

Surveying the Students

The 2005 Student Survey on the University of Virginia Library



Management Information Services

www.virginia.edu/mis

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**University of Virginia Library
2005 Student Survey
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**University of Virginia Library
2005 Student Survey
Highlights of Undergraduate Student Responses**

1. The University Library asked 1,000 undergraduates (in Arts and Sciences, Architecture, Commerce, and Engineering) to participate in a library survey. A total of 453 undergraduates returned the survey—a response rate of 45%.
2. Undergraduates gave the library generally good ratings in overall satisfaction (4.13 for the home or primary library, 3.94 for the system as a whole) and the various customer service measures (4.13 to 4.18).
3. Overall satisfaction ratings among undergraduates have risen since 1994, but are down since 2001. From 2001 to 2005 the rating for the primary library fell from 4.19 to 4.13, while the rating for the system as a whole fell from 4.07 to 3.94.
4. Overall ratings showed variation by school. Undergraduates in Arts and Sciences, Architecture, and Engineering gave similar ratings (4.09 to 4.16 for the primary library, 3.94 to 4.00 for the system), while Commerce undergraduates gave significantly lower scores (3.72 for both the primary library and the system).
5. Undergraduates regularly use the libraries. 63% visit a library in person at least once a week, and 25% use library online resources at least once a week. Undergraduates report using Clemons most frequently (44% visit weekly), followed by Brown (28%), and Alderman (24%).
6. When asked to select their three highest priorities for the libraries, undergraduates named books (selected by 38%), physical comfort (37%), desktop computers (31%), videos and DVDs (26%), and extending library hours (21%).
7. When asked to state their priorities for increasing or improving library space, undergraduates selected individual study and research space (66%), group study and meeting rooms (44%), food and coffee facilities (41%), public computer areas (40%), and space wired for laptops (33%).
8. The highest satisfaction ratings for high visibility resources and services went to MS Office software (4.38), personal safety (4.33), checking out materials (4.26), and the loan period for borrowing books (4.09).
9. The lowest ratings went to physical comfort e.g., lighting, heating, seating (3.55), finding materials in VIRGO (3.60), study and research space (3.61), and printers (3.66).

Jim Self
Management Information Services
January 15, 2006

University of Virginia Library
2005 Student Survey
Highlights of Graduate Student Responses

1. The University Library asked 750 graduate students (in Arts and Sciences, Architecture, Commerce, Education, and Engineering) to participate in a library survey. A total of 405 graduate students returned the survey—a response rate of 54%.
2. Graduate students gave the library good ratings in overall satisfaction (4.08 for the primary library, 4.02 for the system as a whole) and the various customer service measures (4.33 to 4.43).
3. Overall satisfaction ratings among graduate students are relatively unchanged since the last survey in 2001. The rating for the primary library fell from 4.11 to 4.08, while the rating for the system as a whole rose from 3.97 to 4.02.
4. Overall ratings showed little variation by school. Graduates in Arts and Sciences gave the highest rating for their primary library (4.14), while Architecture students gave the lowest (3.93). Looking at the system as a whole, the highest rating was again from students in Arts and Sciences (4.04), and the lowest from Engineering students (3.98).
5. Graduate students are frequent users of the libraries. 64% use library online resources at least once a week; 49% visit a library in person at least once a week. In addition, 52% connect to library resources from home weekly. Graduates report using Alderman most frequently (27% visit weekly), followed by Clemons (15%), and Education (11%).
6. When asked to select their three highest priorities for the libraries, graduate students named electronic journals (selected by 58%), books (55%), electronic reference resources (29%), and physical comfort (19%).
7. When asked to state a preference for journal format, 75% chose electronic journals, 9% chose print, and 16% had no preference.
8. When asked to state their priorities for increasing or improving library space, graduates selected individual study and research space (58%), book stacks (55%), wireless laptop areas (39%), public computer areas (27%), and group study and meeting rooms (27%).
9. The highest satisfaction ratings for high visibility resources and services went to the loan period for books (4.42), checking out and renewing materials (4.40), interlibrary loan (4.29), and answering reference questions (4.27).
10. The lowest ratings went to study and research space (3.14), photocopiers (3.23), physical comfort, e.g., lighting, heating, seating (3.27), and appropriateness of library fines (3.50).

Jim Self
Management Information Services
January 15, 2006

**University of Virginia Library
2005 Student Survey
Highlights of Student Responses –
Comparing Graduates and Undergraduates**

1. Undergraduates were more satisfied with their primary library than were graduates (4.13 to 4.08), while graduate students were more satisfied with the library system as a whole (4.02 to 3.94), and with library customer service (4.33-4.43 to 4.13-4.18)
2. For the three undergraduate schools which have corresponding graduate schools, Architecture, Engineering & Applied Sciences, and Arts & Sciences, overall ratings of both primary library and the library system as a whole had only negligible differences between the two populations. The only exceptions were the lower ratings that graduate architecture students gave to their primary library, 3.93, compared to the 4.09 undergraduate students gave, and the 3.96 undergraduate A&S students gave to the library system compared to the 4.04 given by the graduate students.
3. While both graduate and undergraduate students are frequent users of the libraries, undergraduates were more likely to visit in person at least weekly (63% to 49%), while graduates were more likely to utilize library online resources (64% to 25%) at least once a week, with 52% of graduates connecting from home weekly. Graduates report using Alderman most frequently (27% visit weekly), while undergraduates used Clemons (44%) most frequently.
4. When asked to select their highest priorities for the libraries, clear differences emerged. They shared two high priorities: books (selected by 55% of grad students and 38% of undergrads), and physical comfort (37% of undergrads and 19% of grads). Graduates also gave high scores to electronic journals (58%), and electronic reference resources (29%), while undergraduates selected desktop computers (31%), and videos and DVDs (26%).
5. When asked to state their top three priorities for increasing or improving library space, graduates and undergraduates were in agreement with their most selected priority, individual study and research space, at 58% and 66% respectively.
6. Graduates and undergraduates were generally in agreement in satisfaction with resources and services that had high visibility in both populations. Length of loan for books, checking out library materials, personal safety, limiting searches to specific libraries, books, physical condition of materials, and library web pages were higher satisfaction-high visibility items for both groups.
7. Desktop computer workstations, finding materials in VIRGO, physical comfort (lighting, climate control, seating), photocopiers, and study and research space were lower satisfaction-high visibility items for both groups. The only high visibility item with mixed satisfaction scores was the Alderman Café, with higher satisfaction among undergraduates (3.90) and lower satisfaction among graduate students (3.69).

David Griles/Jim Self
Management Information Services
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University of Virginia Library 2005 Student Survey Primary Library Selection and Satisfaction

Students were asked to select the library that they “rely on the most”. Of the graduate student respondents, 392 (97%) indicated a primary library, while 431 (95%) of the undergraduate respondents did so.

Graduate students are most likely to use Alderman, followed by Brown Science and Engineering and Education. In general, graduates’ satisfaction with their primary libraries is high; Alderman received 4.12, and Brown Science and Engineering received 4.16. Education was rated slightly lower at 3.97, still considered a high satisfaction rating.

Undergraduate students are most likely to use Clemons (176 students), followed by Brown Science and Engineering and Alderman (107 and 106, respectively). Undergraduate satisfaction with their primary libraries is generally high: Clemons received 3.95, Brown Science and Engineering 4.29, and Alderman 4.29. The lower satisfaction scores are found in the Biology/Psychology library (3.73), and the Fine Arts library (3.79).

Primary Library	Graduates		Undergraduates	
	<i>Number</i>	<i>Satisfaction</i>	<i>Number</i>	<i>Satisfaction</i>
Alderman	113	4.12	106	4.29
Astronomy	5	3.60	1	4.00
Biology/Psychology	12	4.33	11	3.73
Brown Science and Engineering	85	4.16	107	4.29
Chemistry	10	3.90	0	n/a
Clemons	8	3.88	176	3.95
Darden	0	n/a	1	4.00
Education	79	3.97	5	4.20
Fiske Kimball Fine Arts	37	3.95	14	3.79
Health	22	4.05	3	4.67
Law	2	5.00	0	n/a
Mathematics	6	3.67	1	5.00
Music	3	4.67	4	4.00
Physics	10	4.60	2	5.00
Composite	392	4.08	431	4.13

Samara Landers
Management Information Services
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**University of Virginia Library
2005 Student Survey
Customer Service by Primary Library**

Students were asked to rate the customer service aspects of their primary library in three areas: competence/knowledge, courtesy, and speed of service. Customer service rankings, on the whole, indicate a high degree of satisfaction with this aspect of the Library. In the interest of completeness, data for all libraries are provided here. Data with small sample sizes, less than five observations, are too small to draw reliable conclusions.

	Graduate		Undergraduate	
	<i>Number</i>	<i>Satisfaction</i>	<i>Number</i>	<i>Satisfaction</i>
Alderman				
Competence/Knowledge	99	4.35	87	4.25
Courtesy	104	4.60	95	4.23
Speed of service	101	4.43	87	4.22
Astronomy				
Competence/Knowledge	3	4.00	1	3.00
Courtesy	3	4.00	1	5.00
Speed of service	3	4.00	1	4.00
Biology/Psychology				
Competence/Knowledge	8	4.50	10	4.20
Courtesy	8	4.50	10	4.50
Speed of service	8	4.13	10	4.40
Chemistry				
Competence/Knowledge	9	4.44	1	4.00
Courtesy	9	4.44	1	5.00
Speed of service	9	4.33	1	5.00
Clemons				
Competence/Knowledge	6	4.17	125	4.06
Courtesy	5	4.20	138	4.07
Speed of service	5	4.40	131	4.08
Darden				
Competence/Knowledge	0		1	3.00
Courtesy	0		1	3.00
Speed of service	0		1	3.00
Education				
Competence/Knowledge	70	4.39	4	4.00
Courtesy	72	4.39	4	4.50
Speed of service	69	4.38	4	4.25
Fine Arts				
Competence/Knowledge	36	4.33	13	4.00
Courtesy	36	4.03	13	3.92
Speed of service	34	4.29	13	3.77

	Graduate		Undergraduate	
	<i>Number</i>	<i>Satisfaction</i>	<i>Number</i>	<i>Satisfaction</i>
Health				
Competence/Knowledge	17	4.18	3	4.67
Courtesy	17	4.24	3	5.00
Speed of service	16	4.06	2	4.50
Law				
Competence/Knowledge	2	4.50	0	
Courtesy	2	4.50	0	
Speed of service	2	4.50	0	
Mathematics				
Competence/Knowledge	4	4.50	0	
Courtesy	5	4.60	0	
Speed of service	4	4.75	0	
Music				
Competence/Knowledge	3	4.33	4	3.75
Courtesy	3	4.33	4	4.00
Speed of service	3	4.67	4	4.25
Physics				
Competence/Knowledge	10	4.70	1	4.00
Courtesy	10	4.80	1	4.00
Speed of service	10	4.80	1	4.00
Science and Engineering				
Competence/Knowledge	67	4.19	80	4.24
Courtesy	67	4.45	85	4.29
Speed of service	67	4.28	78	4.14
Composite				
Competence/Knowledge	334	4.33	333	4.15
Courtesy	341	4.43	359	4.18
Speed of service	331	4.36	336	4.13

Composite Customer Service by Primary Library (all students)

	<i>Number</i>	<i>Satisfaction</i>
Alderman	219	4.35
Astronomy	6	4.00
Biology/Psychology	23	4.37
Brown Science and Engineering	192	4.26
Chemistry	10	4.43
Clemons	184	4.08
Darden	1	3.00
Education	84	4.38
Fiske Kimball Fine Arts	51	4.13
Health	25	4.24
Law	2	4.50
Mathematics	7	4.62
Music	7	4.19
Physics	12	4.70
Composite	823	4.26

Samara Landers
Management Information Services
February 23, 2006

**University of Virginia Library
2005 Student Survey
Overall Ratings and Customer Service Ratings by School**

Students were asked to indicate which school of the University they are enrolled in. Of the 405 graduate students, the largest number of respondents (46%) are enrolled in the School of Arts & Sciences. The Curry School of Education enrolls 25% of the graduate respondents, and the School of Engineering and Applied Sciences enrolls 21% of the graduate students.

Of the 453 undergraduate students, 77% are enrolled in the College of Arts & Sciences, and nearly 15% are enrolled in the School of Engineering and Applied Sciences. Undergraduate students in almost all of the schools gave higher ratings to their primary libraries than to the Library system as a whole; McIntire School of Commerce students ranked both their primary library and the overall system equally.

<i>School</i>	<i>Respondents</i>	<i>Overall rating of the primary library</i>	<i>Overall rating of the Library System</i>
Graduate			
School of Architecture	29	3.93	4.00
School of Arts & Sciences	187	4.14	4.04
Curry School of Education	101	4.00	4.03
School of Engineering and Applied Sciences	87	4.13	3.98
Undergraduate			
School of Architecture	12	4.09	4.00
College of Arts & Sciences	349	4.16	3.96
McIntire School of Commerce	26	3.72	3.72
School of Engineering and Applied Sciences	67	4.11	3.94

Customer service ratings were mostly high, except from students enrolled in the McIntire School of Commerce. Students there gave ratings below 4.00 for all areas of customer service.

<i>School</i>	<i>Competence of Staff</i>	<i>Courtesy of Staff</i>	<i>Speed of Service</i>
Graduate			
School of Architecture	4.26	3.93	4.24
School of Arts & Sciences	4.40	4.56	4.46
Curry School of Education	4.34	4.34	4.28
School of Engineering and Applied Sciences	4.16	4.44	4.24
Undergraduate			
School of Architecture	4.10	4.18	3.91
College of Arts & Sciences	4.15	4.18	4.19
McIntire School of Commerce	3.95	3.95	3.85
School of Engineering and Applied Sciences	4.23	4.29	4.02

**University of Virginia Library
Student Survey 2005
Overall Data for Each Question
Graduate and Undergraduate Students**

1. Do you own a desktop personal computer?

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
No	185	45.7	257	56.7
Yes	220	54.3	196	43.3

2. Do you own a laptop?

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
No	91	22.5	141	31.1
Yes	314	77.5	312	68.9

3. If you own a desktop or laptop, how often do you use your computer to connect to library resources from your dorm or apartment (e.g., to look for books, articles, reserve items)?

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Never	48	12.2	58	12.9
Once or twice a semester	53	13.4	159	35.4
At least once a month	89	22.5	151	33.6
At least once a week	205	51.9	81	18.0

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

	Graduate				Undergraduate			
	<i>Physically visited</i>		<i>Used online resources</i>		<i>Physically visited</i>		<i>Used online resources</i>	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Never	15	3.7	23	5.6	6	1.3	34	7.5
Once or twice a semester	61	15.1	30	7.4	47	10.4	121	26.7
At least once a month	132	32.6	92	22.7	116	25.6	186	41.1
At least once a week	197	48.6	260	64.2	284	62.7	112	24.7

5. How often have you physically visited the following libraries during the current academic year?

Humanities/Social Sciences:

	Alderman				Clemons				Small Special Coll			
	Grad		Undergrad		Grad		Undergrad		Grad		Undergrad	
	#	%	#	%	#	%	#	%	#	%	#	%
Never	96	23.7	50	11.0	150	37.1	24	5.3	333	82.2	384	84.8
Once or twice a semester	121	29.9	157	34.7	106	26.2	82	18.1	52	12.8	58	12.8
At least once a month	77	19.1	137	30.2	90	22.2	147	32.5	15	3.7	9	2.0
At least once a week	111	27.4	109	24.1	59	14.6	200	44.2	5	1.2	2	0.4

	Education				Fiske Kimball Fine Arts				Music			
	Grad		Undergrad		Grad		Undergrad		Grad		Undergrad	
	#	%	#	%	#	%	#	%	#	%	#	%
Never	297	73.3	387	85.4	323	79.7	379	83.7	361	89.1	358	79.0
Once or twice a semester	36	8.9	38	8.4	41	10.1	24	5.3	27	6.7	48	10.6
At least once a month	29	7.2	17	3.8	8	2.0	31	6.8	10	2.5	27	6.0
At least once a week	43	10.6	11	2.4	33	8.2	19	4.2	7	1.7	20	4.4

Sciences:

	Brown Science and Engineering				Astronomy				Bio/Psych			
	Grad		Undergrad		Grad		Undergrad		Grad		Undergrad	
	#	%	#	%	#	%	#	%	#	%	#	%
Never	216	53.3	187	41.3	396	97.8	443	97.8	355	87.7	310	68.4
Once or twice a semester	84	20.7	52	11.5	4	1.0	6	1.32	33	8.2	74	16.3
At least once a month	74	18.3	87	19.2	3	0.7	2	0.4	14	3.5	41	9.1
At least once a week	31	7.7	127	28.0	2	0.5	2	0.4	3	0.7	28	6.2

	Chemistry				Math				Physics			
	Grad		Undergrad		Grad		Undergrad		Grad		Undergrad	
	#	%	#	%	#	%	#	%	#	%	#	%
Never	373	92.1	415	91.6	382	94.3	445	98.2	369	91.1	433	95.6
Once or twice a semester	20	4.9	24	5.3	12	3.0	3	0.7	21	5.2	7	1.6
At least once a month	5	1.2	11	2.4	8	2.0	4	0.9	9	2.2	6	1.3
At least once a week	7	1.7	3	0.7	3	0.7	1	0.2	6	1.5	7	1.6

Professional School Libraries:

	Darden				Health				Law			
	Grad		Undergrad		Grad		Undergrad		Grad		Undergrad	
	#	%	#	%	#	%	#	%	#	%	#	%
Never	379	93.6	434	95.8	336	82.9	414	91.4	364	89.9	405	89.4
Once or twice a semester	21	5.2	14	3.1	41	10.1	19	4.2	29	7.2	30	6.6
At least once a month	4	1.0	4	0.9	18	4.4	11	2.4	7	1.7	13	2.9
At least once a week	1	0.3	1	0.2	10	2.5	9	2.0	5	1.2	5	1.1

8. Which library do you *rely on the most*?

Primary Library	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Alderman	113	27.9	110	24.3
Astronomy	5	1.2	1	0.2
Brown Science and Engineering	87	21.5	110	24.3
Biology/Psychology	12	3.0	11	2.4
Chemistry	10	2.5	1	0.2
Clemons	8	2.0	180	39.7
Darden	0	0.0	1	0.2
Education	79	19.5	5	1.1
Fine Arts	38	9.4	15	3.3
Health Sciences	22	5.4	3	0.7
Law	2	0.5	0	0.0
Mathematics	6	1.5	1	0.2
Music	4	1.0	4	0.9
Physics	10	2.5	2	0.4

9. The Library may have the opportunity to redesign and renovate some of its spaces. What are your priorities for improving or increasing library space? Choose up to three.

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Books and Printed Materials Stacks	221	54.6	98	21.6
Food/Coffee Facilities	90	22.2	187	41.3
Group Study/Meeting Rooms	110	27.2	201	44.4
Individual Study/Research Space	236	58.3	299	66.0
Lounge/Socializing areas	40	9.9	69	15.2
Public Computer areas	113	27.9	180	39.7
Space wired for laptops	159	39.3	147	32.5

10. How often do you use the library's:

	Graduate				Undergraduate			
	<i>Desktops</i>		<i>Laptops</i>		<i>Desktops</i>		<i>Laptops</i>	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Never	47	11.9	294	76.7	30	6.7	278	64.2
Once or twice a semester	123	31.1	59	15.4	89	20.0	79	18.2
At least once a month	101	25.5	26	6.8	112	25.1	50	11.6
At least once a week	125	31.6	4	1.1	215	48.2	26	6.0

11. Have you wanted to borrow a library laptop and been unable to?

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
No	321	80.9	263	59.5
Yes	76	19.1	179	40.5

12. What would make it more convenient for you to bring your own laptop to the Library?

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
More power access	165	40.7	186	41.1
More network connections	90	22.2	123	27.2
More wireless networking	147	36.3	154	34.0
Other	38	9.4	22	4.9

13. What do you use the Library's desktops for? (Choose all that apply)

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Email	247	61.0	361	79.7
Instant Messaging	11	2.7	60	13.3
Microsoft Office software	108	26.7	222	49.0
Other software	39	9.6	85	18.8
Research	229	56.5	255	56.3
Searching databases	246	60.7	183	40.4
Searching VIRGO	298	73.6	278	61.4
Web surfing	98	24.2	209	46.1

14. How many hours do you typically spend in any library per week? Please check only one.

	Graduates		Undergraduate	
	Number	Percent	Number	Percent
Fewer than two hours	184	49.2	130	30.6
2-10 hours	122	32.6	209	49.2
11-20 hours	38	10.2	64	15.1
more than 20 hours	30	8.0	22	5.2

15. How often do you use:

	Graduate						Undergraduate					
	Virgo		E-Ref /E-Journals		Webpage		Virgo		E-Ref/ E-Journals		Webpage	
	#	%	#	%	#	%	#	%	#	%	#	%
Never	6	1.5	9	2.3	38	9.7	38	8.6	91	20.8	99	22.8
Once or twice a semester	46	11.7	55	13.9	125	31.9	158	35.8	202	46.2	177	40.7
At least once a month	101	25.6	130	32.9	122	31.1	176	39.8	117	26.8	119	27.4
At least once a week	242	61.2	201	50.9	107	27.3	70	15.9	27	6.2	40	9.2

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

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Electronic	297	74.8	258	58.2
Print	63	15.9	116	26.2
No preference	37	9.3	69	15.6

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

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Never	0	0.0	1	0.2
Rarely	9	2.3	17	3.8
Sometimes	105	26.5	173	39.1
Nearly Always	265	67.0	233	52.6
Always	17	4.3	19	4.3

18. In 2003, the Fine Arts Library converted its reserve to self-service; Clemons Library followed in 2004.

a. If you have used either new self-service reserve, please indicate your degree of satisfaction:

	Graduate		Undergraduate	
	Number	Satisfaction	Number	Satisfaction
Clemons	58	3.64	89	3.83
Fine Arts	45	4.07	47	3.89

b. If you used the previous circulation desk reserve, please indicate your degree of satisfaction:

	Graduate		Undergraduate	
	Number	Satisfaction	Number	Satisfaction
Clemons	82	3.82	91	3.74
Fine Arts	28	3.71	26	3.77

c. If you prefer one system over the other, please indicate your preference:

		Graduate		Undergraduate	
		Number	Percent	Number	Percent
Clemons	Self-service	47	19.9	66	22.2
	From the circulation desk	32	13.6	40	13.5
	No Preference	157	66.5	191	64.3
		Graduate		Undergraduate	
		Number	Percent	Number	Percent
Fine Arts	Self-service	42	18.7	42	15.2
	From the circulation desk	18	8.0	15	5.4
	No Preference	165	73.3	219	79.4

19. Which of the following help you to learn about the Library and how to use its resources? Check all that apply.

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Cavalier Daily articles	14	3.5	31	6.8
Faculty or TAs	132	32.6	207	45.7
Flyers or brochures	31	7.7	41	9.1
Library desk staff	265	65.4	277	61.2
Real Time Reference (Library IM)	11	2.7	16	3.5
Library instruction in a class session	78	19.3	141	31.1
Library research course for credit	24	5.9	9	2.0
Library tours	37	9.1	58	12.8
Library website	249	61.5	216	47.7
One on one consultation with a librarian	113	27.9	77	17.0
Online tour/tutorial	25	6.2	21	4.6
Other students	171	42.2	242	53.4
StallTalk	16	4.0	39	8.6
Subject librarians	87	21.5	24	5.3

20. (open ended question)

21. (open ended question)

22. For each of the following library resources, facilities, or services, please choose the appropriate number (1 to 5) indicating your degree of satisfaction with it *at the present time*. If you have not heard of a service or don't use it, choose X. (Note: "Satisfaction" is the mean score of the respondents. "Visibility" is the percentage of respondents who chose to rate that resource.)

	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
<i>A. Physical Library Collections</i>				
Audio Books	2.62	10.4	2.48	4.6
Books	4.04	87.7	4.04	73.5
Conference Proceedings	3.49	27.9	n/a	n/a
Dissertations/Theses	3.83	49.1	3.66	16.1
Government Documents	3.69	16.8	3.71	10.6
Maps	3.81	11.9	3.68	9.7
Microforms	3.76	22.2	3.80	11.3
Music recordings	3.54	14.1	3.77	17.2
Newspapers	3.94	21.7	4.06	24.9
Non-English language materials	3.64	21.0	3.57	11.3
Print journals/magazines	3.84	65.2	3.85	40.2
Printed music	3.64	8.1	3.66	10.4
Reference books	3.98	52.3	4.05	36.2
Slides	3.63	7.9	3.56	3.5
Rare books & manuscripts	4.00	17.8	4.23	10.6
Video recordings and DVDs	3.78	45.7	3.82	64.0
<i>B. Electronic Resources</i>				

	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Digital images (architecture, art)	3.42	10.6	3.72	7.1
Digital video	3.58	11.1	3.64	9.7
Electronic datasets	3.78	18.3	3.64	7.9
Electronic journal and newspaper articles	3.91	74.3	3.86	47.7
Electronic maps	3.89	11.1	3.90	6.4
Electronic reference and indexing sources	4.05	59.5	3.92	43.3
Electronic texts	4.04	34.1	3.98	19.4
Find@UVa (Article Finder, Journal Finder)	3.60	53.1	3.61	37.5
Library web pages	3.92	59.3	4.04	52.3
Microsoft Office software	4.12	35.1	4.38	52.5
Online audio collections	2.93	3.7	3.59	3.8
<i>C. Facilities and Equipment</i>				
Alderman Cafe	3.69	53.8	3.90	68.4
Assigned carrel space	3.01	28.1	n/a	n/a
CAV Advantage machines	3.61	37.8	3.82	58.7
Desktop computer workstations	3.77	58.0	3.78	75.5
Directional signs	3.53	38.0	3.78	45.5
Electronic classrooms	3.88	20.7	3.95	22.1
Group study rooms	3.27	19.3	3.42	47.9
Internet jacks for laptops	3.24	27.7	2.97	39.5
Internet wireless connections for laptops	3.70	35.8	3.52	42.6
Microfiche/film readers & printers	3.45	19.0	3.69	9.3
Music listening facilities	3.90	7.2	3.54	11.5
Personal safety	4.25	53.3	4.33	56.1
Photocopiers	3.23	66.9	3.67	55.8
Physical comfort (lighting, climate control, seating)	3.27	74.3	3.55	78.1
Physical condition of materials	3.93	66.7	3.89	64.7
Printers	3.47	48.9	3.66	64.0
Projector/light table facilities	3.48	10.9	3.86	11.0
Scanners	3.32	21.0	3.28	15.2
Study and research space	3.14	56.3	3.61	58.3
Video viewing facilities	3.66	18.0	3.88	33.1
<i>D. VIRGO Features</i>				
Displaying list of checkouts	4.08	69.1	3.95	40.8
Finding materials in VIRGO	3.76	88.4	3.60	71.3
Finding reserve materials in VIRGO	3.67	54.6	3.68	44.2
Limiting searches to specific libraries	4.14	58.8	4.04	52.3
Limiting searches to specific types of materials	3.94	52.3	3.93	49.9
Recalling a book checked out to someone else	3.89	65.2	3.56	33.1
Renewing library materials	4.40	69.9	4.05	37.5
Requesting in-process or on-order items	3.97	31.9	3.47	15.9
Requesting item through Interlibrary Loan	4.29	53.1	3.83	15.7
Requesting item from Ivy Stacks	4.30	38.8	3.95	8.2
Requesting new books, journals or other items	3.94	30.6	3.61	12.4

	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
<i>E. Electronic Services and Locations</i>				
Electronic Text Center	3.82	15.1	3.69	7.9
Fine Arts Library Digital Services	3.66	7.2	3.50	3.1
Geospatial and Statistical Data Information Center	4.00	12.8	4.00	7.3
Instructional Scanning Services (toolkit)	3.84	16.8	n/a	n/a
Clemons RMC Digital Media Lab	3.91	18.3	4.09	26.3
Clemons RMC Video Services	4.06	27.7	4.08	46.1
Rare Materials Digital Services	3.62	5.2	4.18	3.8
Science Engineering Digital Lab	3.91	5.7	3.85	4.4
<i>F. Circulation/Reserve Services</i>				
Appropriateness of library fines	3.50	51.9	3.39	49.0
Borrowing reserve materials	3.69	44.0	3.41	36.0
Checking out Library materials	4.40	74.8	4.26	60.9
Checking out laptops	3.63	23.5	2.79	36.2
Electronic reserve/using Toolkit	4.14	45.4	3.94	34.4
Finding missing materials	3.30	33.3	3.21	17.0
Length of loan for books	4.42	70.4	4.09	50.3
Length of loan for reserve	3.34	40.5	3.20	36.6
Length of loan for videos and sound recordings	3.28	32.6	3.24	40.8
Returning library materials	4.24	66.9	4.04	47.0
Promptness of reshelving library materials	4.01	44.0	3.84	31.1
<i>G. Information (Reference) Services</i>				
Answering questions by phone, email or in person	4.27	53.3	4.06	33.6
Assistance with electronic resources	4.12	42.7	3.99	28.5
Assistance with government documents	4.06	12.1	3.68	6.2
Assistance with maps	4.23	8.6	3.63	6.0
Real time reference (Library IM)	3.96	5.7	3.90	4.4
<i>H. Instruction in the Use of Library Resources and Services</i>				
Flyers or brochures	3.68	21.5	3.75	22.7
Guides on the library web page	3.80	41.2	3.81	30.9
Library instruction incorporated into a class session	3.85	25.9	3.82	33.6
Library instruction unrelated to a credit class	3.86	12.3	3.53	7.1
Library research courses for credit	3.65	8.4	3.33	3.3
Library tours	3.74	12.3	3.79	13.5
One on one instruction	4.40	21.5	4.20	11.9
Online tour/tutorial	3.72	6.2	3.87	5.1
<i>I. Customer Service</i>				

	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Competence/knowledge of staff	4.33	82.5	4.15	73.5
Courtesy of staff	4.43	84.2	4.18	79.2
Speed of service	4.36	81.7	4.13	74.2

25. Please check your three highest priorities for Library spending: [Please check no more than three boxes]

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Assistance in creating and digitizing content for classroom use	20	5.0	18	4.0
Books	219	55.2	168	37.6
Classes in the use of library resources	11	2.8	14	3.1
Desktop computer workstations	35	8.8	139	31.1
Digital images	16	4.0	10	2.2
Electronic journals	231	58.2	71	15.9
Electronic reference and indexing sources	115	29.0	41	9.2
Electronic reserve/toolkit	24	6.0	22	4.9
Electronic texts	31	7.8	19	4.3
Extending library hours	32	8.1	93	20.8
In-person assistance in using the library	40	10.0	54	12.1
Interlibrary loan	40	10.1	9	2.0
Journals/magazines (print)	64	16.1	25	5.6
Laptops to check out	21	5.3	81	18.1
Music recordings	4	1.0	22	4.9
Newspapers	1	0.3	13	2.9
Non-English language materials	15	3.8	9	2.0
Online assistance in using the library	6	1.5	7	1.6
Physical comfort (climate control, seating, lighting)	76	19.1	164	36.7
Physical preservation of materials	15	3.8	20	4.5
Printed music	3	0.8	10	2.2
Rare books and manuscripts	10	2.5	16	3.6
Reshelving quickly and accurately	12	3.0	25	5.6
Slides	1	0.3	1	0.2
Video recordings and dvds	34	8.6	116	26.0

26. Please rate your overall satisfaction with the library you rely on the most.

Graduate		Undergraduate	
Number	Satisfaction	Number	Satisfaction
392	4.08	431	4.13

27. Please rate your overall satisfaction with the University Library system.

Graduate		Undergraduate	
Number	Satisfaction	Number	Satisfaction
394	4.02	434	3.94

Demographic Data

Graduate Students:

<i>School</i>	<i>Number</i>	<i>Percent</i>
Graduate School of Architecture	29	7.2
Graduate School of Commerce	1	0.3
Graduate School of Engineering and Applied Sciences	87	21.5
Graduate School of Education	101	24.9
Graduate School of Arts and Sciences	187	46.2
Total	405	100.0

	<i>Number</i>	<i>Percent</i>
Female	203	50.1
Male	202	49.9

Undergraduate Students:

<i>School</i>	<i>Number</i>	<i>Percent</i>
College of Liberal Arts and Sciences	349	77.0
School of Architecture	12	2.7
School of Commerce	25	5.5
School of Engineering and Applied Sciences	67	14.8
Total	453	100.0

	<i>Number</i>	<i>Percent</i>
Female	266	58.7
Male	187	41.3

<i>Class</i>	<i>Number</i>	<i>Percent</i>
First Year	122	27.0
Second Year	125	27.7
Third Year	113	25.0
Fourth Year	91	20.1
Fifth Year	1	0.2

All Students:

<i>Response Rate</i>	<i>Sample</i>	<i>Respondents</i>	<i>Response Rate</i>
Graduate Students	750	405	54.0%
Undergraduate Students	1000	453	45.3%

University of Virginia Library 2005 Student Survey Top Priorities

Students were asked to indicate their top three priorities for Library spending. For the 405 graduate students who responded to the survey, the top priorities are: electronic journals, books, electronic reference and indexing sources, physical comfort, and print journals and magazines. The top priorities for the 453 undergraduate respondents are: books, physical comfort, desktop computer workstations, video recordings and dvds, and extending Library hours.

	Graduate		Undergraduate	
	Number	Percent	Number	Percent
Assistance in creating and digitizing content for classroom use	20	5.0	18	4.0
Books	219	55.2	168	37.6
Classes in the use of library resources	11	2.8	14	3.1
Desktop computer workstations	35	8.8	139	31.1
Digital images	16	4.0	10	2.2
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Extending library hours	32	8.1	93	20.8
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Physical preservation of materials	15	3.8	20	4.5
Printed music	3	0.8	10	2.2
Rare books and manuscripts	10	2.5	16	3.6
Reshelving quickly and accurately	12	3.0	25	5.6
Slides	1	0.3	1	0.2
Video recordings and dvds	34	8.6	116	26.0

In 2004 the Library conducted a similar survey of faculty, and also asked about top priorities for spending. The top priorities for faculty are: books, electronic journals, ILL/LEO, electronic reference and indexing sources, and print journals. The faculty are least concerned with the physical environment of the library; graduate students are more concerned, while undergraduates consider physical comfort to be a top priority.

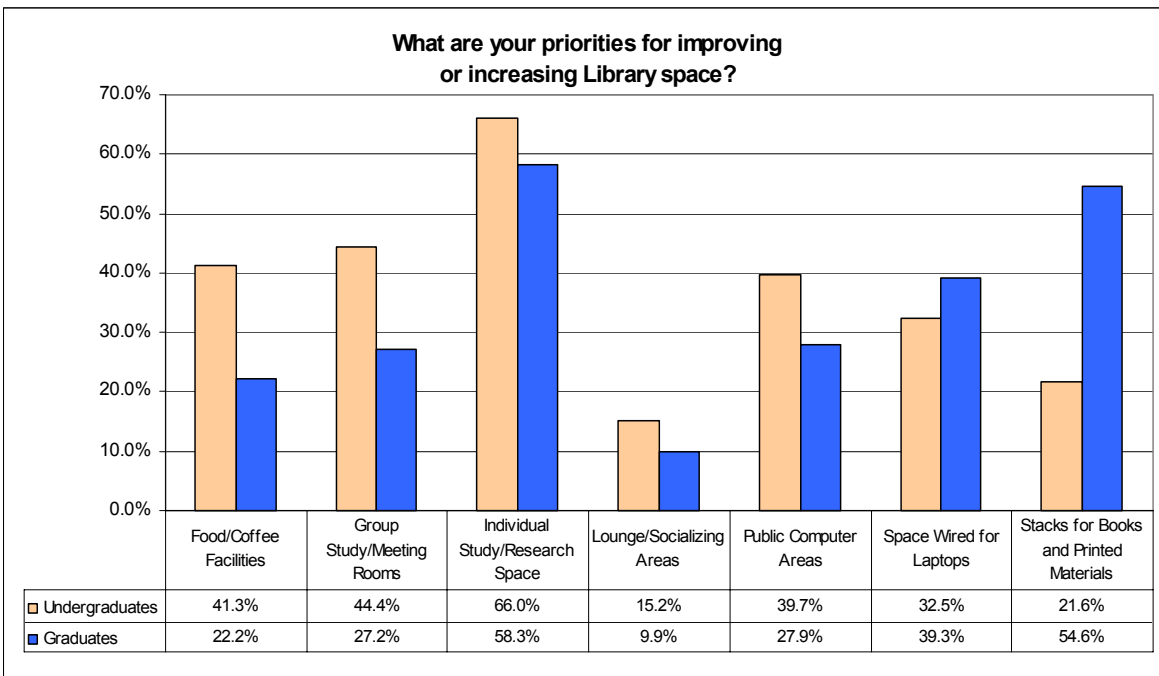
2004/05 Survey Top Priorities

	Faculty	Graduate Students	Undergraduates
Books	60.7%	55.2%	37.6%
Computer workstations	1.0%	8.8%	31.1%
Electronic Journals	48.8%	58.2%	15.9%
E-Ref and Indexing sources	31.1%	29.0%	9.2%
Extending Library hours	3.5%	8.1%	20.8%
ILL/LEO	35.0%	10.1% (ILL only)	2% (ILL only)
Physical Comfort	3.3%	19.1%	36.7%
Print Journals	26.8%	16.1%	5.6%
Video recordings and dvds	5.5%	8.6%	26.0%

University of Virginia Library 2005 Student Survey Space Usage

Students were asked to indicate their priorities for improving or increasing Library space. The top priority for the graduate student respondents is individual study and research space, followed closely by the stacks areas. Undergraduate students also selected individual study and research space as the top priority, followed by group study and meeting rooms.

Graduate students are most interested in developing areas that can be used for individual research and study, while undergraduates are also interested in developing areas specifically designed for group work. Undergraduates feel that the stacks areas are a much lower priority, with only 21.6% indicating it as a top priority. At the same time, over twice as many undergraduates selected food and coffee facilities as a top priority as did graduate students.



Samara Landers
Management Information Services
July 5, 2005

University of Virginia Library 2005 Student Survey Reserve Services

The survey specifically asked students about the new reserve system as compared to the old, circulation-based, format. The satisfaction score indicates (on a scale of 1 to 5) how satisfied the students are with the service. A number less than 3.8 indicates low satisfaction, 3.8 to 4.0 indicates moderate satisfaction, and items receiving higher than a 4.0 are considered high satisfaction services. The visibility score indicates what percentage of survey respondents chose to answer this question. There were a total of 453 undergraduate respondents to the survey and 405 graduate student respondents.

In 2003, the Fine Arts Library converted its reserve to self-service; Clemons Library followed in 2004.

a. If you have used either new self-service reserve, please indicate your degree of satisfaction:

b. If you used the previous circulation desk reserve, please indicate your degree of satisfaction:

		Undergraduate		Graduate	
		<i>Satisfaction</i>	<i>Visibility</i>	<i>Satisfaction</i>	<i>Visibility</i>
Self service	Clemons	3.83	19.9%	3.64	14.3%
	Fine Arts	3.89	10.5%	4.07	11.1%
Circulation desk	Clemons	3.74	20.4%	3.82	20.3%
	Fine Arts	3.77	5.8%	3.71	6.9%

Undergraduate satisfaction with the self service system of reserve is moderate in both Clemons and Fine Arts; however, it does have a fairly low visibility. The satisfaction rates are higher than they were for the circulation desk system of reserve. Fine Arts circulation desk visibility may be lower due to fewer current students having used that system of reserve since self service has been in place longer at that library.

Graduate student satisfaction with the self service system in Fine Arts is high (4.07), and a significant increase from satisfaction with the circulation desk system. Satisfaction with self service reserve at Clemons is low, at 3.64. Significantly, while undergraduate satisfaction increased for both libraries with the self service system, graduate student satisfaction for Clemons dropped. Visibility for all reserve is fairly low, but Clemons visibility dropped by nearly 6% with the self service reserve system, while Fine Arts significantly increased.

c. If you prefer one system over the other, please indicate your preference:

		Undergraduate		Graduate	
		<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>	<i>Number</i>
Clemons	Circ Desk	13.5%	40	13.6%	32
	No Pref	64.3%	191	66.5%	157
	Self service	22.2%	66	19.9%	47
Total			297		236

		Undergraduate		Graduate	
		<i>Percentage</i>	<i>Number</i>	<i>Percentage</i>	<i>Number</i>
Fine Arts	Circ Desk	5.4%	15	8.0%	18
	No Pref	79.4%	219	73.3%	165
	Self service	15.2%	42	18.7%	42
	Total		276		225

Out of the 453 undergraduate respondents, 65.5% answered the question about Clemons reserve preferences. Most respondents (64%) did not have a preference as to style of reserve; of those who did indicate a preference, the self service system was selected by 22% of the respondents. Fewer undergraduates answered the question about Fine Arts reserve (60.9%), and of those nearly 80% said that they have no preference as to which system the Fine Arts Library uses. Of those who did have a preference, nearly three times as many respondents preferred self service to the circulation desk system.

Graduate student responses were fairly similar to undergraduate responses. Of the 405 graduate student respondents, 58% answered the question about Clemons reserve. Sixty-six percent of the graduate students had no preference as to which type of reserve they preferred; of those who indicated a preference, nearly 20% chose self service and 13% indicated that they preferred the circulation desk system. For the Fine Arts Library reserve system, 73% of the graduate students had no preference. The self service system was preferred by almost 19% of the respondents, while only 8% preferred the previous reserve system.

The survey also includes a section where respondents can choose to rank various services of the Library, including four services specifically related to reserve.

	Undergraduate		Graduate	
	<i>Satisfaction</i>	<i>Visibility</i>	<i>Satisfaction</i>	<i>Visibility</i>
Finding reserve materials in VIRGO	3.68	44.2%	3.67	54.6%
Borrowing reserve materials	3.41	36.0%	3.69	44.0%
Electronic reserve/using Toolkit	3.94	34.4%	4.14	45.4%
Length of loan for reserve	3.20	36.6%	3.34	40.5%

The only reserve service that received a high visibility score in the survey was graduate responses to finding reserve materials in the catalog (54.6%). Overall, graduate students are more aware of reserve services than undergraduates. The only item that received a high satisfaction score was electronic reserve/using Toolkit, again from the graduate students. However undergraduate students did give that same item a moderate score (3.94). The length of the reserve loan time received the lowest reserve satisfaction scores, 3.2 and 3.34 for undergraduates and graduates, respectively.

Respondents had the opportunity to comment on various aspects of the Library during the survey. Included below are some of the comments relating to reserve services.

- although the self-serve reserves are more convenient there are many times when the books aren't on the shelves, even when the shelves are checked 2-3 times over 4 hours. a few extra photocopies of the assigned readings on the shelf as well would be helpful, especially when most students need to read the same thing at around the same time. or, if professors are

- adamant about going to the library and reading as opposed to toolkit, maybe a program on the computers could have the readings in pdf format, as well.
- VIRGO isn't always effective and consistent with searches. could be updated and improved slightly perhaps. reserve materials could maybe be listed in VIRGO when searching for the book, rather than having to ask at the desk which class the book is under.
 - Reserve times for some materials are just too short, esp. for grad students. We have long readings, and need to check them in and out several times to avoid fines. Also, it's difficult for graduate instructors to use materials that are on reserve for other classes, especially Clemons videos. I've had trouble several times because I've wanted to use videos in classes that I'm teaching, find that they're on reserve for other classes, and can't take them out of the library for an amount of time to facilitate class prep and teaching.

Samara Landers
Management Information Services
July 25, 2005

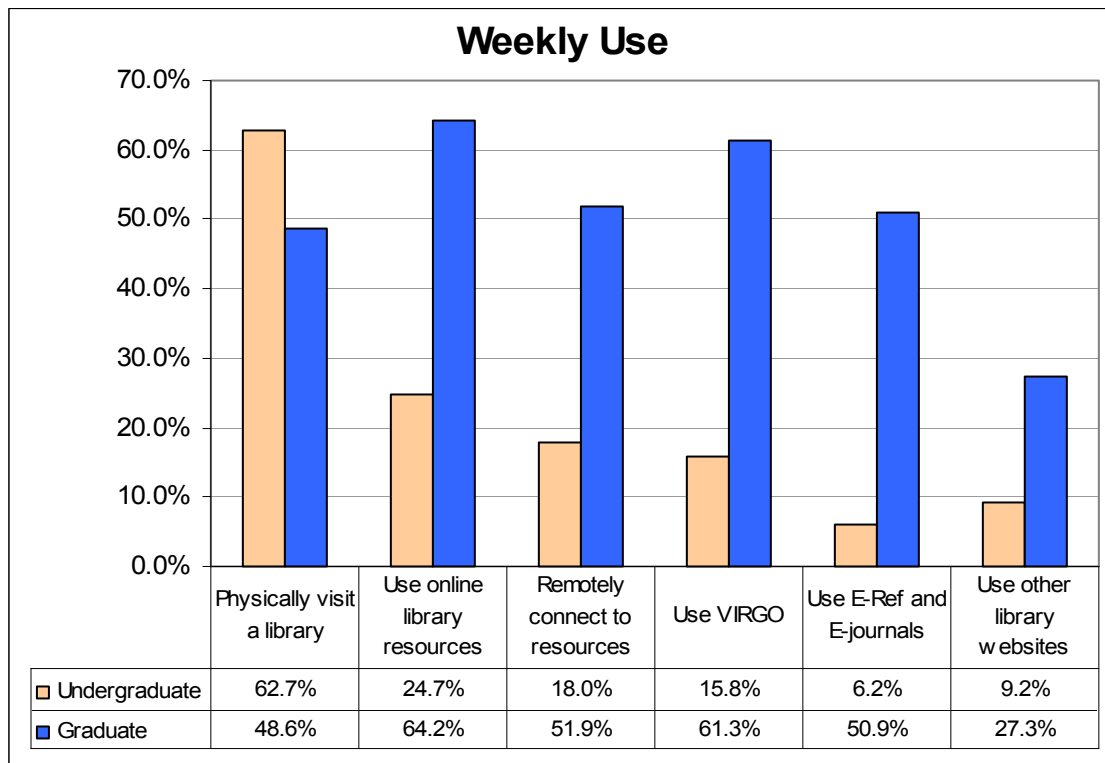
University of Virginia Library 2005 Student Survey Frequency of Use

Students were asked a series of questions related to how often they use various services of the Library system. In their responses they were asked to indicate if they use the resource at least weekly, monthly, once or twice a semester, or never. The information here is from those students who indicate that they use the resources on a weekly basis; the numbers, then, indicate trends in the most frequent users of the library.

Students were asked to indicate how many times per week they visit a library. Of undergraduate respondents, 63% physically visit the library at least weekly, while 49% of graduate students do so. Students were also asked how many hours per week they spend in the library; 51% of graduate students spend at least two hours each week in the library, while 69% of undergraduate students spend that amount of time. Looking at students who spend more time in the library, 8% of graduate respondents spend at least twenty hours in the library, and 5% of undergraduates do.

Graduate students make frequent use of the online library resources; 64% use these resources, and 52% are accessing these items from home. Undergraduate use of electronic resources is fairly low (25%), and the percent who connect remotely is only 18%..

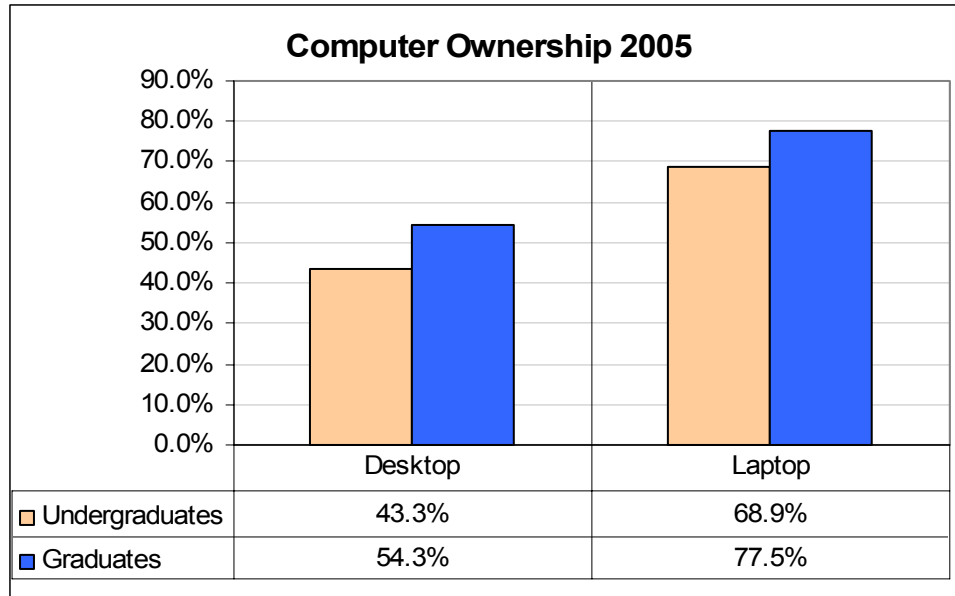
Only 16% of undergraduate respondents indicated that they use VIRGO on a weekly basis, compared to 61% of graduate students.



Samara Landers
Management Information Services
February 7, 2006

University of Virginia Library 2005 Student Survey Computer Usage

Students were asked several questions on the survey relating to computer ownership and usage. The first two questions on the survey asked students whether they owned a personal computer. Of the graduate student respondents, 220 own a desktop computer and 314 own a laptop. Computer ownership rates among the undergraduate students was slightly lower: 196 own a desktop and 312 own a laptop.

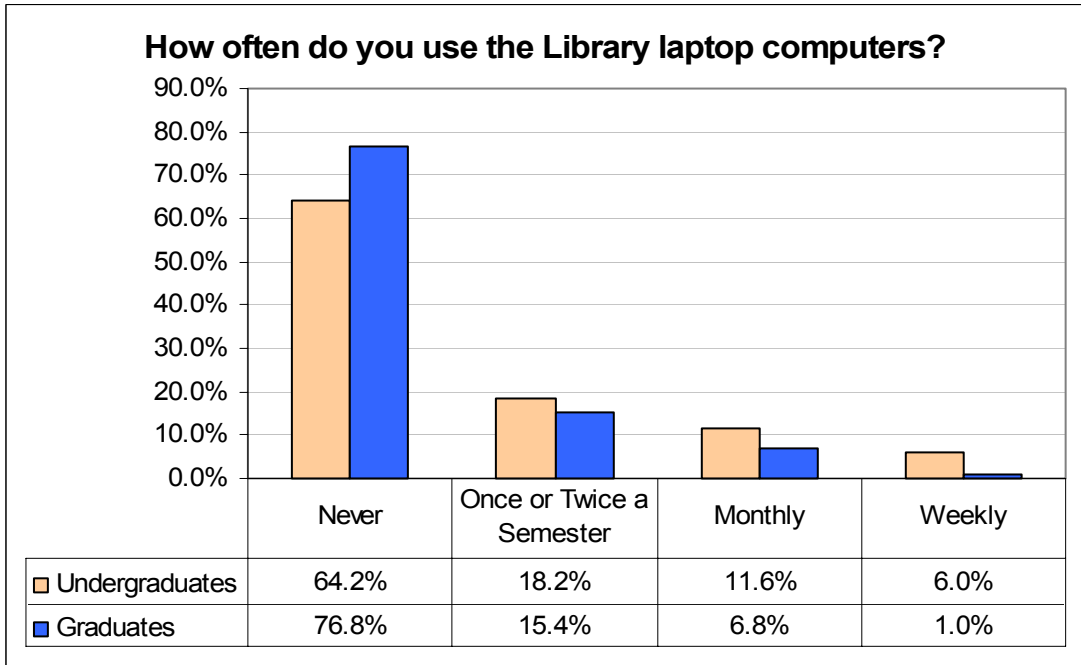
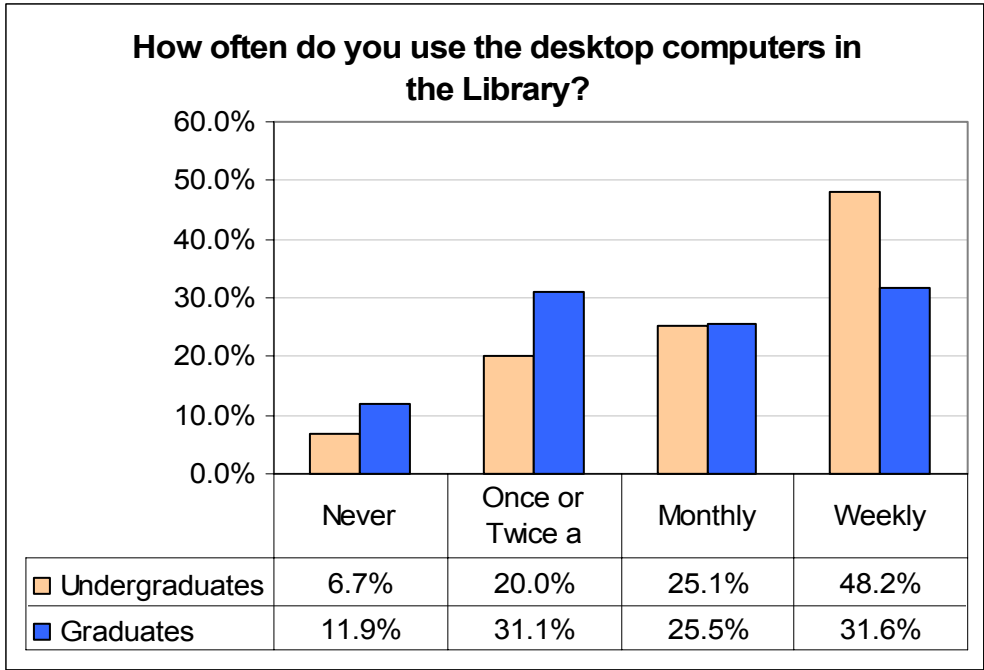


The third question asked students how often they use their computers to connect to library resources from a dorm or apartment. Graduate students were very likely to connect remotely weekly, while undergraduate students were most likely to connect remotely once or twice a semester, followed by monthly.

Remote connection to library resources

	<i>Graduate</i>	<i>Undergraduate</i>
Never	12.2%	12.9%
Once or twice a semester	13.4%	35.4%
At least once a month	22.5%	33.6%
At least once a week	51.9%	18.0%

Students were then asked about their use of the Library computers, both laptop and desktop. The desktop computers are used weekly by 31.6% of the graduate students, and 25.5% use the computers monthly. Only 6.8% of the graduate students use the laptops monthly or weekly, while 76.7% never use them. Of the undergraduate respondents, 48.2% use the desktop computers weekly and 25.1% use them monthly. Undergraduates are more likely than graduate students to use the laptops, with 17.6% using them monthly or weekly.

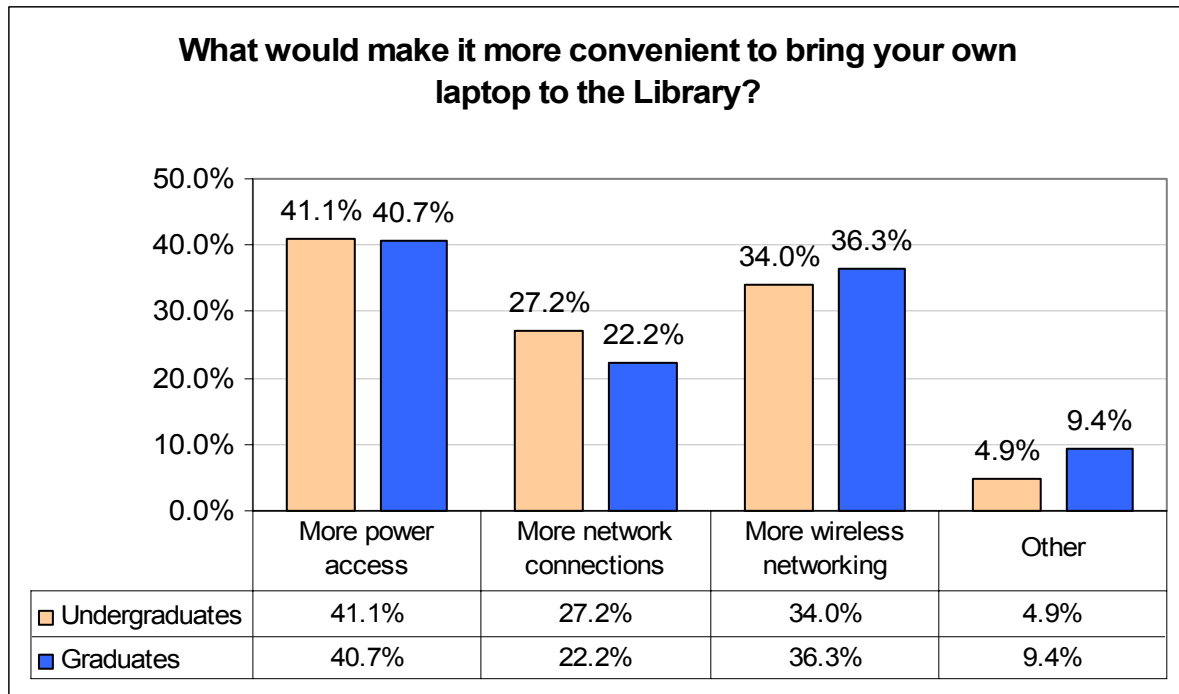


Students were also asked if they have wanted to check out a Library laptop and not been able to do so. Nearly 20% of the graduate students have wanted to use a laptop when none were available, while over 40% of undergraduate students have tried to check out a laptop and couldn't. Undergraduates are heavier users of the laptop computers, and are more likely to want to use them during high demand periods.

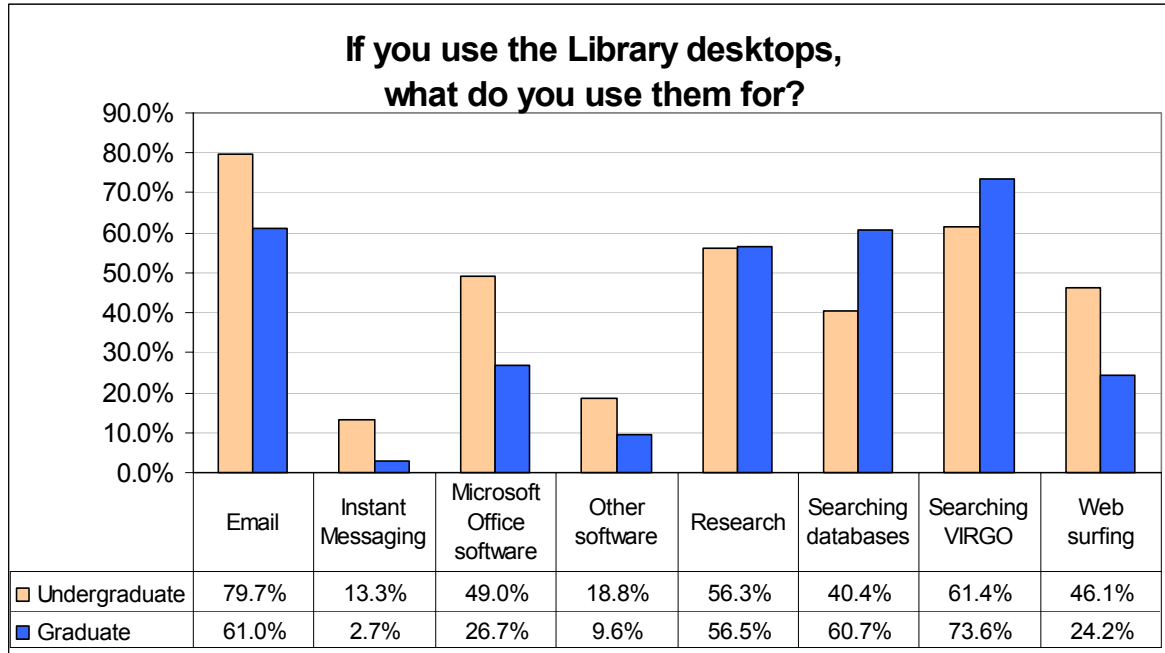
Has a laptop been unavailable when you wanted to use it?

	<i>Graduate</i>	<i>Undergraduate</i>
No	80.9%	59.5%
Yes	19.1%	40.5%

The survey also asked students to indicate what would make it more convenient for them to bring their own laptops to the Library. The responses from the graduate and undergraduate students were very similar for this question. More power access was the top response (40.7% of graduate students and 41.1% of undergraduates) followed by more wireless networking (36.3% for graduates and 34.0% for undergraduates).



Students who indicated that they use the desktop computers at least monthly were also asked what they use the Library desktops for. Graduate students are most likely to use the desktops for searching VIRGO (73.6%), email (61.0%), and searching databases (60.7%). Undergraduates use the desktops for email (79.7%), searching VIRGO (61.4%), and research (56.3%).



Respondents to the survey had several opportunities to make comments regarding anything they felt was worthy of note. Many comments dealt with the availability and usage of computers. Included below are some sample comments from the survey. While some students complimented the availability of computers, the overall sentiment is that there are not enough laptops to meet demand, and that the desktops are often not available for research.

- First and foremost, provide more electrical outlets for laptops.
- reserve a couple of SEL computers for virgo/journal database searches only... It's a pain when all I need is to look up the call# for a journal and have to wait for a computer because all the undergrads are all checking email or writing in Word or Excel.
- More desktop computer stalls. They fill up very quickly and sometimes I need the use of a computer to do my work.
- I deplore logging into the computers--Windows 2000 takes a long time to boot up and having to do so each time you just want to quickly check your email or search VIRGO adds up to a lot of wasted time. Could there be a few VIRGO-dedicated machines without login?
- more outlets in the stacks for laptops, more laptops, more group study rooms, cleaner/nicer/quieter carrels
- More laptops, or computers in a designated
- offer more laptops for students to check out
- get more laptops for peak times (during finals)
- If check-out laptops could be charged when not in use so that they need not be plugged in while they are checked out, it would be helpful.

Samara Landers
Management Information Services
July 25, 2005

University of Virginia Library 2005 Student Survey Ratings of Services, Resources, and Facilities

The survey questionnaire asked students to evaluate a set of resources at the Library using a numerical scale. All respondents who used the library more than once a semester were asked to rank a total of 90 items on a scale of 1 (“Not at all Satisfied”) to 5 (“Very Satisfied”). If they chose not to rank an item, the default choice was “X.”

Each item received two numbers in the process of evaluation. The first score is the mean rating on the 1 to 5 score. This number indicates the level of **satisfaction** among students for the particular item. The second number, indicating the **visibility** of the item, is the percentage of people who rated the resource. A higher visibility score indicates that more students are aware of the particular item in the Library.

The results of the rankings are presented below. The 90 items were grouped into categories based on their satisfaction and visibility rankings by the students. If an item received a satisfaction score of 3.80 or higher, it was considered “higher” satisfaction. Most students agree that the Library is doing these things fairly well. If an item received a mean satisfaction score of less than 3.80, it was considered “lower” satisfaction; most students feel that there is room for improvement in these items. If more than one-half of the respondents ranked an item, it is considered a high visibility item. Because both graduate and undergraduate students were surveyed, there are two sets of numbers for both satisfaction and visibility. These groups of students typically have different needs and expectations from the library, so it is useful to separate the rankings to see where there are differences. Those items that received a mixed rating, where the two groups disagreed on either satisfaction or visibility, are indicated.

Higher Satisfaction

Of the ninety items that students could rank, seven received both higher satisfaction and high visibility ratings. Most of these items had to do with utilizing the library resources. In the satisfaction rankings, the largest difference between undergraduate and graduate ratings was for the length of the loan period for books, although it is significant that the groups have different loan periods.

Higher Satisfaction/High Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Length of loan for books	4.42	70.4	4.09	50.3
Checking out library materials	4.40	74.8	4.26	60.9
Personal safety	4.25	53.3	4.33	56.1
Limiting searches to specific libraries	4.14	58.8	4.04	52.3
Books	4.04	87.7	4.04	73.5
Physical condition of materials	3.93	66.7	3.89	64.7
Library web pages	3.92	59.3	4.04	52.3

There are eleven items with higher satisfaction and mixed visibility. With the exception of Microsoft Office software, all of these items were ranked by more than 50% of the graduate students, and less than half of the undergraduate respondents. While these are items that all students feel the Library is doing well, the graduate students are much more aware of these resources than the undergraduates. Most of these items have to do with using the Library materials and resources.

Higher Satisfaction/Mixed Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Renewing library materials	4.40	69.9	4.05	37.5
Requesting item through Interlibrary Loan	4.29	53.1	3.83	15.7
Answering questions by phone, email or in person	4.27	53.3	4.06	33.6
Returning library materials	4.24	66.9	4.04	47.0
Microsoft Office software	4.12	35.1	4.38	52.5
Displaying list of checkouts	4.08	69.1	3.95	40.8
Electronic reference and indexing sources	4.05	59.5	3.92	43.3
Reference books	3.98	52.3	4.05	36.2
Limiting searches to specific types of materials	3.94	52.3	3.93	49.9
Electronic journal and newspaper articles	3.91	74.3	3.86	47.7
Print journals/magazines	3.84	65.2	3.85	40.2

Eighteen items received higher satisfaction scores, but had low visibility from all students. Many of these items are somewhat specialized interests or resources that most students simply don't have occasion to use on a regular basis. For many of these items, graduate students are more aware of the resources than the undergraduates, which is reflective of the research that most graduate students are doing, often using some of the more specialized resources.

Higher Satisfaction/Low Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
One on one instruction	4.40	21.5	4.20	11.9
Requesting item from Ivy Stacks	4.30	38.8	3.95	8.2
Electronic reserve/using Toolkit	4.14	45.4	3.94	34.4
Assistance with electronic resources	4.12	42.7	3.99	28.5
Clemons RMC Video Services	4.06	27.7	4.08	46.1
Electronic texts	4.04	34.1	3.98	19.4
Promptness of reshelving library materials	4.01	44.0	3.84	31.1
Rare books & manuscripts	4.00	17.8	4.23	10.6
Geospatial and Statistical Data Information Center	4.00	12.8	4.00	7.3
Real time reference (Library IM)	3.96	5.7	3.90	4.4
Newspapers	3.94	21.7	4.06	24.9
Clemons RMC Digital Media Lab	3.91	18.3	4.09	26.3
Science Engineering Digital Lab	3.91	5.7	3.85	4.4
Electronic maps	3.89	11.1	3.90	6.4
Electronic classrooms	3.88	20.7	3.95	22.1
Library instruction incorporated into a class session	3.85	25.9	3.82	33.6
Instructional Scanning Services (toolkit)	3.84	16.8	n/a	n/a
Guides on the library web page	3.80	41.2	3.81	30.9

Mixed Satisfaction

Because graduate and undergraduate students often view resources of the library differently, there were several items that had mixed satisfaction scores.

Mixed Satisfaction/High Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Alderman Cafe	3.69	53.8	3.90	68.4

Three items had both mixed satisfaction and mixed visibility scores. Recalling a book checked out to someone else was given higher satisfaction and visibility by graduate students, while video recordings and DVDs and CAV Advantage machines both received higher satisfaction and visibility scores from the undergraduates.

Mixed Satisfaction/Mixed Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Recalling a book checked out to someone else	3.89	65.2%	3.56	33.1%
Video recordings and DVDs	3.78	45.7%	3.82	64.0%
CAV Advantage machines	3.61	37.8%	3.82	58.7%

Several items received mixed satisfaction scores, but had low visibility from both the graduate and the undergraduate respondents. The most significant differences in the satisfaction scores were for assistance with maps, assistance with government documents, and Rare Materials Digital Services. All three of these items involve receiving assistance with Library materials.

Mixed Satisfaction/Low Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Assistance with maps	4.23	8.6	3.63	6.0
Assistance with government documents	4.06	12.1	3.68	6.2
Requesting in-process or on-order items	3.97	31.9	3.47	15.9
Requesting new books, journals or other items	3.94	30.6	3.61	12.4
Music listening facilities	3.90	7.2	3.54	11.5
Library instruction unrelated to a credit class	3.86	12.3	3.53	7.1
Dissertations/Theses	3.83	49.1	3.66	16.1
Electronic Text Center	3.82	15.1	3.69	7.9
Maps	3.81	11.9	3.68	9.7
Microforms	3.76	22.2	3.80	11.3
Online tour/tutorial	3.72	6.2	3.87	5.1
Video viewing facilities	3.66	18.0	3.88	33.1
Rare Materials Digital Services	3.62	5.2	4.18	3.8
Projector/light table facilities	3.48	10.9	3.86	11.0

Lower Satisfaction

There were five items on the survey that received high visibility scores and lower satisfaction rankings from both undergraduate and graduate students.

Lower Satisfaction/High Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Desktop computer workstations	3.77	58.0	3.78	75.5
Finding materials in VIRGO	3.76	88.4	3.60	71.3
Physical comfort (lighting, climate control, seating)	3.27	74.3	3.55	78.1
Photocopiers	3.23	66.9	3.67	55.8
Study and research space	3.14	56.3	3.61	58.3

Four items received lower satisfaction scores, but had mixed visibility. Find@Uva is a relatively new resource that many students might not have used at the time of the survey.

Lower Satisfaction/Mixed Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Finding reserve materials in VIRGO	3.67	54.6	3.68	44.2
Find@Uva (Article Finder, Journal Finder)	3.60	53.1	3.61	37.5
Appropriateness of library fines	3.50	51.9	3.39	49.0
Printers	3.47	48.9	3.66	64.0

Several items received both lower satisfaction scores and low visibility scores. Again, many of these items are primarily used by students in a particular department or on a very limited basis; they are not items that most students need regularly. Internet wireless connections for laptops, borrowing reserve materials, directional signs, the length of loan for reserve materials are items that have relatively high visibility scores (above 35% for both graduate and undergraduate students), and so these are items that might warrant attention from the Library.

Lower Satisfaction/Low Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Electronic datasets	3.78	18.3	3.64	7.9
Library tours	3.74	12.3	3.79	13.5
Internet wireless connections for laptops	3.70	35.8	3.52	42.6
Government Documents	3.69	16.8	3.71	10.6
Borrowing reserve materials	3.69	44.0	3.41	36.0
Flyers or brochures	3.68	21.5	3.75	22.7
Fine Arts Library Digital Services	3.66	7.2	3.50	3.1
Library research courses for credit	3.65	8.4	3.33	3.3
Printed music	3.64	8.1	3.66	10.4
Non-English language materials	3.64	21.0	3.57	11.3
Slides	3.63	7.9	3.56	3.5
Checking out laptops	3.63	23.5	2.79	36.2
Digital video	3.58	11.1	3.64	9.7
Music recordings	3.54	14.1	3.77	17.2

Lower Satisfaction/Low Visibility	Graduate		Undergraduate	
	Satisfaction	Visibility (%)	Satisfaction	Visibility (%)
Directional signs	3.53	38.0	3.78	45.5
Conference Proceedings	3.49	27.9	n/a	n/a
Microfiche/film readers & printers	3.45	19.0	3.69	9.3
Digital images (architecture, art)	3.42	10.6	3.72	7.1
Length of loan for reserve	3.34	40.5	3.20	36.6
Scanners	3.32	21.0	3.28	15.2
Finding missing materials	3.30	33.3	3.21	17.0
Length of loan for videos and sound recordings	3.28	32.6	3.24	40.8
Group study rooms	3.27	19.3	3.42	47.9
Internet jacks for laptops	3.24	27.7	2.97	39.5
Assigned carrel space	3.01	28.1	n/a	n/a
Online audio collections	2.93	3.7	3.59	3.8
Audio Books	2.62	10.4	2.48	4.6

Samara Landers/ Jim Self
Management Information Services
April 22, 2006

**University of Virginia Library
2005 Student Survey
Questionnaire**

STUDENT SURVEY ON THE UNIVERSITY LIBRARIES

About the Survey: The University of Virginia Libraries are conducting a survey of University students regarding library and information services. The Libraries will use the information you provide to review and revise present library services in 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 the survey are answered by clicking a response to indicate your choice. Some questions may call for several answers; for these, please click all the boxes that apply to you. If you find yourself unable to answer a question, simply skip it and go on to the next one. If you have questions please email lib-mis@virginia.edu.

Anonymity and Confidentiality: Library staff members from Management Information Services will use the identification number on the survey 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.

1. Do you own a desktop personal computer?

- Yes
- No

2. Do you own a laptop?

- Yes
- No

3. If you own a desktop or laptop, how often do you use your computer to connect to library resources from your dorm or apartment (e.g., to look for books, articles, reserve items)?

- Never
- Once or twice a semester
- At least once a month
- At least once a week

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

	Never	Once or twice a semester	At least once once a month	At least once a week
Physically visited a library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Used library online resources (VIRGO, databases, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How often have you physically visited the following libraries during the current academic year?

	Never	Once or twice a semester	At least once a month	At least once a week
Alderman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Astronomy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Biology/Psychology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemistry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clemons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Darden (Graduate Business)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Sciences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Math	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Science/Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

8. Which library do you *rely on the most*?

- Alderman
- Astronomy
- Biology/Psychology
- Chemistry
- Clemons
- Darden (Graduate

Business)

- Education
- Fine Arts
- Health Sciences
- Law
- Math
- Music
- Physics
- Science/Engineering
- Special Collections

9. The Library may have the opportunity to redesign and renovate some of its spaces. What are your priorities for improving or increasing library space? Choose up to three.

- Books and printed materials stacks
- Food/coffee facilities
- Group study/meeting rooms
- Individual study/research space
- Lounge/socializing areas
- Public computer areas
- Space wired for laptops

10. How often do you:

- | | Never | Once or twice
a semester | At least once
a month | At least
once a week |
|-------------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|
| Use the Library's desktop computers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Use the Library's laptops | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. Have you wanted to borrow a library laptop and been unable to? Yes No

12. What would make it more convenient for you to bring your own laptop to the Library?

- More power access
- More network connections
- More wireless networking
- Other (add comment box)

13. What do you use the Library's desktops for? (Choose all that apply)

- Email
- Instant messaging
- Microsoft Office software
- Other software
- Research
- Searching databases
- Searching the VIRGO catalog
- Web surfing

14. How many hours do you typically spend in any library per week? Please check only one.

- Fewer than 2 hours
- 2 - 10 hours
- 11 - 20 hours
- more than 20

15. How often do you use:

- | Never | Once or twice
a semester | At least once
a month | At least
once a week |
|-------|-----------------------------|--------------------------|-------------------------|
|-------|-----------------------------|--------------------------|-------------------------|

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

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

- Electronic
- Print
- No preference

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

- Never
- Rarely
- Sometimes
- Nearly Always
- Always

18. In 2003, the Fine Arts Library converted its reserve to self-service; Clemons Library followed in 2004.

a. If you have used either new self-service reserve, please indicate your degree of satisfaction:

	Not Satisfied			Very Satisfied			Never heard of Don't use
	1	2	3	4	5		X
Clemons							X
Fine Arts							X

b. If you used the previous circulation desk reserve, please indicate your degree of satisfaction:

	Not Satisfied			Very Satisfied			Never heard of Don't use
	1	2	3	4	5		X
Clemons							X
Fine Arts							X

c. If you prefer one system over the other, please indicate your preference:

- Clemons Self-service From the Circulation Desk No preference
- Fine Arts Self-service From the Circulation Desk No preference

19. Which of the following help you to learn about the Library and how to use its resources? Check all that apply.

- Cavalier Daily* articles
- Faculty or TAs
- Flyers or brochures
- Library desk staff
- Real Time Reference (Library Instant Messenger (IM))

- Library instruction incorporated into a class session
- Library research course for credit
- Library tours
- Library website
- Local newspaper or media
- One-on-one consultation with a librarian
- Online tour/tutorial
- Other students
- StallTalk
- Subject librarians—email or other communication

20. For each of the following library resources, facilities, or 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, choose X.

Not Satisfied		Very Satisfied			Never heard of Don't use
1	2	3	4	5	X

A. *Physical Library Collections*

- Audio books
- Books
- Conference proceedings
- Dissertations/Theses
- Government documents
- Maps
- Microforms (fiche, film)
- Music recordings
- Newspapers
- Non-English language materials
- Print Journals/Magazines
- Printed music
- Reference books
- Slides
- Rare Books & Manuscripts
- Video recordings and DVDs

B. *Electronic Resources*

- Bloomberg*
- Digital images (e.g., architecture, art)

Digital video

Electronic datasets (e.g., ICPSR, US Census, IFS, SourceOECD)

Electronic journal and newspaper articles

Electronic maps (e.g., Sanborn Maps, GIS data)

Electronic reference and indexing sources (e.g., Avery Online, InfoTrac, Lexis-Nexis, MLA Bibliography, Oxford English Dictionary, Web of Science, WorldCat)

Electronic texts (e.g., The Bible Online, Early American Fiction, Early English Books Online, NetLibrary, ProQuest Digital Dissertations, Shakespeare Online)

Find@Uva (Article Finder, Journal Finder)

Library Web Pages

Microsoft Office software

Online audio collections

C. Facilities and Equipment

Alderman Café

Assigned carrel space

CAV Advantage machines

Desktop computer workstations

Directional signs

Electronic classrooms

Group study rooms

Internet jacks for laptops

Internet wireless connections for laptops

Microfiche/film readers & printers

Music listening facilities

Personal safety

Photocopiers in libraries

Physical comfort (e.g., lighting, climate control, seating)

Physical condition of materials

Printers

Projector/light table facilities

Scanners

Study and research space

Video-viewing facilities

D. *VIRGO Features*

- Displaying list of items checked out to you
- Finding materials in VIRGO
- Finding reserve materials in VIRGO
- Limiting searches to specific libraries
- Limiting searches to specific types of materials (e.g., videos, audio)
- Recalling book checked out to someone else
- Renewing library materials
- Requesting item that is in-process or on-order
- Requesting item through Interlibrary Loan
- Requesting item from Ivy Stacks
- Requesting new books, journals, or other items for the collection.

E. *Electronic Services and Locations*

- Electronic Text Center (text and image scanning, textual databases)
- Fine Arts Library Digital Services (slide and image scanning and access)
- Geospatial and Statistical Data Information Center (maps, GIS, statistical data and software)
- Instructional Scanning Services (Toolkit scanning)
- Clemons's Robertson Media Center - Digital Media Lab (digital video/audio creation)
- Clemons's Robertson Media Center - Video Services (watching videos)
- Rare Materials Digital Services (scanning special collections items)
- Science/Engineering Digital Lab (scanning, web authoring)

F. *Circulation/Reserve Services*

- Appropriateness of library fines
- Borrowing reserve materials
- Checking out Library materials
- Checking out laptops
- Electronic reserve/using Toolkit
- Finding missing library materials for you
- Length of loan for books
- Length of loan for reserve (2 hours)
- Length of loan for videos and sound recordings
- Returning Library materials
- Promptness of reshelving library materials

G. *Information (Reference) Services*

- Answering questions by phone, email, or in person
- Assistance at the reference desk
- Assistance with electronic resources
- Assistance with government documents
- Assistance with maps
- Real time reference (Library Instant Messenger (IM))

H. *Instruction in the Use of Library Resources and Services*

- Flyers or brochures
- Guides on the Library web page
- Library instruction incorporated into a class session
- Library instruction unrelated to a credit class (e.g., RefWorks, Photoshop, etc.)
- Library research courses for credit
- Library tours
- One-on-one instruction
- Online tour/tutorial

I. *Customer Service*

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

21. What is the greatest strength of the Library?

22. What could the Library do to improve its services?

23. Would you like to comment on a specific library?

24. Please check your three highest priorities for Library spending: [Please check no more than three boxes]

- Assistance in creating and digitizing content for classroom use
- Assistance in using library resources on site
- Books
- Classes in the use of library resources
- Desktop computer workstations
- Digital images (e.g., architecture, art)
- Electronic journals (e. g., ARTFL, JSTOR, Project Muse, Science Direct)
- Electronic reference and indexing sources (e. g., Avery Online, InfoTrac Web, Lexis-Nexis, MLA Bibliography, Oxford English Dictionary, Web of Science, WorldCat)
- Electronic reserve/Toolkit
- Electronic texts (e. g., The Bible Online, Early American Fiction, Early English Books Online, NetLibrary, Shakespeare Online, etc.)
- Extending library hours
- Interlibrary loan
- Journals/Magazines (print)
- Laptops to check out
- Music recordings
- Newspapers
- Non-English language materials
- Online assistance in using the library
- Physical comfort (e.g., climate control, seating, lighting)
- Physical preservation of materials
- Printed music
- Rare books and manuscripts
- Reshelving materials quickly and accurately
- Slides
- Video recordings and DVDs
- VIRGO electronic indexes/resources: (e. g., JSTOR, Oxford English Dictionary, WorldCat)
- Other, please specify: _____

25. Please rate your overall satisfaction with the **PRIMARY** Library.

Not at all					Very
Satisfied					Satisfied
1	2	3	4	5	

26. Please rate your overall satisfaction with the University Library system.

Not at all					Very
Satisfied					Satisfied
1	2	3	4	5	

Would you be willing to participate in small group sessions exploring similar questions and issues in more depth?

Yes, I would be willing to help the Library further by participating in small group discussions to be held at a future date.

No, I am not interested in participating.

If yes, 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 (Please print): _____

TELEPHONE: _____

ELECTRONIC MAIL ADDRESS: _____

AREA(S) OF SPECIAL INTEREST: _____

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