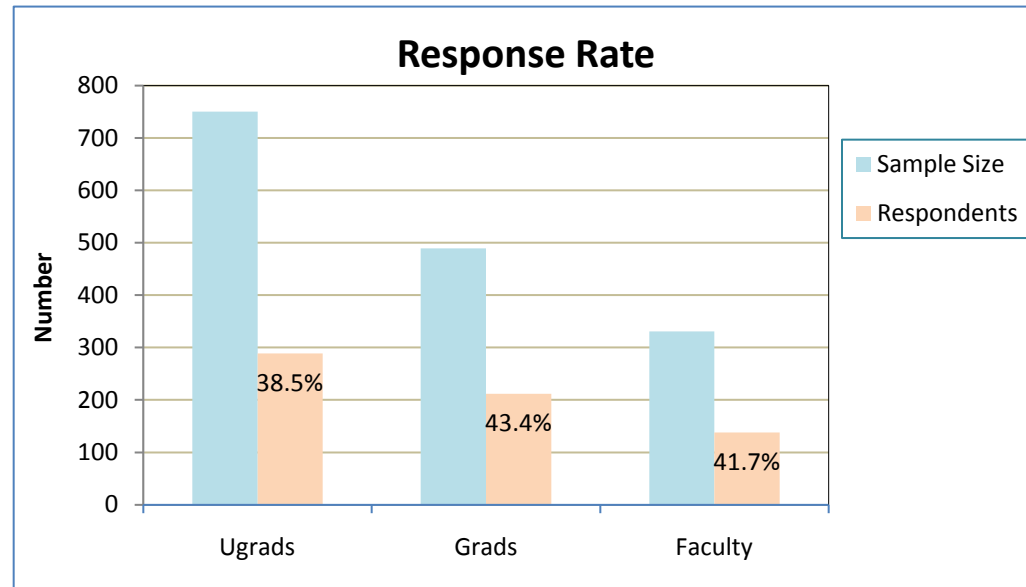


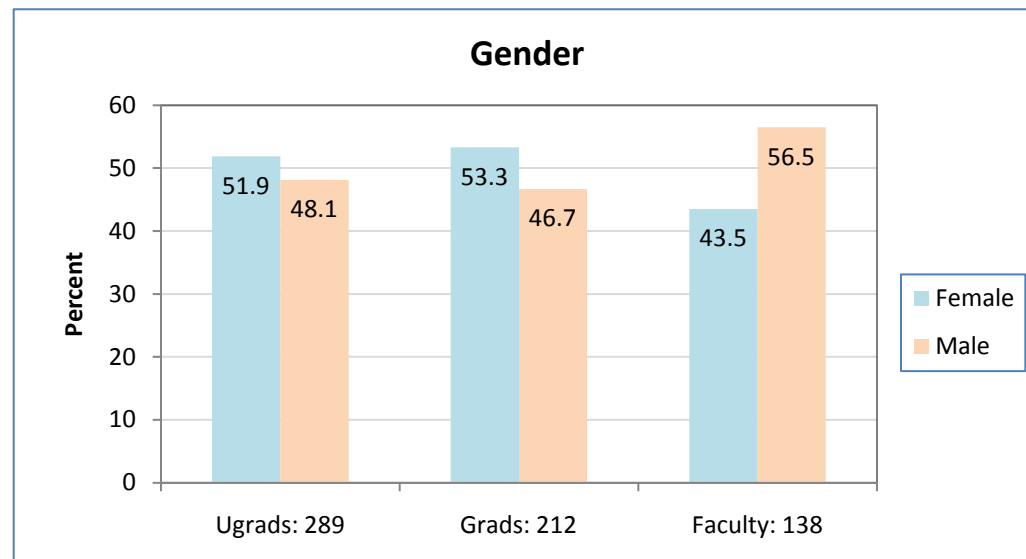
## 2010 Library User Survey Demographics

Responses are in percents unless otherwise indicated.

	Sample Size (N)	Respondents (N)	Response Rate (%)
Ugrads	750	289	38.5%
Grads	489	212	43.4%
Faculty	331	138	41.7%
Total	1570	639	40.7%

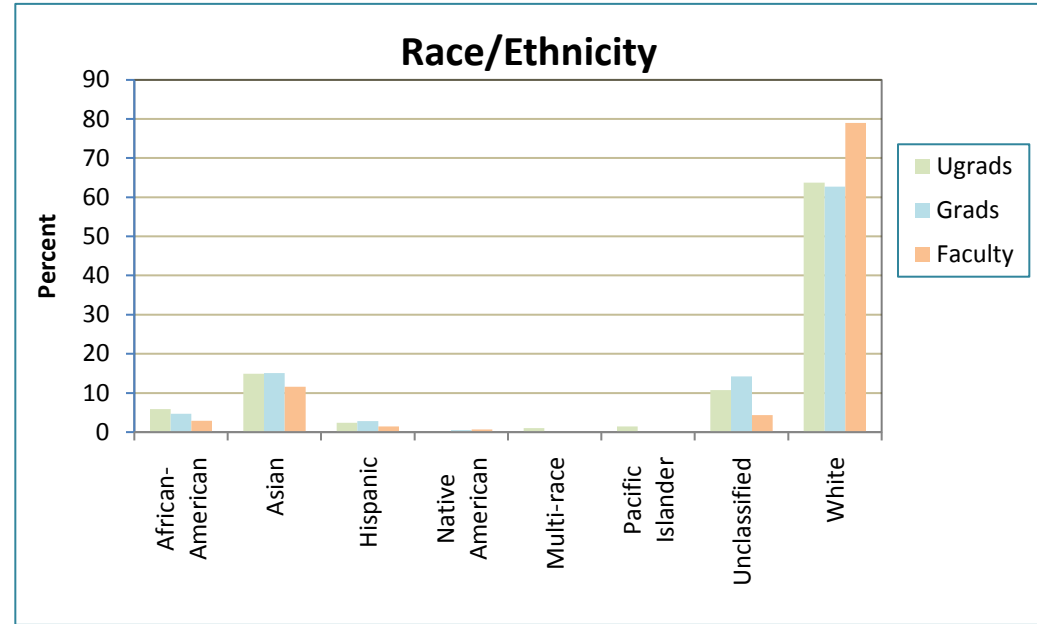


Gender	Ugrads: 289	Grads: 212	Faculty: 138
Female	51.9	53.3	43.5
Male	48.1	46.7	56.5
Total	100.0	100.0	100.0

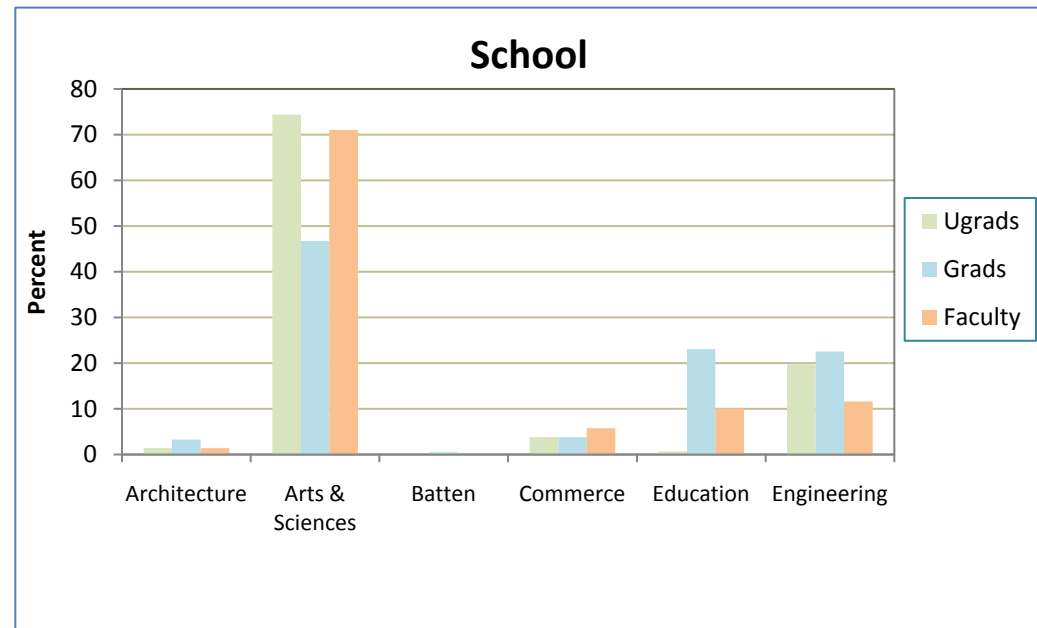


# 2010 Library User Survey Demographics

Race/Ethnicity	Ugrads: 289	Grads: 212	Faculty: 138
African-American	5.9	4.7	2.9
Asian	14.9	15.1	11.6
Hispanic	2.4	2.8	1.4
Native American	0.0	0.5	0.7
Multi-race	1.0	0.0	0.0
Pacific Islander	1.4	0.0	0.0
Unclassified	10.7	14.2	4.3
White	63.7	62.7	79.0
Total	100.0	100.0	99.9



School	Ugrads: 289	Grads: 212	Faculty: 138
Architecture	1.4	3.3	1.4
Arts & Sciences	74.4	46.7	71.0
Batten	0.0	0.5	0.0
Commerce	3.8	3.8	5.8
Education	0.7	23.1	10.1
Engineering	19.7	22.6	11.6
Total	100.0	100.0	99.9



## 2010 Library User Survey Demographics


### Academic year or rank

<b><i>Ugrads: 289</i></b>	<b><i>Percent</i></b>
1st year	24.9
2nd year	31.5
3rd year	24.6
4th year	19.0
5th year	0.0
Total	100.0
<b><i>Grads: 212</i></b>	
Masters	38.2
Doctoral	61.8
Total	100.0
<b><i>Faculty: 138</i></b>	
Instructor	0.7
Lecturer	10.1
Assistant	28.3
Associate	19.6
Professor	41.3
Total	100.0



## 2010 Library User Survey Library Use

Accessed online resources on Grounds	Ugrads	Grads	Faculty
At least once a week	30.9	49.5	69.4
At least once a month	35.8	29.7	21.6
At least once a semester	25.7	11.8	6.7
Never	7.6	9.0	2.2
Total	100.0	100.0	99.9

 = highest score

Accessed online resources off Grounds	Ugrads	Grads	Faculty
At least once a week	17.0	46.2	56.7
At least once a month	27.1	24.5	23.1
At least once a semester	27.4	15.6	9.7
Never	28.5	13.7	10.4
Total	100.0	100.0	99.9

Used remote services (Ref, ILL)	Ugrads	Grads	Faculty
At least once a week	2.8	9.4	28.4
At least once a month	5.9	16.0	29.9
At least once a semester	16.3	34.9	29.1
Never	75.0	39.6	12.7
Total	100.0	99.9	100.1

## 2010 Library User Survey

### Library Use

Used once a month or more	Ugrads	Grads	Faculty
Physically visited a library	90.9	67.9	60.4
Accessed resources on Grounds	66.7	79.2	91.0
Accessed resources off Grounds	44.1	70.7	79.8
Used remote services	8.7	25.4	58.3

 = highest score

Used at least once a semester	Ugrads	Grads	Faculty
Physically visited a library	98.9	92.4	90.3
Accessed resources on Grounds	92.4	91.0	97.7
Accessed resources off Grounds	71.5	86.3	89.5
Used remote services	25.0	60.3	87.4

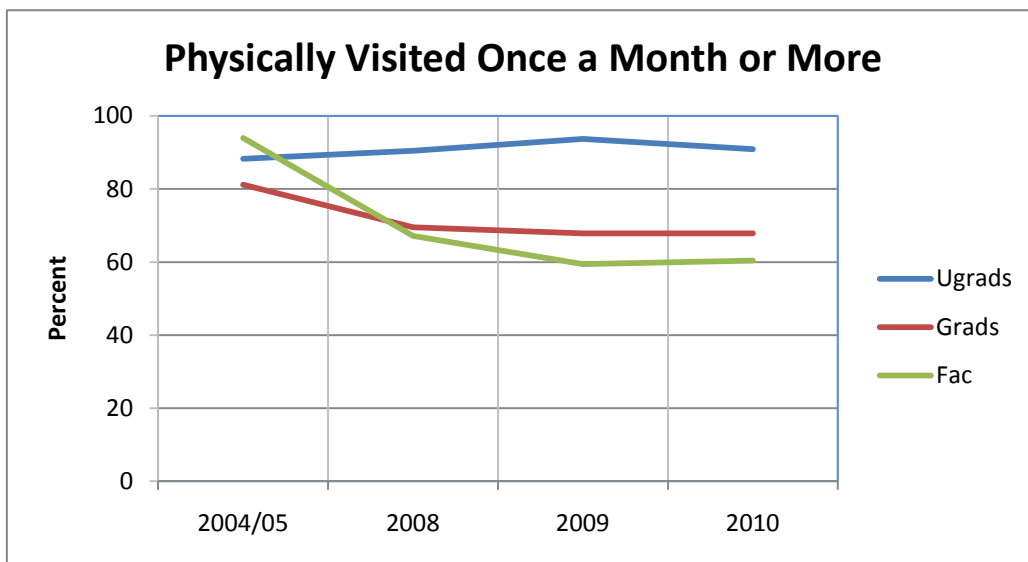
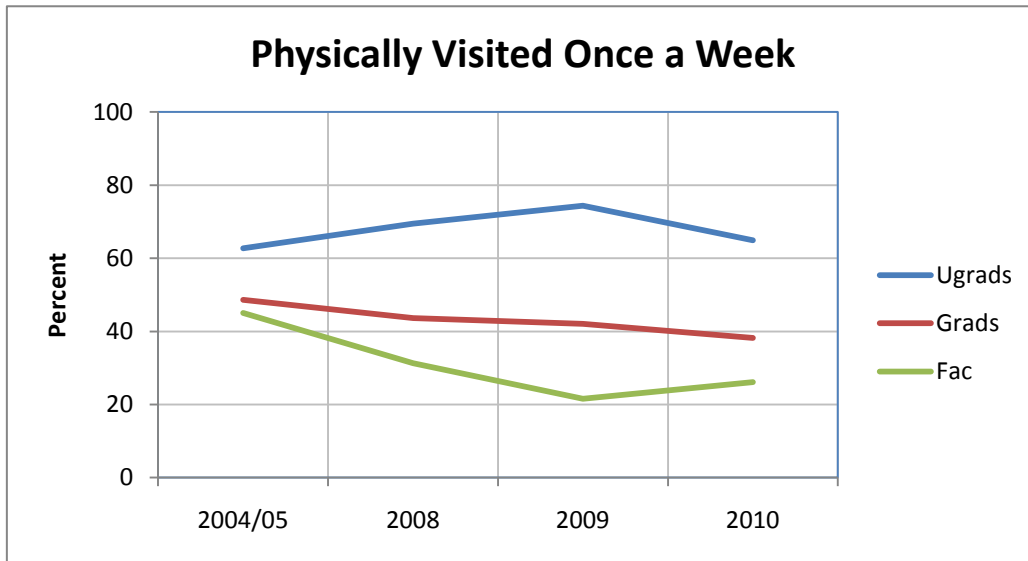
Used never	Ugrads	Grads	Faculty
Physically visited a library	1.0	7.5	9.7
Accessed resources on Grounds	7.6	9.0	2.2
Accessed resources off Grounds	28.5	13.7	10.4
Used remote services	75.0	39.6	12.7

# 2010 Library User Survey

## Library Use

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

Responses are in percents.



## 2010 Library User Survey Primary Library

### Which library do you use most often?

Responses are in percents.

Library	2010			2009			2008			2005		2004
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Alderman	27.1	34.1	43.3	24.1	21.1	40.3	29.9	24.8	31.6	24.3	27.9	41.9
Astronomy	1.1	1.0	2.2	0.4	0.0	2.0	0.5	0.4	0.0	0.2	1.2	1.4
Biology/Psychology	2.5	2.0	3.7	2.8	4.6	2.0	1.8	2.6	5.3	2.4	3.0	6.7
Brown Science/Engineering	27.5	19.0	11.9	21.3	19.3	10.1	22.6	21.4	12.8	24.3	21.5	16.0
Chemistry	0.7	4.9	0.7	2.0	0.9	2.0	1.4	2.6	3.0	0.2	2.5	1.7
Clemons	34.5	6.3	3.0	36.0	8.3	4.7	32.1	3.0	3.8	39.7	2.0	1.5
Commerce	-	-	-	-	-	-	-	-	-	-	-	-
Education	-	-	-	0.8	15.1	7.4	0.9	16.7	8.3	1.1	19.5	8.9
Fiske Kimball Fine Arts	1.8	7.8	3.0	2.4	7.8	6.7	3.2	8.1	6.8	3.3	9.4	7.3
Health Sciences	1.1	5.4	0.7	0.8	5.0	2.0	2.3	2.1	1.5	0.7	5.4	2.9
Law	0.4	0.5	0.0	0.0	0.0	0.7	0.0	0.9	0.0	0.0	0.5	0.0
Math	0.0	2.0	2.2	0.0	1.8	2.0	0.0	0.4	2.3	0.2	1.5	2.7
Music	1.4	1.5	0.7	1.6	1.4	2.7	1.8	2.6	2.3	0.9	1.0	1.5
Physics	0.7	1.5	6.7	0.4	1.8	2.7	0.0	1.3	0.8	0.4	2.5	4.0
Primarily, I use online	1.1	14.1	20.9	7.5	12.8	14.8	3.6	13.2	20.3	-	-	-
Small Special Collections	0.4	0.0	0.7	0.0	0.0	0.0	0.0	0.0	1.5	-	-	-

=1st  
 =2nd  
 =3rd



## 2010 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.

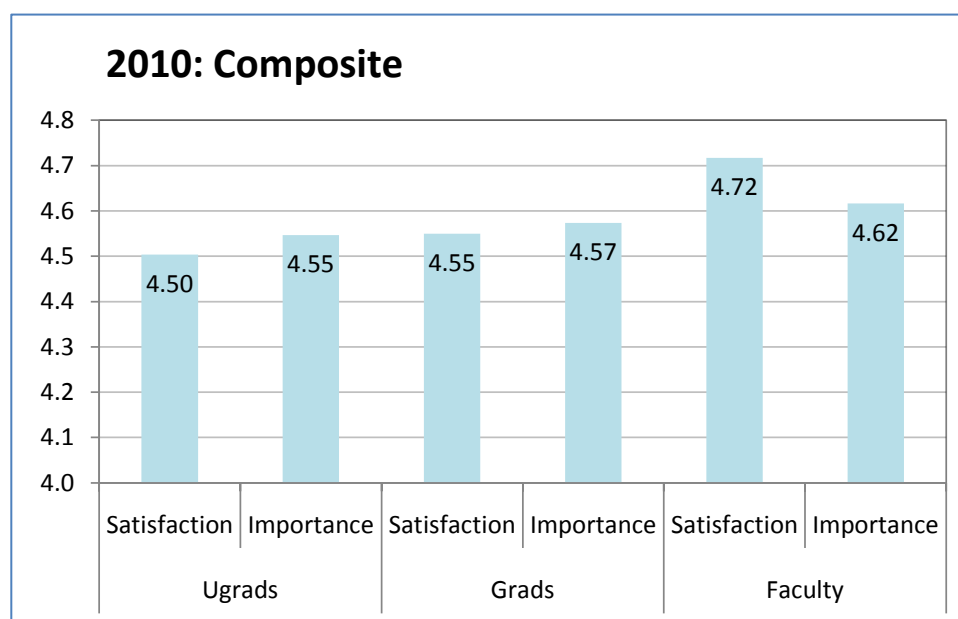
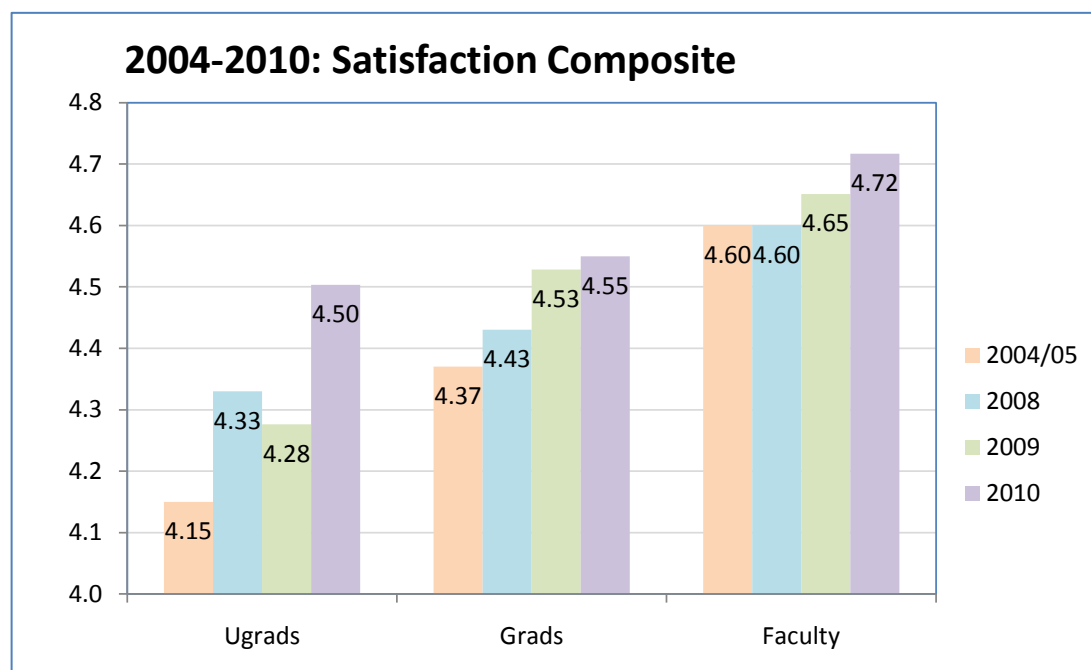
Responses are means, or the average of responses to a 1-5 rating scale.

	2010					
	Ugrads		Grads		Faculty	
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance
Competence	4.52	4.58	4.51	4.66	4.68	4.72
Courtesy	4.48	4.50	4.57	4.51	4.77	4.50
Speed	4.51	4.56	4.57	4.55	4.70	4.63
Composite	4.50	4.55	4.55	4.57	4.72	4.62

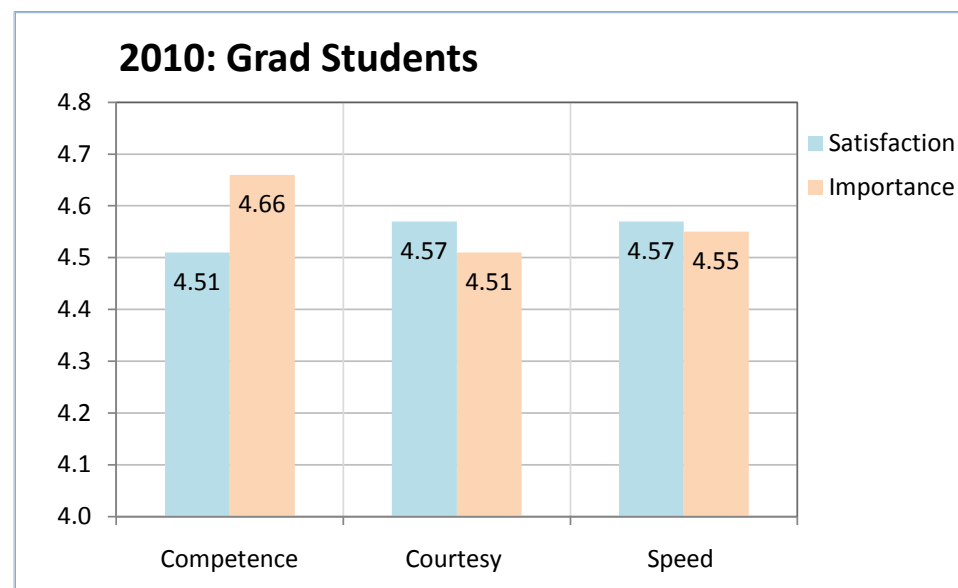
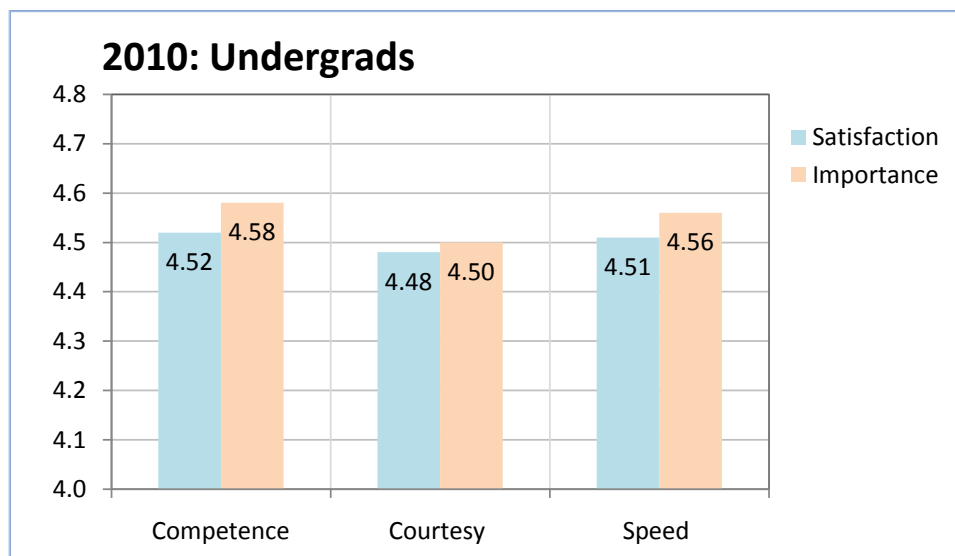
	2009					
	Ugrads		Grads		Faculty	
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance
Competence	4.24	4.51	4.49	4.57	4.57	4.74
Courtesy	4.30	4.39	4.58	4.42	4.74	4.49
Speed	4.29	4.38	4.51	4.51	4.65	4.63
Composite	4.28	4.43	4.53	4.50	4.65	4.62

	2008						2005		2004
	Ugrads		Grads		Faculty		Ugrads	Grads	Faculty
	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Satisfaction	Satisfaction
Competence	4.28	4.48	4.39	4.59	4.56	4.79	4.15	4.33	4.58
Courtesy	4.38	4.43	4.52	4.47	4.75	4.54	4.18	4.43	4.73
Speed	4.32	4.48	4.39	4.48	4.50	4.60	4.13	4.36	4.50
Composite	4.33	4.46	4.43	4.51	4.60	4.64	4.15	4.37	4.60

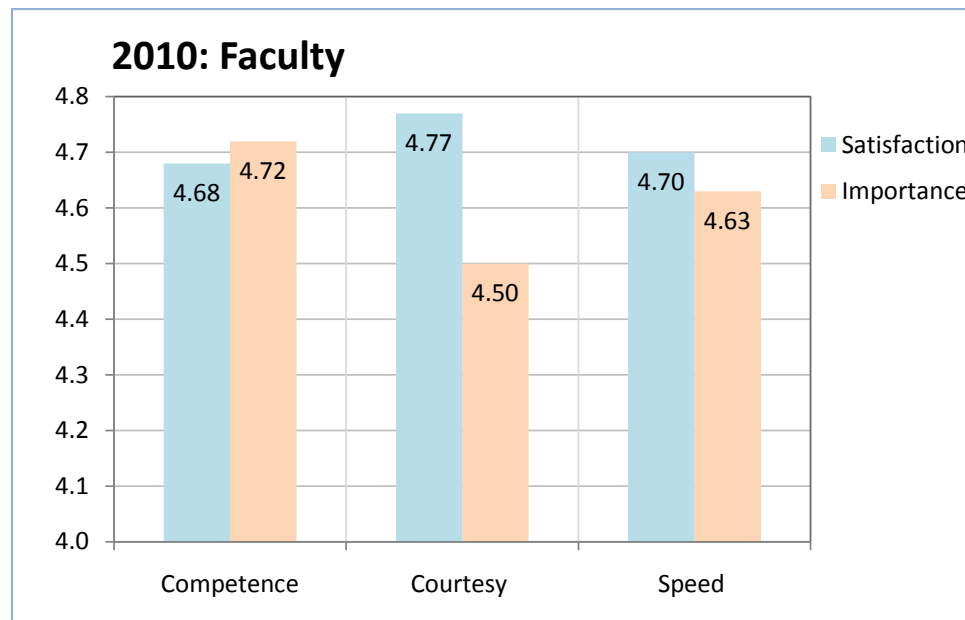
## 2010 Library User Survey Customer Service



## 2010 Library User Survey Customer Service



## 2010 Library User Survey Customer Service



## 2010 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.

	2010			2009			2008		
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction (mean)	4.21	4.18	4.34	4.14	4.14	4.25	4.09	4.19	4.21
Respondent Pool (number)	282	205	130	251	215	147	218	231	131

	2005		2004	2001		2000	1998		1996
	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty	Ugrads	Grads	Faculty
Satisfaction (mean)	3.94	4.02	4.20	4.07	3.97	4.41	3.90	3.97	4.26
Respondent Pool (number)	434	394	464	430	352	307	327	379	328

	1994		1993
	Ugrads	Grads	Faculty
Satisfaction (mean)	4.01	3.96	4.09
Respondent Pool (number)	334	450	335

# 2010 Library User Survey

## Overall Satisfaction

