2004 FACULTY SURVEY ON THE UNIVERSITY LIBRARIES

About the Survey: The University of Virginia Library is conducting a survey of University faculty regarding library collections and services. The Library will use the information you provide to review and revise present library services in the light of your stated needs, as well as to plan for future services. Your responses are valuable! The survey requires about 15 minutes to answer. Your cooperation and participation in completing this survey as soon as possible are appreciated.

Instructions: Most of the questions in this survey are answered by clicking a response to indicate your choice. Some questions may call for several answers; for these, please check all the boxes that apply to you. When you have answered all of the questions on the page, click on the submit button at the bottom of the page. Answers may be changed at any time prior to submission of your completed survey. Individual answers on the current page may be corrected by clicking on another answer, in the case of answers which allow only one response, or by clicking on the same answer, in the case of questions which allow multiple responses. To correct answers on a previous page, use your browser's BACK button to go to that page and correct the answers using the instructions above. The survey will continue from that point. Please note that changing your answers on a previous page will remove all answers that come after the page with the changes and may result in a different set of questions based on your new answer(s). If you have any questions, please email lib-mis@virginia.edu or call 924-4451.

Submitting the survey: The survey is automatically submitted after completing the last question.

Confidentiality: Staff members from Management Information Services will use the survey identification number you enter below to remove your name from the list of people who have not yet responded. Your name and answers will be treated as confidential and will be reported in a statistical form that does not identify any individual's response.

Please enter your user id here:  
(This is the same as your university mail id, e.g. abc4d)

Please enter your survey number here:
1. How often have you used the resources and services of any of the University Libraries during the past year?

- Physically visited a library
- Used library electronic services
- Used remote library services (e.g., LEO, reference phone calls)

2. Please tell us why you don't use the libraries or their services more often:

3. What library services could be provided that would meet your needs?

END OF SURVEY FOR THOSE WHO NEVER USE A LIBRARY OR SERVICE.

4. Which library do you rely on the most?

- Alderman
- Astronomy
- Biology/Psychology
- Chemistry
- Clemons
- Darden
- Education
- Fine Arts
- Health Sciences
- Law
- Math
- Music
- Physics
- Science/Engineering

5. How often do you use:

- The online catalog, VIRGO?
- Reference databases and electronic journals provided by the library?
- Other library websites (library home page, subject guides, etc.)?

6. Do you easily find the information or items you need?

- Never
- Rarely
- Sometimes
- Nearly Always
- Always

7. If journals are available in both electronic and print versions, which do you prefer to use?

- Electronic
- Print
- No preference
8. What are the most effective ways for you to learn about library resources and services? (Choose all that apply.)

- Emails from the University Librarian
- Faculty colleagues
- Flyers or brochures
- Inside UVa articles
- Library desk staff
- Library website
- Local newspaper or media
- StaffTalk
- Subject librarians—email or other communication

9. Your Satisfaction with Library resources, Facilities, and Services

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

Not Satisfied  Very Satisfied  Never heard of
1 2 3 4 5 X

Physical Library Collections
- Books
- Conference proceedings
- Government documents
- Maps
- Microforms (fiche, film)
- Music recordings
- Newspapers
- Non-English language materials
- Print Journals
- Printed music
- Reference books
- Slides
- Special Collections (Rare Books & Manuscripts)
- Spoken word recordings
- Video recordings
Facilities

Alderman Café
CAV Advantage machines
Computer workstations
Directional signs
Electronic classrooms in Alderman, Fine Arts, Education, Science/Engineering
Internet access for laptops in the library
Lighting in the library
Microfiche/film readers & printers
Music listening facilities
Photocopiers in the libraries
Physical condition of materials/collections
Projector/light table facilities
Study and research space
Temperature in the libraries
Text/Image scanners
Video classrooms
Video-viewing carrels

VIRGO Features

Displaying list of books checked out to you
Finding materials in the library catalog
Limiting searches to a specific library
Locating reserve materials in the library catalog
Recalling book checked out to someone else
Renewing library materials
Requesting item from Ivy Stacks
Requesting item through Interlibrary Loan or LEO
Requesting materials that are in-process or on-order

Electronic Resources

Digital images (e.g., architecture, art)
Electronic datasets (e.g., ICPSR, etc.)
Electronic indexes/abstracts (e.g., Avery Online, MLA Bibliography, Web of Science, WorldCat, etc.)
Electronic journals (e.g., ARTFL, JSTOR, Project Muse, Science Direct, etc.)
Electronic maps (e.g., Sanborn Maps)
Electronic reference resources (e.g., InfoTrac Web, Lexis-Nexis, Oxford English Dictionary, etc.)
Electronic texts (e.g., The Bible Online, Early American Fiction, Early English Books Online, NetLibrary, Shakespeare Online, etc.)

Library Web Pages

Electronic Service Centers
- Electronic Text Center
- Fine Arts Visual Resources Center
- Geospatial and Statistical Data Information Center
- Instructional Scanning Services (Toolkit scanning)
- Robertson Media Center - Digital Media Lab
- Robertson Media Center - Video Services
- Science/Engineering Digital Lab

Circulation/Reserve Services
- Appropriateness of reserve loan periods (e.g., 2 hours, 2 days)
- Checking out materials (e.g., books, laptops, etc.)
- Finding missing books
- Promptness of reshelving books
- Putting items on reserve
- Returning books
- Using Toolkit

Information (Reference) Services
- Answering questions by phone, email, or in person
- Assistance with electronic resources
- Assistance with government documents
- Assistance with maps
- Requesting new books, journals, or other items for the collection.

Instruction in the Use of Library Resources and Services
- Course specific library sessions given by library staff
- Guides on the library web page
- In-depth library tours
- Library short courses
- One-on-one instruction
Online tours/tutorial
Printed guides on how to use library services

Customer Service
- Competence/knowledge of staff
- Courtesy of staff
- Speed of service

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

11. In your opinion, what could the University Library do to improve its services?

12. Would you like to comment on a specific library? Please check all that apply.

LIST LIBS WITH OPTION TO CLICK ON COMMENT BOX

13. The University Library continues to face difficult choices in allocating scarce resources. We would like your opinion on where we should concentrate our resources. Please check your three highest priorities for the library/libraries. [Please check no more than three boxes]

- Assistance in digitizing content for classroom use
- Assistance in using library resources onsite
- Books
- Classes and short courses in the use of library resources
- Computer workstations
- Digital images (e.g., architecture, art)
- Electronic journals (e.g., ARTFL, JSTOR, Project Muse, Science Direct, etc.)
- Electronic reference and indexing sources (e.g., Avery Online, InfoTrac Web, LexisNexis, MLA Bibliography, Oxford English Dictionary, Web of Science, WorldCat, etc.)
- Electronic texts (e.g., The Bible Online, Early American Fiction, Early English Books Online, NetLibrary, Shakespeare Online, etc.)
- Extending library hours
- In-person assistance in using the library
- Interlibrary loan/LEO
- Microforms
- Music recordings
- Newspapers
- Non-English language materials
- Physical comfort (e.g., climate control, seating, lighting, etc.)
- Physical preservation of materials
- Print Journals
- Printed music (i.e., scores)
- Rare books and manuscripts
- Reshelving materials quickly and accurately
14. Please rate your overall satisfaction with the PRIMARY LIBRARY.

<table>
<thead>
<tr>
<th>Not at all Satisfied</th>
<th>Very Satisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>4</td>
<td>5</td>
<td>X</td>
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15. Please rate your overall satisfaction with the University Libraries.

<table>
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<tr>
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</tr>
</tbody>
</table>

16. Would you be willing to participate in small group sessions exploring similar questions and issues in more depth? (Please click on Yes or No)

Yes
No

If you are willing to participate in small group sessions exploring similar questions and issues in more depth, please fill in the information below and indicate any particular area(s) of interest. Please note that if you provide this information, your responses to this survey will no longer be anonymous, but they will remain confidential.

NAME: __________________________________________________________

TELEPHONE: ______________________________________________________

ELECTRONIC MAIL ADDRESS: _______________________________________

AREA(S) OF SPECIAL INTEREST: _____________________________________