

Surveying Our Users

The 2008-2010 User Surveys on the University of Virginia Library



Management Information Services

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2008/10 User Survey Highlights

Each spring from 2008 through 2010, the Library emailed a sample of our University users asking them to fill out a Web survey. This survey covered a broad range of library services, facilities, and resources. It helped the Library identify areas where we need to provide additional services and where we might need to change services we already have. Below are highlights from the University Library User Survey responses.

NB: For items that are rated, we used a 1-5 scale, 5 being the highest. Ratings greater than 4.0 are considered to be positive.

1. The survey was sent each year to a randomly selected sample of 750 undergraduates, 500 graduate students, and one third of the teaching faculty in the schools of Arts & Sciences, Architecture, Commerce, Education, and Engineering. Response rates were 34% for undergraduates, 45% for graduate students, and 42% for faculty. [p. 16]
2. Users continued to give good overall satisfaction ratings for the Library. Undergraduates rated their primary libraries at 4.20 and the system as a whole at 4.15. Graduates rated primary libraries at 4.26 and the system at 4.17. Faculty were a bit more generous, rating their primary libraries at 4.31 and the system at 4.26. [p. 32]
3. Customer service also continues to be highly rated by all user groups. Undergraduates rated the three combined measures of competence, courtesy, and speed at 4.28, graduates at 4.45, and faculty at 4.63. [p. 31]
4. Overall satisfaction ratings for the Library system among undergraduates are the highest since the Library began surveying them in 1994; they have ranged from a low of 3.90 in 1998 to this high of 4.15. For graduate students, the ratings began at 3.96 in 1993 and peaked at 4.17 in 2008/10 combined surveys. The low point for faculty was 4.09 in 1993, peaking at 4.41 in 2000 [p. 31].
5. Sixty-nine percent of undergraduates report physically visiting a library at least once a week, followed by 41% of graduate students and 26% of faculty. Connecting to online library resources from on Grounds shows the reverse pattern: 73% of faculty, 54% of graduate students, and 32% of undergraduates connect at least once a week. [p. 18]
6. Faculty and graduate students continue to choose Alderman as their primary library by 39% and 27% respectively. Undergraduates, while continuing to choose Clemons first (34%), are still using Alderman (27%) and Brown SEL (24%) as well. [p. 20]
7. The highest satisfaction ratings for services and resources rated most important (4.25+) were:
 - Undergraduates: physical collections (4.15)
 - Graduates: circulation and reserve services, and interlibrary loan, both at 4.26
 - Faculty: ILL/LEO (4.56) and circulation and reserve services (4.50). [p.25]
8. The lowest satisfaction ratings for services and resources rated most important (4.25+) were:
 - Undergraduates: online catalog (3.60)
 - Graduates: online catalog (3.43)
 - Faculty: online catalog (3.53). [p. 25]

Analysis by Patron Status

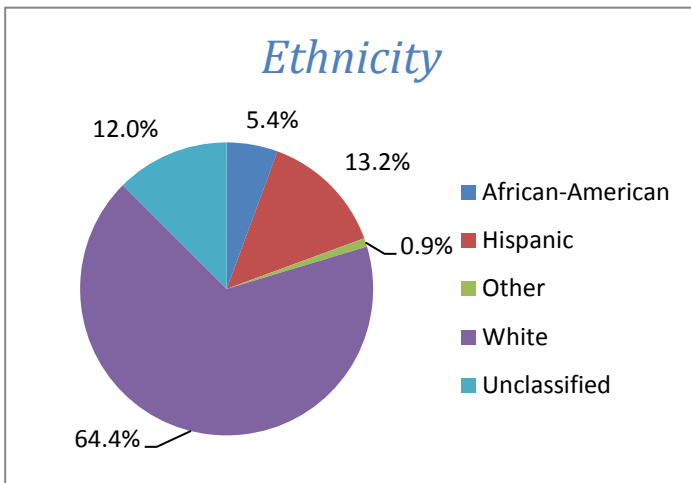
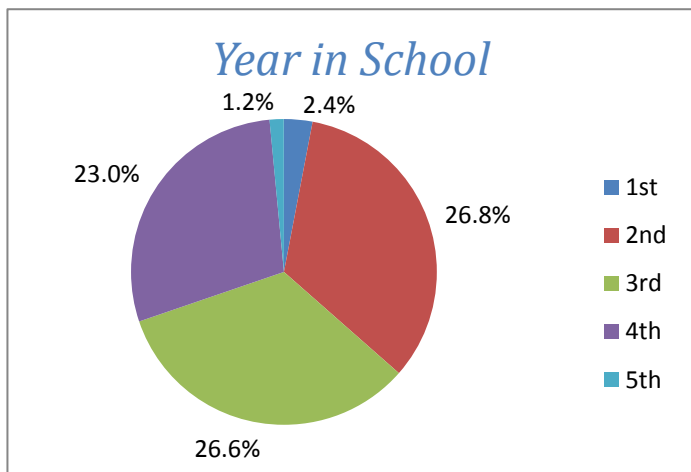
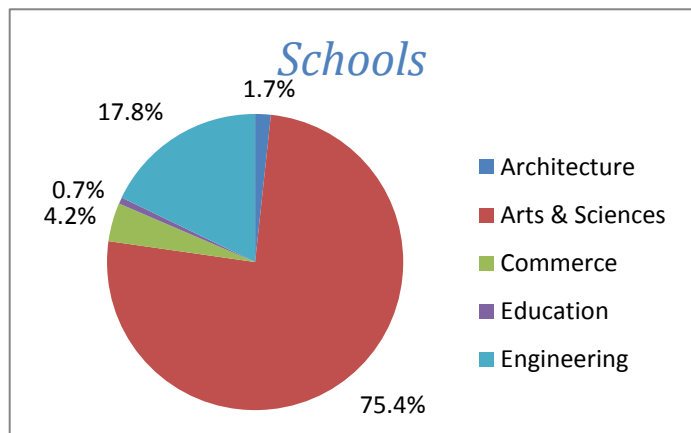
Undergraduates

The typical undergraduate respondent is white (64%), female (59%), and in her 2nd or 3rd year (53%) in the College of Arts and Sciences (75%). She visits a library in person at least once a week (69%) and accesses the online resources at least monthly, primarily from on Grounds (71% at least monthly) along with occasional off Grounds use (71% at least once a semester). She almost never (75%) uses the Library's remote services. She identifies with a primary library, typically Clemons (34%), Alderman (27%) or Brown SEL (24%).

She is satisfied with the library system as a whole (4.15). She believes the staff is courteous (4.31), competent/knowledgeable (4.24), and speedy (4.28), but less so than her faculty and graduate student counterparts.

Of the nine library services/resources she identifies as most important to her(4.00+), she experiences lower levels of satisfaction with all but one of them; equipment (3.73), online resources (3.84), library spaces (3.75), online catalog (3.60), library websites (3.74), physical collections (4.15), circulation (4.13), and facilities (3.85). She is more satisfied with information services (4.10) but it is slightly less important to her (4.02).

Overall, she rates satisfaction with off-Grounds access to the library's online resources at 3.44 but assigns importance at 4.50. In reality, she is only somewhat aware of the service (41%).



Demographics

Response		
Sample	Respondents	Rate
2,250	764	34.00%

Gender	
Females	Males
58.50%	41.50%

Frequency/Mode of Use

	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	69.30%	22.30%	7.90%	0.50%
Accessed online resources on Grounds	31.70%	39.00%	21.90%	7.40%
Accessed online resources off Grounds	17.60%	27.40%	25.50%	29.50%
Used remote services	1.60%	5.80%	17.30%	75.30%

Satisfaction & Importance

	Satisfaction	Importance	Visibility
Overall Satisfaction			
Satisfaction with library system	4.15		
Customer Service			
Competence	4.24	4.47	
Courtesy	4.31	4.4	
Speed	4.28	4.43	
Composite	4.28	4.43	
Services & Resources			
Library spaces ¹	3.75	4.57	92.30%
Equipment	3.73	4.55	91.80%
Online catalog ¹	3.6	4.52	83.20%
Online resources	3.84	4.44	77.40%
Facilities	3.85	4.44	95.50%
Physical collections	4.15	4.33	80.50%
Library websites	3.74	4.3	86.40%
Circulation and reserve services	4.13	4.25	78.30%
Information services/reference	4.1	4.02	64.70%
Creation and use of digital content	3.85	3.81	44.50%
Scanning by request ¹	3.66	3.69	28.70%
Interlibrary Loan & Document Delivery	3.88	3.6	32.70%
Instruction	3.76	3.43	49.60%
Public Programming ¹	3.71	3.13	35.70%
Services & Resources (Focus)			
Off Grounds access to the Library's online resources ²	3.44	4.5	
The Library's support for your research ²	3.96	4.43	

¹ Data not available for 2008.

² Data not available for 2010.

Analysis by Patron Status

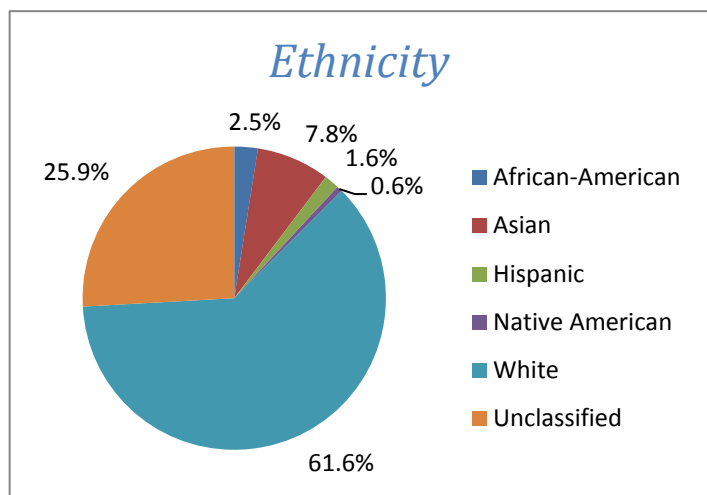
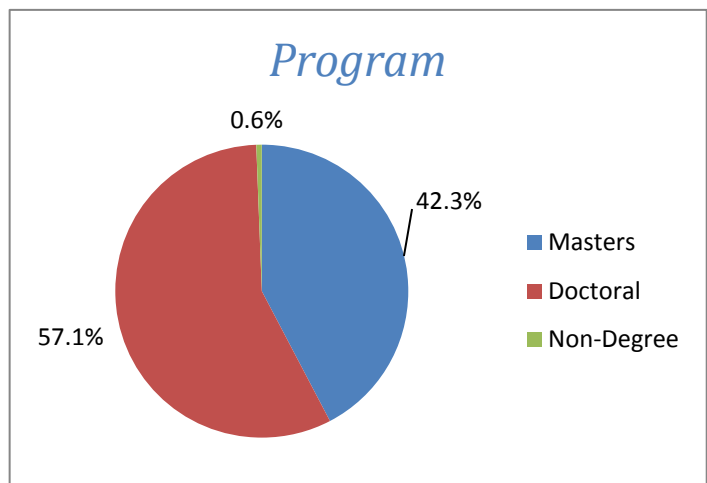
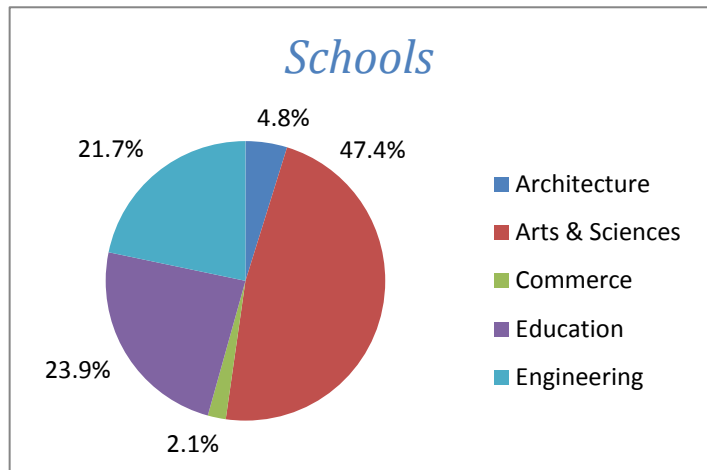
Graduate Students

The typical graduate respondent is a white (62%), female (52%), doctoral (57%) student in the Graduate School of Arts and Sciences (48%). She visits a library in person at least once a month (69%) and accesses online resources from on Grounds (54%) and off Grounds (50%) weekly. She occasionally (63% at least once a semester) uses the Library's remote services, and strongly identifies with a primary library: Alderman (27%) or Brown SEL (20%). Thirteen percent mostly use the library online.

She is satisfied with the library system as a whole (4.17). She believes the staff is courteous (4.52), competent/knowledgeable (4.47) and speedy (4.42), but less so than her faculty counterparts.

Of the nine library services/resources she rates as most important to her (4.00+) all but one have a lower satisfaction rate: information services, instruction, and public programming all have higher satisfaction than importance. The highest importance services (4.50+) have some of the lowest satisfaction ratings: online resources (3.77), online catalog (3.43), and library websites (3.61). Information services has a higher satisfaction than importance rating.

Overall, she rates satisfaction with off-Grounds access to the library's online resources at 3.85 but assigns importance at 4.66. She is generally aware of the service (58%).



Demographics

Response		
Sample	Respondents	Rate
1,488	669	45.00%

Gender	
Females	Males
51.90%	47.80%

Frequency/Mode of Use

	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	41.40%	27.10%	25.60%	6.00%
Accessed online resources on Grounds	53.50%	25.40%	14.30%	6.90%
Accessed online resources off Grounds	49.90%	21.90%	14.40%	13.80%
Used remote services	8.40%	20.50%	33.70%	37.30%

Satisfaction & Importance

	Satisfaction	Importance	Visibility
Overall Satisfaction			
Satisfaction with library system	4.17		
Customer Service			
Competence	4.41	4.59	
Courtesy	4.52	4.45	
Speed	4.42	4.48	
Composite	4.45	4.51	
Services & Resources			
Online catalog ¹	3.43	4.75	93.10%
Online resources	3.77	4.75	92.50%
Library websites	3.61	4.58	93.60%
Circulation and reserve services	4.26	4.51	88.30%
Interlibrary Loan & Document Delivery	4.26	4.41	68.50%
Physical collections	4.13	4.39	87.70%
Equipment	3.55	4.24	80.70%
Information services/reference	4.26	4.2	77.90%
Library spaces ¹	3.53	4.12	80.80%
Facilities	3.58	3.96	89.10%
Creation and use of digital content	3.83	3.91	47.40%
Scanning by request ¹	3.79	3.82	30.30%
Instruction	4.03	3.54	49.80%
Public Programming ¹	3.79	3.02	40.00%
Services & Resources (Focus)			
Off Grounds access to the Library's online resources ²	3.85	4.66	
The Library's support for your research ²	4.08	4.61	

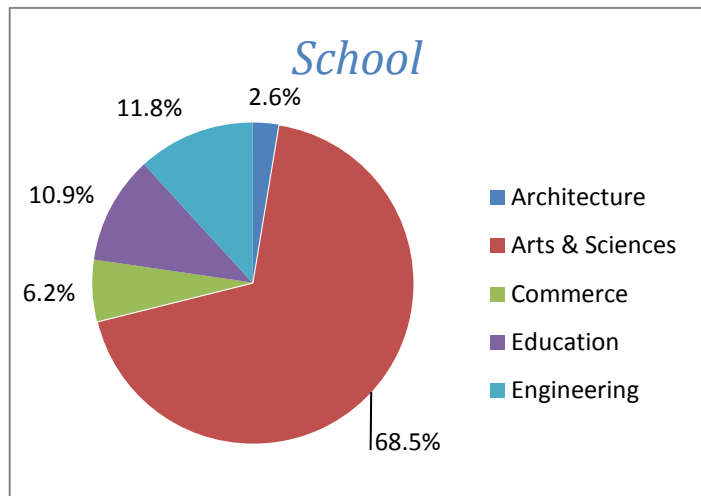
¹ Data not available for 2008.

² Data not available for 2010.

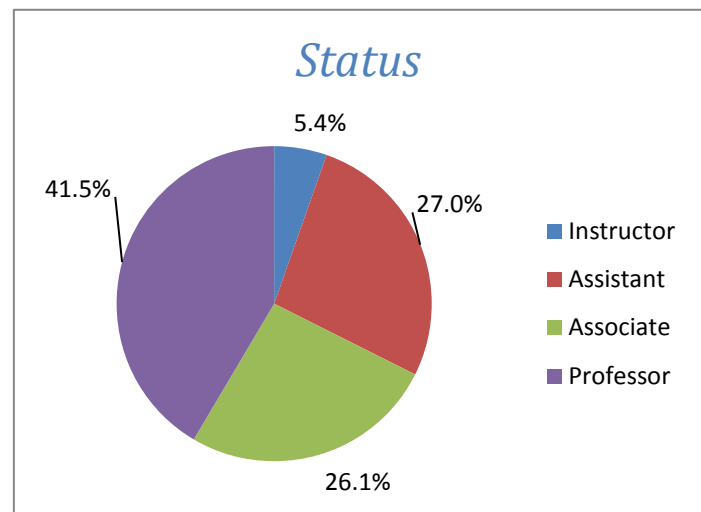
Analysis by Patron Status

Faculty

The typical faculty respondent is white (83%), male (62%), and is a full professor (42%) in the College of Arts and Sciences (75%). He visits a library in person at least once a month (62%) and accesses the online resources from both on Grounds (73%) and off Grounds (59%) at least once a week. He also uses the Library's remote services (57%) at least once a month. While being an avid user of online and remote resources, he still identifies with a primary library, often Alderman (39%), but online is his second choice (19%).

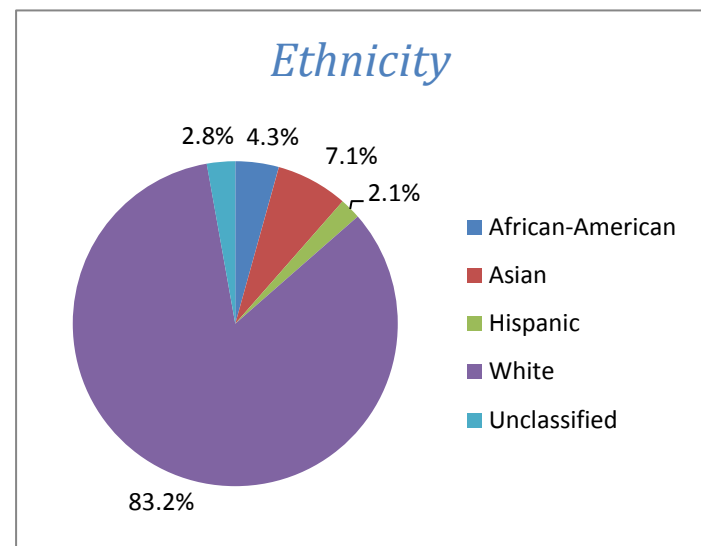


He is very satisfied with the library system as a whole (4.26). He believes the staff is courteous (4.72) competent/knowledgeable (4.57), and speedy (4.59).



Of the seven services and resources important to him (4.00+), he has low levels of satisfaction with the Library's online catalog (3.53), online resources (3.81), and library websites (3.61). Services with both high satisfaction and high importance are ILL, circulation, information services, and physical collections.

Overall, he rates satisfaction with off-Grounds access to the library's online resources at 3.80 but assigns importance at 4.70. Since he is using online resources more from home or office he is very aware of the service (60%).



Demographics

Response		
Sample	Respondents	Rate
1,013	422	41.70%

Gender	
Females	Males
37.90%	62.10%

Frequency/Mode of Use

	At least once a week	At least once a month	At least once a semester	Never
Physically visited a library	26.20%	36.10%	30.80%	7.00%
Accessed online resources on Grounds	72.50%	19.10%	5.80%	2.70%
Accessed online resources off Grounds	58.80%	21.40%	10.60%	9.20%
Used remote services	28.10%	30.50%	30.30%	11.10%

Satisfaction & Importance

	Satisfaction	Importance	Visibility
Overall Satisfaction			
Satisfaction with library system	4.26		
Customer Service			
Competence	4.57	4.74	
Courtesy	4.72	4.5	
Speed	4.59	4.61	
Composite	4.63	4.62	
Services & Resources			
Online catalog ¹	3.53	4.8	94.80%
Online resources	3.81	4.76	89.60%
Interlibrary Loan & Document Delivery	4.56	4.65	84.80%
Circulation and reserve services	4.5	4.55	90.50%
Library websites	3.61	4.53	91.90%
Physical collections	4.02	4.37	86.30%
Information services/reference	4.4	4.2	80.30%
Scanning by request ¹	4.19	3.99	50.30%
Creation and use of digital content	3.9	3.82	49.30%
Instruction	4.3	3.67	44.30%
Equipment	3.6	3.54	50.90%
Library spaces ¹	3.63	3.48	51.70%
Facilities	3.75	3.43	73.50%
Public Programming ¹	3.92	2.87	36.10%
Services & Resources (Focus)			
Off Grounds access to the Library's online resources ²	3.8	4.7	
The Library's support for your research ²	4.14	4.68	

¹ Data not available for 2008.

² Data not available for 2010.

2008/10 Data: User Satisfaction Surveys

Satisfaction with and Visibility of Library Services

The accompanying chart deals with the questions from the 2008 through 2010 user surveys on the various services and facilities the library offers.

The responses are analyzed in terms of satisfaction (rated on a 1-5 scale) and visibility, which is the percent of respondents who answered that particular question.

There are four quadrants:

high satisfaction/high visibility

high satisfaction/low visibility

low satisfaction/high visibility

low satisfaction/low visibility

These can be sliced these many ways: 3.8 satisfaction/50% visibility, 4.0 satisfaction/50% visibility, etc. High criteria were chosen (4.0 satisfaction and 75% visibility) because that iteration also had the best balance among the quadrants. There are some items that are on the cusp and belong to a quadrant because of rounding. Some can be very close to a different quadrant depending on what the cut-off is.

All of the items in high/high and low/high are also high in the importance rating, 4.0 and above on a 1-5 scale, except for equipment for faculty. No items in the other quadrants garnered high importance.

2008/10 Data: User Satisfaction Surveys

Satisfaction with and Visibility of Library Services

Hi = 4.0 and above satisfaction on 1-5 scale and above 75% visibility

Imp = Importance is 4.0 and above on 1-5 scale.

UGRADS	GRADS	FACULTY
<p><u>HiSatis/HiVis</u></p> <p>Circ/reserve (4.1/78.3%) Imp</p> <p>Physical colls (4.2/80.5%) Imp</p>	<p>Circ/reserve (4.3/88.3%) Imp</p> <p>Info/ref (4.3/77.9%) Imp</p> <p>Physical colls (4.1/87.7%) Imp</p>	<p>Circ/reserve (4.5/90.5%) Imp</p> <p>Info/ref (4.4/80.3%) Imp</p> <p>Physical colls (4.0/86.3%) Imp</p> <p>ILL/DocDel (4.6/84.8%) Imp</p>
<p><u>HiSatis/LoVis</u></p> <p>Info/ref (4.1/64.7%)</p>	<p>ILL/DocDel (4.3/68.5%)</p> <p>Instruction (4.0/49.8%)</p>	<p>Scanning requests (4.2/50.3%)</p> <p>Instruction (4.3/44.3%)</p>
<p><u>LoSatis/HiVis</u></p> <p>Equipment (3.7/91.8%) Imp</p> <p>Lib website (3.7/86.4%) Imp</p> <p>Online catalog (3.0/83.2%) Imp</p> <p>Online resources (3.8/77.4%) Imp</p> <p>Facilities (3.9/95.5%) Imp</p> <p>Lib spaces (3.8/92.3%) Imp</p>	<p>Equipment (3.6/80.7%) Imp</p> <p>Lib website (3.6/93.6%) Imp</p> <p>Online catalog (3.4/93.1%) Imp</p> <p>Online resources (3.8/92.5%) Imp</p> <p>Facilities (3.6/89.1%) Imp</p> <p>Lib spaces (3.5/80.8%) Imp</p>	<p>Equipment (3.6/50.9%)</p> <p>Lib website (3.6/91.9%) Imp</p> <p>Online catalog (3.5/94.8%) Imp</p> <p>Online resources (3.8/89.6%) Imp</p>
<p><u>LoSatis/LoVis</u></p> <p>Creating digital content (3.9/44.5%)</p> <p>Instruction (3.8/49.6%)</p> <p>Ill/DocDel (3.9/32.7%)</p> <p>Public programming (3.7/35.7%)</p> <p>Scanning requests (3.7/28.7%)</p>	<p>Creating digital content (3.8/47.4%)</p> <p>Public programming (3.8/40.0%)</p> <p>Scanning requests (3.8/30.3%)</p>	<p>Creating digital content (3.9/49.3%)</p> <p>Facilities (3.8/73.5%)</p> <p>Lib spaces (3.6/51.7%)</p> <p>Public programming (3.9/36.1%)</p>

2008/10 Data: User Satisfaction Surveys

Satisfaction with and Visibility of Library Services

Service Questions from Surveys

For each of the following resources, facilities, or services that the Library provides, please choose the appropriate number indicating your degree of satisfaction with it, and its importance to you.

Respondents rated both satisfaction and importance on a 1-5 scale with 5 being most satisfied or most important.

Circulation and reserve services (*finding, borrowing, renewing, recalling, returning, and reshelving books, videos, reserve items, laptops, cameras, etc.; putting items on reserve; requesting items from Ivy Stacks, items that are on order, etc.*)

Creation and use of digital content (*assistance with the creation, manipulation, analysis, display, or use of digital content in a variety of media*)

Equipment (*printers, computer workstations, power outlets, photocopiers, microform readers, etc.*)

Facilities (*coffee shops, signage, climate control, lighting, seating, etc.*)

Information services/reference (*answering questions by phone, email, in person at a library desk, through instant messenger; assistance with using resources; printed guides, etc.*)

Instruction (*classes or tutorials on the use of library resources and services, library tours, etc.*)

Interlibrary Loan & Document Delivery (*acquiring items from other libraries; document delivery, e.g., LEO*)

Library spaces (*group study and collaborative spaces, individual study spaces, classrooms, etc.*)

Library websites (*home pages, subject guides, online forms, etc.*)

Online catalog (*ease of finding items in VIRGO & Virgo Beta*)

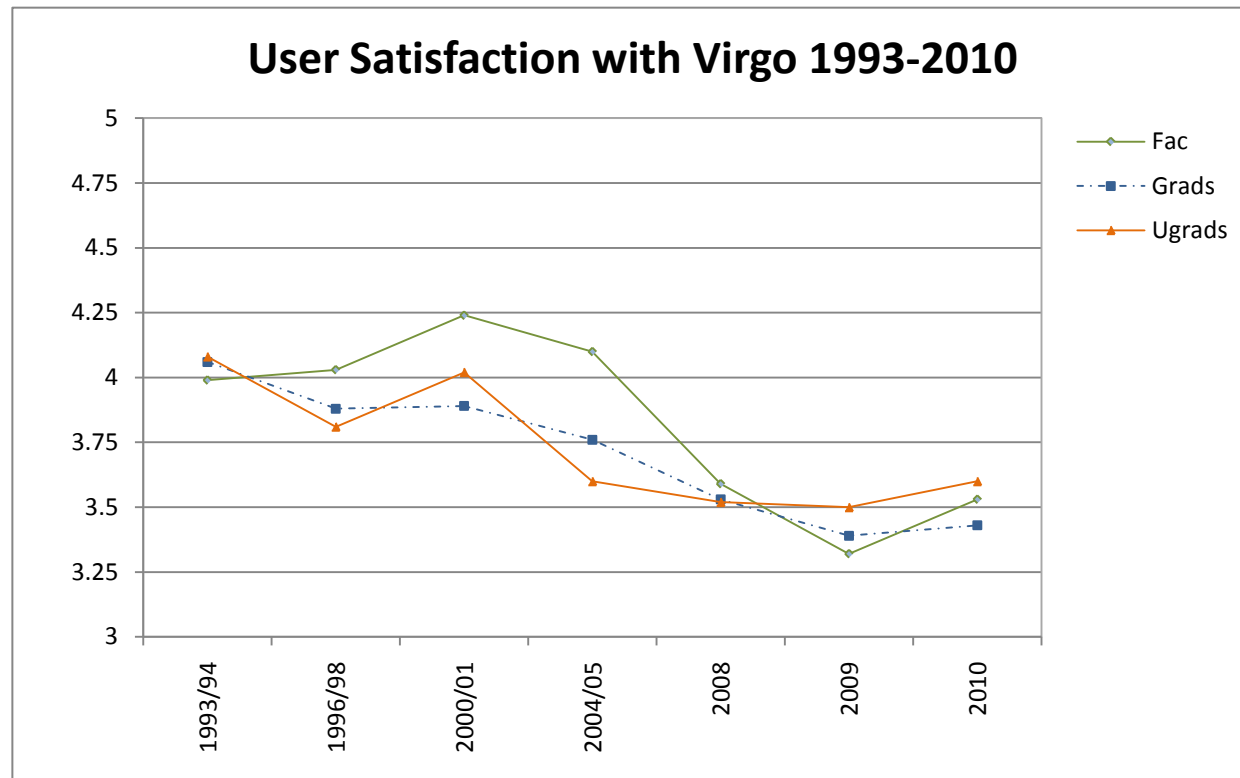
Online resources (*quality and ease of use of electronic journals, books, maps, datasets, reference resources; digital images, video, and music, etc.*)

Physical collections (*quality and condition of books, journals, microforms, DVDs, newspapers, etc.*)

Public programming (*speakers, seminars, exhibits, discussions, events sponsored by the Library*)

Scanning by request (*scanning of books, maps, images, etc. for you*)

2008/10 Data: User Satisfaction Surveys Satisfaction with and Visibility of Virgo



Sirsi was implemented in 1996--AFTER the faculty survey (1996) but BEFORE the student survey (1998).

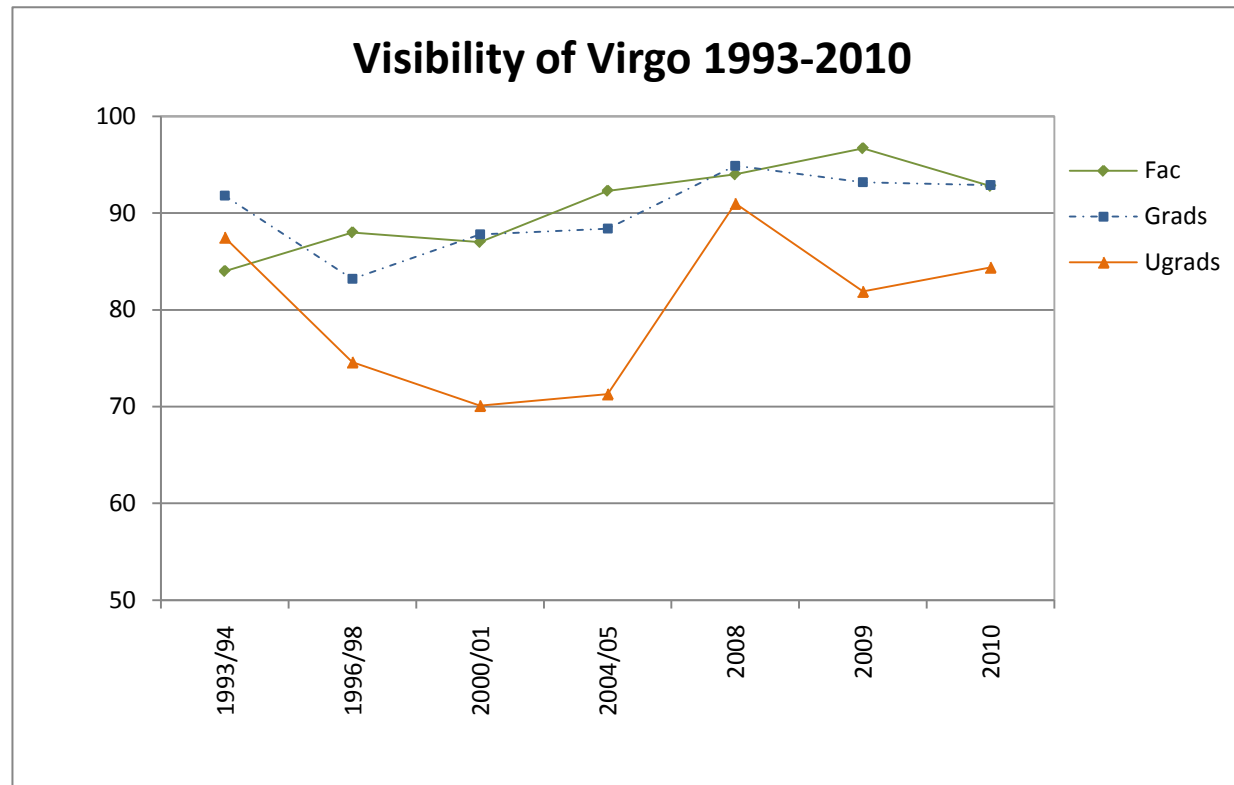
Google was named the top search engine by PC Magazine in 1998.

Many positive reviews came out in 1999.

In 2000, Google announced the first billion-URL index.

See <http://www.dlib.org/dlib/january07/markey/01markey.html> for studies about the use of Google vs library catalogs.

2008/10 Data: User Satisfaction Surveys Satisfaction with and Visibility of Virgo



The 2008 question on Virgo included other library websites as well.
Visibility is the percent of all respondents who answered the question.

University of Virginia Library User Satisfaction Surveys

Virgo Scores 2008/10

Good score = 4.0 or above

					Gap between satisfaction and importance	% of respondents who rated satisfaction with Virgo (visibility)
AGGREGATED BY STATUS						
All Ugrads (764)	452	3.60	456	4.52	0.92	59.2%
All Grads (669)	403	3.43	401	4.75	1.32	60.2%
All Faculty (422)	273	3.53	262	4.80	1.27	64.7%
UGRAADS						
Architecture (13)	8	3.63	7	4.71	1.08	61.5%
Arts & Sciences (576)	343	3.61	351	4.55	0.94	59.5%
A&S: Humanities (103)	65	3.40	65	4.65	1.25	63.1%
A&S: Sciences (110)	62	3.60	62	4.48	0.88	56.4%
A&S: Social Sciences (104)	71	3.46	73	4.59	1.13	68.3%
A&S: Undeclared (258)	114	3.78	150	4.51	0.73	44.2%
Commerce (34)	16	3.75	14	4.57	0.82	47.1%
Education (5)	4	2.50	3	4.67	2.17	80.0%
Engineering (136)	81	3.57	81	4.36	0.79	59.6%
GRADS						
Architecture (32)	18	3.00	18	4.72	1.72	56.3%
Arts & Sciences (317)	197	3.30	195	4.79	1.49	62.1%
A&S: Humanities (129)	85	3.09	83	4.88	1.79	65.9%
A&S: Sciences (121)	73	3.48	73	4.67	1.19	60.3%
A&S: Social Sciences (66)	39	3.44	39	4.82	1.38	59.1%
Commerce (14)	5	3.60	5	4.80	1.20	35.7%
Education (160)	92	3.71	93	4.71	1.00	57.5%
Engineering (145)	90	3.50	89	4.69	1.19	62.1%
FAC						
Architecture (11)	6	3.00	5	5.00	2.00	54.5%
Arts & Sciences (289)	199	3.52	190	4.79	1.27	68.9%
A&S: Humanities (110)	77	3.53	71	4.92	1.39	70.0%
A&S: Sciences (93)	60	3.47	58	4.64	1.17	64.5%
A&S: Social Sciences (73)	50	3.34	49	4.78	1.44	68.5%
A&S: Undeclared (6)	6	4.50	6	4.83	0.33	100.0%
Commerce (26)	15	3.80	14	4.79	0.99	57.7%
Education (46)	23	3.83	24	4.83	1.00	50.0%
Engineering (50)	30	3.30	29	4.79	1.49	60.0%

University of Virginia Library User Satisfaction Surveys Virgo Scores 2008/10

When responses are aggregated by status, all 3 groups rate Virgo with the highest gap between satisfaction and importance, meaning that they assign great importance to Virgo but are not satisfied with it. Importance is consistently higher than satisfaction. The gap between them ranges from 0.33 to 2.17 when looking at breakouts by discipline. For grad students in all disciplines, the gap is 1 point and over. Satisfaction for nearly all groups and disciplines is below 3.8; exceptions are Commerce, Education, and Undergrad College Ops faculty. Most are significantly lower.

Combined 2008/09 Surveys	UNDERGRAD		GRAD		FACULTY		AVERAGE
Priorities:	#	Percent	#	Percent	#	Percent	Percent
Improving VIRGO, the online catalog	193	7.5	563	22.1	392	25.1	18.2

In 2008/09, improving Virgo was the top priority for library spending for grads, faculty, & overall. The priority question was not asked in 2010.

University of Virginia Library User Satisfaction Surveys Changes in Perceived Satisfaction and Importance 2008-2010

	Satisfaction			Importance		
	Ugrad	Grad	Faculty	Ugrad	Grad	Faculty
Circulation and reserve services	0.10	-0.03	0.16	-0.12	-0.09	-0.02
Creation and use of digital content	0.12	0.26	-0.04	-0.26	-0.14	-0.29
Equipment	0.20	0.23	0.14	0.01	-0.04	-0.03
Facilities	0.40	0.25	0.59	-0.25	-0.06	-0.01
Information services/reference	0.10	0.05	0.15	-0.11	-0.24	-0.61
Instruction	0.19	0.06	-0.03	-0.13	-0.51	-0.70
Interlibrary Loan & Document Delivery	-0.05	0.03	0.18	-0.09	-0.15	-0.18
Online resources	0.23	0.13	0.34	0.06	-0.04	0.07
Physical collections	0.06	0.06	0.23	-0.04	-0.09	-0.18
Composite Index	0.15	0.12	0.19	-0.10	-0.15	-0.22

Changes in satisfaction and importance ratings between 2008 and 2010. Both are measured on the same scales, with increasing ratings indicated by green and decreasing ratings in red. Darker shading indicates greater changes.

Between 2008 and 2010, the average satisfaction score in all the major groupings of library services surveyed in both 2008 and 2010 either remained flat or increased significantly amongst all three patron groups. All patron groups saw large gains (≥ 0.2) in satisfaction in at least three areas, particularly facilities, and to a lesser extent in equipment and online resources.

In stark contrast, the average importance of these services either remained flat or declined significantly, with the exception of a marginal increase in online resources amongst undergraduates and faculty. Large decreases in importance scores are particularly prevalent among the faculty, with steep declines in information services/reference, and instruction, and a markedly lower score in creation and use of digital content. Undergraduate importance scores are relatively flat, with the exception of lower scores in creation and use of digital content, and facilities. Graduate scores include a steep decline in importance in instruction and a smaller decline in information services/references.

2008/10 Library User Surveys Demographics

2008/10 Combined Surveys			
Sample	Sample Size	Respondents	Response Rate
Ugrads	2,250	764	34.0%
Grads	1,488	669	45.0%
Faculty	1,013	422	41.7%
Total	4,751	1,855	39.0%

Responses below are percents.

2008/10 Combined Surveys			
Gender	Ugrads: 764	Grads: 669	Faculty: 422
Female	58.5	51.9	37.9
Male	41.5	47.8	62.1
Total*	100.0	99.7	100.0

2008/10 Combined Surveys			
Race/Ethnicity	Ugrads: 764	Grads: 669	Faculty: 422
African-American	5.4	2.5	4.3
Asian	13.2	7.8	7.1
Hispanic	4.0	1.6	2.1
Native American	0.0	0.6	0.2
Multi-race	0.4	0.0	0.2
Pacific Islander	0.5	0.0	0.0
Unclassified	12.0	25.9	2.8
White	64.4	61.6	83.2
Total	99.9	100.0	99.9

2008/10 Combined Surveys			
School	Ugrads: 764	Grads: 669	Faculty: 422
Architecture	1.7	4.8	2.6
Arts & Sciences	75.4	47.4	68.5
Batten	0.0	0.1	0.0
Commerce	4.2	2.1	6.2
Education	0.7	23.9	10.9
Engineering	17.8	21.7	11.8
Total	99.8	100.0	100.0

* Grad students did not always report gender

2008/10 Library User Surveys

Demographics: Academic Year or Rank

Responses are percents.

	2008/10
Ugrads:	764
1st year	22.4
2nd year	26.8
3rd year	26.6
4th year	23.0
5th year	1.2
Total	100.0
Grads:	669
Masters	42.3
Doctoral	57.1
Non-Degree	0.6
Total	100.0
Faculty:	422
Instructor	0.2
Lecturer	5.2
Assistant	27.0
Associate	26.1
Professor	41.5
Total	100.0

2008/10 Library User Surveys

Library Use


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

Responses are percents.

	2008/10			2005		2004
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Physically visited a library						
At least once a week	69.3	41.4	26.2	62.7	48.6	45.0
At least once a month	22.3	27.1	36.1	25.6	32.6	49.0
At least once a semester	7.9	25.6	30.8	10.4	15.1	-
Never	0.5	6.0	7.0	1.3	3.7	6.0
Total	100.0	100.0	100.1	100.0	100.0	100.0

Percents below are from the 2008/10 combined surveys:

Accessed online resources ON Grounds	Ugrads	Grads	Faculty
At least once a week	31.7	53.5	72.5
At least once a month	39.0	25.4	19.1
At least once a semester	21.9	14.3	5.8
Never	7.4	6.9	2.7
Total	100.0	100.1	100.1

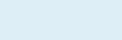
 = highest score

Accessed online resources OFF Grounds	Ugrads	Grads	Faculty
At least once a week	17.6	49.9	58.8
At least once a month	27.4	21.9	21.4
At least once a semester	25.5	14.4	10.6
Never	29.5	13.8	9.2
Total	100.0	100.0	100.0

2008/10 Library User Surveys

Library Use

Used remote services (Ref, ILL)	Ugrads	Grads	Faculty
At least once a week	1.6	8.4	28.1
At least once a month	5.8	20.5	30.5
At least once a semester	17.3	33.7	30.3
Never	75.3	37.3	11.1
Total	100.0	99.9	100.0

 = highest score

Used once a month or more	Ugrads	Grads	Faculty
Physically visited a library	91.6	68.5	62.3
Accessed resources on Grounds	70.7	78.9	91.6
Accessed resources off Grounds	45.0	71.8	80.2
Used remote services	7.4	28.9	58.6

Used at least once a semester	Ugrads	Grads	Faculty
Physically visited a library	99.5	94.0	93.1
Accessed resources on Grounds	92.6	93.2	97.4
Accessed resources off Grounds	70.5	86.2	90.8
Used remote services	24.7	62.6	88.9

Used never	Ugrads	Grads	Faculty
Physically visited a library	0.5	6.0	7.0
Accessed resources on Grounds	7.4	6.9	2.7
Accessed resources off Grounds	29.5	13.8	9.2
Used remote services	75.3	37.3	11.1

2008/10 Library User Surveys

Primary Library

Which library do you use most often?

Responses are percents.

Library	2008/10			2005			2004	2001			2000			1998			1996			1994			1993		
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	
Alderman	26.9	26.5	38.5	24.3	27.9	41.9	26.3	32.6	41.6	13.9	30.5	42.0	16.3	32.9	38.0										
Astronomy	0.7	0.5	1.4	0.2	1.2	1.4	-	0.5	2.2	-	-	-	-	-	-										
Biology/Psychology	2.4	3.0	3.6	2.4	3.0	6.7	4.1	5.2	4.1	2.9	6.1	7.0	3.5	6.6	8.0										
Brown Science/Engineering	24.0	19.9	11.5	24.3	21.5	16.0	16.7	21.7	13.7	17.1	20.3	18.0	11.1	20.0	20.0										
Chemistry	1.3	2.7	1.9	0.2	2.5	1.7	0.9	4.4	2.2	2.6	5.3	4.0	0.0	4.2	4.0										
Clemons	34.3	5.8	3.8	39.7	2.0	1.5	42.9	2.5	4.1	51.7	6.1	4.0	52.8	5.5	1.0										
Commerce	-	-	-	-	-	-	-	-	-	-	-	-	3.2	2.0	3.0										
Education	0.5	11.0	5.3	1.1	19.5	8.9	0.5	15.8	11.4	0.9	14.7	7.0	0.9	16.3	7.0										
Fiske Kimball Fine Arts	2.4	7.9	5.5	3.3	9.4	7.3	3.4	7.9	8.3	2.6	5.1	7.0	4.7	6.4	5.0										
Health Sciences	1.3	4.1	1.4	0.7	5.4	2.9	0.2	3.0	-	-	-	-	-	-	-										
Law	0.1	0.5	0.2	0.0	0.5	0.0	2.3	1.1	-	-	-	-	-	-	-										
Math	0.0	1.4	2.2	0.2	1.5	2.7	-	2.2	2.5	0.6	2.3	5.0	1.2	0.7	6.0										
Music	1.6	1.8	1.9	0.9	1.0	1.5	1.8	0.3	0.6	2.6	0.3	2.0	2.0	0.2	1.0										
Physics	0.4	1.5	3.4	0.4	2.5	4.0	0.5	2.7	4.1	0.3	3.3	5.0	0.3	2.2	5.0										
Primarily, I use online	4.0	13.4	18.5	-	-	-	-	-	-	-	-	-	-	-	-										
Small Special Collections	0.1	0.0	0.7	-	-	-	-	-	-	-	-	-	-	-	-										
No Response				2.0	2.2	2.7			5.1	4.9	6.1		0.6	1.3											

=1st
 =2nd
 =3rd

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

2008/10 Library User Survey

Primary Library by Discipline and Status

Which library's resources do you use most often?

Responses are percents.

Ugrads	School →								
	Arch	Batten	Com	Educ	Engr	A & S Hum	A & S Sci	A & S SocSci	Undeclared
Library ↓									
Alderman	15.4		29.4	40.0	9.0	46.1	11.8	48.1	26.3
Astronomy						1.0	0.9		1.2
Biology/Psychology						1.0	10.0		2.3
Brown Science/Engineering	7.7		8.8		54.5	5.9	22.7	12.5	23.9
Chemistry							7.3		0.8
Clemons	7.7		44.1	20.0	29.9	25.5	38.2	32.7	39.6
Education				40.0		2.0			
Fiske Kimball Fine Arts	69.2				0.7	5.9		1.0	0.4
Health Sciences			2.9		3.0	2.0	2.7		
Law									0.4
Math									
Music			2.9			4.9		2.9	1.2
Physics							1.8		0.4
Primarily, I use online			11.8		3.0	5.9	3.6	2.9	3.5
Small Special Collections							0.9		
Total	100.0	0.0	99.9	100.0	100.1	100.2	99.9	100.1	100.0

=1st

2008/10 Library User Survey

Primary Library by Discipline and Status

Which library's resources do you use most often?

Responses are percents.

Library ↓	School →								
	Arch	Batten	Com	Educ	Engr	A & S Hum	A & S Sci	A & S SocSci	Undeclared
Alderman		100.0	9.1	13.5	3.5	70.3	1.7	81.5	
Astronomy					0.7		1.7		
Biology/Psychology				0.6			16.0		
Brown Science/Engineering			9.1	0.6	69.4	0.8	21.8	3.1	
Chemistry					0.7		14.3		
Clemons	3.1		36.4	7.7	5.6		5.9	9.2	
Education				46.2					
Fiske Kimball Fine Arts	90.6					18.0			
Health Sciences				3.8	9.7		5.9		
Law			9.1	1.3					
Math					0.7		6.7		
Music						7.0	2.5		
Physics							8.4		
Primarily, I use online	6.3		36.4	26.3	9.7	3.9	15.1	6.2	
Small Special Collections									
Total	100.0	100.0	100.1	100.0	100.0	100.0	100.0	100.0	0.0

 =1st

2008/10 Library User Survey

Primary Library by Discipline and Status

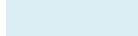

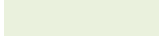
Which library's resources do you use most often?

Responses are percents.

Faculty Library ↓	School →								
	Arch	Batten	Com	Educ	Engr	A & S Hum	A & S Sci	A & S SocSci	Undeclared
Alderman	9.1		50.0	6.7	10.2	64.2	1.1	76.7	100.0
Astronomy							6.7		
Biology/Psychology							16.7		
Brown Science/Engineering					55.1	0.9	22.2		
Chemistry					2.0		7.8		
Clemons			11.5	2.2	2.0	6.4	2.2	2.7	
Education				46.7					
Fiske Kimball Fine Arts	90.9					11.9			
Health Sciences				2.2	6.1		2.2		
Law						0.9			
Math						0.9	8.9		
Music						7.3			
Physics					4.1		13.3		
Primarily, I use online			38.5	42.2	20.4	4.6	18.9	20.5	
Small Special Collections						2.8			
Total	100.0	0.0	100.0	100.0	99.9	99.9	100.0	99.9	100.0

 =1st

2008/09 Library User Surveys Priorities for Library Spending

 = 1st  = 2nd  = 3rd

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

Sorted by average.

Combined 2008/09 Surveys ¹ Priorities:	UNDERGRAD		GRAD		FACULTY		↓ AVERAGE
	Total Votes	Percent	Total Votes	Percent	Total Votes	Percent	Percent
Improving VIRGO, the online catalog	193	7.5	563	22.1	392	25.1	18.2
Enhancing study space	706	27.3	351	13.8	65	4.2	15.1
Support for digital scholarship	103	4.0	361	14.2	326	20.9	13.0
Physical comfort	559	21.6	260	10.2	53	3.4	11.7
Interlibrary loan (ILL)/Document Delivery (e.g., LEO)	17	0.7	264	10.4	335	21.5	10.8
Support for laptop use	278	10.7	148	5.8	29	1.9	6.1
Assistance/instruction in using library resources	124	4.8	187	7.3	169	10.8	7.7
Extending library hours	365	14.1	186	7.3	39	2.5	8.0
Enhancing collaborative space	219	8.5	130	5.1	33	2.1	5.2
Improving the library website	25	1.0	97	3.8	120	7.7	4.2
Total	2,589	100	2,547	100	1,561	100	100.0

¹Data not available for 2010.

2008/10 Library User Survey

Importance of Services

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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



Ugrads (764)	#	Satisfaction	#	Importance
Library spaces ¹	501	3.75	498	4.57
Equipment	701	3.73	691	4.55
Virgo ¹	452	3.60	456	4.52
Facilities	730	3.85	721	4.44
Online resources	591	3.84	599	4.44
Physical collections	615	4.15	622	4.33
Library websites	660	3.74	658	4.30
Circulation and reserve services	598	4.13	612	4.25
Information services/reference	494	4.10	514	4.02
Creation and use of digital content	340	3.85	375	3.81
Scanning ¹	156	3.66	236	3.69
Interlibrary Loan & Document Delivery	250	3.88	318	3.60
Instruction	379	3.76	421	3.43
Public programming ¹	194	3.71	267	3.13

Grads (669)	#	Satisfaction	#	Importance
Online resources	619	3.77	616	4.75
Virgo ¹	403	3.43	401	4.75
Library websites	626	3.61	617	4.58
Circulation and reserve services	591	4.26	582	4.51
Interlibrary Loan & Document Delivery	458	4.26	483	4.41
Physical collections	587	4.13	595	4.39
Equipment	540	3.55	550	4.24
Information services/reference	521	4.26	529	4.20
Library spaces ¹	350	3.53	355	4.12
Facilities	596	3.58	585	3.96
Creation and use of digital content	317	3.83	364	3.91
Scanning ¹	131	3.79	186	3.82
Instruction	333	4.03	382	3.54
Public programming ¹	173	3.79	222	3.02

¹ Data not available for 2008.

2008/10 Library User Survey

Importance of Services

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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



Faculty (422)	#	Satisfaction	#	Importance
Virgo ¹	273	3.53	262	4.80
Online resources	378	3.81	370	4.76
Interlibrary Loan & Document Delivery	358	4.56	360	4.65
Circulation and reserve services	382	4.50	374	4.55
Library websites	388	3.61	386	4.53
Physical collections	364	4.02	365	4.37
Information services/reference	339	4.40	345	4.20
Scanning ¹	145	4.19	186	3.99
Creation and use of digital content	208	3.90	257	3.82
Instruction	187	4.30	229	3.67
Equipment	215	3.60	260	3.54
Library spaces ¹	149	3.63	179	3.48
Facilities	310	3.75	328	3.43
Public programming ¹	104	3.92	145	2.87

¹Data not available for 2008.

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

Data not available for 2010.

Ugrads	#	Satisfaction	#	Importance
The Library's support for your research	267	3.96	257	4.43
Off Grounds access to the Library's online resources	314	3.44	304	4.50
Grads				
The Library's support for your research	364	4.08	357	4.61
Off Grounds access to the Library's online resources	388	3.85	382	4.66
Faculty				
The Library's support for your research	235	4.14	231	4.68
Off Grounds access to the Library's online resources	251	3.80	247	4.70

2008/10 Library User Survey

Satisfaction with Services

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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



Ugrads	#	Satisfaction	#	Importance
Library spaces ¹	501	3.75	498	4.57
Equipment	701	3.73	691	4.55
Virgo ¹	452	3.60	456	4.52
Online resources	591	3.84	599	4.44
Facilities	730	3.85	721	4.44
Physical collections	615	4.15	622	4.33
Library websites	660	3.74	658	4.30
Circulation and reserve services	598	4.13	612	4.25
Information services/reference	494	4.10	514	4.02
Creation and use of digital content	340	3.85	375	3.81
Scanning ¹	156	3.66	236	3.69
Interlibrary Loan & Document Delivery	250	3.88	318	3.60
Instruction	379	3.76	421	3.43
Public programming ¹	194	3.71	267	3.13

Grads				
Circulation and reserve services	591	4.26	582	4.51
Interlibrary Loan & Document Delivery	458	4.26	483	4.41
Information services/reference	521	4.26	529	4.20
Physical collections	587	4.13	595	4.39
Instruction	333	4.03	382	3.54
Creation and use of digital content	317	3.83	364	3.91
Scanning ¹	131	3.79	186	3.82
Public programming ¹	173	3.79	222	3.02
Online resources	619	3.77	616	4.75
Library websites	626	3.61	617	4.58
Facilities	596	3.58	585	3.96
Equipment	540	3.55	550	4.24
Library spaces ¹	350	3.53	355	4.12
Virgo ¹	403	3.43	401	4.75

¹ Data not available for 2008.

2008/10 Library User Survey Satisfaction with Services

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



Faculty	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	358	4.56	360	4.65
Circulation and reserve services	382	4.50	374	4.55
Information services/reference	339	4.40	345	4.20
Instruction	187	4.30	229	3.67
Scanning ¹	145	4.19	186	3.99
Physical collections	364	4.02	365	4.37
Public programming ¹	104	3.92	145	2.87
Creation and use of digital content	208	3.90	257	3.82
Online resources	378	3.81	370	4.76
Facilities	310	3.75	328	3.43
Library spaces ¹	149	3.63	179	3.48
Library websites	388	3.61	386	4.53
Equipment	215	3.60	260	3.54
Virgo ¹	273	3.53	262	4.80

¹ Data not available for 2008.

2008/10 Library User Surveys

Satisfaction with and Visibility of Services

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

Sorted by visibility.

Visibility is the percent of respondents who answered the question.

↓

Ugrads	2008/10	
	Satisfaction	Visibility
Facilities	3.85	95.5%
Library spaces ¹	3.75	92.3%
Equipment	3.73	91.8%
Library websites	3.74	86.4%
Online catalog ¹	3.60	83.2%
Physical collections	4.15	80.5%
Circulation and reserve services	4.13	78.3%
Online resources	3.84	77.4%
Information services/reference	4.10	64.7%
Instruction	3.76	49.6%
Creation and use of digital content	3.85	44.5%
Public programming ¹	3.71	35.7%
Interlibrary Loan & Document Delivery	3.88	32.7%
Scanning by request ¹	3.66	28.7%

¹Data not available for 2008.

2008/10 Library User Surveys Satisfaction with and Visibility of Services

↓

Grads	2008/10	
	Satisfaction	Visibility
Library websites	3.61	93.6%
Online catalog ¹	3.43	93.1%
Online resources	3.77	92.5%
Facilities	3.58	89.1%
Circulation and reserve services	4.26	88.3%
Physical collections	4.13	87.7%
Library spaces ¹	3.53	80.8%
Equipment	3.55	80.7%
Information services/reference	4.26	77.9%
Interlibrary Loan & Document Delivery	4.26	68.5%
Instruction	4.03	49.8%
Creation and use of digital content	3.83	47.4%
Public programming ¹	3.79	40.0%
Scanning by request ¹	3.79	30.3%

Faculty	2008/10	
	Satisfaction	Visibility
Online catalog ¹	3.53	94.8%
Library websites	3.61	91.9%
Circulation and reserve services	4.50	90.5%
Online resources	3.81	89.6%
Physical collections	4.02	86.3%
Interlibrary Loan & Document Delivery	4.56	84.8%
Information services/reference	4.40	80.3%
Facilities	3.75	73.5%
Library spaces ¹	3.63	51.7%
Equipment	3.60	50.9%
Scanning by request ¹	4.19	50.3%
Creation and use of digital content	3.90	49.3%
Instruction	4.30	44.3%
Public programming ¹	3.92	36.1%

¹Data not available for 2008.

2008/10 Library User Survey Customer Service

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

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

	2008/10						2005		2004
	Ugrads		Grads		Faculty		Ugrads	Grads	Faculty
	<i>Satisfaction</i>	<i>Importance</i>	<i>Satisfaction</i>	<i>Importance</i>	<i>Satisfaction</i>	<i>Importance</i>	<i>Satisfaction</i>	<i>Satisfaction</i>	<i>Satisfaction</i>
Competence	4.24	4.47	4.41	4.59	4.57	4.74	4.15	4.33	4.58
Courtesy	4.31	4.40	4.52	4.45	4.72	4.50	4.18	4.43	4.73
Speed	4.28	4.43	4.42	4.48	4.59	4.61	4.13	4.36	4.50
Composite	4.28	4.43	4.45	4.51	4.63	4.62	4.15	4.37	4.60

2008/10 Library User Survey

Overall Satisfaction

Please rate your overall satisfaction with your Primary Library.

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

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

Satisfaction (mean)	2008/10			2005		2004
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction with primary library ¹	4.20	4.26	4.31	4.13	4.08	4.35
Satisfaction with library system	4.15	4.17	4.26	3.94	4.02	4.20

Respondent Pool (number)	2008/10			2005		2004
Satisfaction with primary library ¹	463	444	277	431	392	502
Satisfaction with library system	751	651	408	434	394	464

¹ Data not available for 2010.

Satisfaction (mean)	2001		2000	1998		1996	1994		1993
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction with primary library	4.19	4.11	4.31	3.87	4.07	4.29	3.97	4.01	4.15
Satisfaction with library system	4.07	3.97	4.41	3.90	3.97	4.26	4.01	3.96	4.09

Respondent Pool (number)	2001		2000	1998		1996	1994		1993
Satisfaction with primary library	435	364	307	327	379	328	334	450	335
Satisfaction with library system	430	352	307	327	379	328	334	450	335

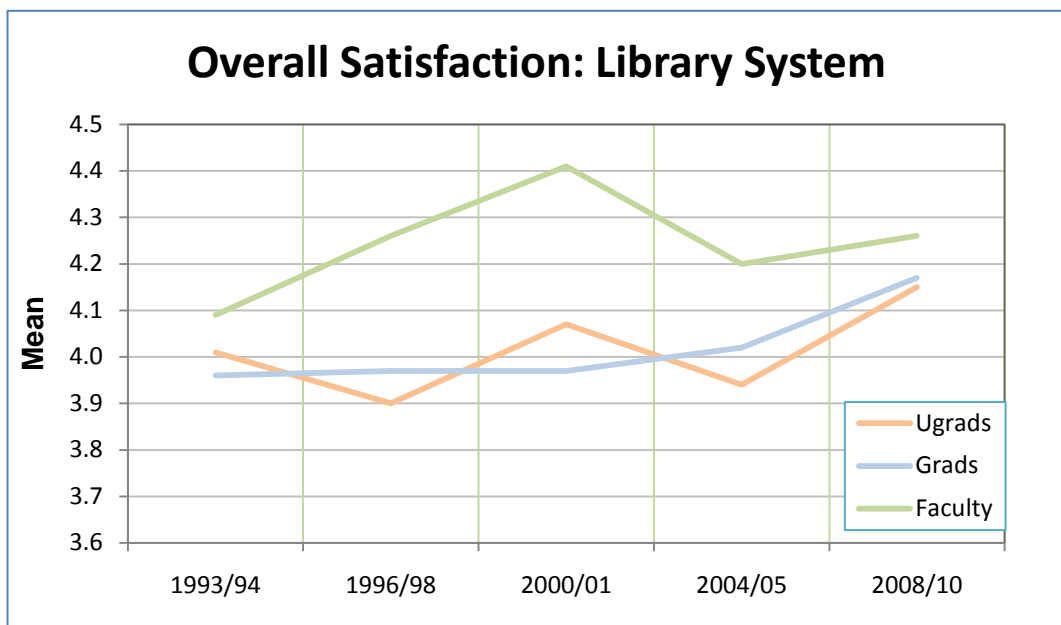
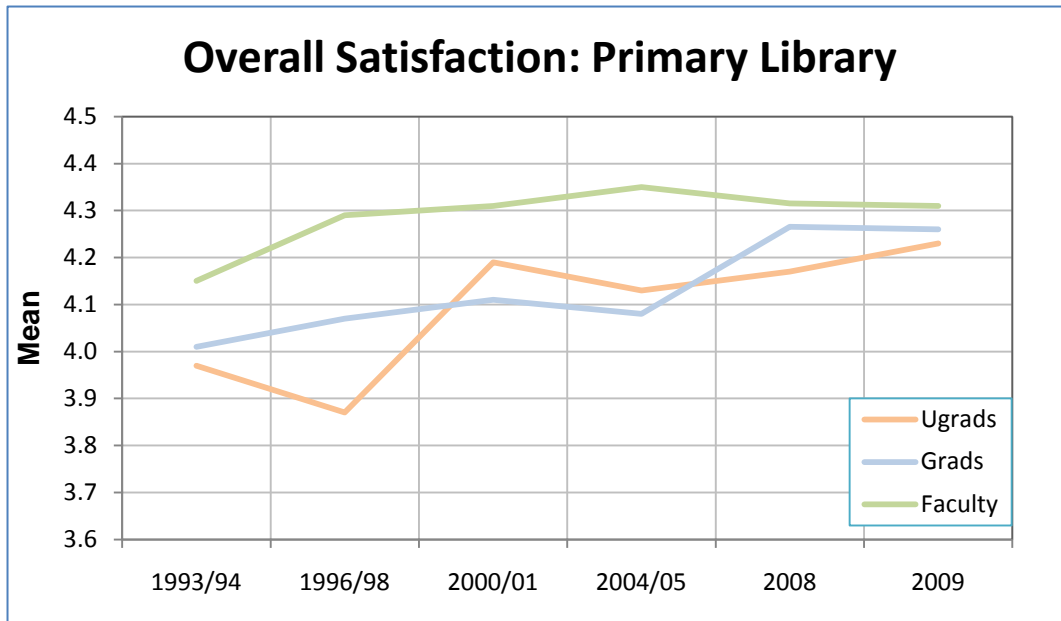
2008/10 Library User Survey

Overall Satisfaction

Please rate your overall satisfaction with your Primary Library.

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

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



2008/10 Library User Survey

Overall Satisfaction by Discipline

Please rate your overall satisfaction with your Primary Library.

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

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

		School →																
2008/10	Architecture		Batten		Commerce		Education		Engineering		A & S Humanities		A & S Sciences		A & S Social Sciences		A & S Undeclared	
Group ↓	Rating	#	Rating	#	Rating	#	Rating	#	Rating	#	Rating	#	Rating	#	Rating	#	Rating	#
Ugrads	4.00	13	--	--	3.97	34	4.40	5	4.14	133	4.16	100	4.17	109	4.04	104	4.22	252
Grads	4.10	31	5.00	1	3.90	10	4.18	154	4.15	142	4.23	128	4.21	119	4.12	65	--	--
Faculty	4.09	11	--	--	4.42	26	4.17	41	4.10	49	4.43	108	4.18	87	4.21	73	4.33	6

2008/10 Library User Surveys

Demographics: Undergrads

Sample	Sample Size	Respondents	Response Rate
Ugrads	2,250	764	34.0%

Gender	#	%
Female	447	58.5%
Male	317	41.5%
Total	764	100.0%

Race/Ethnicity	#	%
African-American	41	5.4%
Asian	101	13.2%
Hispanic	31	4.1%
Native American	0	0.0%
Multi-race	3	0.4%
Pacific Islander	4	0.5%
Unclassified	92	12.0%
White	492	64.4%
Total	764	100.0%

School	#	%
Architecture	13	1.7%
Arts & Sciences	576	75.3%
Humanities	103	13.5%
Sciences	110	14.4%
Social Sciences	104	13.6%
Undeclared	258	33.8%
Commerce	34	4.5%
Education	5	0.7%
Engineering	136	17.8%
Total	764	100.0%

Rank	#	%
1st year	171	22.40%
2nd year	205	26.8%
3rd year	203	26.6%
4th year	176	23.0%
5th year	9	1.2%
Total	764	100.0%

2008/10 Library User Surveys

Demographics: Undergrads

Responses are counts.

Discipline:	Total	Male	Female	1	2	3	4	5
Architecture	13	4	9	4	2	1	5	1
Arts & Sciences	576	195	381	140	161	152	121	2
Humanities	103	26	77	0	20	45	38	0
Sciences	110	33	77	2	13	53	41	1
Social Sciences	104	52	52	0	14	47	42	1
Undeclared	258	84	174	138	115	5	0	0
Commerce	34	24	10	0	0	21	12	1
Education	5	3	2	0	0	1	4	0
Engineering	136	91	45	27	41	29	34	5
Total	764	317	447	171	204	204	176	9

Discipline:	African-American	Asian	Hispanic	Native American	Multi-race	Pacific Islander	Unclass	White
Architecture	1	2	1	0	0	0	2	7
Arts & Sciences	31	72	24		2	3	64	380
Humanities	4	7	4	0	0	0	15	73
Sciences	5	27	6	0	0	1	6	65
Social Sciences	5	9	4	0	0	1	14	71
Undeclared	17	29	10	0	2	1	28	171
Commerce	1	9	2	0	0	0	7	15
Education	0	0	0	0	0	0	1	4
Engineering	8	18	4	0	1	1	18	86
Total	41	101	31	0	3	4	92	492

2008/10 Library User Survey

Primary Library: Undergrads

Which library's resources do you use most often?

Responses are percents.

Library ↓	School →								
	Arch	A & S Total	A & S Hum	A & S Sci	A & S SocSci	A & S Undecl	Com	Educ	Engr
Alderman	15.4	31.1	46.1	11.8	48.1	26.3	29.4	40.0	9.0
Astronomy		0.9	1.0	0.9		1.2			
Biology/Psychology		3.1	1.0	10.0		2.4			
Brown Science/Engineering	7.7	18.4	5.9	22.7	12.5	23.9	8.8		54.5
Chemistry		1.7		7.3		0.8			
Clemons	7.7	35.5	25.5	38.2	32.7	39.6	44.1	20.0	29.9
Education		0.3	2.0					40.0	
Fiske Kimball Fine Arts	69.2	1.4	5.9		1.0	0.4			0.7
Health Sciences		0.9	2.0	2.7			2.9		3.0
Law		0.2				0.4			
Math									
Music		1.9	4.9		2.9	1.2	2.9		
Physics		0.5		1.8		0.4			
Primarily, I use online		3.8	5.9	0.9	2.9	3.5	11.8		3.0
Small Special Collections		0.2		3.6					
Total	100.0	99.9	100.2	99.9	100.1	100.1	99.9	100.0	100.1

 =1st

2008/10 Library User Survey

Libraries Used Regularly: Undergrads

Which other libraries do you use on a regular basis?

Responses are counts of each discipline that uses that library; respondents could choose more than one library.

Library ↓	School →								
	Arch	ArtsSci	Hum	Sci	SocSci	Undecl	Comm	Educ	Engr
Alderman	5	222	38	48	40	96	8	0	40
Astronomy	0	9	1	0	5	3	0	0	0
Biology/Psychology	0	79	6	43	7	23	1	0	2
Brown Science/Engineering	3	165	25	33	32	74	6	1	45
Chemistry	0	32	4	15	1	12	0	0	7
Clemons	5	237	49	42	48	98	5	3	50
Darden	0	1	1	0	0	0	0	0	1
Education	0	10	2	3	1	4	0	0	1
Fiske Kimball Fine Arts	5	28	9	3	6	10	0	0	2
Health Sciences	0	20	3	9	3	5	0	0	3
Law	0	13	3	2	4	4	0	0	2
Math	0	1	0	0	0	1	0	0	1
Music	0	63	17	7	17	22	1	0	11
Physics	0	8	2	4	1	1	0	0	3
Small Special Collections	0	13	2	2	4	5	0	0	1
Online	0	10	2	3	1	4	4	1	6

 = 1st

 = 2nd

 = 3rd

2008/10 Library User Surveys

Library Use: Undergrads

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

Responses are percents.

Physically visited a library	At least once a:			Never
	Week	Month	Semester	
Architecture	69.2	23.1	7.7	0.0
Arts & Sciences	74.9	19.0	5.9	0.2
Humanities	73.5	18.6	7.8	0.0
Sciences	75.2	19.3	5.5	0.0
Social Sciences	82.7	15.4	1.9	0.0
Undeclared	72.5	20.2	7.0	0.4
Commerce	41.2	47.1	8.8	2.9
Education	60.0	40.0	0.0	0.0
Engineering	52.9	29.4	16.2	1.5

Accessed online resources ON Grounds	At least once a:			Never
	Week	Month	Semester	
Architecture	53.8	38.5	7.7	0.0
Arts & Sciences	31.0	39.9	21.6	7.5
Humanities	42.6	36.6	15.8	5.0
Sciences	30.9	42.7	20.9	5.5
Social Sciences	34.6	36.5	25.0	3.8
Undeclared	25.2	41.5	22.5	10.9
Commerce	29.4	50.0	17.6	2.9
Education	40.0	60.0	0.0	0.0
Engineering	32.6	31.9	26.7	8.9

Accessed online resources OFF Grounds	At least once a:			Never
	Week	Month	Semester	
Architecture	23.1	46.2	15.4	15.4
Arts & Sciences	16.7	27.9	26.3	29.1
Humanities	26.5	40.2	18.6	14.7
Sciences	19.1	33.6	21.8	25.5
Social Sciences	19.4	31.1	30.1	19.4
Undeclared	10.9	19.4	29.5	40.3
Commerce	17.6	38.2	17.6	26.5
Education	20.0	40.0	0.0	40.0
Engineering	20.6	20.6	25.7	33.1

2008/10 Library User Surveys

Library Use: Undergrads

Used remote services (Ref, ILL)	At least once a:			Never
	Week	Month	Semester	
Architecture	15.4	0.0	7.7	76.9
Arts & Sciences	1.6	5.6	17.6	75.3
Humanities	2.0	6.9	23.8	67.3
Sciences	2.7	4.5	20.9	71.8
Social Sciences	3.8	6.7	19.2	70.2
Undeclared	0.0	5.0	13.2	81.8
Commerce	2.9	2.9	14.7	79.4
Education	0.0	0.0	40.0	60.0
Engineering	1.5	6.6	16.9	75.0

2008/10 Library User Surveys

Library Use: Undergrads

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

Responses are percents.

	At least once a:			Never
	Week	Month	Semester	
Architecture				
Physically visited a library	69.2	23.1	7.7	0.0
Accessed online resources ON Grounds	53.8	38.5	7.7	0.0
Accessed online resources OFF Grounds	23.1	46.2	15.4	15.4
Used remote services (Ref, ILL)	15.4	0.0	7.7	76.9

Arts & Sciences

Physically visited a library	74.9	19.0	5.9	0.2
Accessed online resources ON Grounds	31.0	39.9	21.6	7.5
Accessed online resources OFF Grounds	16.7	27.9	26.3	29.1
Used remote services (Ref, ILL)	1.6	5.6	17.6	75.3

Humanities

Physically visited a library	73.5	18.6	7.8	0.0
Accessed online resources ON Grounds	42.6	36.6	15.8	5.0
Accessed online resources OFF Grounds	26.5	40.2	18.6	14.7
Used remote services (Ref, ILL)	2.0	6.9	23.8	67.3

Sciences

Physically visited a library	75.2	19.3	5.5	0.0
Accessed online resources ON Grounds	30.9	42.7	20.9	5.5
Accessed online resources OFF Grounds	19.1	33.6	21.8	25.5
Used remote services (Ref, ILL)	2.7	4.5	20.9	71.8

Social Sciences

Physically visited a library	82.7	15.4	1.9	0.0
Accessed online resources ON Grounds	34.6	36.5	25.0	3.8
Accessed online resources OFF Grounds	19.4	31.1	30.1	19.4
Used remote services (Ref, ILL)	3.8	6.7	19.2	70.2

Undeclared

Physically visited a library	72.5	20.2	7.0	0.4
Accessed online resources ON Grounds	25.2	41.5	22.5	10.9
Accessed online resources OFF Grounds	10.9	19.4	29.5	40.3
Used remote services (Ref, ILL)	0.0	5.0	13.2	81.8

2008/10 Library User Surveys

Library Use: Undergrads

Commerce	At least once a:			Never
	Week	Month	Semester	
Physically visited a library	41.2	47.1	8.8	2.9
Accessed online resources ON Grounds	29.4	50.0	17.6	2.9
Accessed online resources OFF Grounds	17.6	38.2	17.6	26.5
Used remote services (Ref, ILL)	2.9	2.9	14.7	79.4

Education	Week	Month	Semester	Never
Physically visited a library	60.0	40.0	0.0	0.0
Accessed online resources ON Grounds	40.0	60.0	0.0	0.0
Accessed online resources OFF Grounds	20.0	40.0	0.0	40.0
Used remote services (Ref, ILL)	0.0	0.0	40.0	60.0

Engineering	Week	Month	Semester	Never
Physically visited a library	52.9	29.4	16.2	1.5
Accessed online resources ON Grounds	32.6	31.9	26.7	8.9
Accessed online resources OFF Grounds	20.6	20.6	25.7	33.1
Used remote services (Ref, ILL)	1.5	6.6	16.9	75.0

2008/10 Library User Survey

Importance of Services: Undergrads

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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

↓

Architecture (13)	#	Satisfaction	#	Importance
Virgo ¹	8	3.63	7	4.71
Off Grounds access	5	3.60	5	4.40
Library websites	11	3.55	10	4.30
Library spaces ¹	8	3.50	7	4.29
Online resources	11	3.82	11	4.27
Physical collections	12	3.75	11	4.27
Equipment	13	3.46	12	4.25
Circulation and reserve services	13	4.08	12	4.08
Facilities	13	3.46	12	4.08
Research support	6	3.67	6	4.00
Creation and use of digital content	10	3.40	9	3.89
Scanning ¹	3	3.00	5	3.80
Instruction	8	3.13	7	3.71
Information services/reference	6	3.83	6	3.33
Interlibrary Loan & Document Delivery	6	3.17	6	3.17
Public programming ¹	4	3.50	4	2.00

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Undergrads

↓

Arts & Sciences (576)	#	Satisfaction	#	Importance
Equipment	532	3.74	525	4.60
Library spaces ¹	380	3.75	381	4.60
Virgo ¹	343	3.61	351	4.55
Off Grounds access	233	3.35	225	4.52
Facilities	555	3.84	548	4.51
Research support	195	3.99	186	4.48
Online resources	444	3.84	456	4.47
Physical collections	473	4.16	478	4.38
Library websites	499	3.76	205	4.33
Circulation and reserve services	449	4.16	463	4.30
Information services/reference	368	4.14	385	4.11
Creation and use of digital content	233	3.86	264	3.84
Scanning ¹	111	3.68	174	3.78
Interlibrary Loan & Document Delivery	183	3.96	238	3.70
Instruction	266	3.79	303	3.53
Public programming ¹	148	3.74	203	3.26

↓

A&S: Humanities (103)	#	Satisfaction	#	Importance
Virgo ¹	65	3.40	65	4.65
Equipment	95	3.62	91	4.58
Off Grounds access	53	2.94	53	4.55
Library spaces ¹	61	3.67	32	4.52
Facilities	100	3.90	98	4.47
Library websites	99	3.65	98	4.47
Physical collections	95	4.25	93	4.43
Circulation and reserve services	94	3.97	93	4.42
Online resources	96	3.75	95	4.42
Research support	43	4.00	42	4.38
Information services/reference	71	4.00	74	4.07
Creation and use of digital content	51	3.75	52	3.87
Interlibrary Loan & Document Delivery	41	4.02	49	3.69
Scanning ¹	23	3.70	32	3.69
Instruction	57	3.82	62	3.53
Public programming ¹	32	3.56	45	3.11

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Undergrads

↓

A&S: Sciences (110)	#	Satisfaction	#	Importance
Equipment	106	3.63	104	4.70
Library spaces ¹	72	3.68	71	4.65
Off Grounds access	53	3.26	49	4.57
Facilities	109	3.85	106	4.53
Online resources	92	3.83	90	4.53
Research support	49	3.90	47	4.49
Virgo ¹	62	3.60	62	4.48
Physical collections	88	4.03	86	4.42
Library websites	96	3.78	93	4.38
Circulation and reserve services	81	4.28	80	4.24
Information services/reference	76	4.29	75	4.24
Scanning ¹	22	3.82	33	3.91
Creation and use of digital content	43	3.91	47	3.89
Instruction	52	3.79	55	3.73
Interlibrary Loan & Document Delivery	37	4.03	43	3.67
Public programming ¹	24	3.75	32	3.28

↓

A&S: Social Sciences (104)	#	Satisfaction	#	Importance
Off Grounds access	49	3.67	47	4.72
Research support	44	4.07	41	4.63
Equipment	100	3.64	96	4.60
Online resources	90	3.86	91	4.60
Virgo ¹	71	3.46	73	4.59
Library spaces ¹	72	3.57	73	4.48
Facilities	104	3.67	100	4.35
Physical collections	99	4.26	97	4.29
Library websites	95	3.68	93	4.27
Circulation and reserve services	90	4.18	92	4.22
Information services/reference	72	4.08	70	4.00
Creation and use of digital content	52	3.96	52	3.67
Interlibrary Loan & Document Delivery	43	3.98	46	3.46
Scanning ¹	27	2.48	34	3.44
Instruction	51	3.76	54	3.41
Public programming ¹	33	3.79	38	3.08

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Undergrads

↓

A&S: Undeclared (258)	#	Satisfaction	#	Importance
Library spaces ¹	174	3.89	174	4.67
Facilities	241	3.88	243	4.58
Equipment	230	3.89	233	4.56
Virgo ¹	114	3.78	150	4.51
Research support	59	4.02	56	4.45
Online resources	165	3.88	179	4.40
Physical collections	190	4.12	201	4.39
Off Grounds access	78	3.49	76	4.34
Circulation and reserve services	183	4.19	197	4.31
Library websites	208	3.84	217	4.27
Information services/reference	148	4.16	165	4.12
Scanning ¹	39	3.72	75	3.92
Creation and use of digital content	87	3.84	113	3.89
Interlibrary Loan & Document Delivery	62	3.85	99	3.81
Instruction	106	3.78	131	3.51
Public programming ¹	59	3.81	87	3.41

↓

Commerce (34)	#	Satisfaction	#	Importance
Virgo ¹	16	3.75	14	4.57
Library spaces ¹	18	3.28	17	4.53
Off Grounds access	18	3.61	18	4.50
Facilities	3	3.69	31	4.48
Library websites	32	3.78	31	4.48
Online resources	30	3.97	28	4.43
Equipment	33	3.82	32	4.38
Research support	17	3.76	17	4.12
Circulation and reserve services	26	4.08	25	4.00
Creation and use of digital content	25	3.92	25	3.84
Physical collections	26	3.85	25	3.84
Information services/reference	26	3.96	25	3.60
Scanning ¹	7	3.57	8	3.25
Interlibrary Loan & Document Delivery	12	3.75	14	3.21
Public programming ¹	8	3.88	8	3.13
Instruction	19	3.95	19	2.95

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Undergrads

↓

Education (5)	#	Satisfaction	#	Importance
Library spaces ¹	4	4.00	3	4.67
Library websites	4	2.75	3	4.67
Online resources	3	4.00	3	4.67
Physical collections	3	4.67	3	4.67
Virgo ¹	4	2.50	3	4.67
Off Grounds access	2	4.00	2	4.50
Equipment	5	3.80	4	4.25
Instruction	3	3.67	2	4.00
Interlibrary Loan & Document Delivery	1	5.00	1	4.00
Research support	2	4.00	2	4.00
Scanning ¹	2	4.50	2	4.00
Circulation and reserve services	5	3.40	4	3.75
Facilities	4	4.25	4	3.75
Information services/reference	4	4.25	3	3.67
Creation and use of digital content	2	3.50	2	3.50
Public programming ¹	--	--	--	--

↓

Engineering (136)	#	Satisfaction	#	Importance
Library spaces ¹	91	3.86	90	4.46
Off Grounds access	56	3.71	54	4.44
Equipment	118	3.67	118	4.43
Research support	47	3.91	46	4.41
Virgo ¹	81	3.57	81	4.36
Online resources	103	3.83	101	4.33
Facilities	126	3.96	126	4.21
Physical collections	101	4.17	105	4.19
Circulation and reserve services	105	4.08	108	4.14
Library websites	114	3.71	112	4.11
Information services/reference	90	3.96	95	3.82
Creation and use of digital content	70	3.86	75	3.65
Scanning ¹	33	3.64	47	3.40
Interlibrary Loan & Document Delivery	48	3.67	59	3.32
Instruction	83	3.69	90	3.16
Public programming ¹	34	3.53	52	2.71

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Undergrads

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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



Architecture (13)	#	Satisfaction	#	Importance
Circulation and reserve services	13	4.08	12	4.08
Information services/reference	6	3.83	6	3.33
Online resources	11	3.82	11	4.27
Physical collections	12	3.75	11	4.27
Research support	6	3.67	6	4.00
Virgo ¹	8	3.63	7	4.71
Off Grounds access	5	3.60	5	4.40
Library websites	11	3.55	10	4.30
Library spaces ¹	8	3.50	7	4.29
Public programming ¹	4	3.50	4	2.00
Equipment	13	3.46	12	4.25
Facilities	13	3.46	12	4.08
Creation and use of digital content	10	3.40	9	3.89
Interlibrary Loan & Document Delivery	6	3.17	6	3.17
Instruction	8	3.13	7	3.71
Scanning ¹	3	3.00	5	3.80

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Undergrads

↓

Arts & Sciences (576)	#	Satisfaction	#	Importance
Circulation and reserve services	449	4.16	463	4.30
Physical collections	473	4.16	478	4.38
Information services/reference	368	4.14	385	4.11
Research support	195	3.99	186	4.48
Interlibrary Loan & Document Delivery	183	3.96	238	3.70
Creation and use of digital content	233	3.86	264	3.84
Facilities	555	3.84	548	4.51
Online resources	444	3.84	456	4.47
Instruction	266	3.79	303	3.53
Library websites	499	3.76	205	4.33
Library spaces ¹	380	3.75	381	4.60
Equipment	532	3.74	525	4.60
Public programming ¹	148	3.74	203	3.26
Scanning ¹	111	3.68	174	3.78
Virgo ¹	343	3.61	351	4.55
Off Grounds access	233	3.35	225	4.52

↓

A&S: Humanities (103)	#	Satisfaction	#	Importance
Physical collections	95	4.25	93	4.43
Interlibrary Loan & Document Delivery	41	4.02	49	3.69
Information services/reference	71	4.00	74	4.07
Research support	43	4.00	42	4.38
Circulation and reserve services	94	3.97	93	4.42
Facilities	100	3.90	98	4.47
Instruction	57	3.82	62	3.53
Creation and use of digital content	51	3.75	52	3.87
Online resources	96	3.75	95	4.42
Scanning ¹	23	3.70	32	3.69
Library spaces ¹	61	3.67	32	4.52
Library websites	99	3.65	98	4.47
Equipment	95	3.62	91	4.58
Public programming ¹	32	3.56	45	3.11
Virgo ¹	65	3.40	65	4.65
Off Grounds access	53	2.94	53	4.55

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Undergrads

↓

A&S: Sciences (110)	#	Satisfaction	#	Importance
Information services/reference	76	4.29	75	4.24
Circulation and reserve services	81	4.28	80	4.24
Interlibrary Loan & Document Delivery	37	4.03	43	3.67
Physical collections	88	4.03	86	4.42
Creation and use of digital content	43	3.91	47	3.89
Research support	49	3.90	47	4.49
Facilities	109	3.85	106	4.53
Online resources	92	3.83	90	4.53
Scanning ¹	22	3.82	33	3.91
Instruction	52	3.79	55	3.73
Library websites	96	3.78	93	4.38
Public programming ¹	24	3.75	32	3.28
Library spaces ¹	72	3.68	71	4.65
Equipment	106	3.63	104	4.70
Virgo ¹	62	3.60	62	4.48
Off Grounds access	53	3.26	49	4.57

↓

A&S: Social Sciences (104)	#	Satisfaction	#	Importance
Physical collections	99	4.26	97	4.29
Circulation and reserve services	90	4.18	92	4.22
Information services/reference	72	4.08	70	4.00
Research support	44	4.07	41	4.63
Interlibrary Loan & Document Delivery	43	3.98	46	3.46
Creation and use of digital content	52	3.96	52	3.67
Online resources	90	3.86	91	4.60
Public programming ¹	33	3.79	38	3.08
Instruction	51	3.76	54	3.41
Library websites	95	3.68	93	4.27
Facilities	104	3.67	100	4.35
Off Grounds access	49	3.67	47	4.72
Equipment	100	3.64	96	4.60
Library spaces ¹	72	3.57	73	4.48
Virgo ¹	71	3.46	73	4.59
Scanning ¹	27	2.48	34	3.44

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Undergrads

↓

A&S: Undeclared (258)	#	Satisfaction	#	Importance
Circulation and reserve services	183	4.19	197	4.31
Information services/reference	148	4.16	165	4.12
Physical collections	190	4.12	201	4.39
Research support	59	4.02	56	4.45
Equipment	230	3.89	233	4.56
Library spaces ¹	174	3.89	174	4.67
Facilities	241	3.88	243	4.58
Online resources	165	3.88	179	4.40
Interlibrary Loan & Document Delivery	62	3.85	99	3.81
Creation and use of digital content	87	3.84	113	3.89
Library websites	208	3.84	217	4.27
Public programming ¹	59	3.81	87	3.41
Instruction	106	3.78	131	3.51
Virgo ¹	114	3.78	150	4.51
Scanning ¹	39	3.72	75	3.92
Off Grounds access	78	3.49	76	4.34

↓

Commerce (34)	#	Satisfaction	#	Importance
Circulation and reserve services	26	4.08	25	4.00
Online resources	30	3.97	28	4.43
Information services/reference	26	3.96	25	3.60
Instruction	19	3.95	19	2.95
Creation and use of digital content	25	3.92	25	3.84
Public programming ¹	8	3.88	8	3.13
Physical collections	26	3.85	25	3.84
Equipment	33	3.82	32	4.38
Library websites	32	3.78	31	4.48
Research support	17	3.76	17	4.12
Interlibrary Loan & Document Delivery	12	3.75	14	3.21
Virgo ¹	16	3.75	14	4.57
Facilities	3	3.69	31	4.48
Off Grounds access	18	3.61	18	4.50
Scanning ¹	7	3.57	8	3.25
Library spaces ¹	18	3.28	17	4.53

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Undergrads

↓

Education (5)	#	Satisfaction	#	Importance
Public programming ¹	--	--	--	--
Interlibrary Loan & Document Delivery	1	5.00	1	4.00
Physical collections	3	4.67	3	4.67
Scanning ¹	2	4.50	2	4.00
Facilities	4	4.25	4	3.75
Information services/reference	4	4.25	3	3.67
Library spaces ¹	4	4.00	3	4.67
Research support	2	4.00	2	4.00
Off Grounds access	2	4.00	2	4.50
Online resources	3	4.00	3	4.67
Equipment	5	3.80	4	4.25
Instruction	3	3.67	2	4.00
Creation and use of digital content	2	3.50	2	3.50
Circulation and reserve services	5	3.40	4	3.75
Library websites	4	2.75	3	4.67
Virgo ¹	4	2.50	3	4.67

↓

Engineering (136)	#	Satisfaction	#	Importance
Physical collections	101	4.17	105	4.19
Circulation and reserve services	105	4.08	108	4.14
Facilities	126	3.96	126	4.21
Information services/reference	90	3.96	95	3.82
Research support	47	3.91	46	4.41
Creation and use of digital content	70	3.86	75	3.65
Library spaces ¹	91	3.86	90	4.46
Online resources	103	3.83	101	4.33
Library websites	114	3.71	112	4.11
Off Grounds access	56	3.71	54	4.44
Instruction	83	3.69	90	3.16
Equipment	118	3.67	118	4.43
Interlibrary Loan & Document Delivery	48	3.67	59	3.32
Scanning ¹	33	3.64	47	3.40
Virgo ¹	81	3.57	81	4.36
Public programming ¹	34	3.53	52	2.71

¹Data not available for 2008.

2008/10 Library User Survey

Customer Service: Undergrads

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

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

	Competence		Courtesy		Speed		Composite	
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance
ALL UNDERGRADS	4.24	4.47	4.31	4.40	4.28	4.43	4.28	4.43
Architecture	4.27	4.33	4.33	4.20	4.17	4.30	4.26	4.28
Arts & Sciences	4.27	4.52	4.31	4.45	4.30	4.49	4.29	4.49
Humanities	4.25	4.61	4.30	4.51	4.28	4.48	4.28	4.53
Sciences	4.25	4.59	4.33	4.58	4.32	4.57	4.30	4.58
Social Sciences	4.24	4.41	4.31	4.36	4.29	4.44	4.28	4.40
Undeclared	4.30	4.50	4.31	4.41	4.29	4.48	4.30	4.46
Commerce	4.21	4.21	4.37	4.33	4.18	4.30	4.25	4.28
Education	4.00	4.00	4.00	4.25	4.25	4.00	4.08	4.08
Engineering	4.15	4.35	4.30	4.19	4.27	4.22	4.24	4.25

2008/10 Library User Survey

Overall Satisfaction: Undergrads

Please rate your overall satisfaction with your Primary Library.

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

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

	System	Primary ¹
ALL UNDERGRADS	4.15	4.20
Architecture	4.00	4.22
Arts & Sciences	4.17	4.20
Humanities	4.16	4.08
Sciences	4.17	4.25
Social Sciences	4.04	4.15
Undeclared	4.22	4.24
Commerce	3.97	3.91
Education	4.40	4.00
Engineering	4.14	4.29

¹Data not available for 2010 for primary library.

2008/10 Library User Surveys

Demographics: Grads

Sample	Sample Size	Respondents	Response Rate
Grads	1,488	669	45.0%

Gender	#	%
Female	346	51.7%
Male	320	47.8%
Undeclared	3	0.4%
Total	669	100.0%

Race/Ethnicity	#	%
African-American	17	2.5%
Asian	52	7.8%
Hispanic	11	1.6%
Native American	4	0.6%
Multi-race	0	0.0%
Pacific Islander	0	0.0%
Unclassified	173	25.9%
White	412	61.6%
Total	669	100.0%

School	#	%
Architecture	32	4.8%
Arts & Sciences	317	47.4%
Humanities	129	19.3%
Social Sciences	66	9.9%
Sciences	121	18.1%
Batten	1	0.1%
Commerce	14	2.1%
Education	160	23.9%
Engineering	145	21.7%
Total	669	100.0%

Year	#	%
Masters	283	42.3%
Doctorate	382	57.1%
Non-Degree	4	0.6%
Total	669	100.0%

2008/10 Library User Surveys

Demographics: Grads

Responses are counts.

Discipline:	Total	Male	Female	Masters	Doctorate	Non-Degree
Architecture	32	8	24	30	2	0
Arts & Sciences	317	145	171	114	203	0
Humanities	129	54	74	58	71	0
Sciences	121	59	62	34	87	0
Social Sciences	66	32	34	22	44	0
Batten	1	0	1	1	0	0
Commerce	14	6	8	14	0	0
Education	160	53	106	72	84	4
Engineering	145	108	37	52	93	0
Total	669	320	347	283	382	4

Discipline:	African-American	Asian	Hispanic	Native American	Multi-race	Pacific Islander	Unclass	White
Architecture	2	3	0	0	0	0	7	20
Arts & Sciences	7	13	3	3	0	0	99	192
Humanities	3	6	2	3	0	0	36	79
Sciences	3	6	1	0	0	0	41	70
Social Sciences	1	1	0	0	0	0	31	43
Batten	0	0	1	0	0	0	0	0
Commerce	2	2	0	0	0	0	2	8
Education	4	8	3	1	0	0	18	126
Engineering	2	26	4	0	0	0	47	66
Total	17	52	11	4	0	0	173	412

2008/10 Library User Survey

Primary Library: Grads

Which library's resources do you use most often?

Responses are percents.

Library ↓	School →								
	Arch	A & S Total	A & S Hum	A & S Sci	A & S SocSci	Batten	Com	Educ	Engr
Alderman		46.6	70.3	1.7	81.5	100.0	9.1	13.5	3.5
Astronomy		0.6		1.7					0.7
Biology/Psychology		6.1		16.0				0.6	
Brown Science/Engineering		9.3	0.8	21.8	3.1		9.1	0.6	69.4
Chemistry		5.4		14.3					0.7
Clemons	3.1	4.2		5.9	9.2		36.4	7.7	5.6
Education								46.2	
Fiske Kimball Fine Arts	90.6	7.3	18.0						
Health Sciences		2.2		5.9				3.8	9.7
Law							9.1	1.3	
Math		2.6		6.7					0.7
Music		3.8	7.0	2.5					
Physics		3.2		8.4					
Online	6.3	8.6	3.9	15.1	6.2		36.4	26.3	9.7
Small Special Collections									
Total	100.0	99.9	100.0	100.0	100.0	100.0	100.1	100.0	100.0

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2008/10 Library User Survey

Libraries Used Regularly: Grads

Which other libraries do you use on a regular basis?

Responses are counts of each discipline that uses that library; respondents could choose more than one library.

Library ↓	School →								
	Arch	ArtsSci	Hum	Sci	SocSci	Batten	Comm	Educ	Engr
Alderman	14	64	27	28	9	0	4	49	32
Astronomy	0	0	1	0	0	0	1	0	0
Biology/Psychology	0	16	0	15	0	0	0	4	2
Brown Science/Engineering	4	49	7	33	9	1	1	10	34
Chemistry	0	9	0	9	0	0	0	1	4
Clemons	3	102	66	15	21	1	1	28	27
Darden	0	4	0	2	2	0	0	3	2
Education	0	4	1	2	1	0	0	23	0
Fiske Kimball Fine Arts	3	15	14	0	1	0	0	0	3
Health Sciences	0	10	3	6	1	0	1	6	7
Law	0	11	1	2	8	1	0	4	5
Math	0	7	0	7	0	0	0	3	4
Music	0	11	8	1	2	0	0	1	3
Physics	0	6	0	6	0	0	0	0	6
Small Special Collections	5	26	20	0	6	0	0	3	0
Online	1	34	15	10	9	0	2	18	14

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2008/10 Library User Surveys

Library Use: Grads

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

Responses are percents.

	At least once a:			Never
	Week	Month	Semester	
Architecture				
Physically visited a library	50.0	31.3	18.8	0.0
Accessed online resources ON Grounds	51.6	38.7	9.7	0.0
Accessed online resources OFF Grounds	37.5	28.1	18.8	15.6
Used remote services (Ref, ILL)	18.8	9.4	40.6	31.3

Arts & Sciences

Physically visited a library	55.2	21.8	18.6	4.4
Accessed online resources ON Grounds	65.6	17.4	12.3	4.7
Accessed online resources OFF Grounds	63.3	16.1	12.0	8.5
Used remote services (Ref, ILL)	12.3	28.7	36.0	23.0

Humanities

Physically visited a library	73.6	19.4	3.9	3.1
Accessed online resources ON Grounds	69.8	16.3	10.1	3.9
Accessed online resources OFF Grounds	74.4	16.3	3.9	5.4
Used remote services (Ref, ILL)	17.8	34.1	31.0	17.1

Sciences

Physically visited a library	26.4	28.9	38.0	6.6
Accessed online resources ON Grounds	62.0	19.0	14.9	4.1
Accessed online resources OFF Grounds	41.7	18.3	25.0	15.0
Used remote services (Ref, ILL)	4.1	23.1	43.0	29.8

Social Sciences

Physically visited a library	71.2	13.6	12.1	3.0
Accessed online resources ON Grounds	63.6	16.7	12.1	7.6
Accessed online resources OFF Grounds	80.3	12.1	4.5	3.0
Used remote services (Ref, ILL)	16.7	27.3	33.3	22.7

Batten

Physically visited a library	0.0	100.0	0.0	0.0
Accessed online resources ON Grounds	100.0	0.0	0.0	0.0
Accessed online resources OFF Grounds	100.0	0.0	0.0	0.0
Used remote services (Ref, ILL)	0.0	0.0	100.0	0.0

2008/10 Library User Surveys

Library Use: Grads

Commerce	At least once a:			Never
	Week	Month	Semester	
Physically visited a library	28.6	14.3	14.3	42.9
Accessed online resources ON Grounds	35.7	7.1	35.7	21.4
Accessed online resources OFF Grounds	14.3	14.3	14.3	57.1
Used remote services (Ref, ILL)	0.0	0.0	14.3	85.7

Education	Week	Month	Semester	Never
Physically visited a library	29.4	33.8	28.8	8.1
Accessed online resources ON Grounds	36.9	30.0	19.4	13.8
Accessed online resources OFF Grounds	50.0	23.8	10.6	15.6
Used remote services (Ref, ILL)	5.0	13.8	35.6	45.6

Engineering	Week	Month	Semester	Never
Physically visited a library	24.1	31.0	40.0	4.8
Accessed online resources ON Grounds	46.9	37.1	11.9	4.2
Accessed online resources OFF Grounds	26.4	31.9	22.9	18.8
Used remote services (Ref, ILL)	2.1	14.7	26.6	56.6

2008/10 Library User Surveys

Library Use: Grads

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

Responses are percents.

Physically visited a library	At least once a:			Never
	Week	Month	Semester	
Architecture	50.0	31.3	18.8	0.0
Arts & Sciences	55.2	21.8	18.6	4.4
Humanities	73.6	19.4	3.9	3.1
Sciences	26.4	28.9	38.0	6.6
Social Sciences	71.2	13.6	12.1	3.0
Batten	0.0	100.0	0.0	0.0
Commerce	28.6	14.3	14.3	42.9
Education	29.4	33.8	28.8	8.1
Engineering	24.1	31.0	40.0	4.8

Accessed online resources ON Grounds	At least once a:			Never
	Week	Month	Semester	
Architecture	51.6	38.7	9.7	0.0
Arts & Sciences	65.6	17.4	12.3	4.7
Humanities	69.8	16.3	10.1	3.9
Sciences	62.0	19.0	14.9	4.1
Social Sciences	63.6	16.7	12.1	7.6
Batten	100.0	0.0	0.0	0.0
Commerce	35.7	7.1	35.7	21.4
Education	36.9	30.0	19.4	13.8
Engineering	46.9	37.1	11.9	4.2

Accessed online resources OFF Grounds	At least once a:			Never
	Week	Month	Semester	
Architecture	37.5	28.1	18.8	15.6
Arts & Sciences	63.3	16.1	12.0	8.5
Humanities	74.4	16.3	3.9	5.4
Sciences	41.7	18.3	25.0	15.0
Social Sciences	80.3	12.1	4.5	3.0
Batten	100.0	0.0	0.0	0.0
Commerce	14.3	14.3	14.3	57.1
Education	50.0	23.8	10.6	15.6
Engineering	26.4	31.9	22.9	18.8

2008/10 Library User Surveys

Library Use: Grads

Used remote services (Ref, ILL)	At least once a:			
	Week	Month	Semester	Never
Architecture	18.8	9.4	40.6	31.3
Arts & Sciences	12.3	28.7	36.0	23.0
Humanities	17.8	34.1	31.0	17.1
Sciences	4.1	23.1	43.0	29.8
Social Sciences	16.7	27.3	33.3	22.7
Batten	0.0	0.0	100.0	0.0
Commerce	0.0	0.0	14.3	85.7
Education	5.0	13.8	35.6	45.6
Engineering	2.1	14.7	26.6	56.6

2008/10 Library User Survey

Importance of Services: Grads

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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

↓

Architecture (32)	#	Satisfaction	#	Importance
Virgo ¹	18	3.00	18	4.72
Circulation and reserve services	30	4.13	29	4.66
Physical collections	31	4.10	30	4.53
Library websites	31	3.26	30	4.50
Online resources	31	3.58	30	4.50
Research support	22	4.23	21	4.43
Off Grounds access	18	3.89	18	4.39
Equipment	31	3.32	29	4.38
Creation and use of digital content	18	3.83	17	4.29
Interlibrary Loan & Document Delivery	25	4.28	26	4.15
Information services/reference	24	4.08	23	4.09
Library spaces ¹	16	3.13	15	4.07
Facilities	31	3.39	30	3.83
Scanning ¹	5	4.40	7	3.57
Public programming ¹	9	3.89	9	3.56
Instruction	24	3.92	25	3.40

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Grads

↓

Arts & Sciences (317)	#	Satisfaction	#	Importance
Virgo ¹	197	3.30	195	4.79
Online resources	297	3.74	297	4.75
Research support	163	4.15	162	4.65
Circulation and reserve services	290	4.27	282	4.64
Off Grounds access	198	3.89	193	4.62
Interlibrary Loan & Document Delivery	249	4.27	251	4.59
Library websites	297	3.54	292	4.58
Physical collections	289	4.18	290	4.48
Information services/reference	252	4.33	254	4.19
Equipment	260	3.55	265	4.17
Library spaces ¹	166	3.50	169	4.08
Scanning ¹	65	3.80	88	4.01
Facilities	286	3.59	282	3.91
Creation and use of digital content	160	3.79	182	3.80
Instruction	135	4.08	160	3.33
Public programming ¹	71	3.72	96	2.91

↓

A&S: Humanities (129)	#	Satisfaction	#	Importance
Virgo ¹	85	3.09	83	4.88
Circulation and reserve services	126	4.24	121	4.82
Online resources	126	3.63	123	4.80
Off Grounds access	78	4.01	78	4.79
Research support	64	4.36	64	4.77
Interlibrary Loan & Document Delivery	108	4.37	107	4.75
Physical collections	125	4.19	124	4.69
Library websites	123	3.52	121	4.63
Equipment	115	3.57	113	4.33
Library spaces ¹	72	3.39	72	4.22
Information services/reference	109	4.40	110	4.20
Facilities	122	3.52	119	4.13
Scanning ¹	23	3.83	35	4.06
Creation and use of digital content	64	3.83	72	3.88
Instruction	61	4.03	75	3.28
Public programming ¹	32	3.69	44	2.86

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Grads

↓

A&S: Sciences (121)	#	Satisfaction	#	Importance
Online resources	109	3.88	113	4.71
Virgo ¹	73	3.48	73	4.67
Library websites	114	3.61	113	4.61
Research support	64	4.14	65	4.58
Interlibrary Loan & Document Delivery	92	4.17	97	4.46
Circulation and reserve services	104	4.36	106	4.43
Off Grounds access	76	3.76	75	4.40
Physical collections	105	4.20	108	4.25
Information services/reference	92	4.28	94	4.12
Equipment	84	3.70	94	3.90
Scanning ¹	28	3.57	37	3.86
Library spaces ¹	57	3.65	61	3.79
Creation and use of digital content	65	3.75	75	3.67
Facilities	100	3.80	102	3.63
Instruction	51	4.12	59	3.32
Public programming ¹	27	3.67	34	2.91

↓

A&S: Social Sciences (66)	#	Satisfaction	#	Importance
Virgo ¹	39	3.44	39	4.82
Online resources	61	3.74	60	4.70
Off Grounds access	43	3.88	39	4.67
Circulation and reserve services	59	4.19	54	4.63
Research support	34	3.79	32	4.56
Interlibrary Loan & Document Delivery	48	4.23	46	4.48
Physical collections	58	4.10	57	4.46
Library websites	59	3.44	57	4.40
Information services/reference	51	4.24	50	4.28
Library spaces ¹	37	3.49	36	4.28
Equipment	60	3.33	57	4.26
Scanning ¹	14	4.21	16	4.25
Facilities	63	3.38	60	3.93
Creation and use of digital content	31	3.81	35	3.91
Instruction	22	4.18	25	3.44
Public programming ¹	12	3.92	18	3.00

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Grads

↓

Batten (1)	#	Satisfaction	#	Importance
Circulation and reserve services	1	4.00	1	5.00
Creation and use of digital content	1	4.00	4	5.00
Facilities	1	4.00	1	5.00
Library spaces ¹	1	3.00	1	5.00
Library websites	1	4.00	1	5.00
Online resources	1	5.00	1	5.00
Physical collections	1	4.00	1	5.00
Scanning ¹	1	4.00	1	5.00
Virgo ¹	1	5.00	1	5.00
Equipment	1	4.00	1	4.00
Information services/reference	1	4.00	1	4.00
Instruction	1	4.00	1	4.00
Interlibrary Loan & Document Delivery	1	4.00	1	4.00
Public programming ¹	1	3.00	1	3.00
Research support	--	--	--	--
Off Grounds access	--	--	--	--

↓

Commerce (14)	#	Satisfaction	#	Importance
Virgo ¹	5	3.60	5	4.80
Library spaces ¹	4	3.50	4	4.75
Research support	5	3.20	5	4.60
Equipment	7	3.71	7	4.57
Library websites	9	4.11	9	4.44
Online resources	9	3.89	9	4.44
Off Grounds access	5	3.00	5	4.40
Physical collections	8	3.88	8	4.13
Facilities	8	3.38	8	4.00
Circulation and reserve services	9	3.89	10	3.90
Creation and use of digital content	6	3.50	6	3.67
Scanning ¹	2	3.50	2	3.50
Information services/reference	6	3.83	7	3.43
Instruction	7	3.43	8	3.13
Interlibrary Loan & Document Delivery	5	3.60	7	3.00
Public programming ¹	3	2.67	4	2.00

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Grads

↓

Education (160)	#	Satisfaction	#	Importance
Off Grounds access	95	3.94	93	4.88
Online resources	148	3.92	146	4.80
Virgo ¹	92	3.71	93	4.71
Research support	86	4.10	85	4.69
Library websites	151	3.87	148	4.61
Equipment	135	3.54	134	4.42
Interlibrary Loan & Document Delivery	101	4.38	109	4.37
Information services/reference	126	4.30	128	4.34
Circulation and reserve services	133	4.30	134	4.32
Physical collections	131	4.06	134	4.28
Facilities	139	3.44	135	4.16
Library spaces ¹	85	3.54	85	4.12
Creation and use of digital content	68	3.88	81	3.99
Instruction	103	4.11	110	3.86
Scanning ¹	28	3.79	40	3.50
Public programming ¹	45	4.04	55	3.15

↓

Engineering (145)	#	Satisfaction	#	Importance
Online resources	133	3.69	133	4.75
Virgo ¹	90	3.50	89	4.69
Off Grounds access	72	3.67	73	4.58
Library websites	137	3.53	137	4.55
Research support	88	3.93	84	4.48
Circulation and reserve services	128	4.24	126	4.42
Physical collections	127	4.11	132	4.30
Interlibrary Loan & Document Delivery	77	4.14	89	4.17
Library spaces ¹	78	3.65	81	4.17
Equipment	106	3.62	114	4.16
Information services/reference	112	4.14	116	4.16
Creation and use of digital content	64	3.91	77	4.01
Facilities	131	3.75	129	3.88
Scanning ¹	30	3.70	48	3.77
Instruction	63	3.92	78	3.63
Public programming ¹	44	3.73	57	3.07

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Grads

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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



Architecture (32)	#	Satisfaction	#	Importance
Scanning ¹	5	4.40	7	3.57
Interlibrary Loan & Document Delivery	25	4.28	26	4.15
Research support	22	4.23	21	4.43
Circulation and reserve services	30	4.13	29	4.66
Physical collections	31	4.10	30	4.53
Information services/reference	24	4.08	23	4.09
Instruction	24	3.92	25	3.40
Off Grounds access	18	3.89	18	4.39
Public programming ¹	9	3.89	9	3.56
Creation and use of digital content	18	3.83	17	4.29
Online resources	31	3.58	30	4.50
Facilities	31	3.39	30	3.83
Equipment	31	3.32	29	4.38
Library websites	31	3.26	30	4.50
Library spaces ¹	16	3.13	15	4.07
Virgo ¹	18	3.00	18	4.72

¹ Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Grads

↓

Arts & Sciences (317)	#	Satisfaction	#	Importance
Information services/reference	252	4.33	254	4.19
Circulation and reserve services	290	4.27	282	4.64
Interlibrary Loan & Document Delivery	249	4.27	251	4.59
Physical collections	289	4.18	290	4.48
Research support	163	4.15	162	4.65
Instruction	135	4.08	160	3.33
Off Grounds access	198	3.89	193	4.62
Scanning ¹	65	3.80	88	4.01
Creation and use of digital content	160	3.79	182	3.80
Online resources	297	3.74	297	4.75
Public programming ¹	71	3.72	96	2.91
Facilities	286	3.59	282	3.91
Equipment	260	3.55	265	4.17
Library websites	297	3.54	292	4.58
Library spaces ¹	166	3.50	169	4.08
Virgo ¹	197	3.30	195	4.79

↓

A&S: Humanities (129)	#	Satisfaction	#	Importance
Information services/reference	109	4.40	110	4.20
Interlibrary Loan & Document Delivery	108	4.37	107	4.75
Research support	64	4.36	64	4.77
Circulation and reserve services	126	4.24	121	4.82
Physical collections	125	4.19	124	4.69
Instruction	61	4.03	75	3.28
Off Grounds access	78	4.01	78	4.79
Creation and use of digital content	64	3.83	72	3.88
Scanning ¹	23	3.83	35	4.06
Public programming ¹	32	3.69	44	2.86
Online resources	126	3.63	123	4.80
Equipment	115	3.57	113	4.33
Facilities	122	3.52	119	4.13
Library websites	123	3.52	121	4.63
Library spaces ¹	72	3.39	72	4.22
Virgo ¹	85	3.09	83	4.88

¹ Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Grads



A&S: Sciences (121)	#	Satisfaction	#	Importance
Circulation and reserve services	104	4.36	106	4.43
Information services/reference	92	4.28	94	4.12
Physical collections	105	4.20	108	4.25
Interlibrary Loan & Document Delivery	92	4.17	97	4.46
Research support	64	4.14	65	4.58
Instruction	51	4.12	59	3.32
Online resources	109	3.88	113	4.71
Facilities	100	3.80	102	3.63
Off Grounds access	76	3.76	75	4.40
Creation and use of digital content	65	3.75	75	3.67
Equipment	84	3.70	94	3.90
Public programming ¹	27	3.67	34	2.91
Library spaces ¹	57	3.65	61	3.79
Library websites	114	3.61	113	4.61
Scanning ¹	28	3.57	37	3.86
Virgo ¹	73	3.48	73	4.67



A&S: Social Sciences (66)	#	Satisfaction	#	Importance
Information services/reference	51	4.24	50	4.28
Interlibrary Loan & Document Delivery	48	4.23	46	4.48
Scanning ¹	14	4.21	16	4.25
Circulation and reserve services	59	4.19	54	4.63
Instruction	22	4.18	25	3.44
Physical collections	58	4.10	57	4.46
Public programming ¹	12	3.92	18	3.00
Off Grounds access	43	3.88	39	4.67
Creation and use of digital content	31	3.81	35	3.91
Research support	34	3.79	32	4.56
Online resources	61	3.74	60	4.70
Library spaces ¹	37	3.49	36	4.28
Library websites	59	3.44	57	4.40
Virgo ¹	39	3.44	39	4.82
Facilities	63	3.38	60	3.93
Equipment	60	3.33	57	4.26

¹ Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Grads

↓

Batten (1)	#	Satisfaction	#	Importance
Online resources	1	5.00	1	5.00
Virgo ¹	1	5.00	1	5.00
Circulation and reserve services	1	4.00	1	5.00
Creation and use of digital content	1	4.00	4	5.00
Equipment	1	4.00	1	4.00
Facilities	1	4.00	1	5.00
Information services/reference	1	4.00	1	4.00
Instruction	1	4.00	1	4.00
Interlibrary Loan & Document Delivery	1	4.00	1	4.00
Library websites	1	4.00	1	5.00
Physical collections	1	4.00	1	5.00
Scanning ¹	1	4.00	1	5.00
Library spaces ¹	1	3.00	1	5.00
Public programming ¹	1	3.00	1	3.00
Research support	--	--	--	--
Off Grounds access	--	--	--	--

↓

Commerce (14)	#	Satisfaction	#	Importance
Library websites	9	4.11	9	4.44
Online resources	9	3.89	9	4.44
Circulation and reserve services	9	3.89	10	3.90
Physical collections	8	3.88	8	4.13
Information services/reference	6	3.83	7	3.43
Equipment	7	3.71	7	4.57
Interlibrary Loan & Document Delivery	5	3.60	7	3.00
Virgo ¹	5	3.60	5	4.80
Creation and use of digital content	6	3.50	6	3.67
Library spaces ¹	4	3.50	4	4.75
Scanning ¹	2	3.50	2	3.50
Instruction	7	3.43	8	3.13
Facilities	8	3.38	8	4.00
Research support	5	3.20	5	4.60
Off Grounds access	5	3.00	5	4.40
Public programming ¹	3	2.67	4	2.00

¹ Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Grads



Education (160)	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	101	4.38	109	4.37
Circulation and reserve services	133	4.30	134	4.32
Information services/reference	126	4.30	128	4.34
Instruction	103	4.11	110	3.86
Research support	86	4.10	85	4.69
Physical collections	131	4.06	134	4.28
Public programming ¹	45	4.04	55	3.15
Off Grounds access	95	3.94	93	4.88
Online resources	148	3.92	146	4.80
Creation and use of digital content	68	3.88	81	3.99
Library websites	151	3.87	148	4.61
Scanning ¹	28	3.79	40	3.50
Virgo ¹	92	3.71	93	4.71
Equipment	135	3.54	134	4.42
Library spaces ¹	85	3.54	85	4.12
Facilities	139	3.44	135	4.16



Engineering (145)	#	Satisfaction	#	Importance
Circulation and reserve services	128	4.24	126	4.42
Information services/reference	112	4.14	116	4.16
Interlibrary Loan & Document Delivery	77	4.14	89	4.17
Physical collections	127	4.11	132	4.30
Research support	88	3.93	84	4.48
Instruction	63	3.92	78	3.63
Creation and use of digital content	64	3.91	77	4.01
Facilities	131	3.75	129	3.88
Public programming ¹	44	3.73	57	3.07
Scanning ¹	30	3.70	48	3.77
Online resources	133	3.69	133	4.75
Off Grounds access	72	3.67	73	4.58
Library spaces ¹	78	3.65	81	4.17
Equipment	106	3.62	114	4.16
Library websites	137	3.53	137	4.55
Virgo ¹	90	3.50	89	4.69

¹ Data not available for 2008.

2008/10 Library User Survey

Customer Service: Grads

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

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

	Competence		Courtesy		Speed		Composite	
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance
ALL GRADS	4.41	4.59	4.52	4.45	4.42	4.48	4.45	4.51
Architecture	4.34	4.43	4.26	4.23	4.31	4.32	4.30	4.33
Arts & Sciences	4.38	4.59	5.54	4.43	4.42	4.50	4.78	4.51
Humanities	4.46	4.67	4.52	4.47	4.54	4.65	4.51	4.60
Sciences	4.42	4.51	4.64	4.44	4.35	4.38	4.47	4.44
Social Sciences	4.16	4.58	4.47	4.35	4.32	4.39	4.32	4.44
Batten	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
Commerce	3.43	4.00	4.25	4.25	3.75	4.00	3.81	4.08
Education	4.6	4.74	4.61	4.67	4.54	4.61	4.58	4.67
Engineering	4.34	4.48	4.47	4.30	4.37	4.39	4.39	4.39

2008/10 Library User Survey

Overall Satisfaction: Grads

Please rate your overall satisfaction with your Primary Library.

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

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

	System	Primary ¹
All Grads	4.17	4.26
Architecture	4.10	4.21
Arts & Sciences	4.19	4.29
Humanities	4.23	4.41
Sciences	4.21	4.38
Social Sciences	4.12	3.89
Batten	5.00	--
Commerce	3.90	4.20
Education	4.18	4.27
Engineering	4.15	4.22

¹Data not available for 2010 for primary library.

2008/10 Library User Surveys

Demographics: Faculty

Sample	Sample Size	Respondents	Response Rate
Faculty	1,013	422	41.7%

Gender	#	%
Female	160	37.9
Male	262	62.1
Total	422	100.0

Race/Ethnicity	#	%
African-American	18	4.3%
Asian	30	7.1%
Hispanic	9	2.1%
Native American	1	0.2%
Multi-race	1	0.2%
Pacific Islander	0	0.0%
Unclassified	12	2.8%
White	351	83.2%
Total	422	100.0%

School	#	%
Architecture	11	2.6%
Arts & Sciences	289	68.5%
Humanities	110	26.1%
Sciences	93	22.0%
Social Sciences	73	17.3%
Undeclared	6	1.4%
Commerce	26	6.2%
Education	46	10.9%
Engineering	50	11.8%
Total	422	100.0

Rank	#	%
Instructor	1	0.2%
Lecturer	22	5.2%
Assistant	114	27.0%
Associate	110	26.1%
Professor	175	41.5%
Total	422	100.0%

2008/10 Library User Surveys

Demographics: Faculty

Responses are counts.

Discipline:	Total	Male	Female	Instructor	Lecturer	Assistant	Associate	Professor
Architecture	11	6	5	0	0	1	8	2
Arts & Sciences	289	190	99	1	14	72	66	136
Humanities	110	54	56	0	9	27	31	43
Sciences	93	77	16	1	0	20	11	61
Social Sciences	73	52	21	0	3	22	20	28
Undeclared	6	4	2	0	1	2	1	2
Commerce	26	15	11	0	2	9	9	6
Education	46	10	36	0	4	18	11	13
Engineering	50	41	9	0	2	14	16	18
Total	422	262	160	1	22	114	110	175

Discipline:	African-American	Asian	Hispanic	Native American	Multi-race	Pacific Islander	Unclass	White
Architecture	0	1	0	0	0	0	0	10
Arts & Sciences	10	25	6	1	1	0	3	243
Humanities	7	14	0	0	0	0	1	88
Sciences	2	6	2	0	0	0	1	82
Social Sciences	1	5	3	0	1	0	0	63
Undeclared	0	0	0	1	0	0	0	5
Commerce	2	0	0	0	0	0	0	24
Education	4	0	1	0	0	0	7	34
Engineering	2	4	2	0	0	0	2	40
Total	18	30	9	1	1	0	12	351

2008/10 Library User Survey

Primary Library: Faculty

Which library's resources do you use most often?

Responses are percents.

Faculty

Library ↓	School →								
	Arch	A & S Total	A & S Hum	A & S Sci	A & S SocSci	A & S Undecl	Com	Educ	Engr
Alderman	9.1		64.2	1.1	76.7	100.0	50.0	6.7	10.2
Astronomy				6.7					
Biology/Psychology				16.7					
Brown Science/Engineering			0.9	22.2					55.1
Chemistry				7.8					2.0
Clemons			6.4	2.2	2.7		11.5	2.2	2.0
Education								46.7	
Fiske Kimball Fine Arts	90.9		11.9						
Health Sciences				2.2				2.2	6.1
Law			0.9						
Math			0.9	8.9					
Music			7.3						
Physics				13.3					4.1
Primarily, I use online			4.6	18.9	20.5		38.5	42.2	20.4
Small Special Collections			2.8						
Total	100.0		99.9	100.0	99.9	100.0	100.0	100.0	99.9

 =1st

2008/10 Library User Survey

Libraries Used Regularly: Faculty

Which other libraries do you use on a regular basis?

Responses are counts of each discipline that uses that library; respondents could choose more than one library.

Library ↓	School →								
	Arch	ArtsSci	Hum	Sci	SocSci	Undecl	Comm	Educ	Engr
Alderman	4	58	25	19	12	1	5	7	12
Astronomy	0	4	0	4	0	0	0	0	2
Biology/Psychology	0	16	2	12	2	0	1	2	3
Brown Science/Engineering	3	42	11	27	4	0	3	0	10
Chemistry	0	6	1	5	0	0	0	0	8
Clemons	1	93	48	8	29	3	4	7	5
Darden	0	4	2	0	2	0	3	0	1
Education	0	2	1	0	0	0	0	2	0
Fiske Kimball Fine Arts	3	25	18	0	6	1	0	0	2
Health Sciences	0	10	3	6	1	0	0	3	2
Law	0	13	2	0	9	0	0	0	1
Math	0	6	1	5	0	0	1	0	3
Music	0	12	8	0	3	1	0	0	2
Physics	0	8	0	8	0	0	2	0	7
Small Special Collections	1	25	13	1	9	0	1	0	2
Online	0	34	16	10	6	2	4	8	7

 =1st

2008/10 Library User Surveys

Library Use: Faculty

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

Responses are percents.

Physically visited a library	At least once a:			Never
	Week	Month	Semester	
Architecture	54.5	36.4	9.1	0.0
Arts & Sciences	34.0	36.1	26.3	3.5
Humanities	51.9	31.5	15.7	0.9
Sciences	16.5	38.5	39.6	5.5
Social Sciences	30.1	39.7	24.7	5.5
Undeclared	16.7	50.0	33.3	0.0
Commerce	3.8	19.2	50.0	26.9
Education	6.8	43.2	36.4	13.6
Engineering	4.0	38.0	46.0	12.0

Accessed online resources ON Grounds	At least once a:			Never
	Week	Month	Semester	
Architecture	70.0	30.0	0.0	0.0
Arts & Sciences	75.7	17.6	4.2	2.5
Humanities	83.2	11.2	3.7	1.9
Sciences	64.8	24.2	6.6	4.4
Social Sciences	82.2	16.4	0.0	1.4
Undeclared	50.0	50.0	0.0	0.0
Commerce	50.0	15.4	26.9	7.7
Education	77.3	20.5	2.3	0.0
Engineering	62.0	26.0	8.0	4.0

Accessed online resources OFF Grounds	At least once a:			Never
	Week	Month	Semester	
Architecture	72.7	27.3	0.0	0.0
Arts & Sciences	64.8	19.7	8.8	6.7
Humanities	72.2	19.4	5.6	2.8
Sciences	46.7	25.6	14.4	13.3
Social Sciences	76.7	12.3	5.5	5.5
Undeclared	16.7	50.0	33.3	0.0
Commerce	42.3	23.1	15.4	19.2
Education	45.5	29.5	9.1	15.9
Engineering	42.0	22.0	22.0	14.0

2008/10 Library User Surveys

Library Use: Faculty

Used remote services (Ref, ILL)	At least once a:			Never
	Week	Month	Semester	
Architecture	45.5	36.4	18.2	0.0
Arts & Sciences	34.0	30.5	27.7	7.7
Humanities	48.1	30.6	18.5	2.8
Sciences	7.7	27.5	48.4	16.5
Social Sciences	45.2	34.2	17.8	2.7
Undeclared	0.0	33.3	33.3	33.3
Commerce	3.9	19.2	30.6	46.2
Education	15.9	45.5	29.5	9.1
Engineering	14.0	22.0	48.0	16.0

2008/10 Library User Surveys

Library Use: Faculty

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

Responses are percents.

	At least once a:			Never
	Week	Month	Semester	
Architecture				
Physically visited a library	54.5	36.4	9.1	0.0
Accessed online resources ON Grounds	70.0	30.0	0.0	0.0
Accessed online resources OFF Grounds	72.7	27.3	0.0	0.0
Used remote services (Ref, ILL)	45.5	36.4	18.2	0.0

Arts & Sciences

Physically visited a library	34.0	36.1	26.3	3.5
Accessed online resources ON Grounds	75.7	17.6	4.2	2.5
Accessed online resources OFF Grounds	64.8	19.7	8.8	6.7
Used remote services (Ref, ILL)	34.0	30.5	27.7	7.7

Humanities

Physically visited a library	51.9	31.5	15.7	0.9
Accessed online resources ON Grounds	83.2	11.2	3.7	1.9
Accessed online resources OFF Grounds	72.2	19.4	5.6	2.8
Used remote services (Ref, ILL)	48.1	30.6	18.5	2.8

Sciences

Physically visited a library	16.5	38.5	39.6	5.5
Accessed online resources ON Grounds	64.8	24.2	6.6	4.4
Accessed online resources OFF Grounds	46.7	25.6	14.4	13.3
Used remote services (Ref, ILL)	7.7	27.5	48.4	16.5

Social Sciences

Physically visited a library	30.1	39.7	24.7	5.5
Accessed online resources ON Grounds	82.2	16.4	0.0	1.4
Accessed online resources OFF Grounds	76.7	12.3	5.5	5.5
Used remote services (Ref, ILL)	45.2	34.2	17.8	2.7

Undeclared

Physically visited a library	16.7	50.0	33.3	0.0
Accessed online resources ON Grounds	50.0	50.0	0.0	0.0
Accessed online resources OFF Grounds	16.7	50.0	33.3	0.0
Used remote services (Ref, ILL)	0.0	33.3	33.3	33.3

2008/10 Library User Surveys

Library Use: Faculty

Commerce	At least once a:			Never
	Week	Month	Semester	
Physically visited a library	3.8	19.2	50.0	26.9
Accessed online resources ON Grounds	50.0	15.4	26.9	7.7
Accessed online resources OFF Grounds	42.3	23.1	15.4	19.2
Used remote services (Ref, ILL)	3.9	19.2	30.6	46.2

Education	Week	Month	Semester	Never
Physically visited a library	6.8	43.2	36.4	13.6
Accessed online resources ON Grounds	77.3	20.5	2.3	0.0
Accessed online resources OFF Grounds	45.5	29.5	9.1	15.9
Used remote services (Ref, ILL)	15.9	45.5	29.5	9.1

Engineering	Week	Month	Semester	Never
Physically visited a library	4.0	38.0	46.0	12.0
Accessed online resources ON Grounds	62.0	26.0	8.0	4.0
Accessed online resources OFF Grounds	42.0	22.0	22.0	14.0
Used remote services (Ref, ILL)	14.0	22.0	48.0	16.0

2008/10 Library User Survey

Importance of Services: Faculty

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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

↓

Architecture (11)	#	Satisfaction	#	Importance
Virgo ¹	6	3.00	5	5.00
Circulation and reserve services	11	4.64	10	4.90
Interlibrary Loan & Document Delivery	11	4.73	10	4.80
Scanning ¹	4	2.50	5	4.80
Off Grounds access	9	3.44	8	4.75
Physical collections	11	4.09	10	4.60
Creation and use of digital content	9	3.11	9	4.56
Research support	9	3.67	8	4.50
Library websites	11	3.36	10	4.40
Online resources	10	3.60	10	4.40
Information services/reference	11	4.27	10	4.30
Instruction	9	4.11	8	4.13
Facilities	10	3.40	11	4.09
Equipment	9	3.11	9	4.00
Library spaces ¹	5	3.40	5	3.00
Public programming ¹	5	3.60	4	2.75

¹ Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Faculty

↓

Arts & Sciences (289)	#	Satisfaction	#	Importance
Virgo ¹	199	3.52	190	4.79
Online resources	265	3.85	256	4.73
Research support	162	4.20	161	4.71
Off Grounds access	168	3.85	165	4.65
Circulation and reserve services	272	4.50	261	4.60
Interlibrary Loan & Document Delivery	255	4.57	253	4.57
Physical collections	262	4.01	256	4.49
Library websites	270	3.60	267	4.48
Information services/reference	235	4.44	240	4.17
Scanning ¹	118	4.31	145	4.09
Creation and use of digital content	147	3.99	179	3.74
Equipment	164	3.63	192	3.61
Instruction	123	4.36	153	3.58
Library spaces ¹	112	3.60	132	3.52
Facilities	224	3.75	234	3.39
Public programming ¹	75	4.01	104	2.94

↓

A&S: Humanities (110)	#	Satisfaction	#	Importance
Virgo ¹	77	3.53	71	4.92
Research support	66	4.36	63	4.86
Interlibrary Loan & Document Delivery	101	4.66	96	4.84
Circulation and reserve services	107	4.53	100	4.77
Online resources	101	3.89	96	4.74
Physical collections	107	4.05	102	4.74
Off Grounds access	85	3.92	63	4.68
Library websites	107	3.67	102	4.62
Scanning ¹	46	4.48	52	4.42
Information services/reference	97	4.59	93	4.38
Creation and use of digital content	68	4.10	69	4.17
Instruction	58	4.60	61	4.03
Equipment	71	3.70	77	3.92
Library spaces ¹	44	3.52	48	3.73
Facilities	97	3.75	93	3.58
Public programming ¹	32	4.31	36	3.42

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Faculty

↓

A&S: Sciences (93)	#	Satisfaction	#	Importance
Online resources	83	3.80	79	4.78
Virgo ¹	60	3.47	58	4.64
Research support	48	4.08	49	4.61
Off Grounds access	48	3.60	48	4.56
Circulation and reserve services	81	4.48	79	4.39
Interlibrary Loan & Document Delivery	77	4.43	78	4.38
Library websites	83	3.45	84	4.31
Physical collections	77	3.95	77	4.18
Information services/reference	71	4.39	75	4.01
Scanning ¹	34	4.15	48	3.54
Instruction	33	4.09	45	3.24
Library spaces ¹	31	3.84	42	3.24
Creation and use of digital content	37	3.89	56	3.20
Equipment	48	3.50	58	3.14
Facilities	61	3.84	69	3.13
Public programming ¹	20	3.90	33	2.55

↓

A&S: Social Sciences (73)	#	Satisfaction	#	Importance
Virgo ¹	50	3.34	49	4.78
Interlibrary Loan & Document Delivery	67	4.54	68	4.74
Off Grounds access	47	3.96	47	4.66
Online resources	70	3.79	70	4.63
Circulation and reserve services	71	4.41	69	4.58
Research support	40	4.03	41	4.56
Physical collections	66	3.95	65	4.45
Library websites	68	3.53	69	4.43
Scanning ¹	31	4.13	36	4.25
Creation and use of digital content	38	3.89	48	3.69
Equipment	38	3.58	49	3.59
Library spaces ¹	29	3.48	34	3.47
Facilities	55	3.64	61	3.23
Information services/reference	61	3.97	43	3.21
Instruction	29	4.17	43	3.21
Public programming ¹	19	3.53	30	2.67

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Faculty

↓

A&S: Undeclared (6)	#	Satisfaction	#	Importance
Virgo ¹	6	4.50	6	4.83
Library websites	5	4.40	5	4.80
Online resources	4	4.25	4	4.75
Circulation and reserve services	6	4.67	6	4.67
Creation and use of digital content	1	3.00	3	4.33
Facilities	6	4.17	6	4.33
Information services/reference	5	4.40	6	4.33
Instruction	2	4.00	3	4.33
Equipment	3	4.33	4	4.25
Interlibrary Loan & Document Delivery	3	4.67	4	4.25
Physical collections	5	4.20	5	4.20
Library spaces ¹	4	3.50	4	4.00
Public programming ¹	3	4.33	4	4.00
Scanning ¹	2	4.00	4	4.00
Research support	1	3.00	1	4.00
Off Grounds access	1	2.00	1	4.00

↓

Commerce (26)	#	Satisfaction	#	Importance
Online resources	19	3.89	19	5.00
Off Grounds access	15	3.73	14	4.93
Virgo ¹	15	3.80	14	4.79
Library websites	21	3.81	22	4.55
Information services/reference	20	4.35	20	4.40
Interlibrary Loan & Document Delivery	14	4.57	16	4.31
Research support	12	4.25	11	4.27
Circulation and reserve services	21	4.57	22	4.23
Physical collections	20	3.95	21	3.86
Creation and use of digital content	7	4.57	12	3.83
Instruction	6	4.50	10	3.40
Scanning ¹	6	3.50	8	3.38
Facilities	15	3.87	17	3.29
Equipment	6	3.33	12	2.82
Library spaces ¹	2	3.00	4	2.75
Public programming ¹	2	4.00	6	1.67

¹Data not available for 2008.

2008/10 Library User Survey

Importance of Services: Faculty

↓

Education (46)	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	37	4.78	37	4.92
Research support	27	4.26	27	4.89
Online resources	40	3.70	42	4.83
Virgo ¹	23	3.83	24	4.83
Library websites	40	3.63	42	4.79
Off Grounds access	30	3.77	31	4.74
Circulation and reserve services	36	4.58	37	4.65
Information services/reference	34	4.56	34	4.65
Instruction	27	4.52	29	4.52
Creation and use of digital content	21	4.38	25	4.44
Scanning ¹	8	4.25	11	4.18
Physical collections	30	4.03	34	4.03
Equipment	14	3.64	17	3.71
Facilities	23	3.74	26	3.69
Library spaces ¹	11	3.64	14	3.50
Public programming ¹	8	4.00	11	3.45

↓

Engineering (50)	#	Satisfaction	#	Importance
Online resources	44	3.70	43	4.86
Off Grounds access	29	3.66	29	4.83
Virgo ¹	30	3.30	29	4.79
Library websites	46	3.57	45	4.56
Research support	25	3.76	24	4.46
Interlibrary Loan & Document Delivery	42	4.24	44	4.43
Circulation and reserve services	42	4.36	44	4.20
Physical collections	41	4.07	44	4.11
Information services/reference	39	4.08	41	3.85
Creation and use of digital content	24	3.83	32	3.53
Library spaces ¹	19	3.95	24	3.50
Facilities	38	3.92	40	3.38
Instruction	22	3.73	29	3.31
Equipment	22	3.64	30	3.17
Scanning ¹	9	3.89	17	3.12
Public programming ¹	14	3.50	20	2.55

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Faculty

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

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

↓

Architecture (11)	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	11	4.73	10	4.80
Circulation and reserve services	11	4.64	10	4.90
Information services/reference	11	4.27	10	4.30
Instruction	9	4.11	8	4.13
Physical collections	11	4.09	10	4.60
Research support	9	3.67	8	4.50
Online resources	10	3.60	10	4.40
Public programming ¹	5	3.60	4	2.75
Off Grounds access	9	3.44	8	4.75
Facilities	10	3.40	11	4.09
Library spaces ¹	5	3.40	5	3.00
Library websites	11	3.36	10	4.40
Creation and use of digital content	9	3.11	9	4.56
Equipment	9	3.11	9	4.00
Virgo ¹	6	3.00	5	5.00
Scanning ¹	4	2.50	5	4.80

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Faculty



Arts & Sciences (289)	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	255	4.57	253	4.57
Circulation and reserve services	272	4.50	261	4.60
Information services/reference	235	4.44	240	4.17
Instruction	123	4.36	153	3.58
Scanning ¹	118	4.31	145	4.09
Research support	162	4.20	161	4.71
Physical collections	262	4.01	256	4.49
Public programming ¹	75	4.01	104	2.94
Creation and use of digital content	147	3.99	179	3.74
Online resources	265	3.85	256	4.73
Off Grounds access	168	3.85	165	4.65
Facilities	224	3.75	234	3.39
Equipment	164	3.63	192	3.61
Library spaces ¹	112	3.60	132	3.52
Library websites	270	3.60	267	4.48
Virgo ¹	199	3.52	190	4.79



A&S: Humanities (110)	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	101	4.66	96	4.84
Instruction	58	4.60	61	4.03
Information services/reference	97	4.59	93	4.38
Circulation and reserve services	107	4.53	100	4.77
Scanning ¹	46	4.48	52	4.42
Research support	66	4.36	63	4.86
Public programming ¹	32	4.31	36	3.42
Creation and use of digital content	68	4.10	69	4.17
Physical collections	107	4.05	102	4.74
Off Grounds access	85	3.92	63	4.68
Online resources	101	3.89	96	4.74
Facilities	97	3.75	93	3.58
Equipment	71	3.70	77	3.92
Library websites	107	3.67	102	4.62
Virgo ¹	77	3.53	71	4.92
Library spaces ¹	44	3.52	48	3.73

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Faculty

↓

A&S: Sciences (93)	#	Satisfaction	#	Importance
Circulation and reserve services	81	4.48	79	4.39
Interlibrary Loan & Document Delivery	77	4.43	78	4.38
Information services/reference	71	4.39	75	4.01
Scanning ¹	34	4.15	48	3.54
Instruction	33	4.09	45	3.24
Research support	48	4.08	49	4.61
Physical collections	77	3.95	77	4.18
Public programming ¹	20	3.90	33	2.55
Creation and use of digital content	37	3.89	56	3.20
Facilities	61	3.84	69	3.13
Library spaces ¹	31	3.84	42	3.24
Online resources	83	3.80	79	4.78
Off Grounds access	48	3.60	48	4.56
Equipment	48	3.50	58	3.14
Virgo ¹	60	3.47	58	4.64
Library websites	83	3.45	84	4.31

↓

A&S: Social Sciences (73)	#	Satisfaction	#	Importance
Interlibrary Loan & Document Delivery	67	4.54	68	4.74
Circulation and reserve services	71	4.41	69	4.58
Instruction	29	4.17	43	3.21
Scanning ¹	31	4.13	36	4.25
Research support	40	4.03	41	4.56
Information services/reference	61	3.97	43	3.21
Off Grounds access	47	3.96	47	4.66
Physical collections	66	3.95	65	4.45
Creation and use of digital content	38	3.89	48	3.69
Online resources	70	3.79	70	4.63
Facilities	55	3.64	61	3.23
Equipment	38	3.58	49	3.59
Library websites	68	3.53	69	4.43
Public programming ¹	19	3.53	30	2.67
Library spaces ¹	29	3.48	34	3.47
Virgo ¹	50	3.34	49	4.78

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Faculty

↓

A&S: Undeclared (6)	#	Satisfaction	#	Importance
Circulation and reserve services	6	4.67	6	4.67
Interlibrary Loan & Document Delivery	3	4.67	4	4.25
Virgo ¹	6	4.50	6	4.83
Information services/reference	5	4.40	6	4.33
Library websites	5	4.40	5	4.80
Equipment	3	4.33	4	4.25
Public programming ¹	3	4.33	4	4.00
Online resources	4	4.25	4	4.75
Physical collections	5	4.20	5	4.20
Facilities	6	4.17	6	4.33
Instruction	2	4.00	3	4.33
Scanning ¹	2	4.00	4	4.00
Library spaces ¹	4	3.50	4	4.00
Creation and use of digital content	1	3.00	3	4.33
Research support	1	3.00	1	4.00
Off Grounds access	1	2.00	1	4.00

↓

Commerce (26)	#	Satisfaction	#	Importance
Circulation and reserve services	21	4.57	22	4.23
Creation and use of digital content	7	4.57	12	3.83
Interlibrary Loan & Document Delivery	14	4.57	16	4.31
Instruction	6	4.50	10	3.40
Information services/reference	20	4.35	20	4.40
Research support	12	4.25	11	4.27
Public programming ¹	2	4.00	6	1.67
Physical collections	20	3.95	21	3.86
Online resources	19	3.89	19	5.00
Facilities	15	3.87	17	3.29
Library websites	21	3.81	22	4.55
Virgo ¹	15	3.80	14	4.79
Off Grounds access	15	3.73	14	4.93
Scanning ¹	6	3.50	8	3.38
Equipment	6	3.33	12	2.82
Library spaces ¹	2	3.00	4	2.75

¹Data not available for 2008.

2008/10 Library User Survey

Satisfaction with Services: Faculty

↓

Education (46)	#	Satisfaction	#	Importance
Circulation and reserve services	36	4.58	37	4.65
Creation and use of digital content	21	4.38	25	4.44
Equipment	14	3.64	17	3.71
Facilities	23	3.74	26	3.69
Information services/reference	34	4.56	34	4.65
Instruction	27	4.52	29	4.52
Interlibrary Loan & Document Delivery	37	4.78	37	4.92
Library spaces ¹	11	3.64	14	3.50
Library websites	40	3.63	42	4.79
Online resources	40	3.70	42	4.83
Physical collections	30	4.03	34	4.03
Public programming ¹	8	4.00	11	3.45
Scanning ¹	8	4.25	11	4.18
Virgo ¹	23	3.83	24	4.83
Research support	27	4.26	27	4.89
Off Grounds access	30	3.77	31	4.74

↓

Engineering (50)	#	Satisfaction	#	Importance
Circulation and reserve services	42	4.36	44	4.20
Interlibrary Loan & Document Delivery	42	4.24	44	4.43
Information services/reference	39	4.08	41	3.85
Physical collections	41	4.07	44	4.11
Library spaces ¹	19	3.95	24	3.50
Facilities	38	3.92	40	3.38
Scanning ¹	9	3.89	17	3.12
Creation and use of digital content	24	3.83	32	3.53
Research support	25	3.76	24	4.46
Instruction	22	3.73	29	3.31
Online resources	44	3.70	43	4.86
Off Grounds access	29	3.66	29	4.83
Equipment	22	3.64	30	3.17
Library websites	46	3.57	45	4.56
Public programming ¹	14	3.50	20	2.55
Virgo ¹	30	3.30	29	4.79

¹Data not available for 2008.

2008/10 Library User Survey

Customer Service: Faculty

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

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

	Competence		Courtesy		Speed		Composite	
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance
ALL FACULTY	4.57	4.74	4.72	4.50	4.59	4.61	4.63	4.62
Architecture	4.64	4.90	4.64	4.40	4.55	4.50	4.61	4.60
Arts & Sciences	4.57	4.77	4.73	4.50	4.62	4.65	4.64	4.64
Humanities	4.63	4.90	4.73	4.60	4.65	4.75	4.67	4.75
Sciences	4.60	4.69	4.78	4.44	4.60	4.54	4.66	4.56
Social Sciences	4.40	4.65	4.67	4.33	4.53	4.60	4.53	4.53
Undeclared	4.50	4.80	4.50	4.80	4.67	4.80	4.56	4.80
Commerce	4.62	4.43	4.62	4.19	4.52	4.29	4.59	4.30
Education	4.63	4.85	4.84	4.72	4.69	4.74	4.72	4.77
Engineering	4.48	4.57	4.66	4.47	4.43	4.43	4.52	4.49

2008/10 Library User Survey

Overall Satisfaction: Faculty

Please rate your overall satisfaction with your Primary Library.

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

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

	System	Primary ¹
ALL FACULTY	4.26	4.31
Architecture	4.09	4.11
Arts & Sciences	4.30	4.35
Humanities	4.43	4.42
Sciences	4.18	4.29
Social Sciences	4.21	4.24
Undeclared	4.33	4.67
Commerce	4.42	4.18
Education	4.17	4.35
Engineering	4.10	4.15

¹Data not available for 2010 for primary library.

2008/10 Library User Survey Comments

Topics	2008		2009		2010	
	#	%	#	%	#	%
<i>Number of comments</i>	782		1050		211	

Coffee, food, & drinks	33	4.2%	46	4.4%	9	4.3%
Collections	102	13.0%	156	14.9%	25	11.8%
Copyright	0	0.0%	4	0.4%	1	0.5%
E-Resources	170	21.7%	100	9.5%	27	12.8%
General	--	--	40	3.8%	38	18.0%
Hours	58	7.4%	106	10.1%	12	5.7%
ILL-LEO	56	7.2%	40	3.8%	22	10.4%
Journal Collections	24	3.1%	--	--	10	4.7%
Noise	35	4.5%	--	--	--	--
Online Library Environment	64	8.2%	80	7.6%	--	--
Outreach/Instruction	33	4.2%	28	2.7%	10	4.7%
Parking	--	--	8	0.8%	0	0.0%
Policies	43	5.5%	23	2.2%	19	9.0%
Public programming	--	--	--	--	3	1.4%
Room Reservations	--	--	--	--	5	2.4%
Scanning	--	--	--	--	6	2.8%
Services	--	--	53	5.0%	23	10.9%
Shelving	3	0.4%	--	--	4	1.9%
Software	--	--	--	--	6	2.8%
Space-Facilities-Comfort-Ambience	266	34.0%	437	41.6%	43	20.4%
Staff	99	12.7%	90	8.6%	42	19.9%
Technology	157	20.1%	172	16.4%	42	19.9%
Virgo	47	6.0%	54	5.1%	36	17.1%
Website	--	--	26	2.5%	13	6.2%

Schools

Architecture	45	5.8%	36	3.4%	4	1.9%
Arts & Sciences	406	51.9%	703	67.0%	143	67.8%
Commerce	24	3.1%	17	1.6%	6	2.8%
Education	--	--	89	8.5%	20	9.5%
Engineering	77	9.8%	124	11.8%	38	18.0%

2008/10 Library User Survey Comments

Topics	2008		2009		2010	
	#	%	#	%	#	%
<i>Number of comments</i>	782		1050		211	

Libraries/Units

Alderman	228	29.2%	98	9.3%	20	9.5%
Astronomy	0	0.0%	3	0.3%	0	0.0%
BioPsych	16	2.0%	15	1.4%	2	0.9%
Brown Science and Engineering	120	15.3%	67	6.4%	14	6.6%
Chemistry	20	2.6%	100	9.5%	0	0.0%
Clemons	148	18.9%	355	33.8%	17	8.1%
Digital Media Lab	--	--	29	2.8%	0	0.0%
Education	155	19.8%	37	3.5%	16	7.6%
Fiske Kimball Fine Arts	76	9.7%	37	3.5%	6	2.8%
Health Sciences	16	2.0%	3	0.3%	0	0.0%
Law	13	1.7%	22	2.1%	0	0.0%
Math	7	0.9%	7	0.7%	1	0.5%
Music	30	3.8%	16	1.5%	2	0.9%
Online Only	--	--	17	1.6%	--	--
Physics	12	1.5%	10	1.0%	1	0.5%
Robertson Media Center	17	2.2%	94	9.0%	6	2.8%
Scholars' Lab	--	--	4	0.4%	0	0.0%
Small Special Collections	22	2.8%	14	1.3%	1	0.5%

User Status

Faculty	186	23.8%	240	22.9%	48	22.7%
Grad	315	40.3%	306	29.1%	74	35.1%
Ugrad	224	28.6%	420	40.0%	89	42.2%

There are fewer comments available for 2010 because there was only one open-ended question in that survey. In previous surveys there were many more opportunities for respondents to comment.

Comments are available from Lynda White in MIS: lsw6y@virginia.edu.