

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?

	Never	About once a month	About once a week	More than once a week
Physically visited a library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used library electronic services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used remote library services (e.g.,LEO, reference phone calls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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*?

- | | | |
|---|--|--|
| <input type="checkbox"/> Alderman | <input type="checkbox"/> Darden | <input type="checkbox"/> Math |
| <input type="checkbox"/> Astronomy | <input type="checkbox"/> Education | <input type="checkbox"/> Music |
| <input type="checkbox"/> Biology/Psychology | <input type="checkbox"/> Fine Arts | <input type="checkbox"/> Physics |
| <input type="checkbox"/> Chemistry | <input type="checkbox"/> Health Sciences | <input type="checkbox"/> Science/Engineering |
| <input type="checkbox"/> Clemons | <input type="checkbox"/> Law | |

5. How often do you use:

	Never	About once a month	About once a week	More than once a week
The online catalog, VIRGO?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference databases and electronic journals provided by the library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other library websites (library home page, subject guides, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Never | Rarely | Sometimes | Nearly Always | Always |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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 Don't use
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, Lexis-Nexis, 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

- Slides
- Toolkit support
- Video recordings
- Other, please specify: _____

14. Please rate your overall satisfaction with the PRIMARY LIBRARY.

Not at all				Very	No
Satisfied				Satisfied	Opinion
1	2	3	4	5	X

15. Please rate your overall satisfaction with the University Libraries.

Not at all				Very	No
Satisfied				Satisfied	Opinion
1	2	3	4	5	X

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: _____