources	6	4.3	1	2.9	0	0.0	1	9.1	0	0.0	8	3.5
Electronic database services	48	34.5	19	55.9	16	53.3	2	18.2	4	28.6	89	39.0
Electronic Texts and Online Journals	26	18.7	13	38.2	8	26.7	1	9.1	5	35.7	53	23.2
Extending Library Hours	24	17.3	3	8.8	3	10.0	4	36.4	2	14.3	36	15.8
Improving climate control and other physical facilities	12	8.6	3	8.8	2	6.7	1	9.1	5	35.7	23	10.1
In-person assistance in using the library	14	10.1	3	8.8	2	6.7	0	0.0	0	0.0	19	8.3
Interlibrary loan	23	16.5	5	14.7	2	6.7	1	9.1	0	0.0	31	13.6
Magazines/Journals	65	46.8	22	64.7	20	66.7	5	45.5	6	42.9	118	51.8
Microforms (fiche, film)	4	2.9	0	0.0	1	3.3	0	0.0	0	0.0	5	2.2
Music compact disks	1	0.7	0	0.0	0	0.0	2	18.2	1	7.1	4	1.8
Music in electronic and interactive formats	2	1.4	0	0.0	0	0.0	1	9.1	0	0.0	3	1.3
Online assistance in using the library	10	7.2	2	5.9	0	0.0	0	0.0	0	0.0	12	5.3
Physical preservation of materials	8	5.8	1	2.9	4	13.3	1	9.1	1	7.1	15	6.6
Printed music	1	0.7	1	2.9	0	0.0	0	0.0	0	0.0	2	0.9
Rare books and manuscripts	6	4.3	0	0.0	1	3.3	1	9.1	0	0.0	8	3.5
Social science data in electronic format	2	1.4	1	2.9	0	0.0	0	0.0	0	0.0	3	1.3
Science data in electronic format	13	9.4	4	11.8	5	16.7	1	9.1	2	14.3	25	11.0
Upgrading and expanding computer workstations	20	14.4	5	14.7	5	16.7	1	9.1	0	0.0	31	13.6
Video recordings and multimedia	5	3.6	0	0.0	1	3.3	3	27.3	0	0.0	9	3.9
Visual images in electronic format	4	2.9	0	0.0	0	0.0	0	0.0	0	0.0	4	1.8

**Comparison by Library: Priorities for Social Sciences and Humanities Libraries**  
**Question 26**

Please check your three highest priorities for library spending	Alderman		Clemons		Fine Arts		Music		Education		Composite	
	#	%	#	%	#	%	#	%	#	%	#	%
Total number of respondents	168		202		29		10		61		471	
Books	141	83.9	126	62.1	22	75.9	4	40.0	34	55.7	327	69.4
Classes and short courses in the use of library resources	2	1.2	16	7.9	1	3.4	0	0.0	4	6.6	23	4.9
Electronic database services	47	28.0	50	24.6	6	20.7	3	30.0	30	49.2	136	28.9
Electronic Texts and Online Journals	35	20.8	38	18.7	2	6.9	0	0.0	11	18.0	86	18.3
Extending Library Hours	38	22.6	62	30.5	10	34.5	4	40.0	13	21.3	127	27.0
Improving climate control and other physical facilities	26	15.5	27	13.3	4	13.8	1	10.0	9	14.8	67	14.2
In-person assistance in using the library	20	11.9	62	30.5	3	10.3	1	10.0	15	24.6	101	21.4
Interlibrary loan	27	16.1	3	1.5	7	24.1	0	0.0	8	13.1	45	9.6
Magazines/Journals	58	34.5	27	13.3	8	27.6	1	10.0	30	49.2	124	26.3
Microforms (fiche, film)	6	3.6	1	0.5	0	0.0	0	0.0	2	3.3	9	1.9
Music compact disks	4	2.4	12	5.9	0	0.0	4	40.0	1	1.6	21	4.5
Music in electronic and interactive formats	0	0.0	3	1.5	0	0.0	0	0.0	0	0.0	3	0.6
Online assistance in using the library	4	2.4	14	6.9	0	0.0	0	0.0	2	3.3	20	4.2
Physical preservation of materials	12	7.1	9	4.4	5	17.2	0	0.0	1	1.6	27	5.7
Printed music	0	0.0	4	2.0	1	3.4	5	50.0	0	0.0	10	2.1
Rare books and manuscripts	18	10.7	10	4.9	1	3.4	1	10.0	3	4.9	33	7.0
Social science data in electronic format	12	7.1	6	3.0	1	3.4	0	0.0	2	3.3	21	4.5
Science data in electronic format	5	3.0	1	0.5	0	0.0	0	0.0	0	0.0	6	1.3
Upgrading and expanding computer workstations	23	13.7	64	31.5	3	10.3	2	20.0	10	16.4	102	21.7
Video recordings and multimedia	9	5.4	43	21.2	1	3.4	2	20.0	1	1.6	56	11.9
Visual images in electronic format	2	1.2	2	1.0	5	17.2	1	10.0	1	1.6	11	2.3

**APPENDIX II**  
**Satisfaction and Visibility**  
**Library Resources, Facilities and Services**  
**Grouped by General Category for 1994 and 1998**

This information is grouped into the same categories as in the survey questionnaire (#23). Each item includes a mean satisfaction rating and a visibility rating for graduates and undergraduates; 1998 data precedes 1994 data. Within each category the items are in alphabetical order. Items in brackets [ ] were on the 1994 survey, but not the 1998 survey; or were phrased as listed in the brackets on the 1994 survey. Arrows show a significant difference in response between the two surveys: .2 or greater for satisfaction, 10% or greater for visibility.

		1998		1994		1998		1994	
		Graduate Students		Graduate Students		Undergraduates		Undergraduates	
A. Library Materials		Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility
	Audio recordings	∇ 3.55	21.3%	3.93	13.0%	∇ 3.41	23.4%	3.97	27.1%
	Book collections	3.83	93.4%	3.78	94.3%	∇ 3.80	90.5%	4.04	88.6%
	Government Documents	3.70	36.0%	3.89	36.0%	3.70	∇ 24.0%	3.87	36.7%
	Magazine/Journal collections	3.73	88.3%	3.74	94.3%	∇ 3.61	∇ 67.6%	3.90	85.1%
	[Manuscripts]	N/A	N/A	4.04	14.8%	N/A	N/A	3.95	11.4%
	Map collections	3.68	18.5%	3.73	16.3%	∇ 3.45	17.3%	3.81	23.0%
	Microforms (fiche, film)	3.68	∇ 42.6%	3.72	54.5%	∇ 3.64	∇ 36.7%	3.85	68.2%
	Newspapers	3.90	40.9%	3.78	49.2%	3.76	∇ 47.7%	3.93	70.6%
	Non-English language materials	∇ 3.29	26.4%	3.64	22.1%	∇ 3.31	20.2%	3.69	20.7%
	Physical condition of materials	3.88	77.9%	3.79	84.8%	3.66	∇ 74.3%	3.83	86.3%
	Printed music collection	3.44	4.6%	N/A	N/A	3.41	9.2%	N/A	N/A
	Reference books	3.80	∇ 69.3%	3.95	82.3%	3.76	∇ 61.8%	3.95	84.8%
	Slide collection	∇ 3.45	8.4%	3.79	9.3%	3.61	5.2%	3.70	7.9%
	Special Collections (Rare Books)	4.21	21.8%	4.02	24.1%	3.85	17.6%	3.81	23.6%
	Video recordings	∇ 3.71	37.3%	4.16	39.1%	∇ 3.82	∇ 61.3%	4.19	72.0%
<b>B. Self-Service Functions in Virgo</b>									
	Change PIN number	3.63	36.0%	N/A	N/A	3.51	20.2%	N/A	N/A
	Dial-in access	∇ 2.92	58.9%	4.09	63.4%	∇ 3.35	∇ 38.4%	4.10	48.4%
	Display list of books charged to you	4.09	67.0%	N/A	N/A	4.07	35.0%	N/A	N/A

		1998		1994		1998		1994	
		Graduate Students		Graduate Students		Undergraduates		Undergraduates	
		Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility
<i>B. Self-Service Functions in Virgo, con't</i>									
	Online help	▽ 3.28	▽ 42.4%	3.69	74.0%	▽ 3.44	▽ 24.3%	3.81	64.1%
	Recall book checked out to someone else	▽ 3.81	64.7%	4.24	72.6%	▽ 3.64	▽ 24.9%	3.95	44.3%
	Renew your books	▽ 4.22	68.3%	4.59	62.9%	4.46	38.4%	4.49	28.9%
	Request book in-process or on-order [Rush cat]	3.79	△ 39.6%	3.73	20.3%	3.73	18.5%	3.90	9.0%
	Request item through Interlibrary Loan	4.13	△ 64.5%	4.08	47.9%	4.06	15.3%	4.17	13.7%
	Request retrieval of item from Ivy Stacks	4.22	44.4%	N/A	N/A	3.82	11.0%	N/A	N/A
<i>C. Electronic Resources</i>									
<i>Indexes/Abstracts/Catalog:</i>									
	[ABII]	N/A	N/A	3.93	15.5%	N/A	N/A	3.74	19.2%
	Books in Print	3.75	42.9%	N/A	N/A	3.74	47.1%	N/A	N/A
	Cambridge Scientific Abstracts	3.82	14.2%	N/A	N/A	3.57	8.7%	N/A	N/A
	CARL Uncover	3.66	29.9%	N/A	N/A	3.23	6.4%	N/A	N/A
	CD-ROM Network	3.73	29.4%	N/A	N/A	3.65	21.4%	N/A	N/A
	Compendex	3.38	4.1%	N/A	N/A	2.88	2.3%	N/A	N/A
	[NABS]	N/A	N/A	3.88	21.9%	N/A	N/A	3.80	34.1%
	[Other computer services]	N/A	N/A	3.97	44.4%	N/A	N/A	3.80	25.9%
	OVID	4.00	27.7%	N/A	N/A	3.96	13.6%	N/A	N/A
	Virgo Library catalog	3.88	83.2%	4.06	91.8%	▽ 3.81	▽ 74.6%	4.08	87.5%
	WebSPIRS [WILS]	3.95	▽ 44.4%	3.80	83.0%	3.91	▽ 22.0%	4.01	79.0%
	World Cat	3.67	26.4%	N/A	N/A	3.88	9.5%	N/A	N/A
<i>Full-text Databases:</i>									
	Britannica Online	4.03	9.6%	N/A	N/A	3.90	11.3%	N/A	N/A
	[CART/CCON]	N/A	N/A	3.86	37.3%	N/A	N/A	3.70	30.3%
	College Source	3.43	1.8%	N/A	N/A	3.40	1.4%	N/A	N/A
	Contemporary Authors	3.86	5.3%	N/A	N/A	3.73	4.3%	N/A	N/A



		1998		1994		1998		1994	
		Graduate Students		Graduate Students		Undergraduates		Undergraduates	
		Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility
<i>Full-text Databases, con't:</i>									
	Infotrack Searchbank	3.71	16.5%	N/A	N/A	3.97	30.9%	N/A	N/A
	Lexis-Nexis	3.55	15.2%	N/A	N/A	3.40	19.4%	N/A	N/A
	Oxford English Dictionary	3.91	14.2%	N/A	N/A	4.00	6.9%	N/A	N/A
	Proquest	3.78	11.7%	N/A	N/A	4.07	20.2%	N/A	N/A
	STAT-USA (National Trade Data Bank)	3.22	2.3%	N/A	N/A	3.17	1.7%	N/A	N/A
<i>D. Facilities</i>									
	Access to email	3.95	77.9%	N/A	N/A	3.82	87.0%	N/A	N/A
	Access to the World Wide Web [GWIS]	4.01	Δ 80.7%	3.88	51.2%	3.95	Δ 87.0%	3.89	35.0%
	Carrel space	3.18	∇ 39.1%	3.08	55.4%	3.52	∇ 38.4%	3.62	73.8%
	CAV Advantage machines [Change machines]	2.87	∇ 50.8%	2.73	71.5%	Δ 3.60	∇ 67.3%	2.76	84.8%
	Computer lab in Clemons [Word processing PCS]	∇ 3.11	32.7%	3.63	35.3%	∇ 3.17	Δ 71.7%	3.62	59.5%
	Computer printers	3.42	Δ 62.9%	3.47	47.9%	∇ 3.14	Δ 72.8%	3.42	55.7%
	Computer workstations	∇ 3.29	54.6%	3.68	50.6%	∇ 3.29	65.0%	3.69	59.2%
	Directional signs	3.47	∇ 41.9%	3.56	77.5%	3.42	∇ 43.6%	3.52	79.0%
	Electronic Classrooms [Alderman only]	3.76	Δ 24.1%	3.90	4.6%	∇ 3.33	Δ 17.3%	3.77	6.4%
	Facilities for individuals to watch videos	3.38	∇ 29.7%	3.47	44.2%	3.36	∇ 54.9%	3.17	80.8%
	Fiche/film readers & printers	3.32	∇ 34.5%	3.21	51.4%	∇ 3.26	∇ 28.9%	3.53	62.7%
	Lighting in libraries	3.35	∇ 71.1%	3.27	90.5%	3.54	∇ 77.2%	3.65	91.3%
	Music listening facilities	3.45	10.7%	N/A	N/A	3.58	23.1%	N/A	N/A
	Projector/light table facilities	3.06	8.9%	N/A	N/A	3.11	8.1%	N/A	N/A
	Photocopiers in libraries	2.77	82.2%	2.72	92.1%	Δ 3.28	∇ 76.3%	2.95	90.4%
	Study space	3.06	∇ 59.1%	3.08	69.8%	3.50	79.8%	3.60	85.4%
	Temperature in libraries	2.99	∇ 78.4%	3.07	91.8%	3.28	81.8%	3.28	91.5%
	Text/Image scanners in the libraries	3.48	14.7%	N/A	N/A	3.44	11.3%	N/A	N/A
	Video classrooms in Clemons	∇ 3.63	∇ 12.2%	4.12	23.4%	∇ 3.74	∇ 29.2%	4.11	49.6%

		1998		1994		1998		1994	
		Graduate Students		Graduate Students		Undergraduates		Undergraduates	
		Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility
<i>E. Electronic Center Services</i>									
	Electronic Text Center	4.09	14.7%	4.07	12.8%	3.84	7.2%	3.89	7.9%
	Digital Image Center	3.93	10.4%	N/A	N/A	3.97	9.8%	N/A	N/A
	Digital Music and Media Center	3.74	4.8%	N/A	N/A	3.83	11.6%	N/A	N/A
	Social Sciences Data Center	3.86	9.1%	N/A	N/A	3.25	3.5%	N/A	N/A
	Special Collections Digital Center	3.84	4.8%	N/A	N/A	3.27	3.2%	N/A	N/A
	Geographic Information Center	3.69	6.6%	N/A	N/A	3.25	3.5%	N/A	N/A
<i>F. Circulation Services</i>									
	Checking out books	4.20	93.7%	4.32	94.0%	4.16	84.4%	4.27	88.0%
	Email notices	4.05	81.7%	N/A	N/A	4.01	64.7%	N/A	N/A
	Fairness of library fines	3.82	∇ 60.9%	3.89	71.3%	3.65	∇ 49.4%	3.74	61.2%
	Finding missing books for you	∇ 3.03	53.0%	3.44	62.0%	∇ 3.10	27.2%	3.35	37.0%
	Loan period (length of loan)	4.19	81.2%	4.08	88.1%	Δ 3.90	∇ 56.6%	3.65	66.8%
	Returning books	∇ 4.05	87.3%	4.31	93.4%	∇ 4.00	∇ 72.8%	4.26	88.0%
<i>G. Information (Reference) Services</i>									
	Answering questions by phone	∇ 3.83	35.0%	4.14	42.4%	∇ 3.56	∇ 16.5%	3.95	28.3%
	Answering questions in person	4.03	80.2%	4.20	82.3%	∇ 3.81	∇ 63.9%	4.02	75.8%
	Answering questions via Web/Email	3.73	34.8%	N/A	N/A	3.76	14.7%	N/A	N/A
	[Help with documents computers]	N/A	N/A	4.02	13.2%	N/A	N/A	3.82	19.8%
	[Help with GIS]	N/A	N/A	3.93	6.4%	N/A	N/A	3.53	11.1%
	Helping with computer resources [Online searches]	3.88	46.7%	4.06	56.3%	∇ 3.68	32.7%	4.01	42.3%
	Helping with government documents & maps	∇ 3.69	22.1%	3.96	24.9%	∇ 3.51	∇ 10.7%	3.89	26.5%
	[Reference help with computers]	N/A	N/A	4.12	52.8%	N/A	N/A	3.91	45.8%
	Requesting new books	3.49	18.3%	3.35	18.8%	3.40	4.3%	3.25	8.2%
	Requesting new journals/magazines	Δ 3.24	16.0%	3.04	15.7%	3.28	5.2%	3.23	9.0%
	Requesting other new media	3.38	8.6%	N/A	N/A	3.71	4.0%	N/A	N/A

		1998 Graduate Students		1994 Graduate Students		1998 Undergraduates		1994 Undergraduates	
		Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility	Satisfaction	Visibility
<i>H. Reserve Services</i>									
	Appropriateness of loan periods	▽ 3.35	67.0%	3.58	70.6%	3.37	▽ 61.3%	3.55	72.3%
	Checking out reserve materials	▽ 3.40	58.9%	4.08	67.1%	▽ 3.49	63.3%	4.16	72.0%
	Electronic reserve	3.63	24.6%	N/A	N/A	3.88	36.7%	N/A	N/A
	Locating reserve materials in Virgo	▽ 3.58	▽ 44.7%	4.09	69.8%	3.92	▽ 55.5%	4.06	73.5%
<i>I. Instruction in the Use of Library Resources and Services</i>									
	First year library instruction (e.g., ENWR, TCC )	▽ 3.48	8.4%	3.91	7.7%	▽ 2.94	44.2%	3.61	42.3%
	General library tours	3.70	15.5%	3.88	21.0%	▽ 3.21	▽ 16.5%	3.87	31.8%
	LIBRA (library newsletter)	3.68	19.8%	3.72	22.5%	▽ 2.92	3.8%	3.77	11.4%
	Library Short Courses	4.08	26.1%	N/A	N/A	3.47	4.9%	N/A	N/A
	Library Web pages	3.75	52.8%	N/A	N/A	3.73	34.4%	N/A	N/A
	Other course-specific library sessions	4.01	22.1%	4.06	19.9%	3.59	17.6%	3.69	22.7%
	Printed guides on how to use library services	▽ 3.69	▽ 26.6%	3.89	41.9%	3.59	▽ 18.2%	3.70	36.4%
	[Self guided ENWR tour]	N/A	N/A	3.92	5.3%	N/A	N/A	3.40	41.1%

**Appendix III**  
**Priorities for Library Spending 1994 & 1998**

<i>Priority</i>	<i>Graduate Students 1998</i>	<i>Graduate Students 1994</i>	<i>Under-graduates 1998</i>	<i>Under-graduates 1994</i>	
Books	70.3%	68.4%	58.1%	52.8%	
Magazines/Journals	48.0%	52.1%	17.3%	24.8%	
Electronic Databases	36.8%	37.5%	25.4%	20.4%	
Extending Library Hours	17.4%	17.0%	29.8%	27.1%	
Electronic texts and Journals	22.6%	22.5%	17.6%	17.5%	
Upgrading and expanding workstations	11.7%	N/A	26.3%	N/A	
In-person assistance	9.6%	7.1%	24.0%	21.0%	
Improving climate control	11.9%	17.4%	13.0%	19.8%	
Interlibrary Loan	17.5%	16.3%	2.6%	3.5%	
Videorecordings and multimedia	4.1%	7.9%	14.5%	25.7%	∇
Physical preservation of materials	5.8%	8.2%	5.8%	11.1%	
Rare books and manuscripts	5.6%	3.1%	5.5%	5.8%	
Online assistance in using the library	1.8%	4.6%	7.8%	7.6%	
Science data in electronic format	5.3%	4.6%	3.8%	8.5%	
Classes and short courses	2.3%	3.8%	6.4%	7.6%	
Music compact disks	2.3%	N/A	4.9%	N/A	
Social Science data in electronic format	3.8%	3.5%	2.9%	6.1%	
Visual images in electronic format	2.0%	4.2%	2.3%	6.1%	
Microforms	2.0%	3.3%	2.0%	7.0%	∇
Printed music	0.3%	N/A	3.2%	N/A	
Music in electronic format	0.5%	0.7%	1.2%	4.4%	
Other	N/A	5.5%	N/A	6.1%	

∇ = significantly down from 1994 for undergraduates.

## APPENDIX IV

### Letter and Survey

This section contains a copy of the letter from the University Librarian and the survey itself which were sent to students in the sample.

Dear University of Virginia Student,

The University Library continually strives to maintain and improve the quality of our library and information services. As part of this effort, we are working to gather more complete and current information on how well our resources, services, facilities, and staff are satisfying the needs of our clientele. One way to gather this information is to develop and distribute student questionnaires. The last survey was distributed in 1994. Since then many changes have occurred in the University Library. We also recognize that information needs change. The information gathered from the survey is used to identify these needs, to make improvements in services, and to prioritize available resources.

You have been randomly selected from the list of University students to participate in a survey on library services. For our results to be representative of the entire student population, it is important that each questionnaire be completed and submitted. We wanted to keep the questionnaire brief, yet allow an opportunity for you to express your views about the services of the library. The survey should take only 15 minutes to complete.

You are being provided below with a user name and survey number. This is so that staff in Management Information Services can delete your name from the list when your questionnaire is returned or submitted.

User name:

Survey number:

Please have this information available when you access the survey Web site at:

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

You can access it from home using your Web browser (Netscape, Internet Explorer, etc.) or use a computer in any University Library or ITC computer. If you would prefer to submit a paper, rather than a Web, questionnaire, please email [lib-mis@virginia.edu](mailto:lib-mis@virginia.edu) with your name and mailing address.

You can be assured of complete confidentiality. Your name will not be placed on the questionnaire or reported to the Library. Results from the survey will be presented in aggregate; no individuals will be identified. However, if you would like your personal views to be better known to us, we have provided space at the end of the survey where you may give us your name if you wish. We welcome any additional comments you may wish to make.

We expect to post the results on the Library's Web site. If you have questions about this survey, you can contact the Library's Management Information Services staff at 924-4451, 924-3240, or by email at [lib-mis@virginia.edu](mailto:lib-mis@virginia.edu). Thanks in advance for your help with this evaluation.

Sincerely,

Karin Wittenborg  
University Librarian

## STUDENT SURVEY ON THE UNIVERSITY LIBRARY

About the Survey: The University of Virginia Library is conducting a survey of University students regarding library and information services. The Library 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 15 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 checking a response to indicate your choice. Some questions may call for several answers; for these, please check all the boxes that apply to you. If you find yourself unable to answer a question, simply skip it and go on to the next one. If you need this survey in another format please email [lib-mis@virginia.edu](mailto:lib-mis@virginia.edu).

Returning the Survey: Please return via University messenger mail, using the envelope provided, by March 30, 1998 to: Management Information Services, 562 Alderman Library, University of Virginia. Messenger mail boxes are available in any departmental office.

Anonymity and Confidentiality: 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.

**I. GENERAL INFORMATION**

Please provide the following demographic information, which we will use only for statistical analysis. This information is strictly confidential.

1. Please indicate your gender.

- 1 Female                       2 Male

2. Which best describes you?

- 1 African-American/Black  
 2 Asian  
 3 Caucasian/White  
 4 Hispanic  
 5 Native American/American Indian  
 6 Other (please specify) \_\_\_\_\_

3. What year are you? Please check one answer.

- 1 1<sup>st</sup> year  
 2 2<sup>nd</sup> year  
 3 3<sup>rd</sup> year  
 4 4<sup>th</sup> year  
 5 5<sup>th</sup> year  
 6 Master's program  
 7 Ph.D. program  
 8 Other (please specify) \_\_\_\_\_

4. Please specify your intended major or major/degree program: \_\_\_\_\_

5. Please specify your school or college:

- 1 Architecture  
 2 Arts and Sciences  
 3 Commerce  
 4 Education  
 5 Engineering

**II. COMPUTER OWNERSHIP AND WEB ACCESS**

6. Do you own a personal computer at UVa?

- Yes  
 No (Please go to Question 8)

7. If yes, do you use your personal computer at UVa to access the Web?
- Yes, via built-in dorm access (Ethernet).
  - Yes, via UVA Dial-in modems.
  - Yes, via ISP provider (e.g., Cornerstone, AOL, Sprint)
  - No, I do not access the Web from my PC.

**III. YOUR USE OF THE LIBRARY COLLECTIONS AND SERVICES**

The purpose of this survey is to evaluate the services provided by the University Library. We operate 10 libraries around grounds (listed below). The libraries of the Law School, Darden School, and Health Sciences Center are *NOT* under the administration of the University Library.

Alderman	Chemistry	Education	Math/Astronomy	Physics
Biology/Psychology	Clemons	Fine Arts	Music	Science/Engineering

8. During this academic year, how **OFTEN** have you used a library or a library service either physically or virtually? Please include *all* library uses, e.g., dialing into VIRGO, telephone queries, browsing the library Web site, interlibrary loan requests, as well as in-person visits to a library building. Please check only one answer.

- Five or more times a week
- Two to four times a week
- About once a week
- Once or twice a month
- Two or three times a semester —————>
- Once a semester or less
- I haven't used the University Library during 1997/1998. —————>

please skip to Question 9

please go on to question 9

9. If you checked either of the last 2 answers in question 6 above, please tell us why you don't use the Library or its services more often: (Please check all that apply)

- 1 Articles/pages are missing from books and magazines
- 2 I am physically disabled, and find the library facilities inadequate  
Please specify which facilities \_\_\_\_\_
- 3 I can't find my way around inside the libraries  
Please specify which libraries \_\_\_\_\_
- 4 I can't find my way around the Library Web site; it's confusing
- 5 I can't get onto Virgo or the Library Website
- 6 I don't feel safe or secure while in the libraries
- 7 The libraries are difficult to understand or use
- 8 The libraries are inconveniently located
- 9 The libraries are not open when I need them
- 10 The libraries are too noisy



- 11 The libraries don't own what I need
- 12 The libraries need more browsing collections of books and magazines
- 13 The library staff is unhelpful
- 14 Library Web resources are not helpful
- 15 My study/research doesn't require library materials or services
- 16 Parking near the libraries is unavailable or inconvenient
- 17 There aren't enough seats in the libraries
- 18 The VIRGO online catalog is difficult to understand or use
- 19 Other, please specify

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10. If you did not use any University Library for the last year, what services could be provided that would meet your needs?

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**IF YOU HAVE NOT ALREADY DONE SO, PLEASE STOP HERE AND MESSENGER MAIL THIS FORM TO:**

**Management Information Services  
562 Alderman Library  
University of Virginia**

**THANK YOU FOR PARTICIPATING!**

**IF YOU USED A LIBRARY MORE THAN TWICE  
DURING THE LAST YEAR, PLEASE CONTINUE.**

11. When you use the libraries do you usually find the information or items you need?

[Please check either 1 or 2]

YES, THEMES - I find the information/items I need most of the time \_\_\_\_\_ →  
 NO - I often don't find what I need \_\_\_\_\_

QUESTION 14

If NO (Please check all that apply)

12. When I don't find what I need, usually:

- 1 I ask/call the Circulation staff to help
- 2 I ask/call the Reference Desk staff to help me
- 3 I browse through the stacks until I find another title
- 4 I email the library for assistance
- 5 I get a friend or fellow student to help me
- 6 I give up and leave
- 7 I go to another library
- 8 I look for a library guide or brochure
- 9 I place a SEARCH request
- 10 I talk to a Subject Librarian about finding the item
- 11 I try Carl Uncover
- 12 I try Interlibrary Loan/Document Delivery
- 13 I use the Internet to locate what I need
- 14 I use what I have and hope it is enough to complete my work
- 15 If the item is checked out, I place a RECALL on it
- 16 Other, please specify \_\_\_\_\_

13. If you DON'T normally ask the library staff for help, please indicate the reasons: (Please check all that apply)

- 1 I am too embarrassed/uncomfortable to ask for help
- 2 I could not find staff on duty when I needed help
- 3 I do not believe the library staff have the knowledge to help me
- 4 I do not know how to email the library
- 5 I do not know what number(s) to call for assistance
- 6 I do not know whom or where to ask for help
- 7 I have been unhappy with the service I received when I did ask for help
- 8 I think the staff looks too busy to be interrupted
- 9 Other students give me the help I need
- 10 Other, please specify \_\_\_\_\_

14. Which of the following libraries have you physically visited once or more in the current academic year?

- |   |  |
|---|--|
| <input type="checkbox"/> 1 Alderman             | <input type="checkbox"/> 6 Fine Arts   |
| <input type="checkbox"/> a Government Documents | <input type="checkbox"/> 7 Math/Astronomy                                    |
| <input type="checkbox"/> b Special Collections  | <input type="checkbox"/> 8 Music   |
| <input type="checkbox"/> 2 Biology/Psychology   | <input type="checkbox"/> 9 Physics   |
| <input type="checkbox"/> 3 Chemistry            | <input type="checkbox"/> 10 Science/Engineering                              |
| <input type="checkbox"/> 4 Clemons              | <input type="checkbox"/> 11 I have not physically visited any libraries this |
| <input type="checkbox"/> 5 Education            | year.  |

15. If you have physically visited a library this year, which *one* of these libraries do you use MOST OFTEN? Please check only one answer:

- |  |  |
|--|--|
| <input type="radio"/> 1 Alderman (including Special Collections<br>and Government Documents) | <input type="radio"/> 6 Fine Arts            |
| <input type="radio"/> 2 Biology/Psychology   | <input type="radio"/> 7 Math/Astronomy       |
| <input type="radio"/> 3 Chemistry  | <input type="radio"/> 8 Music                |
| <input type="radio"/> 4 Clemons  | <input type="radio"/> 9 Physics              |
| <input type="radio"/> 5 Education  | <input type="radio"/> 10 Science/Engineering |

16. When do you use a library as a place to *study*? Please check all that apply.

- | Weekdays                                 | Saturday                            | Sunday                                    |
|--|-------------------------------------|---|
| <input type="checkbox"/> 1 8am-noon      | <input type="checkbox"/> 6 9am-11am | <input type="checkbox"/> 10 11am-6pm      |
| <input type="checkbox"/> 2 noon-6pm      | <input type="checkbox"/> 7 11am-1pm | <input type="checkbox"/> 11 6pm-10pm      |
| <input type="checkbox"/> 3 6pm-10pm      | <input type="checkbox"/> 8 1pm-6pm  | <input type="checkbox"/> 12 10pm-midnight |
| <input type="checkbox"/> 4 10pm-midnight | <input type="checkbox"/> 9 6pm-10pm | <input type="checkbox"/> 13 midnight-2am  |
| <input type="checkbox"/> 5 midnight-2am  |                                     |   |

17. When are you most likely to use a library to seek help with your *research questions*? Please check all that apply.

- | Weekdays                                 | Saturday                            | Sunday                                    |
|--|-------------------------------------|---|
| <input type="checkbox"/> 1 8am-noon      | <input type="checkbox"/> 6 9am-11am | <input type="checkbox"/> 10 11am-6pm      |
| <input type="checkbox"/> 2 noon-6pm      | <input type="checkbox"/> 7 11am-1pm | <input type="checkbox"/> 11 6pm-10pm      |
| <input type="checkbox"/> 3 6pm-10pm      | <input type="checkbox"/> 8 1pm-6pm  | <input type="checkbox"/> 12 10pm-midnight |
| <input type="checkbox"/> 4 10pm-midnight | <input type="checkbox"/> 9 6pm-10pm | <input type="checkbox"/> 13 midnight-2am  |
| <input type="checkbox"/> 5 midnight-2am  |                                     |   |

18. How many hours do you typically spend in the library per week? Please check only one.

- |  |                                       |
|--|---------------------------------------|
| <input type="radio"/> 1 Fewer than 2 hours | <input type="radio"/> 4 11 - 15 hours |
| <input type="radio"/> 2 2 - 5 hours        | <input type="radio"/> 5 16 - 20 hours |
| <input type="radio"/> 3 6 - 10 hours       | <input type="radio"/> 6 more than 20  |

19. Did you take advantage of extended library hours during exam time last December?

- 1 Yes                       2 No                       3 Have not heard of extended hours

20. Have you been unable to use any library or electronic center during this academic year because it was not open or it was closing?

- Yes                       No

21. If yes, please check which libraries or electronic centers you couldn't use, and indicate the approximate number of times you did not have access to them because they were not open or you had to leave because they were closing.

- |  |   |
|--|---|
| <input type="checkbox"/> 1 Alderman _____ times                          | <input type="checkbox"/> 10 Fine Arts _____ times                             |
| <input type="checkbox"/> 2 Alderman-Special<br>Collections _____ times   | <input type="checkbox"/> 11 Geographic<br>Information Center _____ times      |
| <input type="checkbox"/> 3 Biology/Psychology _____ times                | <input type="checkbox"/> 12 Math/Astronomy _____ times                        |
| <input type="checkbox"/> 4 Chemistry _____ times                         | <input type="checkbox"/> 13 Music _____ times                                 |
| <input type="checkbox"/> 5 Clemons _____ times                           | <input type="checkbox"/> 14 Physics _____ times                               |
| <input type="checkbox"/> 6 Digital Image Center _____ times              | <input type="checkbox"/> 15 Science/Engineering _____ times                   |
| <input type="checkbox"/> 7 Digital Music and<br>Media Center _____ times | <input type="checkbox"/> 16 Social Sciences Data<br>Center _____ times        |
| <input type="checkbox"/> 8 Education _____ times                         | <input type="checkbox"/> 17 Special Collections<br>Digital Center _____ times |
| <input type="checkbox"/> 9 Electronic Text Center _____ times            |   |

22. Which of the following would help you to learn about how to find information in the library? Check all that apply.

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Assistance in the dorm                      | <input type="checkbox"/> 6 Interactive, hands-on experience              |
| <input type="checkbox"/> 2 Availability of more one-on-one instruction | <input type="checkbox"/> 7 Library instruction incorporated into a class |
| <input type="checkbox"/> 3 Classes related to your subject             | <input type="checkbox"/> 8 Library peer mentors                          |
| <input type="checkbox"/> 4 Graded assignments for classes              | <input type="checkbox"/> 9 Required course                               |
| <input type="checkbox"/> 5 In-depth library tours                      | <input type="checkbox"/> 10 Smaller library instruction classes          |

#### IV. YOUR SATISFACTION WITH LIBRARY RESOURCES, FACILITIES AND SERVICES

23. For each of the following library resources, facilities and services, please circle the appropriate number indicating how your degree of satisfaction with it *at the present time*. If you have not heard of a service or don't use it, circle X.

	Not Satisfied			Very Satisfied		Never Heard of/ Don't Use
<i>A. Library Materials</i>						
Audio recordings	1	2	3	4	5	X
Books	1	2	3	4	5	X
Government Documents	1	2	3	4	5	X
Magazines/Journals	1	2	3	4	5	X
Maps	1	2	3	4	5	X
Microforms (fiche, film)	1	2	3	4	5	X
Newspapers	1	2	3	4	5	X
Non-English language materials	1	2	3	4	5	X
Physical condition of materials	1	2	3	4	5	X
Printed music	1	2	3	4	5	X
Reference books	1	2	3	4	5	X
Slides	1	2	3	4	5	X
Special Collections (Rare Books & Manuscripts)	1	2	3	4	5	X
Video recordings	1	2	3	4	5	X
<i>B. Self-Service Functions in VIRGO</i>						
Change PIN number	1	2	3	4	5	X
Dial-in access	1	2	3	4	5	X
Display list of books charged to you	1	2	3	4	5	X
Online help	1	2	3	4	5	X
Recall book checked out to someone else	1	2	3	4	5	X
Renew your books	1	2	3	4	5	X
Request book that is in-process or on-order	1	2	3	4	5	X
Request item through Interlibrary Loan	1	2	3	4	5	X
Request retrieval of item from Ivy Stacks	1	2	3	4	5	X

	Not Satisfied			Very Satisfied		Never Heard of/ Don't Use
<i>C. Electronic Resources</i>						
<u>Indexes/Abstracts/Catalog:</u>						
Books in Print	1	2	3	4	5	X
Cambridge Scientific Abstracts	1	2	3	4	5	X
CARL Uncover	1	2	3	4	5	X
CD-ROM Network	1	2	3	4	5	X
Compendex	1	2	3	4	5	X
OVID	1	2	3	4	5	X
Virgo Library catalog	1	2	3	4	5	X
WebSPIRS	1	2	3	4	5	X
World Cat	1	2	3	4	5	X
 <u>Full text Databases:</u>						
Britannica Online	1	2	3	4	5	X
College Source	1	2	3	4	5	X
Contemporary Authors	1	2	3	4	5	X
Infotrac Searchbank	1	2	3	4	5	X
Lexis-Nexis	1	2	3	4	5	X
Oxford English Dictionary	1	2	3	4	5	X
Proquest	1	2	3	4	5	X
STAT-USA (National Trade Data Bank)	1	2	3	4	5	X
 <i>D. Facilities</i>						
Access to email	1	2	3	4	5	X
Access to the World Wide Web	1	2	3	4	5	X
Carrel space	1	2	3	4	5	X
CAV Advantage machines	1	2	3	4	5	X
Computer lab in Clemons	1	2	3	4	5	X
Computer printers	1	2	3	4	5	X
Computer workstations	1	2	3	4	5	X
Directional signs	1	2	3	4	5	X
Electronic Classrooms	1	2	3	4	5	X
Facilities for individuals to watch videos	1	2	3	4	5	X
Fiche/film readers & printers	1	2	3	4	5	X
Lighting in libraries	1	2	3	4	5	X
Music listening facilities	1	2	3	4	5	X
Photocopiers in libraries	1	2	3	4	5	X
Projector/light table facilities	1	2	3	4	5	X
Study space	1	2	3	4	5	X
Temperature in libraries	1	2	3	4	5	X
Text/Image scanners in the libraries	1	2	3	4	5	X
Video classrooms in Clemons	1	2	3	4	5	X

	Not Satisfied			Very Satisfied		Never Heard of/ Don't use
<i>E. Electronic Center Services</i>						
Digital Image Center	1	2	3	4	5	X
Digital Music and Media Center	1	2	3	4	5	X
Electronic Text Center	1	2	3	4	5	X
Geographic Information Center	1	2	3	4	5	X
Social Sciences Data Center	1	2	3	4	5	X
Special Collections Digital Center	1	2	3	4	5	X
<i>F. Circulation Services</i>						
Checking out books	1	2	3	4	5	X
Email notices	1	2	3	4	5	X
Fairness of library fines	1	2	3	4	5	X
Finding missing books for you	1	2	3	4	5	X
Loan period (length of loan)	1	2	3	4	5	X
Returning books	1	2	3	4	5	X
<i>G. Information (Reference) Services</i>						
Answering questions by phone	1	2	3	4	5	X
Answering questions in person	1	2	3	4	5	X
Answering questions via Web/Email	1	2	3	4	5	X
Helping with computer resources	1	2	3	4	5	X
Helping with government documents and maps	1	2	3	4	5	X
Requesting new books for the collection	1	2	3	4	5	X
Requesting new journals/magazines for the collection	1	2	3	4	5	X
Requesting other new media (CD-ROMs, computer files, videos) for the collection	1	2	3	4	5	X
<i>H. Reserve services</i>						
Appropriateness of loan periods (e.g. 2 hours, 2 days)	1	2	3	4	5	X
Checking out reserve materials	1	2	3	4	5	X
Electronic reserve	1	2	3	4	5	X
Locating reserve materials in Virgo	1	2	3	4	5	X
<i>I. Instruction in the Use of Library Resources and Services</i>						
First year library instruction (e.g., ENWR 101, TCC 101)	1	2	3	4	5	X
Other course specific library sessions given by library staff	1	2	3	4	5	X
General library tours	1	2	3	4	5	X
LIBRA (library newsletter)	1	2	3	4	5	X
Library Short Courses	1	2	3	4	5	X
Library Web pages	1	2	3	4	5	X
Printed guides on how to use library	1	2	3	4	5	X



**V. YOUR NEEDS AND PRIORITIES**

24. In your opinion, what is the greatest strength of the University Library?

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25. In your opinion, what is the ONE thing the library could do that would most improve its services?

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26. Please check your three highest priorities for library spending: [Please check no more than three boxes]

- 1 Books
- 2 Classes and short courses in the use of library resources
- 3 Electronic database services (e.g., WebSPIRS, Infotrac, OVID, etc.)
- 4 Electronic texts and online journals (e.g., JSTOR, Academic Press, Project Muse, etc.)
- 5 Extending library hours
- 6 Improving climate control and other physical facilities
- 7 In-person assistance in using the library
- 8 Interlibrary loan
- 9 Magazines/Journals
- 10 Microforms (fiche, film)
- 11 Music compact disks
- 12 Music in electronic and interactive formats
- 13 Online assistance in using the library
- 14 Physical preservation of materials
- 15 Printed music
- 16 Rare books and manuscripts
- 17 Social science data in electronic format (e.g., census data)
- 18 Science data in electronic format (e.g., geographical information, molecular structures)
- 19 Upgrading and expanding computer workstations
- 20 Video recordings and multimedia
- 21 Visual images in electronic format (e.g., art, architecture)
- 22 Other, please specify: \_\_\_\_\_

## VI. YOUR OVERALL SATISFACTION

27. Please rate your OVERALL SATISFACTION with the library

Not at all  
Satisfied

Very  
Satisfied

No  
Opinion

1

2

3

4

5

X

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.

YES, I would be willing to help the Library further by participating in small group discussions to be held at a future date:

NAME (Please print): \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

ELECTRONIC MAIL ADDRESS: \_\_\_\_\_

AREA(S) OF SPECIAL INTEREST: \_\_\_\_\_

\_\_\_\_\_

**THANK YOU** for taking the time to answer these questions about the University Library and its services!  
Please mail this survey back immediately.