

Surveying Our Users

The 2013 User Survey on the University of Virginia Library

Data Compilation



Strategic Assessment Services

<http://assessment.library.virginia.edu/>

James Self, Director
Lynda S. White, Associate Director
David Griles, Programmer

May 2013

Table of Contents

Analysis by Patron Status: Undergraduate Students	3
Analysis by Patron Status: Graduate Students	5
Analysis by Patron Status: Faculty	7
Response Rates	9
Demographics	10
Library Use	11
Physical Visits	14
Physical vs Online Use	20
Primary Library	21
Primary Library by Discipline	22
Regularly Used Libraries	23
Frequency of Service Use	24
Content of Collections	27
Obtaining Library Materials	28
Library Services	29
Library Spaces and Facilities	30
Virgo	31
Library Website	34
Preference for Paper or Ebooks	37
Customer Service Ratings	42
Library Contributions to Academic Work	44
Getting Information about the Library	46
Overall Satisfaction	47
Overall Satisfaction by Discipline	48

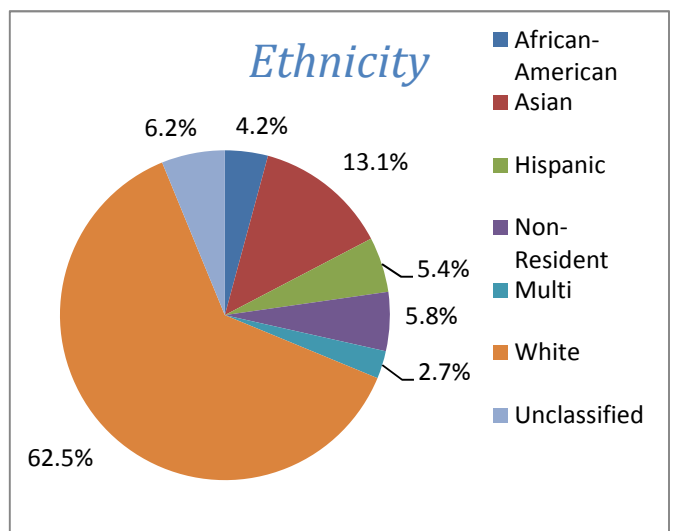
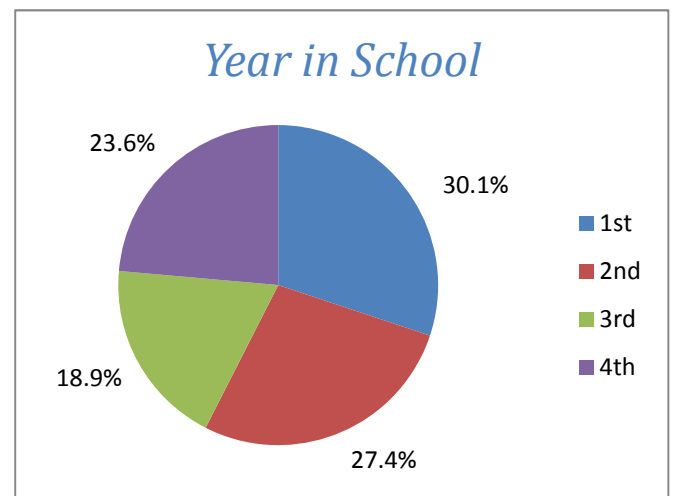
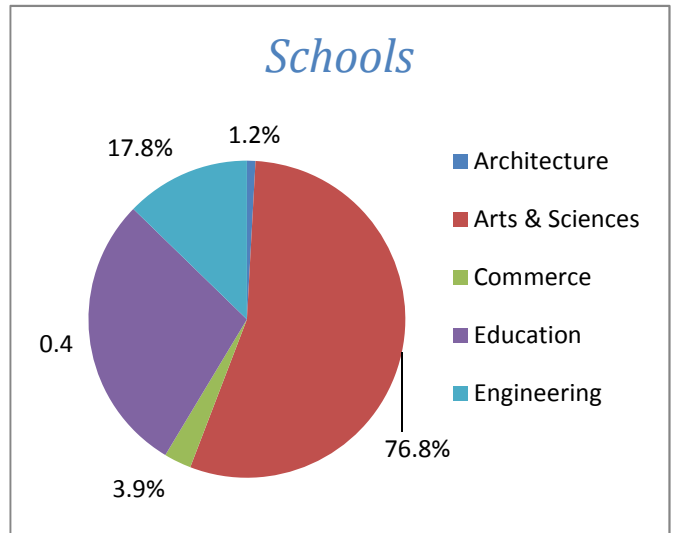
Undergraduates

The typical undergraduate respondent is white, female, and in her 1st year in the College of Arts and Sciences. She visits a library in person at least once a week. She mostly uses a physical library and identifies with a primary library, typically Alderman, Brown SEL, or Clemons. She is satisfied with the library system (4.25 out of 5). She believes the staff is courteous, competent & knowledgeable, and speedy, but less so than her faculty and graduate student counterparts.

Our 1st year overwhelmingly prefers paper books for leisure reading, but likes e-books for doing research and using reference materials. The preference for paper vs. e-books is less clear for course assignments and reserve readings.

Of the 32 library services/resources she rated, the most important to her are quiet spaces and places to study alone; least important are the content of audio resources and library instruction. Her highest satisfaction is with renewing books while the lowest is with restrooms. The biggest gaps between her satisfaction and her rating of importance are in library spaces and facilities: restrooms, printers & computers, places to study alone, rooms to reserve, and quiet spaces. (see pp.27-30 for details)

Our undergraduate feels that the library helps her with access to resources, academic efficiency, and collaborative work, but she is somewhat less sanguine about the effect of the library on the quality of her academic work or on her future academic life or career.



Demographics

Response			Gender	
Sample	Respondents	Rate	Females	Males
747	259	34.7%	57.1%	42.9%

Frequency/Mode of Use

	Daily	Weekly	Monthly	Occasionally	Never
Physically visited a library	23.9%	47.1%	10.0%	17.8%	1.2%
Consulted with Library staff	0.0%	6.2%	16.6%	48.3%	29.0%
Used physical materials	3.5%	10.4%	22.4%	44.8%	18.9%
Used electronic materials	3.1%	16.2%	22.4%	34.7%	23.6%
Used Virgo	3.5%	22.4%	25.5%	32.0%	16.6%
Used Library website	2.7%	20.5%	27.4%	37.5%	12.0%

Satisfaction & Importance

	Satisfaction	Importance
Overall Satisfaction		
Satisfaction with library	4.25	
Customer Service		
Competence	4.31	4.61
Courtesy	4.46	4.58
Speed	4.41	4.59
Composite	4.39	4.59

Mostly Uses Physical Library vs. Online

	2012	2013
Mostly use physical library	74.3	71.0
Mostly use online library	25.7	29.0

E-books vs. Paper

	Electronic	Paper	No Pref	N/A
Course assignments	43.7%	43.7%	12.7%	0.0%
Leisure reading	4.6%	87.8%	6.1%	1.5%
Research	60.9%	26.4%	10.7%	2.0%
Reserve readings	17.3%	48.5%	16.8%	17.3%
Using reference materials	59.9%	21.3%	16.8%	2.0%

Library Contribution to My Academic Work

	Mean
Improves the quality of my academic work.	3.85
Provides access to resources unavailable otherwise.	4.10
Helps me be more efficient in my academic work.	4.09
Helps me study and work collaboratively.	4.06
Prepares me for future academics or career.	3.47

Analysis by Patron Status

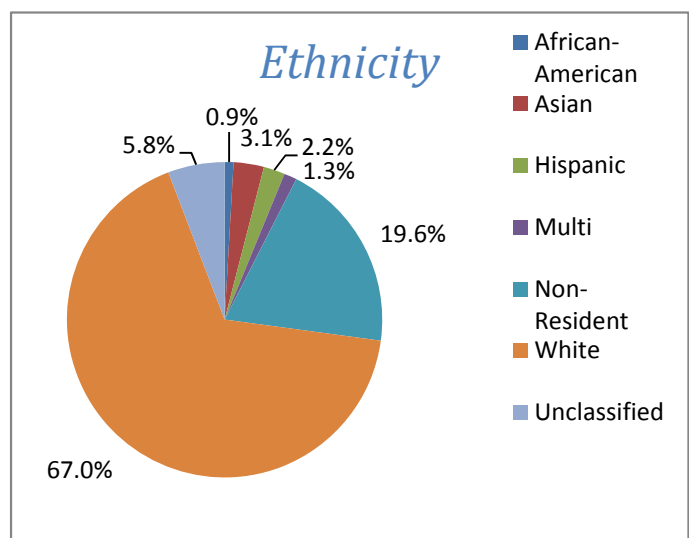
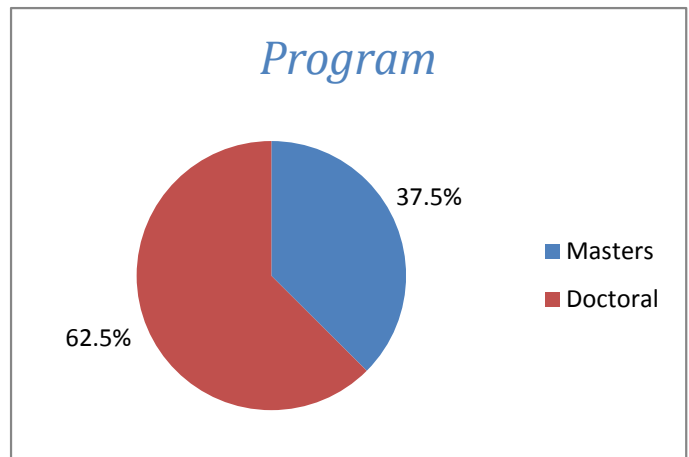
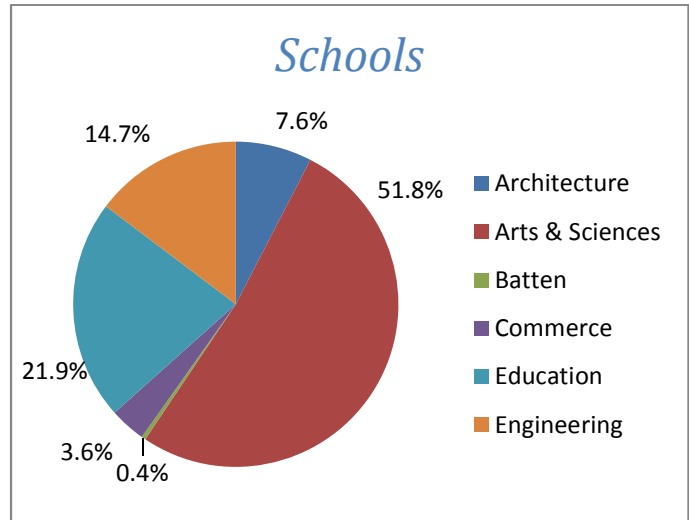
Graduate Students

The typical graduate respondent is a white, female, doctoral student in the Graduate School of Arts and Sciences. She visits a library in person at least weekly. She mostly uses the online library but still identifies with a primary library: Alderman or Brown SEL. She is satisfied with the library system (4.30 out of 5). She believes the staff is courteous, competent & knowledgeable, and speedy, but generally less so than her faculty counterparts.

Our grad student strongly prefers paper books for leisure reading and e-books for scanning reference materials. For other activities the preferences are more evenly distributed between paper and electronic formats: reserve reading, research, and course assignments.

Of the 32 library services/resources she rated, the most important to her are searching for materials in Virgo and the content of journals; least important is the content of audio resources. Her highest satisfaction is with renewing books while the lowest is with restrooms. The biggest gaps between her satisfaction and her rating of importance are in places to study alone, searching for materials in Virgo, quiet spaces, the content of journals, restrooms, and printers & computers. (see pp.27-30 for details)

Our graduate student feels that the library helps her be more productive, contributes to her scholarly research, enriches her teaching and learning, and helps her keep current in her field, but she is less convinced of the effect of the library on collaborative work or on her future academic life or career.



Demographics

Response			Gender	
Sample	Respondents	Rate	Females	Males
480	224	46.7%	57.1%	42.9%

Frequency/Mode of Use

	Daily	Weekly	Monthly	Occasionally	Never
Physically visited a library	12.5%	32.1%	10.0%	29.9%	4.9%
Consulted with Library staff	1.8%	8.5%	21.9%	51.3%	16.5%
Used physical Library materials	18.3%	23.7%	20.1%	26.8%	11.2%
Used electronic Library materials	27.2%	36.2%	15.2%	14.7%	6.7%
Used Virgo	22.8%	34.8%	22.3%	12.9%	7.1%
Used Library's website	21.0%	34.4%	24.1%	16.1%	4.5%

Satisfaction & Importance

	Satisfaction	Importance
Overall Satisfaction		
Satisfaction with library	4.3	
Customer Service		
Competence	4.42	4.73
Courtesy	4.55	4.58
Speed	4.52	4.67
Composite	4.48	4.68

Mostly Uses Physical Library vs. Online

	2012	2013
Mostly use physical library	39.5	35.6
Mostly use online library	60.5	64.4

E-books vs. Paper

	Electronic	Paper	No Pref	N/A
Course assignments	47.0%	41.6%	9.7%	1.6%
Leisure reading	8.6%	83.8%	6.5%	1.1%
Research	42.5%	43.5%	13.4%	0.5%
Reserve readings	35.9%	36.4%	14.7%	13.0%
Using reference materials	60.5%	18.9%	17.8%	2.7%

Library Contribution to My Academic Work

	Mean
Allows me to be more productive.	4.12
Enriches my teaching and/or learning.	4.10
Contributes to my scholarly research.	4.43
Helps me study and work collaboratively.	3.34
Prepares me for future academics or career.	3.59
Allows me to keep current in my field or area of study.	4.01

Analysis by Patron Status

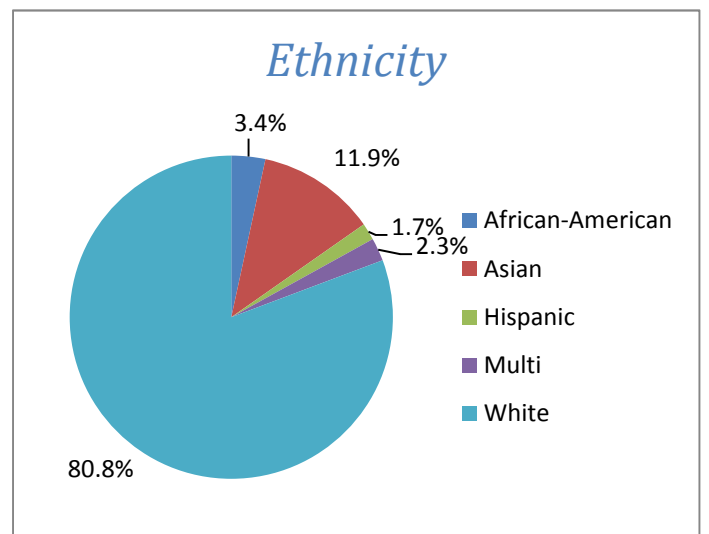
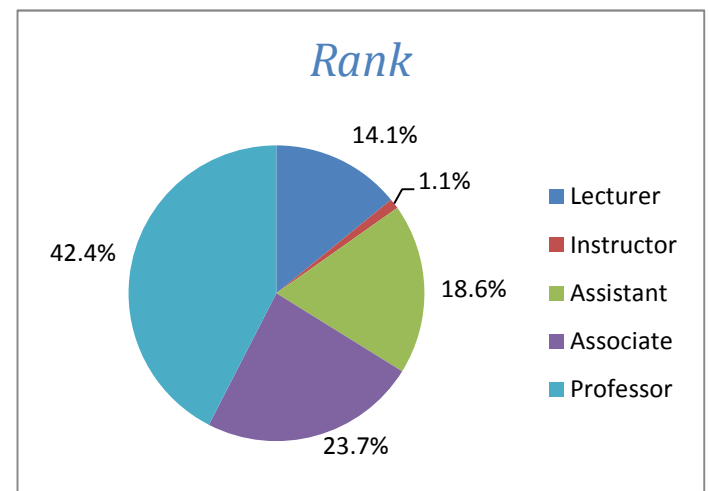
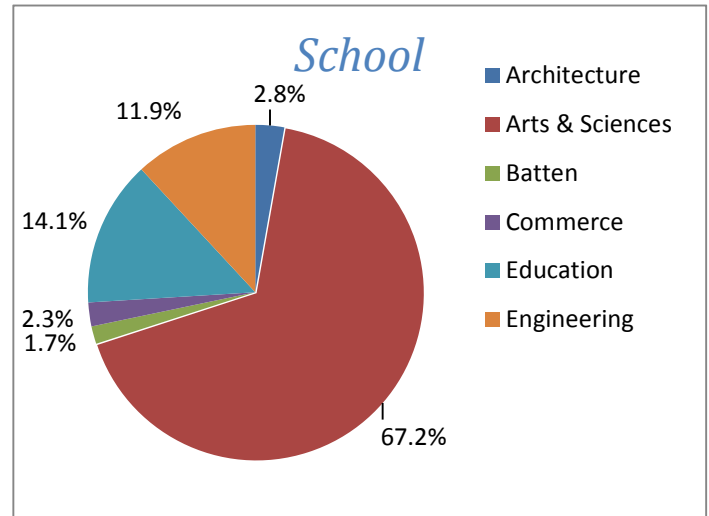
Faculty

The typical faculty respondent is white, male, and is a full professor in the College of Arts and Sciences. He visits a library in person occasionally. Despite heavy use of online resources, he still identifies with a primary library, often Alderman, with Brown a distant second choice. He is very satisfied with the library system (4.32). He believes the staff is courteous, competent/knowledgeable, and speedy.

Our professor prefers paper books for his leisure reading, but is more likely to use e-books for course assignments, research, and reference material. He has a slight preference for e-books for reserve readings.

Of the 32 library services/resources he rated, the most important to him are content for his research, depth of content, searching for materials in Virgo, content of journals, and currency of content; least important are content of audio resources and places to buy food & drink. His highest satisfaction is with LEO while the lowest is with printers & computers. The biggest gaps between his satisfaction and his rating of importance are in content for his research, depth of content, content of journals, currency of content, and searching for materials in Virgo. (see pp.27-30 for details)

Our professor feels the library helps him be more productive, contributes to his scholarly research, and helps him keep current in his field, but he is dubious about the effect of the library on his collaborative work or teaching.



Demographics

Response			Gender	
Sample	Respondents	Rate	Females	Males
355	177	49.9%	40.7%	59.3%

Frequency/Mode of Use

	Daily	Weekly	Monthly	Occasionally	Never
Physically visited a library	6.8%	26.0%	20.3%	29.9%	4.9%
Consulted with Library staff	0.6%	12.4%	26.6%	45.8%	14.7%
Used physical Library materials	25.4%	19.2%	18.1%	26.6%	10.7%
Used electronic Library materials	44.6%	32.8%	9.0%	8.5%	5.1%
Used Virgo	34.5%	36.2%	11.9%	13.0%	4.5%
Used Library website	24.9%	37.9%	10.2%	19.8%	7.3%

Satisfaction & Importance

	Satisfaction	Importance
Overall Satisfaction		
Satisfaction with library	4.32	
Customer Service		
Competence	4.56	4.67
Courtesy	4.72	4.48
Speed	4.57	4.57
Composite	4.59	4.59

Mostly Uses Physical Library vs. Online

	2012	2013
Mostly use physical library	74.3	71.0
Mostly use online library	25.7	29.0

E-books vs. Paper

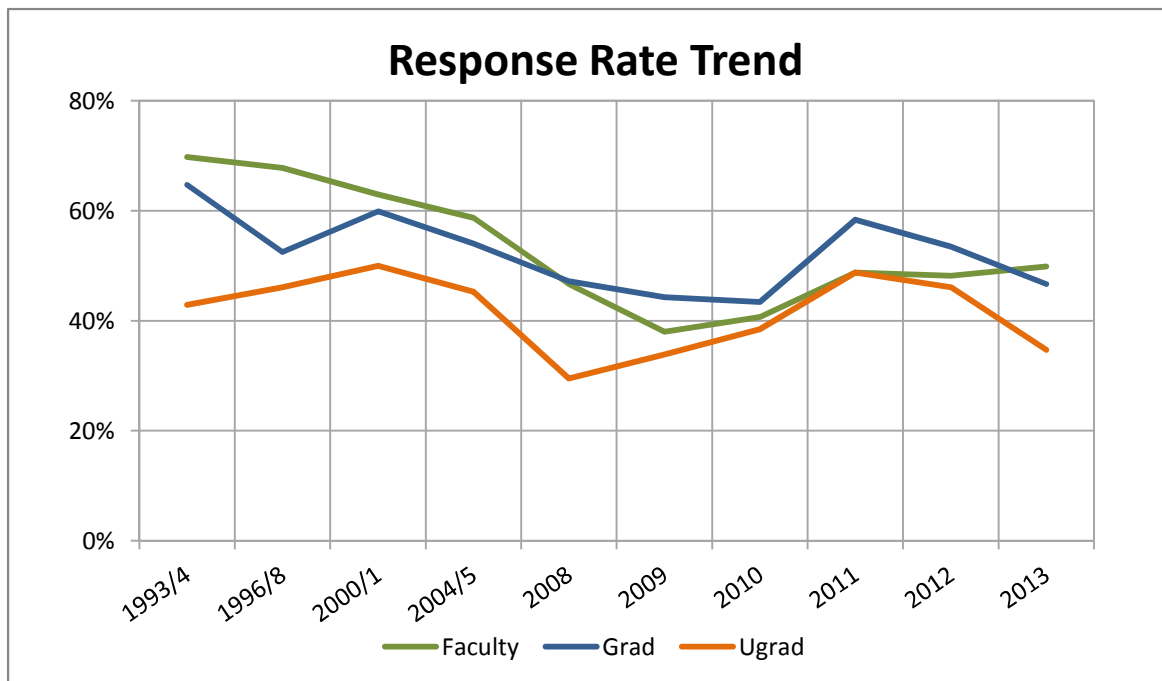
	Electronic	Paper	No Pref	N/A
Course assignments	56.0%	25.3%	12.7%	6.0%
Leisure reading	18.2%	66.2%	12.2%	3.4%
Research	48.7%	34.7%	16.7%	0.0%
Reserve readings	34.7%	27.9%	21.1%	16.3%
Using reference materials	54.7%	23.0%	16.9%	5.4%

Library Contribution to My Academic Work

	Mean
Allows you to be more productive.	4.23
Enriches your teaching.	3.82
Contributes to your scholarly research.	4.42
Helps you work collaboratively.	3.07
Allows you to keep current in my field or area of study.	4.28

2013 Library User Survey Response Rates

Sample	Sample Size	Respondents	Response Rate	2012 Response Rates	% Change from 2012
Ugrads	747	259	34.7%	46.1%	-24.8%
Grads	480	224	46.7%	53.5%	-12.8%
Faculty	355	177	49.9%	48.2%	3.5%
Total	1,582	660	41.7%	48.8%	-14.6%



2013 Library User Survey

Demographics

Responses are percents.

Year	Ugrads: 259
1st year	30.1
2nd year	27.4
3rd year	18.9
4th year	23.6
Total	100.0

Gender	Ugrads: 259	Grads: 224	Faculty: 177
Female	57.1	69.1	40.7
Male	42.9	30.9	59.3
Total	100.0	100.0	100.0

Program	Grads: 224
Masters	37.5
Doctoral	62.5
Total	100.0

Race/Ethnicity	Ugrads: 259	Grads: 224	Faculty: 177
African-American	4.2	0.9	3.4
Asian	13.1	3.1	11.9
Hispanic	5.4	2.2	1.7
Multi-race	2.7	1.3	2.3
Non-Resident Alien	5.8	19.6	0.0
Unclassified	6.2	5.8	0.0
White	62.5	67.0	80.8
Total	99.9	99.9	100.1

Rank	Faculty: 177
Lecturer	14.1
Instructor	1.1
Assistant	18.6
Associate	23.7
Professor	42.4
Total	99.9

School	Ugrads: 259	Grads: 224	Faculty: 177
Architecture	1.2	7.6	2.8
Arts & Sciences	76.8	51.8	67.2
Batten	0.0	0.4	1.7
Commerce	3.9	3.6	2.3
Education	0.4	21.9	14.1
Engineering	17.8	14.7	11.9
Total	100.1	100.0	100.0

Arts & Sciences	Ugrads: 200	Grads: 116	Faculty: 119
Humanities	13.0	48.3	51.4
Sciences	22.0	31.9	30.3
Social Sciences	7.5	19.8	17.6
Undeclared	57.5	0.0	0.8
Total	100.0	100.0	100.1

2013 Library User Survey

Library Use

During the current academic year, how often have you:

Responses are percents.

	Ugrads	Grads	Faculty
Physically visited a library			
Daily	23.9	12.5	6.8
Weekly	47.1	32.1	26.0
Monthly	10.0	20.5	20.3
Occasionally	17.8	29.9	33.9
Never	1.2	4.9	13.0
Consulted with Library staff			
Daily	0.0	1.8	0.6
Weekly	6.2	8.5	12.4
Monthly	16.6	21.9	26.6
Occasionally	48.3	51.3	45.8
Never	29.0	16.5	14.7
Used physical Library materials			
Daily	3.5	18.3	25.4
Weekly	10.4	23.7	19.2
Monthly	22.4	20.1	18.1
Occasionally	44.8	26.8	26.6
Never	18.9	11.2	10.7
Used electronic Library materials			
Daily	3.1	27.2	44.6
Weekly	16.2	36.2	32.8
Monthly	22.4	15.2	9.0
Occasionally	34.7	14.7	8.5
Never	23.6	6.7	5.1
Used VIRGO			
Daily	3.5	22.8	34.5
Weekly	22.4	34.8	36.2
Monthly	25.5	22.3	11.9
Occasionally	32.0	12.9	13.0
Never	16.6	7.1	4.5
Used the Library's website			
Daily	2.7	21.0	24.9
Weekly	20.5	34.4	37.9
Monthly	27.4	24.1	10.2
Occasionally	37.5	16.1	19.8
Never	12.0	4.5	7.3

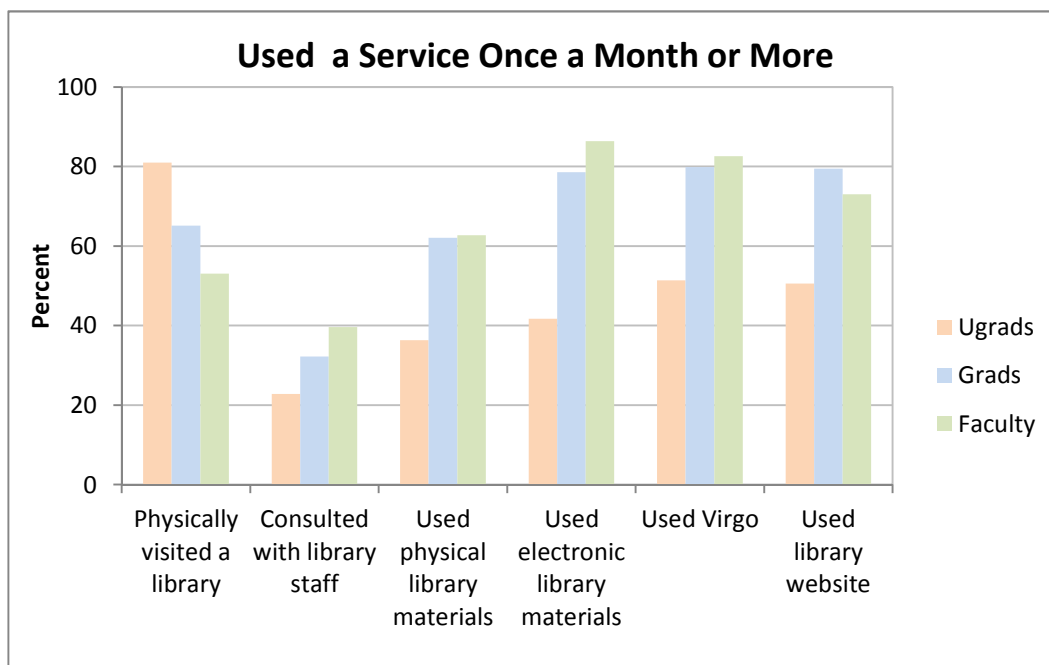
2013 Library User Survey

Library Use

During the current academic year, how often have you:

Responses are percents.

Used once a month or more	Ugrads	Grads	Faculty
Physically visited a library	81.0	65.1	53.1
Consulted with library staff	22.8	32.2	39.6
Used physical library materials	36.3	62.1	62.7
Used electronic library materials	41.7	78.6	86.4
Used Virgo	51.4	79.9	82.6
Used library website	50.6	79.5	73.0



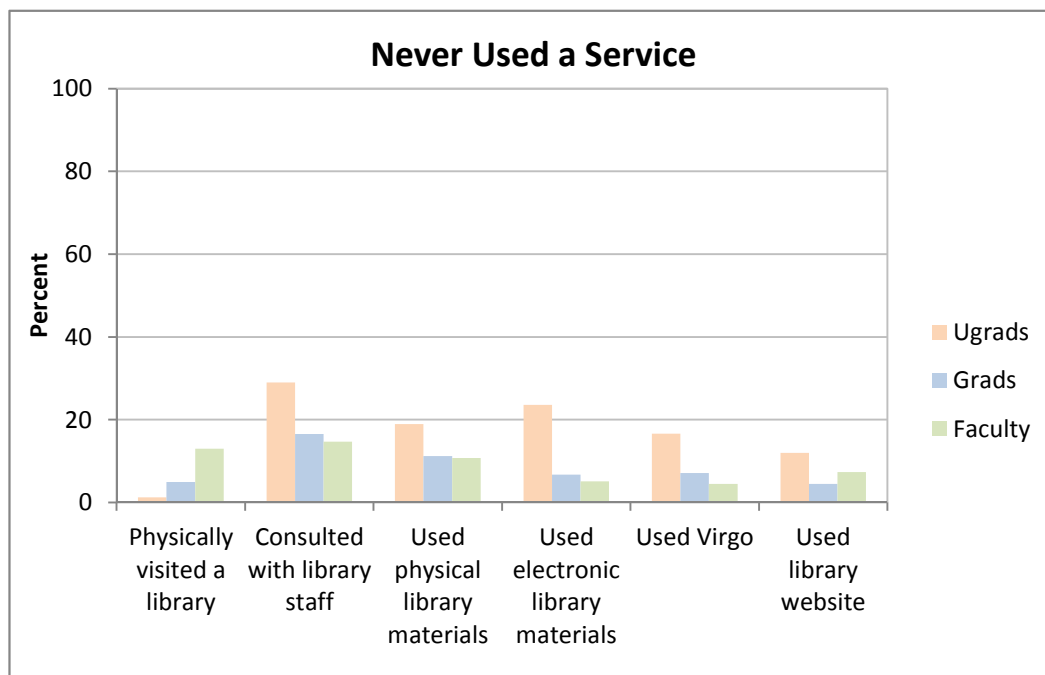
2013 Library User Survey

Library Use

During the current academic year, how often have you:

Responses are percents.

Used never	Ugrads	Grads	Faculty
Physically visited a library	1.2	4.9	13.0
Consulted with library staff	29.0	16.5	14.7
Used physical library materials	18.9	11.2	10.7
Used electronic library materials	23.6	6.7	5.1
Used Virgo	16.6	7.1	4.5
Used library website	12.0	4.5	7.3



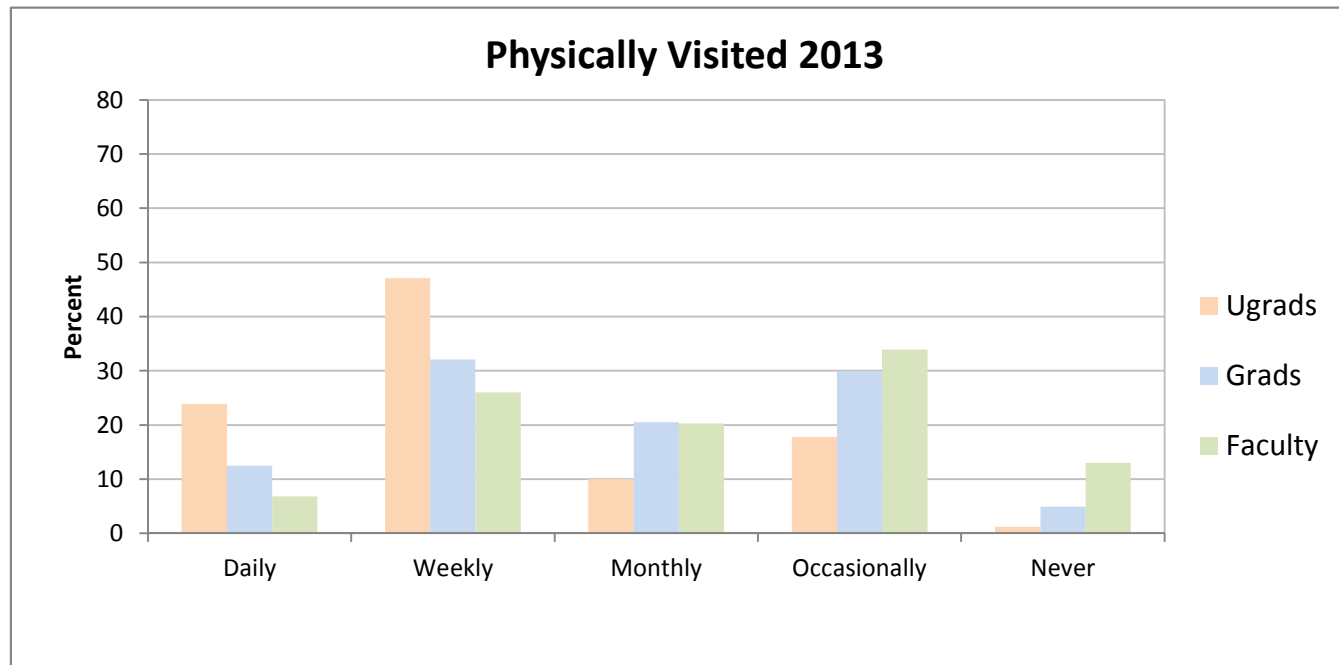
2013 Library User Survey

Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

Responses are percents.

	2013		
	Ugrads	Grads	Faculty
Daily	23.9	12.5	6.8
Weekly	47.1	32.1	26.0
Monthly	10.0	20.5	20.3
Occasionally	17.8	29.9	33.9
Never	1.2	4.9	13.0



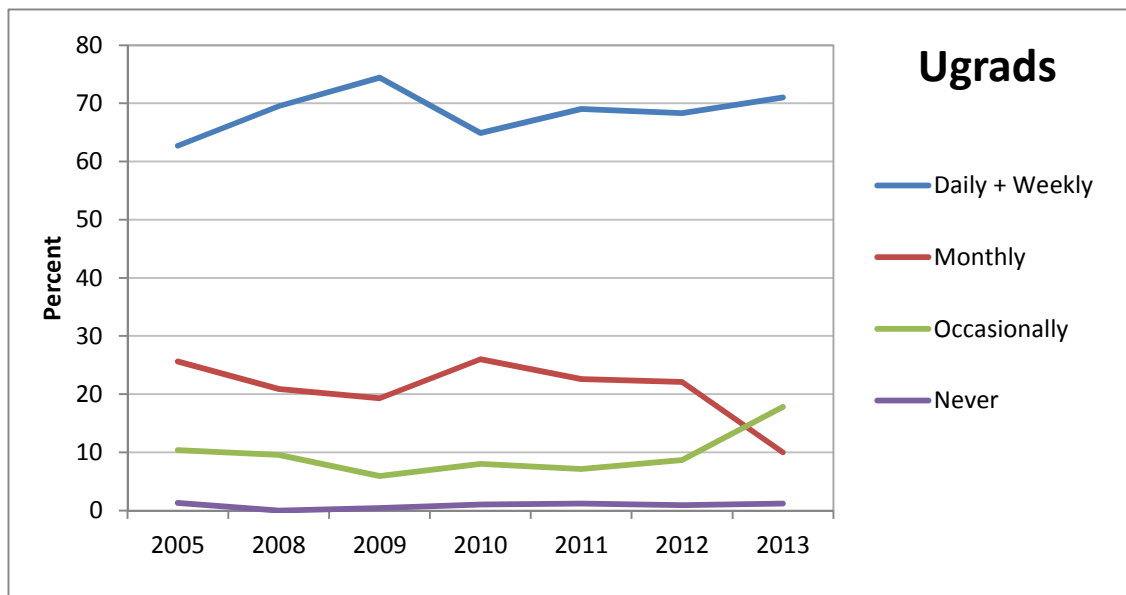
2013 Library User Survey

Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

Responses are percents.

Undergrads							
	2005	2008	2009	2010	2011	2012	2013
Daily + Weekly	62.7	69.5	74.4	64.9	69.0	68.3	71.0
Monthly	25.6	20.9	19.3	26.0	22.6	22.1	10.0
Occasionally	10.4	9.5	5.9	8.0	7.1	8.7	17.8
Never	1.3	0.0	0.4	1.0	1.2	0.9	1.2



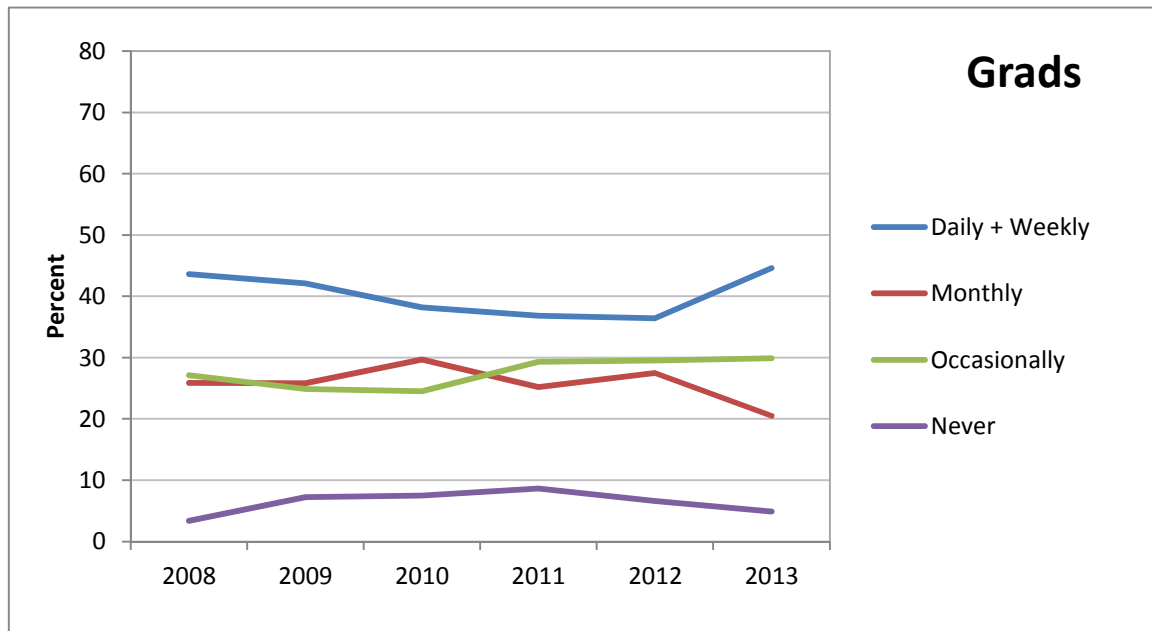
2013 Library User Survey

Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

Responses are percents.

Grads							
	2005	2008	2009	2010	2011	2012	2013
Daily + Weekly	48.6	43.6	42.1	38.2	36.8	36.4	44.6
Monthly	32.6	25.8	25.8	29.7	25.2	27.5	20.5
Occasionally	15.1	27.1	24.9	24.5	29.3	29.5	29.9
Never	3.7	3.4	7.2	7.5	8.6	6.6	4.9



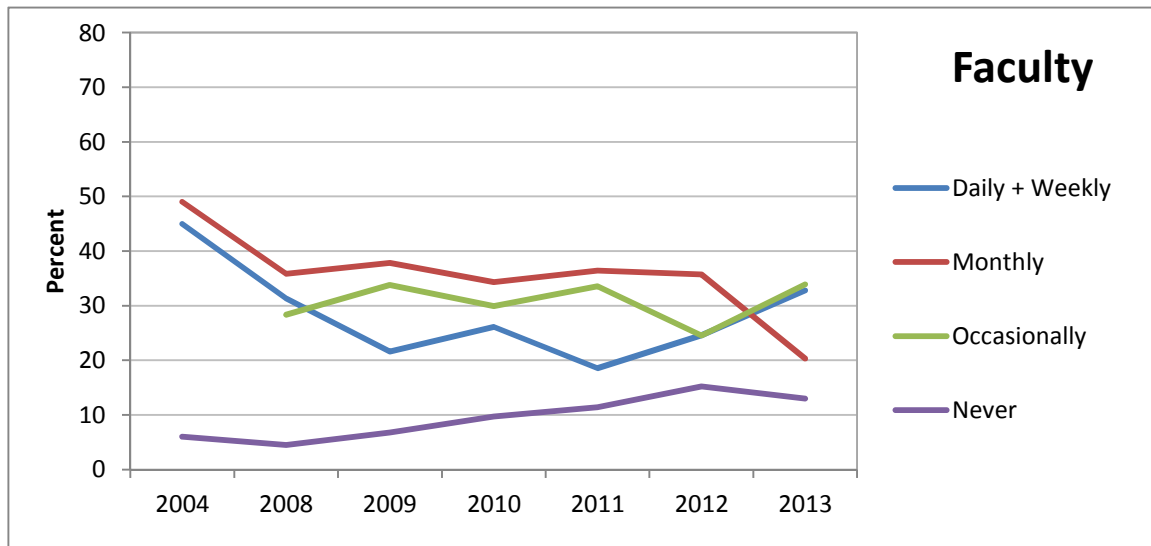
2013 Library User Survey

Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

Responses are percents.

Faculty							
	2004	2008	2009	2010	2011	2012	2013
Daily + Weekly	45.0	31.3	21.6	26.1	18.6	24.6	32.8
Monthly	49.0	35.8	37.8	34.3	36.4	35.7	20.3
Occasionally		28.4	33.8	29.9	33.6	24.5	33.9
Never	6.0	4.5	6.8	9.7	11.4	15.2	13.0



2013 Library User Survey

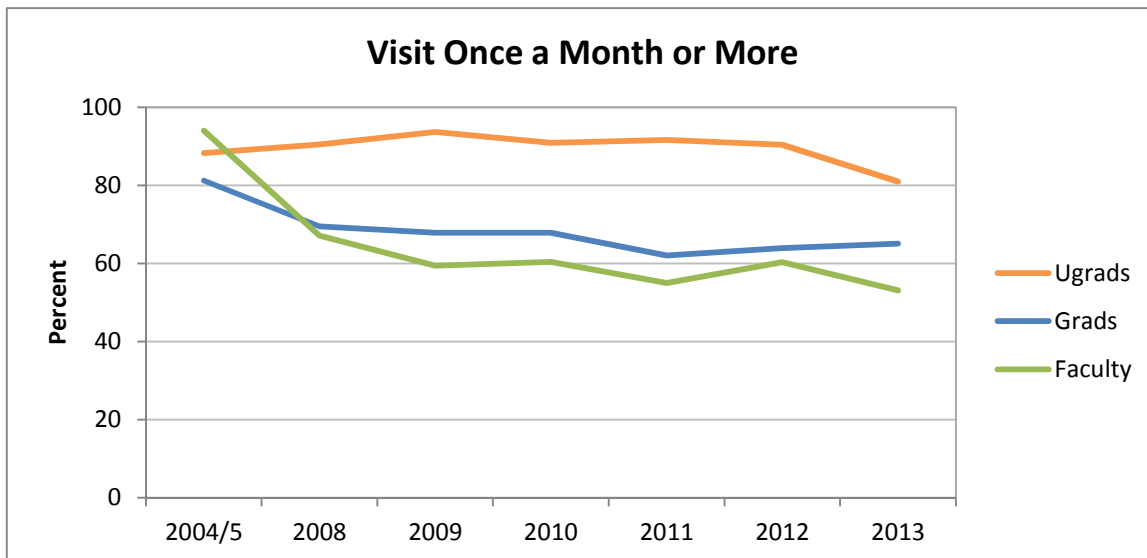
Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

Responses are percents.

Visit once a month or more

	2004/5	2008	2009	2010	2011	2012	2013
Ugrads	88.3	90.5	93.7	90.9	91.7	90.4	81.0
Grads	81.2	69.5	67.9	67.9	62.0	63.9	65.1
Faculty	94.0	67.2	59.5	60.4	55.0	60.3	53.1



2013 Library User Survey

Library Use: Physically Visited a Library

By Discipline and School

During the current academic year, how often have you physically visited a library?

Responses are number of respondents.

								<i>Arts & Sciences by Broad Discipline</i>			
	Arch	Batten	Comm	Educ	Engr	ArtsSci	Total	Hum	Sci	SocSci	Undecl
Daily	4	--	--	3	2	53	62	39	4	7	3
Weekly	13	1	1	10	8	93	126	41	26	13	13
Monthly	4	--	3	17	31	84	139	27	23	15	19
Occasionally	4	2	6	26	41	157	236	31	52	21	53
Never	--	1	12	19	18	47	97	5	12	3	27
Number Responding	25	4	22	75	100	434	660	143	117	59	115

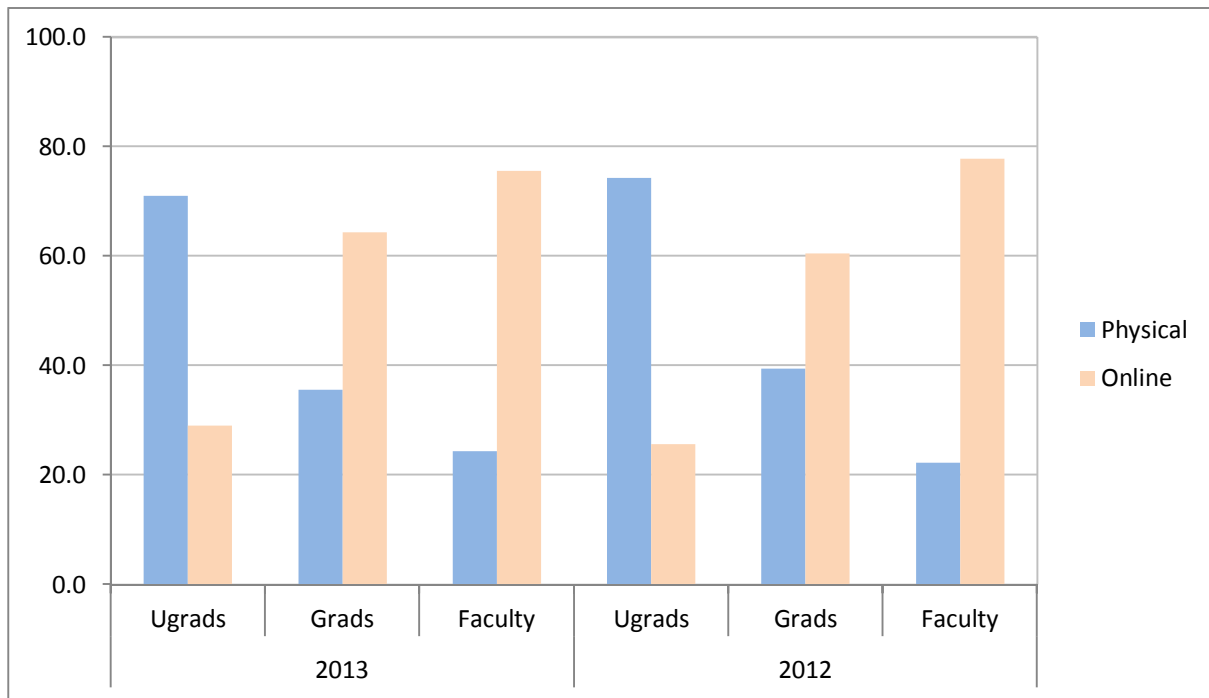
								<i>Arts & Sciences by Broad Discipline</i>			
	Arch	Batten	Comm	Educ	Engr	ArtsSci	Total	Hum	Sci	SocSci	Undecl
Daily	16%	--	--	4%	2%	12%	9%	27%	3%	12%	3%
Weekly	52%	25%	5%	13%	8%	21%	19%	29%	22%	22%	11%
Monthly	16%	--	14%	23%	31%	19%	21%	19%	20%	25%	17%
Occasionally	16%	50%	27%	35%	41%	36%	36%	22%	44%	36%	46%
Never	--	25%	55%	25%	18%	11%	15%	3%	10%	5%	23%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number Responding	25	4	22	75	100	434	660	143	117	59	115

2013 Library User Survey

Physical or Online?

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

	2013			2012		
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Mostly use physical library	71.0	35.6	24.4	74.3	39.5	22.2
Mostly use online library	29.0	64.4	75.6	25.7	60.5	77.8



2013 Library User Survey

Primary Library

Which **[physical]** Library do you use most often? Select only one.

Responses are percents.

Library	2013			2012			2011		
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Alderman	30.4	47.5	44.5	28.2	36.9	48.2	24.6	32.2	48.9
Astronomy	-	0.5	2.4	-	2.0	1.2	-	3.1	-
Biology/Psychology	2.7	4.5	3.7	0.6	5.1	6.5	3.9	5.4	5.8
Brown Science/Engineering	29.5	17.0	10.4	27.9	18.8	10.1	25.2	18.0	14.4
Chemistry	0.4	4.0	3.7	0.9	2.7	1.2	1.5	1.9	2.2
Clemons	28.6	8.5	3.7	32.9	9.4	5.4	36.0	6.5	7.9
Darden	-	-	-	-	0.4	-	-	-	-
Education	-	2.5	9.1	0.6	7.8	4.2	0.9	7.3	2.9
Fiske Kimball Fine Arts	1.8	9.0	6.7	3.6	6.3	8.3	2.7	8.0	5.0
Health Sciences	2.2	0.5	1.8	1.5	1.6	0.6	1.2	5.4	1.4
Law	0.4	-	0.6	-	0.4	-	0.3	1.5	0.7
Math	-	1.5	4.9	-	1.2	0.6	-	1.1	2.9
Music	2.2	1.0	0.6	2.7	1.2	1.8	2.1	2.7	0.0
Online	-	-	-	-	-	-	0.9	4.6	4.3
Physics	0.4	2.0	2.4	-	2.0	3.6	0.6	1.9	3.6
Small Special Collections	-	1.5	1.2	0.3	0.4	-	-	0.4	-
Never use physical library	1.3	-	4.3	0.9	3.9	8.3			

2013 Library User Survey

Primary Library by Discipline

Which [physical] Library do you use most often? Select only one.

Responses are number of respondents.

Library ↓	School →							Arts & Sciences by Broad Discipline			
	Arch	Batten	Com	Educ	Engr	Arts & Sci	Total	A & S Hum	A & S Sci	A & S SocSci	A & S Undeclared
Alderman	1	3	7	27	9	189	236	101	7	46	35
Astronomy	--	--	--	--	--	5	5	--	5	--	--
Biology/Psychology	--	--	--	--	--	21	21	--	19	--	2
Brown Science/Engineering	--	--	--	3	51	63	117	3	29	2	29
Chemistry	--	--	--	--	2	13	15	--	13	--	--
Clemons	--	--	3	11	12	61	87	15	9	7	30
Darden	--	--	--	--	--	--	0	--	--	--	--
Education	--	--	--	20	--	--	20	--	--	--	--
Fiske Kimball Fine Arts	24	--	--	--	--	9	33	9	--	--	--
Health Sciences	--	--	--	--	6	3	9	--	3	--	--
Law	--	--	--	--	--	2	2	--	--	1	1
Math	--	--	1	1	--	9	11	--	9	--	--
Music	--	--	1	--	1	6	8	3	2	--	1
Physics	--	--	--	--	--	9	9	--	9	--	--
Small Special Collections	--	--	1	--	1	3	5	2	1	--	--
Never use physical library	--	1	--	2	5	2	10	--	1	1	--
Total	25	4	13	64	87	395	588	133	107	57	98

2013 Library User Survey

Regularly Used Libraries

Which *other* Libraries do you use on a regular basis? Select all that apply.
Responses are percents.

Library	Ugrads	Grads	Faculty
Alderman	38.6	25.9	25.4
Astronomy	12.0	0.0	0.6
Biology/Psychology	10.8	3.6	2.8
Brown Science/Engineering	36.7	11.6	22.0
Chemistry	5.8	1.8	2.8
Clemons	49.4	44.6	35.0
Darden	0.0	0.9	1.1
Education	0.8	7.6	2.3
Fiske Kimball Fine Arts	6.2	4.0	9.0
Health Sciences	3.5	2.2	5.1
Law	1.5	5.8	5.6
Math	0.4	0.4	2.3
Music	10.0	3.6	4.5
Online	16.2	30.4	30.5
Physics	2.3	3.1	5.1
Small Special Collections	4.2	6.3	13.6

2013 Library User Survey

Frequency of Service Use

Please indicate how often you do the following:

Responses are percents.

UGRADS

Browse for books, videos, or other items

Visit the Library to retrieve a specific book, video, or other item

Get books from another institution through Interlibrary loan

Ask the Library to buy materials it does not own

Use materials from Special Collections

Use class reserves

Access resources from Off-Grounds (using EZ Proxy, etc.)

Ask for help via Library text, email, or chat (IM)

Get help with conducting research

Renew material that you have checked out

Recall material checked out to another patron

Get specialized technical help (e.g., GIS, video creation)

Use the Writing Center/Tutoring services in the Library

Use citation management tools (e.g., Refworks, Zotero, EasyBib)

Reserve a room in the Library

Visit a library to ask for assistance from Library staff

Purchase food and drink in the Library

Study alone in the Library

Study in groups in the Library

Use equipment such as printers and computers in the Library

	Daily	Weekly	Monthly	Occasionally	Never
Browse for books, videos, or other items	2.4	13.2	23.1	26.8	24.5
Visit the Library to retrieve a specific book, video, or other item	0.9	12.1	21.5	41.1	24.3
Get books from another institution through Interlibrary loan	-	0.9	1.9	11.3	85.8
Ask the Library to buy materials it does not own	-	0.9	2.4	10.4	86.3
Use materials from Special Collections	-	0.9	1.9	17.0	80.2
Use class reserves	-	7.5	9.9	38.5	44.1
Access resources from Off-Grounds (using EZ Proxy, etc.)	2.8	5.7	10.0	18.5	63.0
Ask for help via Library text, email, or chat (IM)	-	-	4.3	12.8	82.9
Get help with conducting research	-	0.9	4.7	26.9	67.5
Renew material that you have checked out	-	1.9	14.6	28.3	55.2
Recall material checked out to another patron	-	0.9	3.8	12.3	82.9
Get specialized technical help (e.g., GIS, video creation)	-	0.5	1.4	10.8	87.3
Use the Writing Center/Tutoring services in the Library	-	1.4	3.3	16.4	78.9
Use citation management tools (e.g., Refworks, Zotero, EasyBib)	-	7.1	20.8	25.0	47.2
Reserve a room in the Library	-	9.0	16.5	39.2	35.4
Visit a library to ask for assistance from Library staff	-	0.5	9.9	20.3	69.3
Purchase food and drink in the Library	8.5	28.6	18.3	26.8	17.8
Study alone in the Library	25.5	41.5	17.0	13.2	2.8
Study in groups in the Library	7.9	31.3	29.4	23.8	7.5
Use equipment such as printers and computers in the Library	10.8	37.7	17.5	23.6	10.4

2013 Library User Survey

Frequency of Service Use

Please indicate how often you do the following:

Responses are percents.

GRADS

	Daily	Weekly	Monthly	Occasionally	Never
Browse for books, videos, or other items	6.8	31.6	17.4	32.1	12.1
Visit the Library to retrieve a specific book, video, or other item	3.6	29	26.4	34.7	6.2
Get books from another institution through Interlibrary loan	1.1	9.0	15.3	36.0	38.6
Ask the Library to buy materials it does not own	-	2.1	3.7	31.9	62.3
Use materials from Special Collections	-	1.6	3.1	26.7	68.6
Use class reserves	-	6.3	10.1	30.7	52.9
Access resources from Off-Grounds (using EZ Proxy, etc.)	17.5	23.3	16.4	16.4	26.5
Ask for help via Library text, email, or chat (IM)	-	1.0	4.7	34.0	60.2
Get help with conducting research	1.1	3.2	3.2	43.3	49.2
Renew material that you have checked out	-	5.2	9.9	61.3	23.6
Recall material checked out to another patron	-	4.2	11.0	50.3	34.6
Get specialized technical help (e.g., GIS, video creation)	-	0.5	2.6	24.7	72.1
Use the Writing Center/Tutoring services in the Library	-	1.0	-	4.7	94.2
Use citation management tools (e.g., Refworks, Zotero, EasyBib)	7.9	9.5	12.1	23.2	47.4
Reserve a room in the Library	0.5	1.6	4.2	25.5	68.2
Visit a library to ask for assistance from Library staff	-	1.6	5.3	45.3	47.9
Purchase food and drink in the Library	0.5	9.9	12.6	31.4	45.5
Study alone in the Library	9.3	20.7	14.0	27.5	28.5
Study in groups in the Library	0.5	8.9	8.3	24.0	58.3
Use equipment such as printers and computers in the Library	2.6	15.2	15.7	36.6	29.8

2013 Library User Survey

Frequency of Service Use

Please indicate how often you do the following:

Responses are percents.

FAC

	Daily	Weekly	Monthly	Occasionally	Never
Browse for books, videos, or other items	19.5	23.3	14.5	33.3	9.4
Visit the Library to retrieve a specific book, video, or other item	7.0	17.8	21.7	43.3	10.2
Get books from another institution through Interlibrary loan	1.3	11.3	28.8	46.3	12.5
Have the Library deliver materials to your department (LEO)	5.0	19.9	23.0	34.2	18.0
Ask the Library to buy materials it does not own	0.6	3.7	11.2	54.0	31.4
Use materials from Special Collections	0.6	0.6	7.1	32.1	59.6
Place materials on reserve for students	0.6	1.3	14.5	51.6	32.1
Access resources from Off-Grounds (using EZ Proxy, etc.)	20.6	22.5	9.4	19.4	28.1
Ask for help via Library text, email, or chat (IM)	0.6	3.8	10.1	42.1	43.4
Get help conducting research	1.2	3.1	8.0	37.7	50.0
Recall material checked out to another patron	0.6	3.1	12.9	62.0	21.5
Get specialized technical help (e.g., GIS, video creation)	0.6	1.3	5.6	31.9	60.6
Use citation management tools (e.g., Refworks, Zotero, Mendeley)	6.3	6.3	10.6	20.0	56.9
Reserve a room in the Library	0.6	0.6	3.2	32.9	62.7
Visit a library to meet with Library staff	0.6	1.9	3.7	43.8	50.0
Purchase food and drink in the Library	1.9	6.4	7.6	38.9	45.2
Visit a Library to meet with students and/or colleagues	1.9	3.8	9.4	37.7	47.2
Conduct a class in the library	0.6	0.6	2.5	23.4	72.8
Use equipment such as printers and computers in the Library	2.5	2.5	1.9	34.2	58.9
Visit a Library to conduct research	8.2	8.8	15.7	40.9	26.4

2013 Library User Survey

Content of Collections

Please indicate your satisfaction with, and the importance of, the intellectual content of the Library's **resources**.

Sorted by the gap between the means of satisfaction and importance. Mean = average of responses to a 1-5 rating scale. Visibility = % of sample who rated satisfaction.

↓

Ugrads: 259	Satis	Import	Gap	Visibility
Content of the journals	4.22	4.44	-0.22	47.1%
Content of the books	4.30	4.36	-0.06	51.0%
Content of the digital materials	4.02	3.94	0.08	34.4%
Content of the videos	4.11	3.92	0.19	47.1%
Content of the audio resources	3.84	3.63	0.21	23.9%
Content of Special Collections & rare books	4.19	3.87	0.32	26.3%

Grads: 224	Satis	Import	Gap	Visibility
Content of the journals	4.27	4.83	-0.56	78.1%
Content of the books	4.34	4.61	-0.27	79.9%
Content of the digital materials	4.03	4.23	-0.20	53.1%
Content of Special Collections & rare books	4.06	3.64	0.42	29.0%
Content of the videos	4.10	3.48	0.62	39.7%
Content of the audio resources	3.82	3.14	0.68	22.3%

Faculty: 177	Satis	Import	Gap	Visibility
Content for your research	3.97	4.74	-0.77	83.1%
Depth of content for your field	4.01	4.73	-0.72	85.9%
Content of the journals	3.99	4.70	-0.71	84.7%
Currency of content	4.00	4.69	-0.69	84.2%
Content of the books	3.99	4.41	-0.42	81.9%
Content for your teaching needs	4.25	4.22	0.03	78.0%
Content of the digital materials	3.96	3.75	0.21	50.3%
Content of the videos	3.93	3.25	0.68	40.7%
Content of Special Collections & rare books	4.36	3.24	1.12	34.5%
Content of the audio resources	4.10	2.51	1.59	17.5%

2013 Library User Survey

Obtaining Library Materials

Please indicate your satisfaction with, and the importance of, these activities related to obtaining Library **materials**.

Sorted by the gap between the means of satisfaction and importance. Mean = average of responses to a 1-5 rating scale. Visibility = % of sample who rated satisfaction.



Ugrads: 259	Satis	Import	Gap	Visibility
Search for materials in VIRGO	4.23	4.58	-0.35	56.4%
Retrieve a specific book, video, etc.	4.17	4.51	-0.34	55.6%
Access resources from Off-Grounds	3.86	4.18	-0.32	28.2%
Browse for books, videos, etc.	4.18	4.37	-0.19	56.4%
Use class reserves	4.15	4.26	-0.11	37.5%
Use materials from Special Collections	4.00	3.97	0.03	16.6%
Use Interlibrary loan	4.00	3.87	0.13	14.3%
Ask the Library to buy materials	3.97	3.84	0.13	12.7%

Grads: 224	Satis	Import	Gap	Visibility
Search for materials in VIRGO	4.23	4.85	-0.62	77.7%
Access resources from Off-Grounds	4.29	4.71	-0.42	56.7%
Retrieve a specific book, video, etc.	4.23	4.60	-0.37	73.2%
Browse for books, videos, etc.	4.14	4.42	-0.28	73.2%
Use Interlibrary loan	4.44	4.48	-0.04	51.3%
Ask the Library to buy materials	4.31	4.11	0.20	31.7%
Use class reserves	4.27	3.94	0.33	39.3%
Use materials from Special Collections	4.21	3.71	0.50	25.4%

Faculty: 177	Satis	Import	Gap	Visibility
Search for materials in VIRGO	4.14	4.70	-0.6	76.8%
Retrieve a specific book, video, etc.	4.35	4.47	-0.1	75.1%
Access resources from Off-Grounds	4.44	4.49	0.0	60.5%
Browse for books, videos, etc.	4.08	4.12	0.0	71.8%
Use Interlibrary loan	4.63	4.59	0.0	69.5%
Ask the Library to buy materials	4.46	4.25	0.2	59.9%
Place materials on reserve	4.54	4.21	0.3	52.0%
Return materials to the Library	4.33	3.92	0.4	75.7%
Use LEO	4.73	4.28	0.5	64.4%
Use materials from Special Collections	4.31	3.70	0.6	32.8%

2013 Library User Survey

Library Services

Please indicate your satisfaction with, and the importance of, the following **services** offered by or found in the Library.

Sorted by the gap between the means of satisfaction and importance. Mean = average of responses to a 1-5 rating scale. Visibility = % of sample who rated satisfaction.



Ugrads: 259	Satis	Import	Gap	Visibility
Recall materials	3.90	4.10	-0.20	16.2%
In-depth help conducting research	4.13	4.30	-0.17	15.1%
Writing Center/Tutoring services	4.21	4.25	-0.04	16.2%
Library websites	4.28	4.24	0.04	48.3%
Citation management tools	4.38	4.33	0.05	31.7%
Specialized technical help (e.g., GIS)	4.11	4.04	0.07	10.4%
Renew materials	4.63	4.28	0.35	34.0%
In-class Library instruction	4.13	3.77	0.36	33.2%
Help via Library text, email, or chat	4.38	3.81	0.57	15.1%

Grads: 224	Satis	Import	Gap	Visibility
Library websites	4.15	4.48	-0.33	67.9%
Citation management tools	3.93	4.20	-0.27	38.4%
Recall materials	4.04	4.28	-0.24	50.0%
In-depth help conducting research	4.08	4.11	-0.03	26.8%
In-class Library instruction	3.92	3.77	0.15	32.6%
Renew materials	4.54	4.37	0.17	59.8%
Specialized technical help (e.g., GIS)	4.02	3.80	0.22	18.3%
Help via Library text, email, or chat	4.29	3.82	0.47	32.6%

Faculty: 177	Satis	Import	Gap	Visibility
Library websites	4.06	4.16	-0.10	68.9%
Recall materials	4.41	4.28	0.13	65.5%
Support for teaching	4.43	4.28	0.15	53.1%
In person Library assistance	4.59	4.33	0.26	59.9%
Citation management tools	4.00	3.65	0.35	28.8%
Assistance with copyright	4.34	3.94	0.40	32.8%
Help via Library text, email, or chat	4.58	4.18	0.40	48.6%
Instruction provided by Library staff	4.59	4.14	0.45	37.3%
In-depth help conducting research	4.48	3.88	0.60	27.1%
Specialized technical help (e.g., GIS)	4.11	3.50	0.61	21.5%

2013 Library User Survey

Library Spaces & Facilities

Please indicate your satisfaction with, and the importance of, the Library's **spaces and facilities**.

Sorted by the gap between the means of satisfaction and importance. Mean = average of responses to a 1-5 rating scale. Visibility = % of sample who rated satisfaction.



Ugrads: 259	Satis	Import	Gap	Visibility
Restrooms	3.7	4.5	-0.8	68.7%
Printers and computers	3.9	4.7	-0.7	62.5%
Places to study alone	4.1	4.8	-0.7	67.2%
Rooms to reserve	3.9	4.5	-0.6	54.8%
Quiet spaces	4.3	4.8	-0.5	67.2%
Places to study in groups	4.2	4.6	-0.5	64.5%
Places to purchase food and drink	3.9	4.3	-0.4	63.3%
Specialized labs (e.g., DML, FAVE, SLAB)	4.3	4.2	0.2	27.0%
Places to consult with library staff	4.3	4.0	0.4	41.7%

Grads: 224	Satis	Import	Gap	Visibility
Places to study alone	3.9	4.6	-0.7	57.6%
Quiet spaces	4.1	4.7	-0.6	61.2%
Restrooms	3.8	4.3	-0.6	65.2%
Printers and computers	3.8	4.4	-0.5	58.0%
Places to study in groups	4.1	4.2	-0.1	41.1%
Rooms to reserve	4.0	4.1	-0.1	31.3%
Specialized labs (e.g., DML, FAVE, SLAB)	4.3	4.2	0.1	34.4%
Places to consult with library staff	4.4	4.2	0.2	54.5%
Places to purchase food and drink	3.9	3.7	0.2	52.7%

Faculty: 177	Satis	Import	Gap	Visibility
Quiet spaces	4.0	4.3	-0.3	49.7%
Restrooms	3.8	4.0	-0.3	54.8%
Places to conduct research	3.9	4.1	-0.2	42.4%
Printers and computers	3.6	3.7	0.0	35.6%
Rooms to reserve	4.1	4.0	0.1	35.6%
Places to meet with students/colleagues	3.9	3.8	0.2	45.2%
Places to teach	3.9	3.8	0.2	27.7%
Specialized labs (e.g., DML, FAVE, SLAB)	4.1	3.9	0.2	32.2%
Places to meet with library staff	4.3	4.0	0.3	54.2%
Places to purchase food and drink	4.1	3.1	1.0	44.6%

2013 Library User Survey

Satisfaction with and Visibility of Virgo: 2009-2013

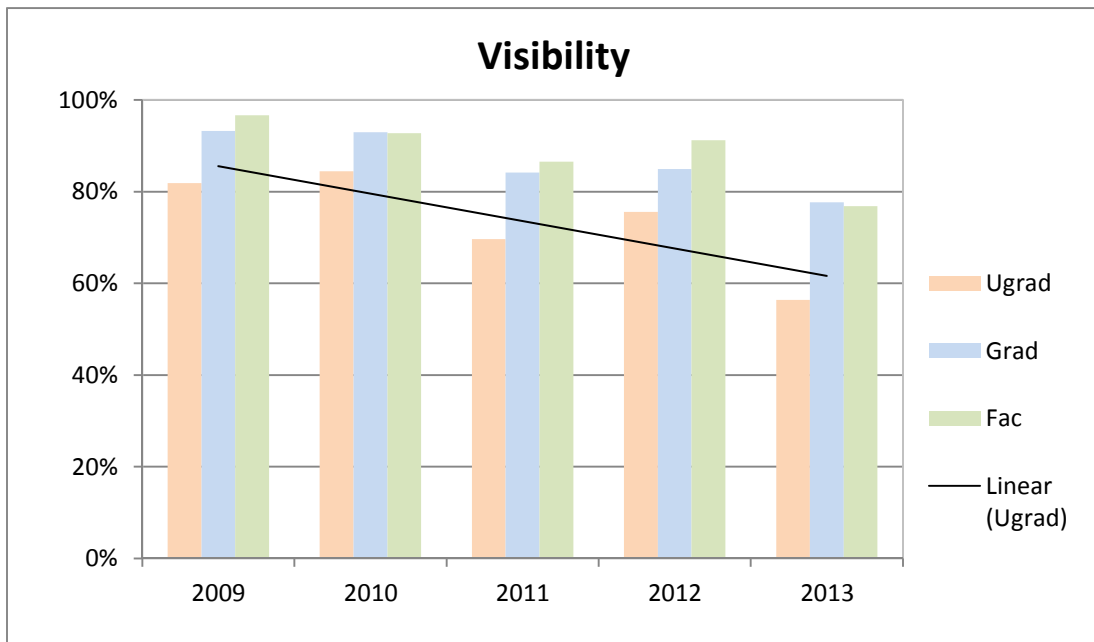
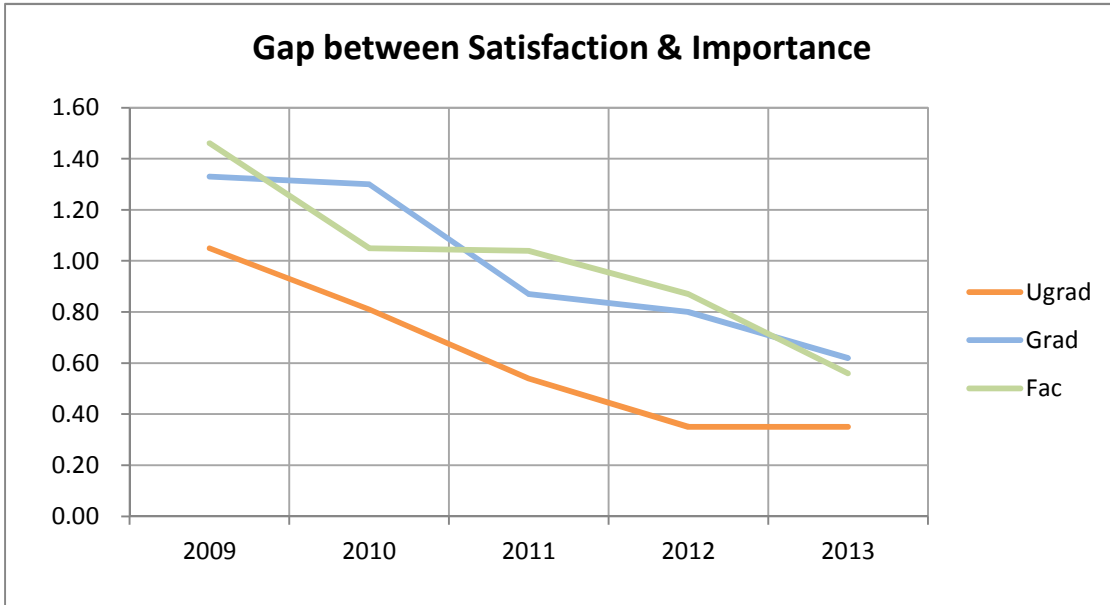
Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides.

Analysis for [VIRGO \(online catalog\)](#):

				Gap between satisfaction and importance		% of respondents who rated satisfaction with Virgo (visibility)
Good score = 4.0 or above						
2013	#	Satis	#	Import	Gap	Vis
All Ugrads (259)	146	4.23	156	4.58	-0.35	56.4%
All Grads (224)	174	4.23	171	4.85	-0.62	77.7%
All Faculty (177)	136	4.14	133	4.70	-0.56	76.8%
2012	#	Satis	#	Import	Gap	Vis
All Ugrads (344)	260	4.13	266	4.48	-0.35	75.6%
All Grads (258)	219	3.97	213	4.77	-0.80	84.9%
All Faculty (171)	156	3.97	148	4.84	-0.87	91.2%
2011	#	Satis	#	Import	Gap	Vis
All Ugrads (366)	255	4.04	258	4.58	-0.54	69.7%
All Grads (284)	239	3.88	229	4.75	-0.87	84.2%
All Faculty (156)	135	3.78	130	4.82	-1.04	86.5%
2010	#	Satis	#	Import	Gap	Vis
All Ugrads (289)	244	3.68	250	4.49	-0.81	84.4%
All Grads (212)	197	3.48	196	4.78	-1.30	92.9%
All Faculty (138)	128	3.77	128	4.82	-1.05	92.8%
2009	#	Satis	#	Import	Gap	Vis
All Ugrads (254)	208	3.50	206	4.55	-1.05	81.9%
All Grads (221)	206	3.39	205	4.72	-1.33	93.2%
All Faculty (150)	145	3.32	137	4.78	-1.46	96.7%

2013 Library User Survey

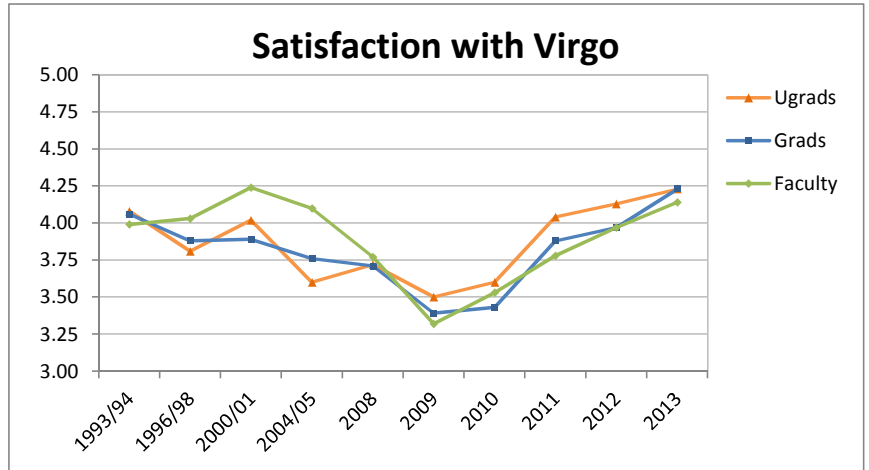
Satisfaction with and Visibility of Virgo: 2009-2013



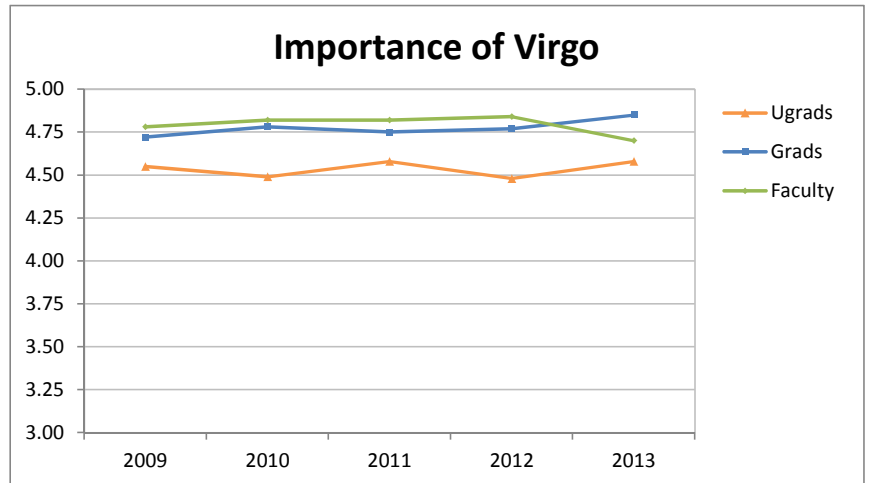
2013 Library User Survey

Satisfaction with, Importance and Visibility of, Virgo: 1993-2013

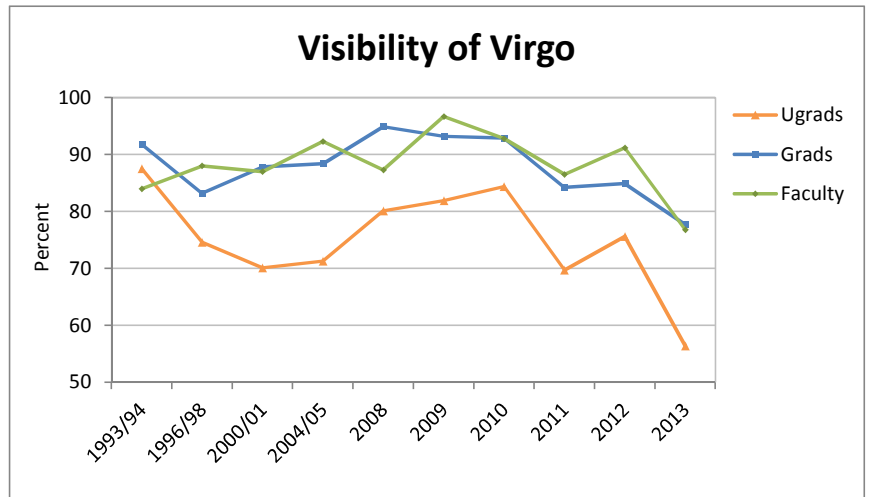
Satisfaction	Ugrads	Grads	Faculty
1993/94	4.08	4.06	3.99
1996/98	3.81	3.88	4.03
2000/01	4.02	3.89	4.24
2004/05	3.60	3.76	4.10
2008	3.72	3.71	3.77
2009	3.50	3.39	3.32
2010	3.60	3.43	3.53
2011	4.04	3.88	3.78
2012	4.13	3.97	3.97
2013	4.23	4.23	4.14



Importance	Ugrads	Grads	Faculty
2009	4.55	4.72	4.78
2010	4.49	4.78	4.82
2011	4.58	4.75	4.82
2012	4.48	4.77	4.84
2013	4.58	4.85	4.70



Visibility	Ugrads	Grads	Faculty
1993/94	87.5	91.8	84.0
1996/98	74.6	83.2	88.0
2000/01	70.1	87.8	87.0
2004/05	71.3	88.4	92.3
2008	80.1	94.9	87.3
2009	81.9	93.2	96.7
2010	84.4	92.9	92.8
2011	69.7	84.2	86.5
2012	75.6	84.9	91.2
2013	56.4	77.7	76.8



2013 Library User Survey

Satisfaction with and Visibility of Website 2009-2013

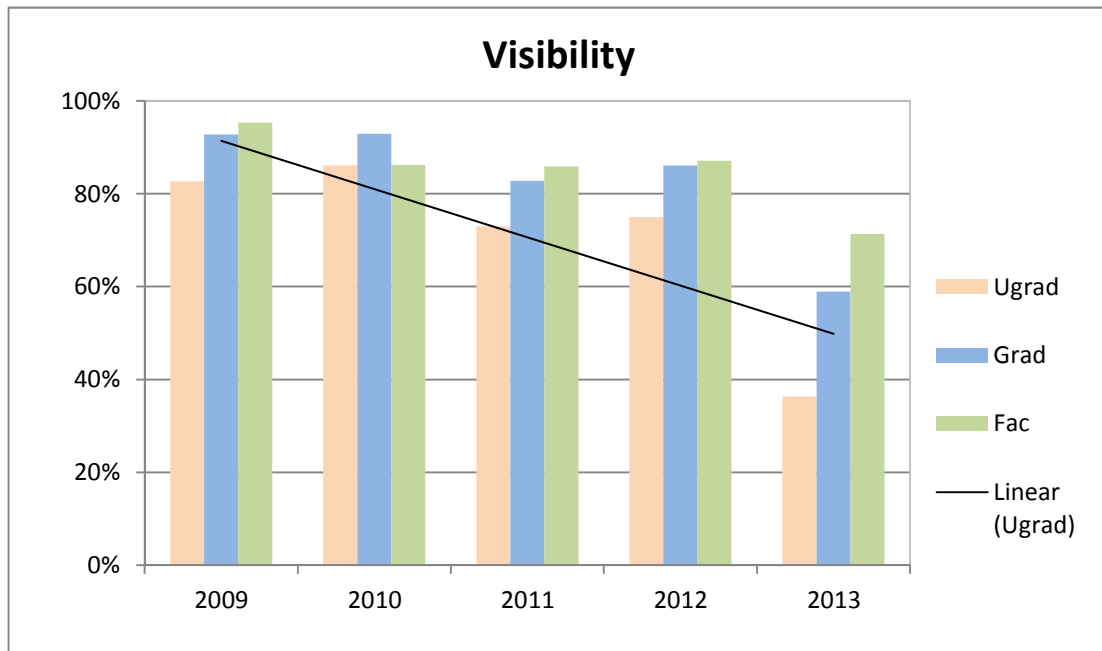
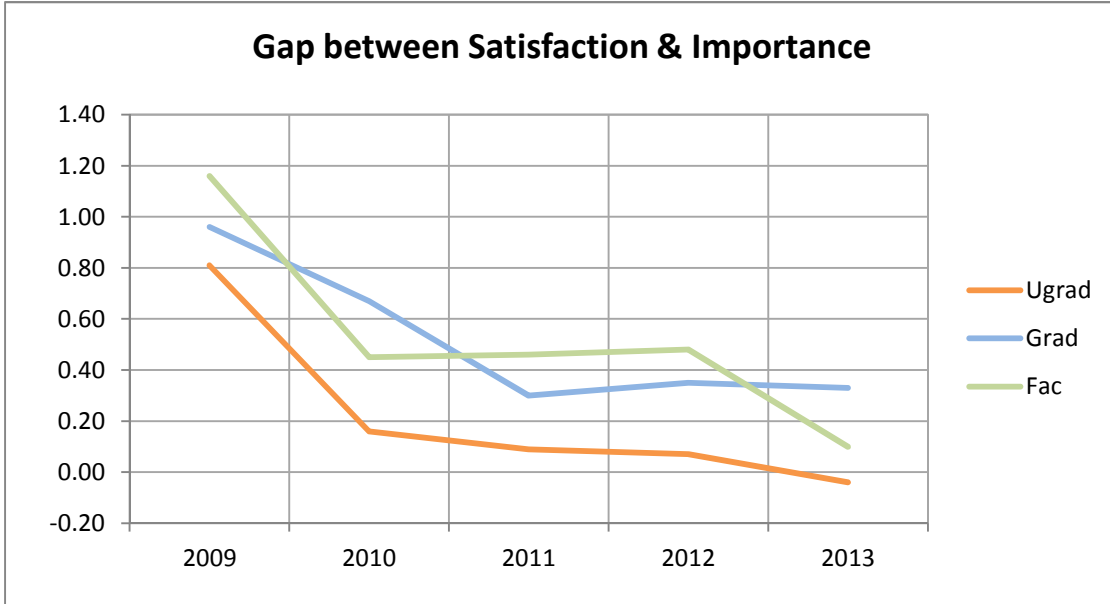
Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides.

Analysis for the [Library Website](#):

Good score = 4.0 or above				Gap between satisfaction and importance		% of respondents who rated satisfaction with
Year	#	Satis	#	Import	Gap	Vis
2013						
All Ugrads (259)	125	4.28	142	4.24	0.04	48.3%
All Grads (224)	152	4.15	151	4.48	-0.33	67.9%
All Faculty (177)	122	4.06	120	4.16	-0.10	68.9%
2012						
All Ugrads (344)	258	4.17	258	4.24	-0.07	75.0%
All Grads (258)	222	4.12	215	4.47	-0.35	86.0%
All Faculty (171)	149	4.03	144	4.51	-0.48	87.1%
2011						
All Ugrads (366)	267	4.12	265	4.21	-0.09	73.0%
All Grads (284)	235	4.08	228	4.38	-0.30	82.7%
All Faculty (156)	134	3.91	125	4.37	-0.46	85.9%
2010						
All Ugrads (289)	249	4.03	253	4.19	-0.16	86.2%
All Grads (212)	197	3.76	196	4.43	-0.67	92.9%
All Faculty (138)	119	3.86	123	4.31	-0.45	86.2%
2009						
All Ugrads (254)	210	3.61	207	4.42	-0.81	82.7%
All Grads (221)	205	3.57	203	4.53	-0.96	92.8%
All Faculty (150)	143	3.41	135	4.57	-1.16	95.3%

2013 Library User Survey

Satisfaction with and Visibility of Website 2009-2013

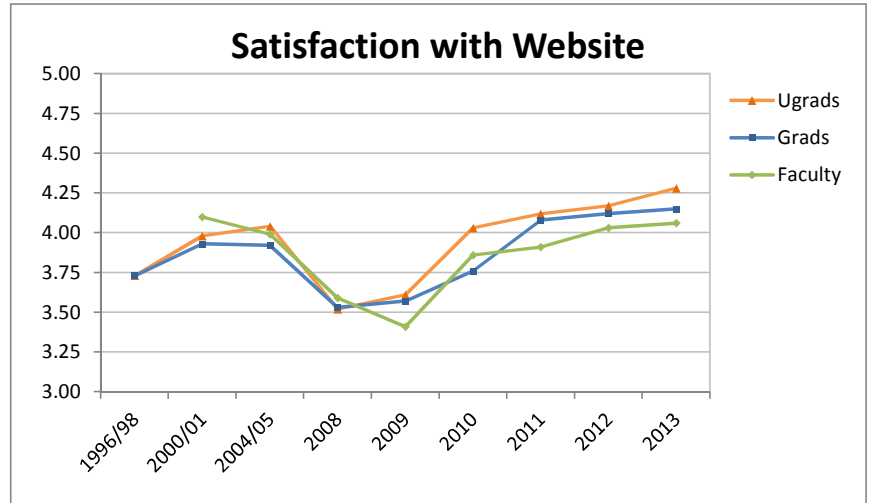


2013 Library User Survey

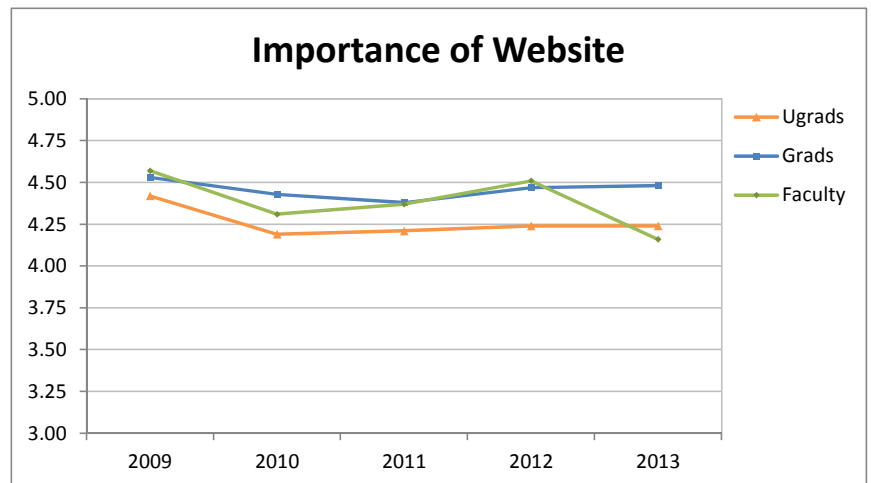
Satisfaction with, Importance and Visibility of, Library Website: 1993-2013

There was no Library website for surveys prior to the 1998 user survey.

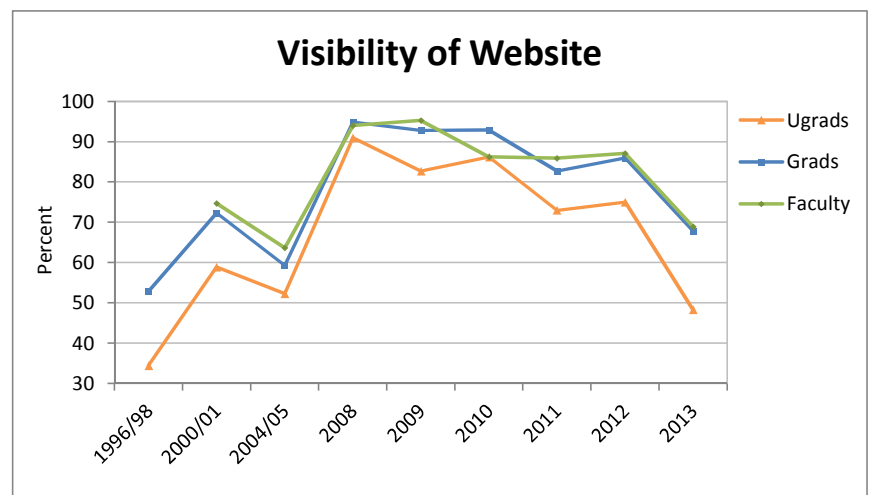
Satisfaction	Ugrads	Grads	Faculty
1996/98	3.73	3.73	
2000/01	3.98	3.93	4.10
2004/05	4.04	3.92	3.99
2008	3.52	3.53	3.59
2009	3.61	3.57	3.41
2010	4.03	3.76	3.86
2011	4.12	4.08	3.91
2012	4.17	4.12	4.03
2013	4.28	4.15	4.06



Importance	Ugrads	Grads	Faculty
2009	4.42	4.53	4.57
2010	4.19	4.43	4.31
2011	4.21	4.38	4.37
2012	4.24	4.47	4.51
2013	4.24	4.48	4.16



Visibility	Ugrads	Grads	Faculty
1996/98	34.4	52.9	
2000/01	58.9	72.3	74.7
2004/05	52.3	59.3	63.7
2008	91.0	94.9	94.0
2009	82.7	92.8	95.3
2010	86.2	92.9	86.2
2011	73.0	82.7	85.9
2012	75.0	86.0	87.1
2013	48.3	67.9	68.9

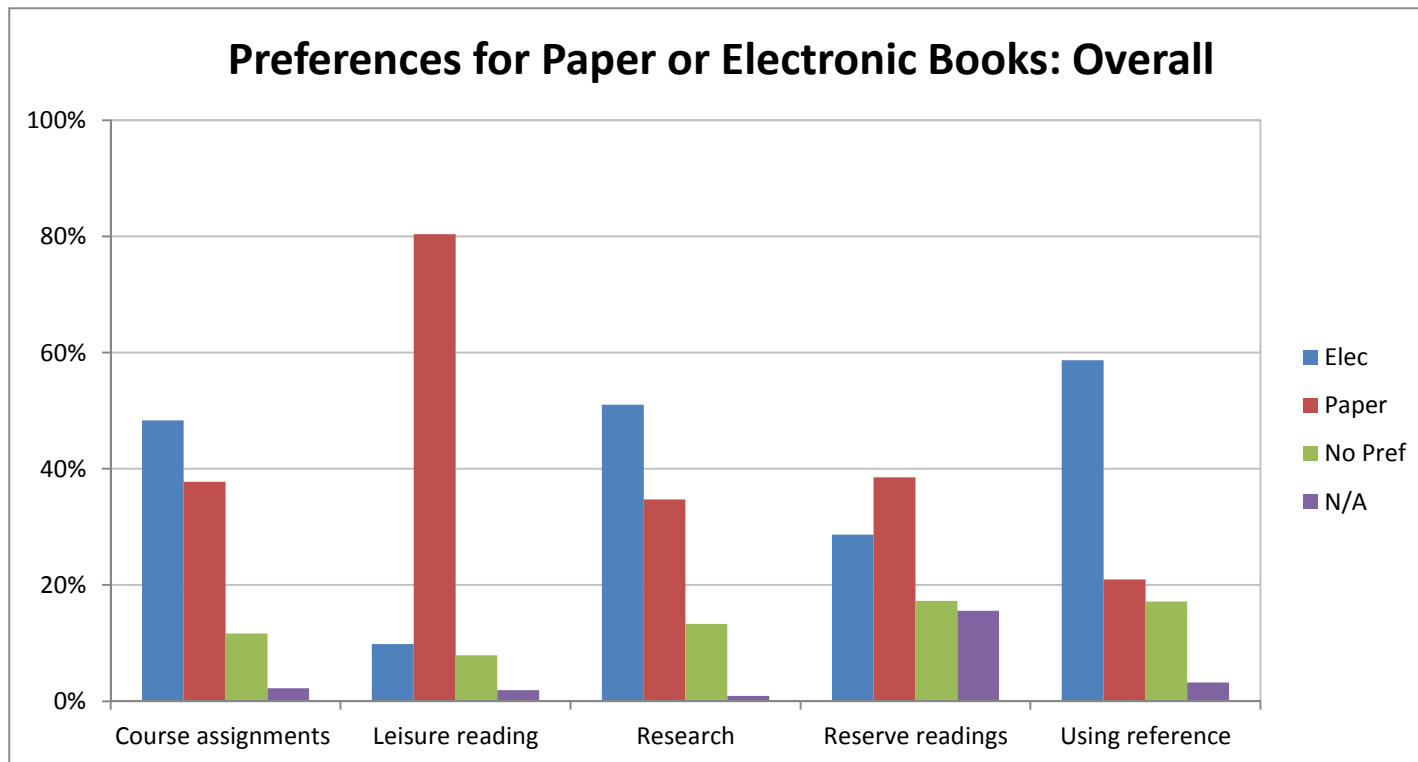


2013 Library User Survey

Preferences for Paper or Electronic Books

Which format do you prefer for the following activities?

ALL RESPONDENTS	Electronic	Paper	No Preference	N/A
Course assignments	48.3%	37.8%	11.7%	2.3%
Leisure reading	9.8%	80.4%	7.9%	1.9%
Research	51.0%	34.7%	13.3%	0.9%
Reserve readings	28.7%	38.5%	17.3%	15.6%
Using reference materials	58.7%	20.9%	17.2%	3.2%

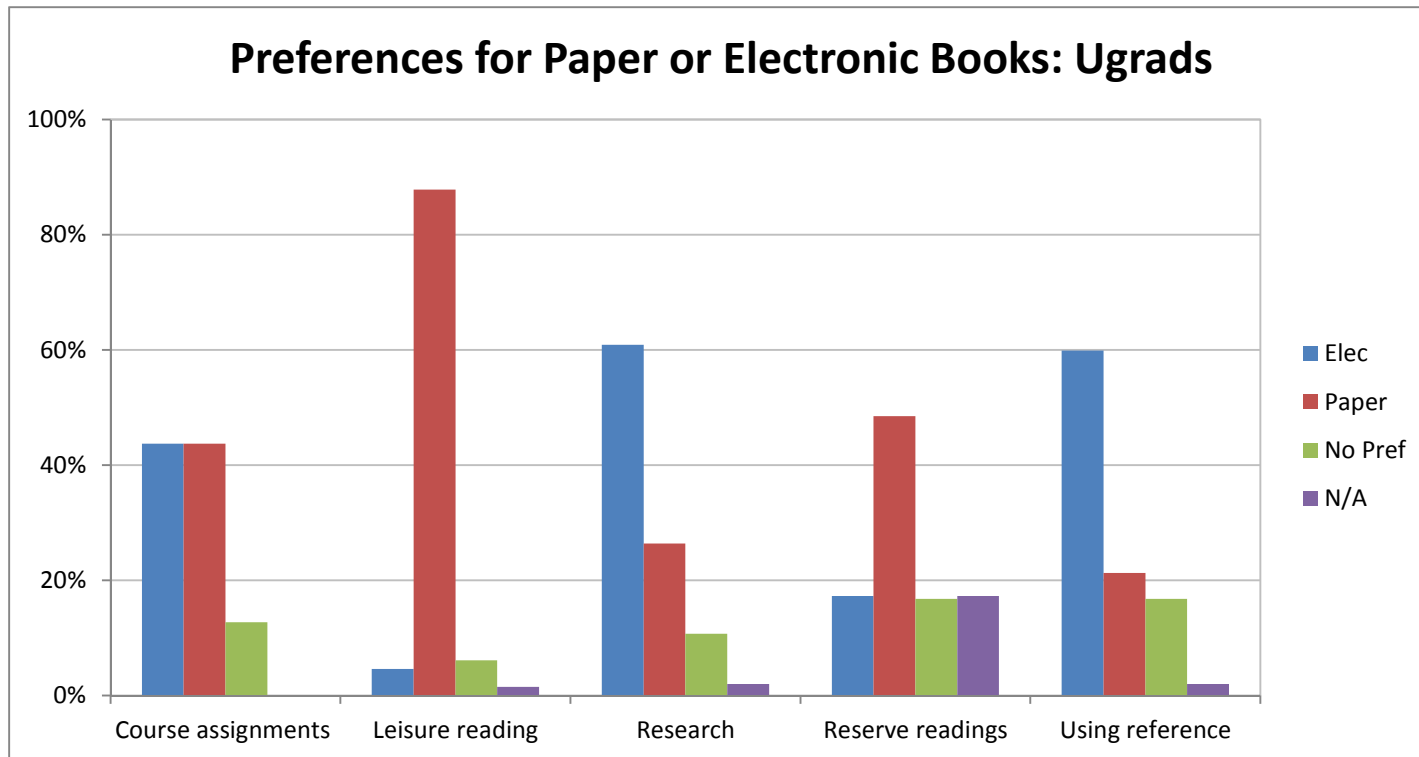


2013 Library User Survey

Preferences for Paper or Electronic Books

Which format do you prefer for the following activities?

UGRADS	Electronic	Paper	No Preference	N/A
Course assignments	43.7%	43.7%	12.7%	0.0%
Leisure reading	4.6%	87.8%	6.1%	1.5%
Research	60.9%	26.4%	10.7%	2.0%
Reserve readings	17.3%	48.5%	16.8%	17.3%
Using reference materials	59.9%	21.3%	16.8%	2.0%

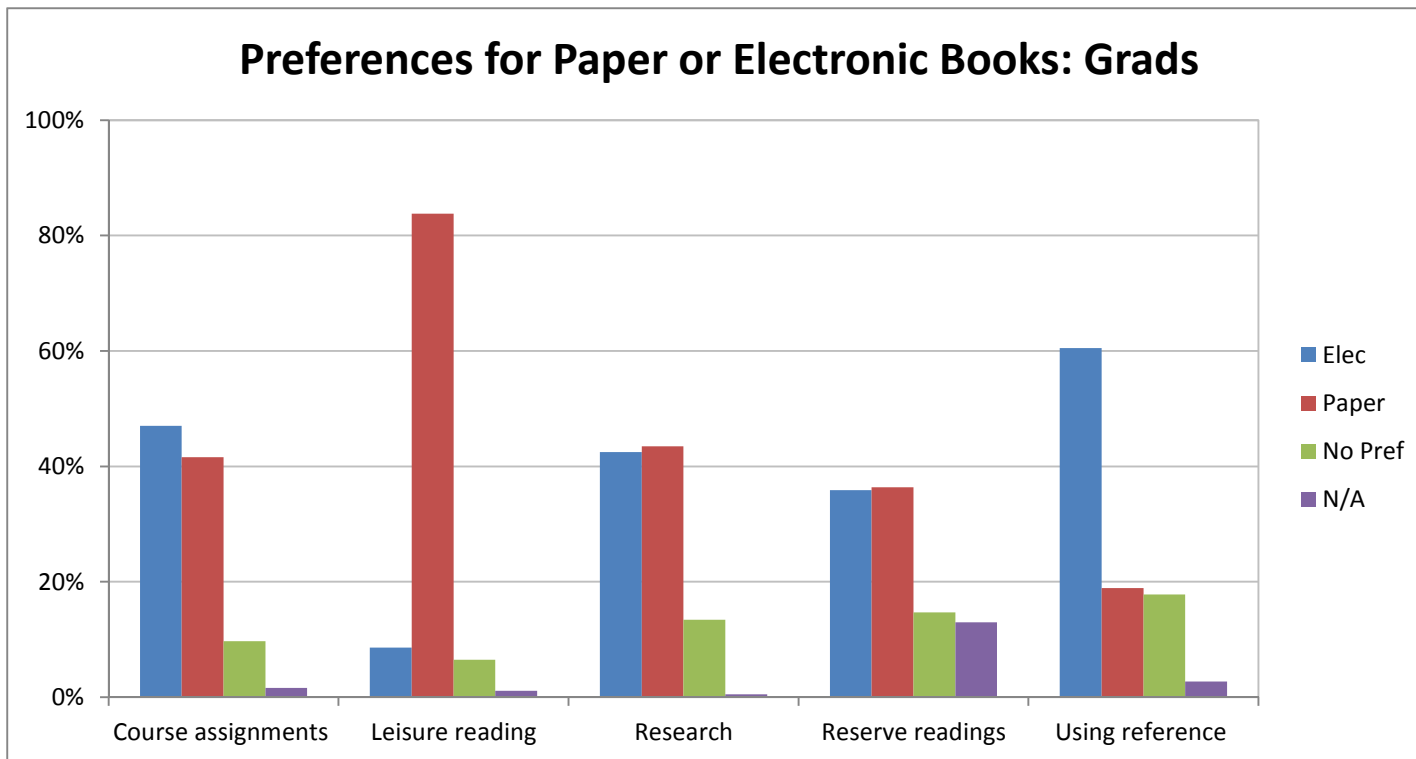


2013 Library User Survey

Preferences for Paper or Electronic Books

Which format do you prefer for the following activities?

GRADS	Electronic	Paper	No Preference	N/A
Course assignments	47.0%	41.6%	9.7%	1.6%
Leisure reading	8.6%	83.8%	6.5%	1.1%
Research	42.5%	43.5%	13.4%	0.5%
Reserve readings	35.9%	36.4%	14.7%	13.0%
Using reference materials	60.5%	18.9%	17.8%	2.7%

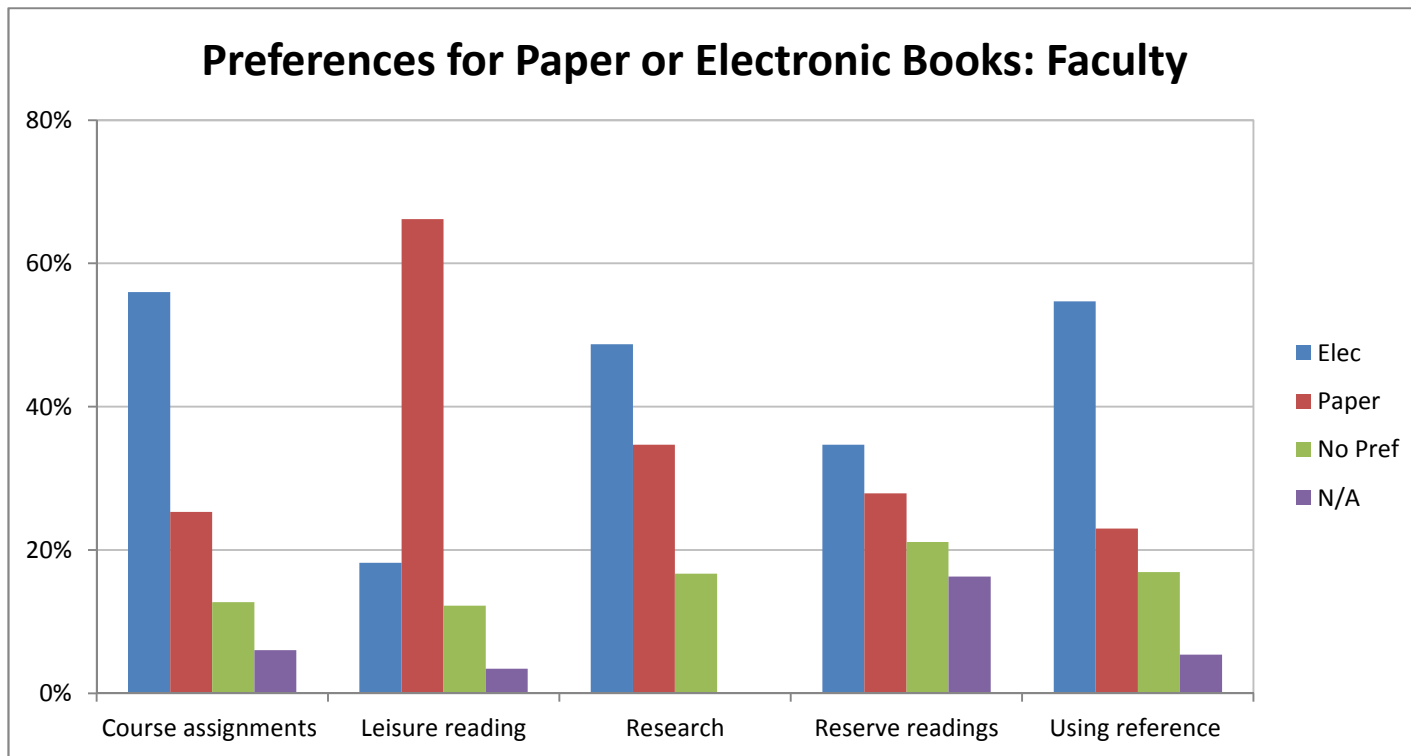


2013 Library User Survey

Preferences for Paper or Electronic Books

Which format do you prefer for the following activities?

FACULTY	Electronic	Paper	No Preference	N/A
Course assignments	56.0%	25.3%	12.7%	6.0%
Leisure reading	18.2%	66.2%	12.2%	3.4%
Research	48.7%	34.7%	16.7%	0.0%
Reserve readings	34.7%	27.9%	21.1%	16.3%
Using reference materials	54.7%	23.0%	16.9%	5.4%

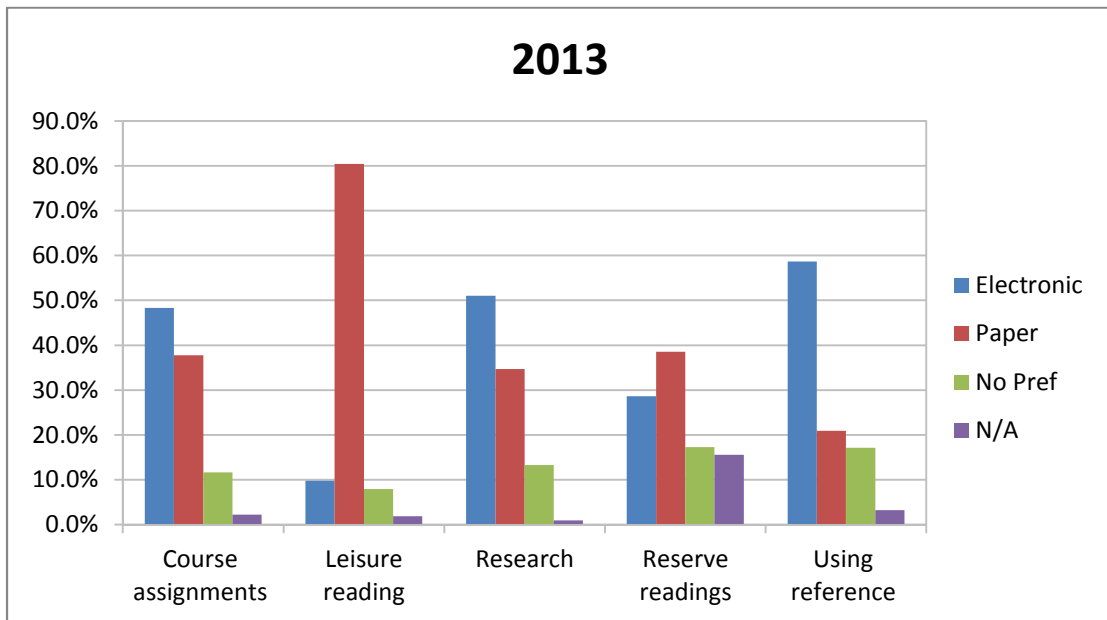
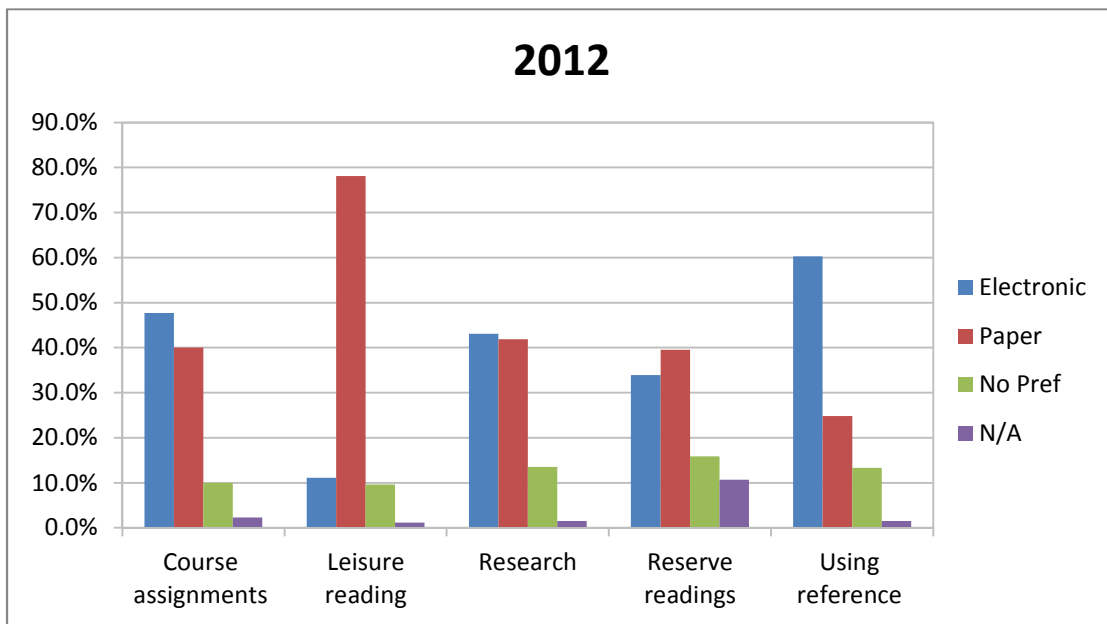


2013 Library User Survey

Preferences for Paper or Electronic Books

Which format do you prefer for the following activities?

<i>All Respondents</i>	Electronic		Paper		No Preference		N/A	
	2012	2013	2012	2013	2012	2013	2012	2013
Course assignments	47.7%	48.3%	40.0%	37.8%	10.0%	11.7%	2.3%	2.3%
Leisure reading	11.1%	9.8%	78.1%	80.4%	9.6%	7.9%	1.2%	1.9%
Research	43.1%	51.0%	41.9%	34.7%	13.5%	13.3%	1.5%	0.9%
Reserve readings	33.9%	28.7%	39.5%	38.5%	15.9%	17.3%	10.7%	15.6%
Using reference materials	60.3%	58.7%	24.8%	20.9%	13.3%	17.2%	1.5%	3.2%



2013 Library User Survey

Customer Service

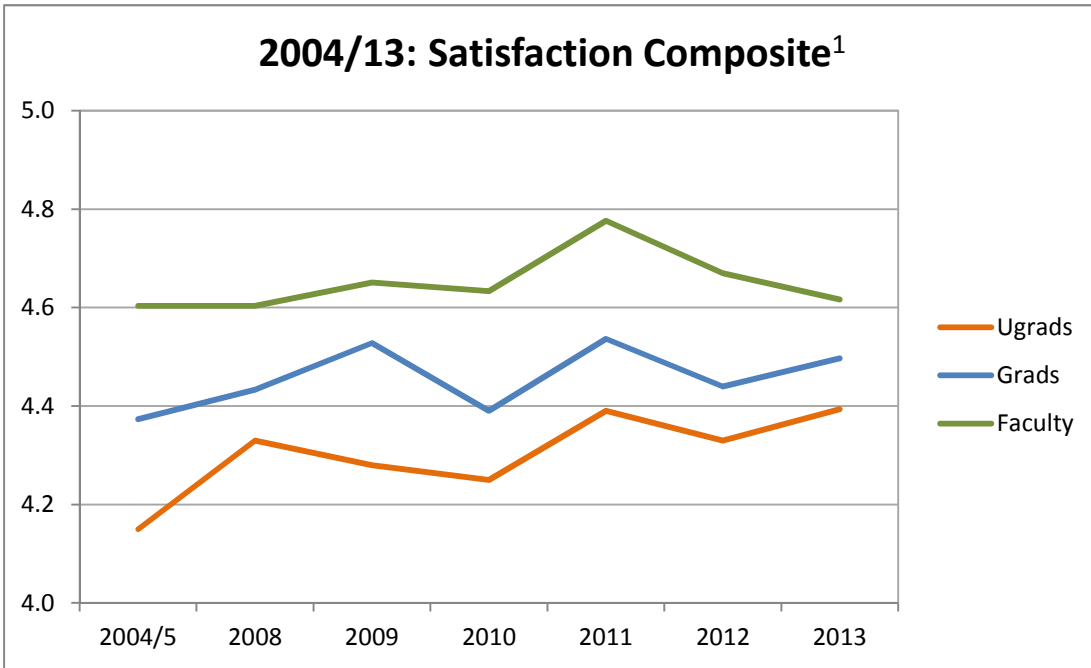
Please indicate your degree of satisfaction with, and the importance of, the service you receive from Library staff. You may rate importance without rating satisfaction.

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

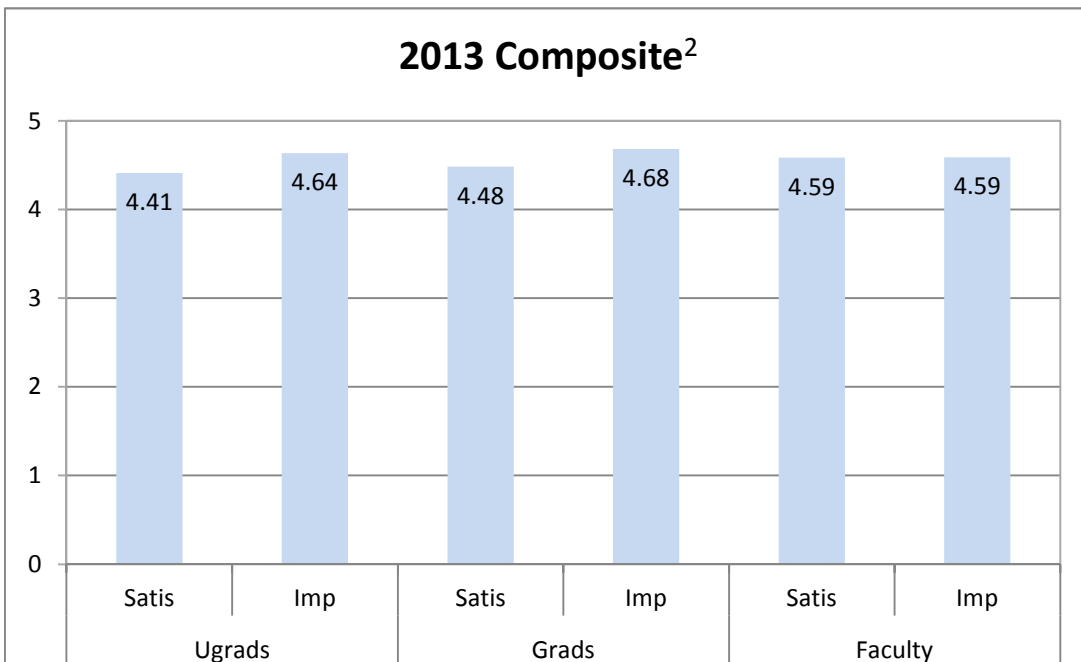
	2013					
	Ugrads		Grads		Faculty	
	<i>Satis</i>	<i>Imp</i>	<i>Satis</i>	<i>Imp</i>	<i>Satis</i>	<i>Imp</i>
Accuracy	4.47	4.74	4.39	4.71	4.51	4.68
Availability	4.40	4.63	4.49	4.69	4.53	4.59
Competence	4.31	4.61	4.42	4.73	4.56	4.67
Courtesy	4.46	4.58	4.55	4.58	4.72	4.48
Helpfulness	4.43	4.67	4.53	4.71	4.63	4.55
Speed	4.41	4.59	4.52	4.67	4.57	4.57
Composite	4.41	4.64	4.48	4.68	4.59	4.59

2013 Library User Survey

Customer Service



¹Chart includes competence, courtesy, and speed measures only.



²Chart includes all measures for 2013.

2013 Library User Survey

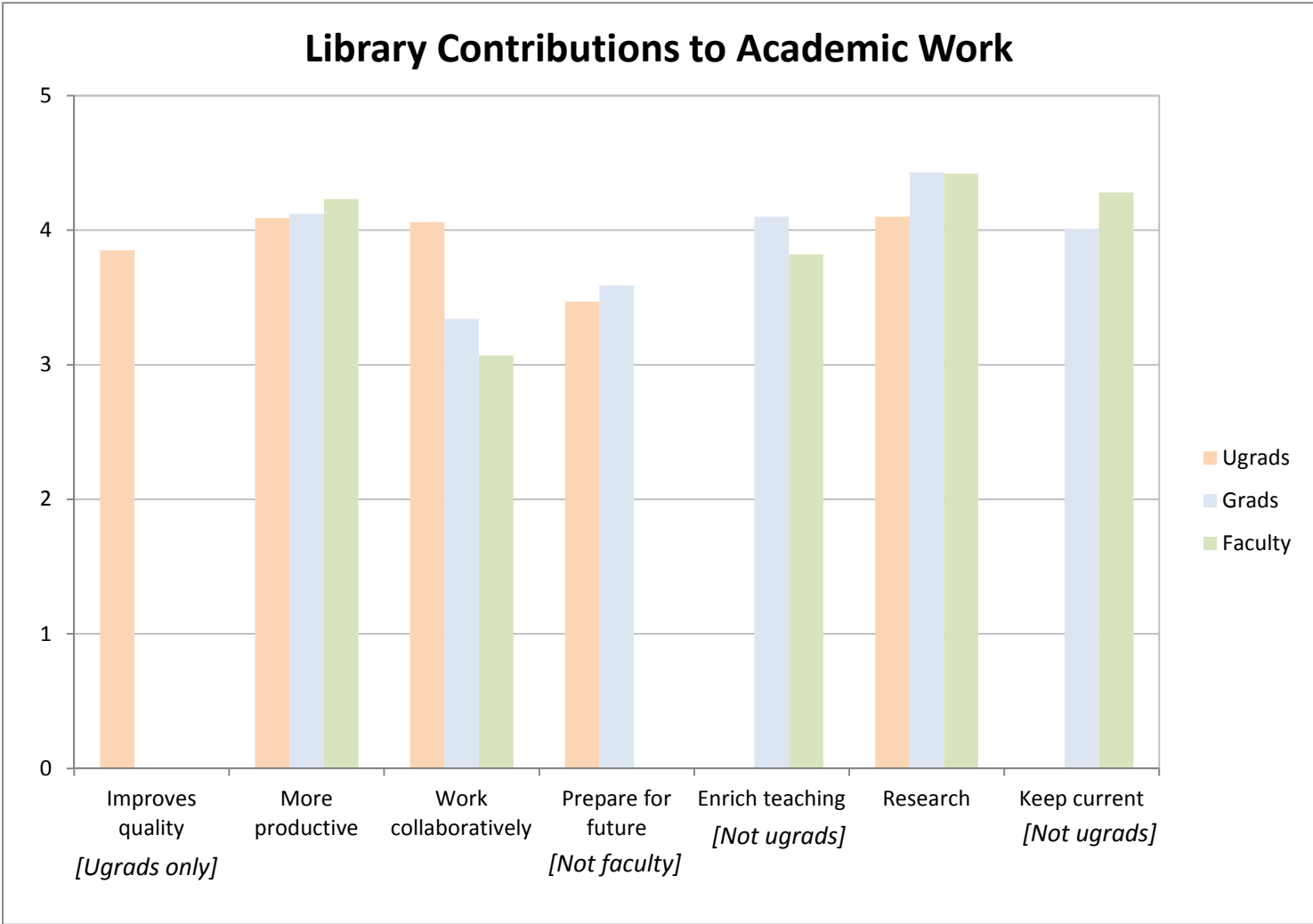
Library Contributions to Academic Work

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

	Ugrads	
	#	Mean
Provides access to resources unavailable otherwise.	184	4.10
Helps me be more efficient in my academic work.	184	4.09
Helps me study and work collaboratively.	184	4.06
Improves the quality of my academic work.	184	3.85
Prepares me for future academics or career.	184	3.47

	Grads	
	#	Mean
Contributes to my scholarly research.	181	4.43
Allows me to be more productive.	180	4.12
Enriches my teaching and/or learning.	181	4.10
Allows me to keep current in my field or area of study.	180	4.01
Prepares me for future academics or career.	180	3.59
Helps me study and work collaboratively.	179	3.34

	Faculty	
	#	Mean
Contributes to your scholarly research.	150	4.42
Allows you to keep current in my field or area of study.	149	4.28
Allows you to be more productive.	149	4.23
Enriches your teaching.	149	3.82
Helps you work collaboratively.	149	3.07



2013 Library User Survey

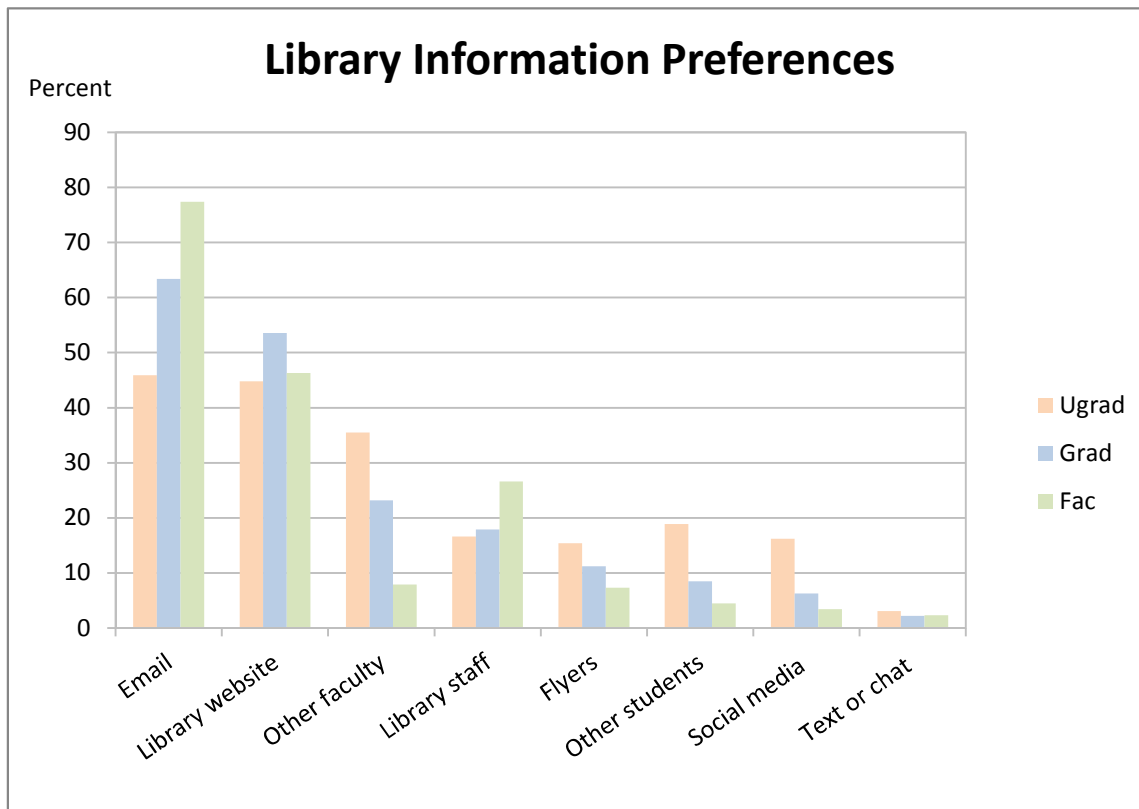
Getting Information about the Library

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

Sorted by Grad scores.

↓

	Ugrad	Grad	Fac
Email	45.9	63.4	77.4
Library website	44.8	53.6	46.3
Other faculty	35.5	23.2	7.9
Library staff	16.6	17.9	26.6
Flyers	15.4	11.2	7.3
Other students	18.9	8.5	4.5
Social media	16.2	6.3	3.4
Text or chat	3.1	2.2	2.3



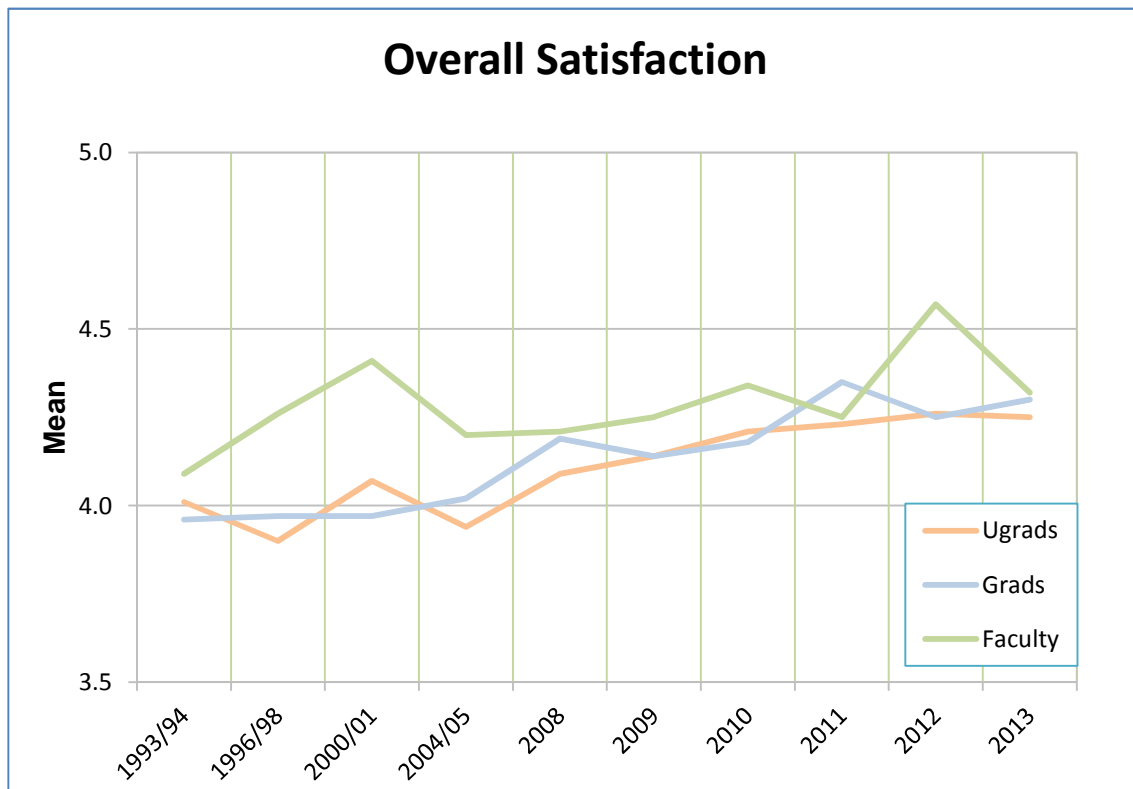
2013 Library User Survey

Overall Satisfaction

Please rate your overall satisfaction with the University Library system.

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

	2013		
	Ugrads	Grads	Faculty
Satisfaction (mean)	4.25	4.30	4.32
Respondents (number)	183	181	150

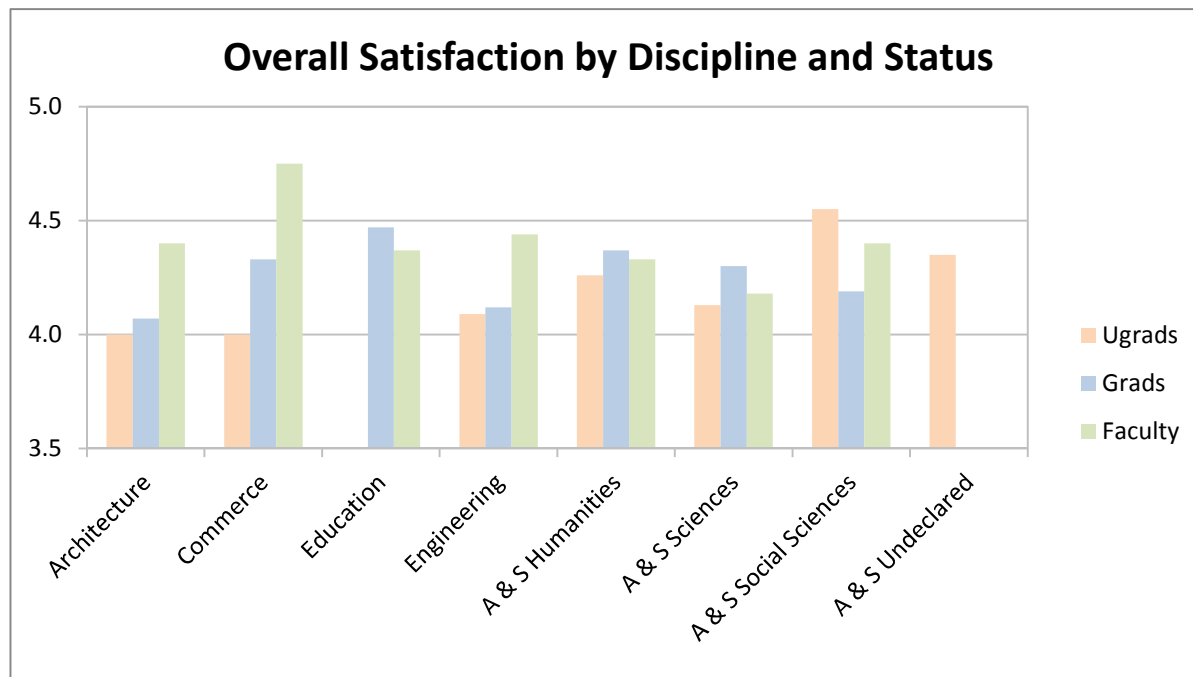


2013 Library User Survey

Overall Satisfaction by Discipline

Please rate your overall satisfaction with the University Library system.
 Responses are means, or the average of responses to a 1-5 rating scale.

		School →																	
		Architecture		Batten		Commerce		Education		Engineering		A & S Humanities		A & S Sciences		A & S Social Sciences		A & S Undeclared	
Status ↓		Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#
Ugrads		4.00	3	NR*	NR*	4.00	6	NR*	NR*	4.09	33	4.26	19	4.13	31	4.55	11	4.35	80
Grads		4.07	14	NR*	NR*	4.33	3	4.47	38	4.12	25	4.37	49	4.30	30	4.19	21	NR*	NR*
Faculty		4.40	5	NR*	NR*	4.75	4	4.37	19	4.44	16	4.33	49	4.18	34	4.40	20	NR*	NR*



*Too few respondents to report results.