

FACULTY SURVEY ON THE UNIVERSITY LIBRARY

The University of Virginia Library is conducting this survey of faculty to help us review and revise present library services and plan for the future. It should only take about 15 minutes to fill out this survey. Most questions require either circling one answer or checking multiple answers. We have provided space on the final page for additional comments. Please return your completed survey in the enclosed envelope by March 20. Thank you very much for your response.

I. GENERAL INFORMATION

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

1. What is your academic Rank? (Please circle only ONE answer)

- 1 Instructor
- 2 Lecturer
- 3 Assistant Professor
- 4 Associate Professor
- 5 Professor
- 6 Other (please specify) _____

2. Are you:

- 1 Female
- 2 Male

3. Please specify your MAIN department affiliation: _____

4. How many years have you been affiliated with UVA? _____

II. YOUR USE OF THE LIBRARY COLLECTIONS AND SERVICES

The University Library operates 10 libraries around grounds (listed below). The libraries of the Law School, Darden School, and Health Sciences Center are *not* under the administration of the University Library.

5. Which of the following libraries have you used or visited at least once in the current academic year? (Please check all that apply)

- | | |
|-----------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> 1 Alderman | <input type="checkbox"/> 7 Math/Astronomy |
| <input type="checkbox"/> 2 Biology/Psychology | <input type="checkbox"/> 8 Music |
| <input type="checkbox"/> 3 Chemistry | <input type="checkbox"/> 9 Physics |
| <input type="checkbox"/> 4 Clemons | <input type="checkbox"/> 10 Science/Engineering |
| <input type="checkbox"/> 5 Education | <input type="checkbox"/> 11 Other, please specify _____ |
| <input type="checkbox"/> 6 Fine Arts | <input type="checkbox"/> 12 Used NONE of these |

6. Which of these collections do you use MOST OFTEN? (Please circle only ONE answer)

- | | |
|----------------------|------------------------|
| 1 Alderman | 6 Fine Arts |
| 2 Biology/Psychology | 7 Math/Astronomy |
| 3 Chemistry | 8 Music |
| 4 Clemons | 9 Physics |
| 5 Education | 10 Science/Engineering |

7. There are many ways of using the library, both remotely and in person. Please tell us how often you do the following: (Please circle one number on each line)

	Once per week or more	Monthly	Once per semester	Less Often
Connect to the library WWW pages	3	2	1	0
Phone to transact library business	3	2	1	0
Search VIRGO from home	3	2	1	0
Search VIRGO from office	3	2	1	0
Visit libraries in person	3	2	1	0

8. Are there any reasons why you don't use the University Library more frequently? (Please circle either 1 or 2)

1 NO - my current rate of use is sufficient to meet my needs

IF NO, THEN PLEASE GO TO QUESTION 9

2 YES _____

If YES:

8a. Please tell us why you don't use the University Library or its services more often: (Please check all that apply)

- 1 I don't feel safe or secure while in the library
- 2 I find the libraries unpleasant to work in
- 3 I find the library difficult to understand or use
- 4 I find the Library staff unhelpful
- 5 I find the VIRGO online catalog difficult to understand or use
- 6 Parking near the library is poor or unavailable
- 7 Remote computer access is inadequate
- 8 The library doesn't own what I need
- 9 The library is not open when I need it
- 10 The library won't buy what I need
- 11 Other, please specify _____

9. When you use the libraries do you generally FIND the information/items you need?
(Please circle either 1 or 2)

1 YES - I find the information/items I need

IF YES THEN PLEASE
GO TO QUESTION 10

2 NO _____

If NO: (Please check all that apply)

9a. When I don't find what I need, I usually:

- 1 Ask the Circulation staff to help
- 2 Ask Reference Desk staff to help
- 3 Browse through the stacks until I find another title
- 4 Consult a colleague
- 5 Give up and leave
- 6 Go to another library
- 7 Go to Interlibrary Loan/LEO
- 8 Look for a library guide or brochure
- 9 Place a SEARCH request
- 10 Talk to a Library liaison/departmental contact about my research
- 11 Use the Internet to locate what I need
- 12 Use what I have and hope it is enough to complete my work
- 13 Place a HOLD or RECALL, if the item is checked out
- 14 Other, please specify _____

10. From your home or office what computer operating systems do you usually use to access University or Library resources? (Please check all that apply)

- 1 PC - DOS only
- 2 PC - Windows 3.x
- 3 PC - Windows 95
- 4 Macintosh
- 5 Unix based (Sun, Sparc, X-Terminal)
- 6 Other
- 7 Don't Use

III. YOUR SATISFACTION WITH LIBRARY RESOURCES, FACILITIES AND SERVICES

Please rate your satisfaction with the following University Library services and collections. (Please circle one number on each line)

	NOT SATISFIED			VERY SATISFIED		DON'T USE
11. PRINT COLLECTIONS						
Books	1	2	3	4	5	x
Conference Proceedings	1	2	3	4	5	x
Government Documents	1	2	3	4	5	x
Journals	1	2	3	4	5	x
Maps	1	2	3	4	5	x
Newspapers	1	2	3	4	5	x
Rare Books	1	2	3	4	5	x
Reference Books	1	2	3	4	5	x
12. NON-PRINT COLLECTIONS						
Microforms	1	2	3	4	5	x
Slides	1	2	3	4	5	x
Sound Recordings	1	2	3	4	5	x
Video Recordings	1	2	3	4	5	x
13. ELECTRONIC COLLECTIONS & CENTERS						
Digital Image Center - Fine Arts	1	2	3	4	5	x
Digital Media & Music Center - Clemons	1	2	3	4	5	x
Electronic Text Center - Alderman	1	2	3	4	5	x
Geographic Information Ctr - Alderman	1	2	3	4	5	x
Social Sciences Data Center - Alderman	1	2	3	4	5	x
Britannica Online	1	2	3	4	5	x
Databases on Library CD-ROM Server	1	2	3	4	5	x
Library GWIS Pages (Gopher)	1	2	3	4	5	x
LEXIS/NEXIS	1	2	3	4	5	x
Library WWW Pages	1	2	3	4	5	x
OCLC First Search	1	2	3	4	5	x
Proquest - Clemons	1	2	3	4	5	x

NOT SATISFIED

VERY SATISFIED

DON'T USE

14. ONLINE CATALOG (VIRGO)

Main library catalog - VCAT	1	2	3	4	5	x
ABI/INFORM	1	2	3	4	5	x
CART/CCON	1	2	3	4	5	x
NABS	1	2	3	4	5	x
WILS - periodical index	1	2	3	4	5	x
Virtual access to GMU & VCU	1	2	3	4	5	x
Online help screens	1	2	3	4	5	x
Dial-in access to VIRGO	1	2	3	4	5	x

15. PHYSICAL FACILITIES

Cavalier Advantage card machines	1	2	3	4	5	x
Electronic Classroom - Alderman	1	2	3	4	5	x
Electronic Classroom - Sci/Eng	1	2	3	4	5	x
Library computer workstations	1	2	3	4	5	x
Microfilm/fiche readers	1	2	3	4	5	x
Parking	1	2	3	4	5	x
Self-service photocopiers	1	2	3	4	5	x
Study & research space	1	2	3	4	5	x
Video Classrooms - Clemons	1	2	3	4	5	x

16. CIRCULATION SERVICES

Document delivery - LEO	1	2	3	4	5	x
Find missing books	1	2	3	4	5	x
Hold/recall a book	1	2	3	4	5	x
Interlibrary Loan	1	2	3	4	5	x
Put books on reserve	1	2	3	4	5	x
Put photocopies on reserve	1	2	3	4	5	x
Retrieve material from Ivy Stacks	1	2	3	4	5	x
Rush catalog new material	1	2	3	4	5	x

17. COLLECTION SERVICES

Order new books	1	2	3	4	5	x
Order new journals	1	2	3	4	5	x
Order other new material	1	2	3	4	5	x

	NOT SATISFIED			VERY SATISFIED		DON'T USE
18. REFERENCE SERVICES						
Answers to in person reference questions	1	2	3	4	5	x
Answers to phone reference questions	1	2	3	4	5	x
Answers to electronic reference questions	1	3	3	4	5	x
Help with electronic databases	1	2	3	4	5	x
Help with Internet - WWW, GWIS	1	2	3	4	5	x
Help with Government Documents	1	2	3	4	5	x
Help with searching VIRGO	1	2	3	4	5	x

19. INSTRUCTION AND COMMUNICATION						
Class related Library instruction	1	2	3	4	5	x
LIBRA - Library newsletter	1	2	3	4	5	x
Library Short Courses	1	2	3	4	5	x
Library Liaisons/Departmental Contacts	1	2	3	4	5	x
Printed library guides	1	2	3	4	5	x

IV. YOUR NEEDS AND PRIORITIES

20. Please rate the following resources for their importance to your research and teaching activities during the **next two years**. If you don't expect to use a resource in the next two years you should rate it as "NOT AT ALL IMPORTANT."

	NOT AT ALL IMPORTANT			VERY IMPORTANT	
Books (print)	1	2	3	4	5
Computerized indexes (bibliographic indexes)	1	2	3	4	5
Electronic texts	1	2	3	4	5
Foreign language materials	1	2	3	4	5
Internet, including WWW	1	2	3	4	5
Journals (electronic)	1	2	3	4	5
Journals (print)	1	2	3	4	5
Microforms	1	2	3	4	5
Rare Books & Manuscripts	1	2	3	4	5
Sound recordings	1	2	3	4	5
Video recordings	1	2	3	4	5

21. The University Library faces difficult choices in allocating scarce resources such as staff and materials funds. We would like to have your opinion on where we should concentrate our resources. Please check your three highest priorities for the University Library staff and budget allocations over the next two years: (Please check no more than three boxes)

- 1 Electronic Centers
- 2 Electronic Databases
- 3 Electronic Reserve
- 4 Improve library WWW pages
- 5 Increase library hours
- 6 Microforms
- 7 Library computer workstations
- 8 New Library building for Special Collections
- 9 Preserve deteriorating library materials
- 10 Printed books
- 11 Printed journals
- 12 Provide more individual consultation with librarians
- 13 Provide more library instruction
- 14 Reshelve material quickly and accurately
- 15 Sound Recordings
- 16 Video Recordings
- 17 Other, please specify _____

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

23. What is the ONE thing the University Library could do that would most improve its services to you?

24. Please rate your OVERALL SATISFACTION with the University Library

Not Satisfied					Very Satisfied	No Opinion
1	2	3	4	5		x

25. Additional comments:

THANK YOU for taking the time to answer these questions about the University Library and its services!

If you would be willing to participate in further small group sessions exploring similar questions and issues in more depth, please fill in your name and telephone number below. Please note that if you provide this information, your responses to this survey will no longer be anonymous, but they will remain confidential except for discussing them with you.

Messenger Mail Address _____

Telephone _____

Electronic Mail Address _____

Please return the survey to Barbara Selby, Alderman Library via messenger mail.

March 1996