

# Surveying Our Users

## The 2014 User Survey on the University of Virginia Library



### Strategic Assessment Services

<http://assessment.library.virginia.edu/>

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## Analysis by Patron Status

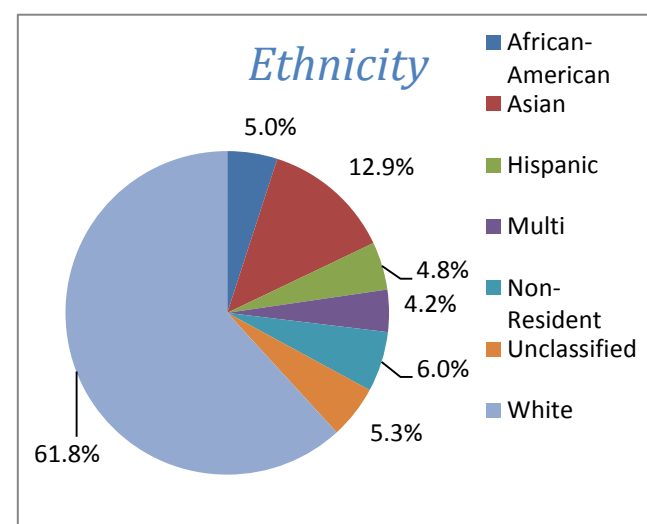
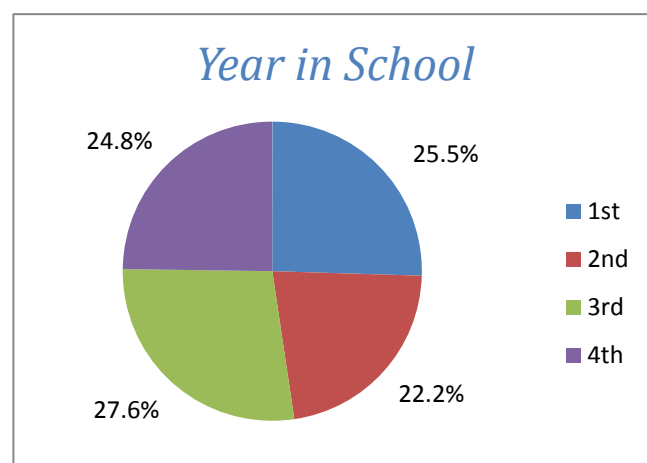
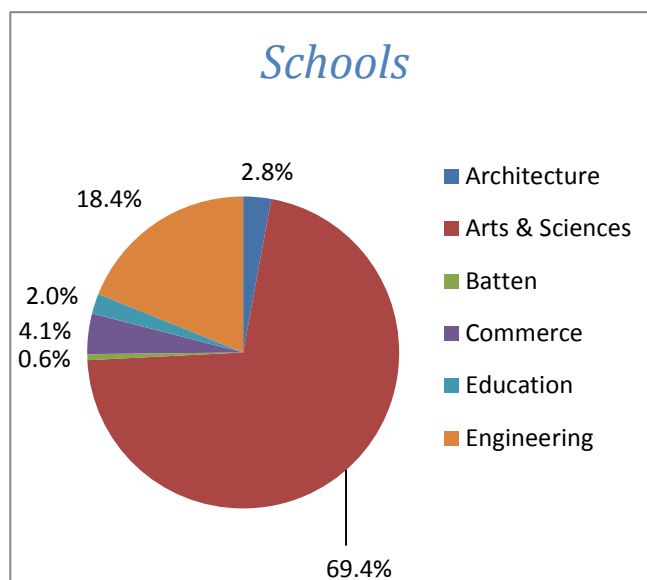
### Undergraduates

The typical undergraduate respondent is white, female, and in her 3rd year in the College of Arts and Sciences. She visits a library in person weekly but almost never consults with staff. She is also not very interested in using Library materials, Virgo, or the website. She mostly uses Clemons, followed closely by Alderman and Brown SEL. She is a low user of the online Library (39%). She is satisfied with the library system (4.28 out of 5). She believes the staff is courteous, competent, and speedy, but to a lesser degree than her faculty and graduate student counterparts.

Our undergrad continues to value quiet spaces and spaces to study alone. The difference between satisfaction and importance for these remains high, as it does for equipment. She tends to physically visit the Library more than she uses any other service: reference, materials, Virgo, website (p. 16).

Her satisfaction with Virgo and the Library website dropped slightly but remains above 4.00. Interest in various Library services is below 3.40 for all areas queried: help with conducting research, using archives, incorporating digital content, using research tools, and using data sets (p. 36). She continues to prefer email and the Library website to learn about Library services and resources (p. 40).

Our undergraduate feels that the library helps her study and work more efficiently, but she is somewhat less sanguine about the effect of the library on her access to materials and equipment/technology, the quality of her academic work, her capacity to work collaboratively, or on her future academic life or career.



### *Demographics*

Response			Gender	
Sample	Respondents	Rate	Females	Males
3,670	1,408	38.4%	62.1%	37.9%

### *Frequency/Mode of Use*

	Weekly	Monthly	Occasionally	Never
Physically visited a library	63.7%	14.6%	19.5%	2.2%
Consulted with Library staff	3.4%	13.6%	52.6%	30.4%
Used physical materials	8.8%	19.5%	44.2%	27.6%
Used electronic materials	15.7%	23.6%	36.1%	24.6%
Used Virgo	20.1%	28.6%	35.3%	16.0%
Used Library website	19.1%	28.4%	37.9%	14.6%

### *General Satisfaction*

<b>Overall Satisfaction</b>	4.28
<b>Customer Service</b>	
Competence	4.22
Courtesy	4.33
Speed	4.22
Composite	4.26

### *Spaces and Facilities*

	Satisfaction	Importance	Gap
Quiet spaces	4.13	4.71	-0.58
Places to work alone	3.98	4.42	-0.44
Places to work in groups	3.96	4.35	-0.39
Printers, scanners, computers	3.76	4.33	-0.57
Rooms to reserve	3.75	4.10	-0.35
Places to purchase food and drink	3.64	3.90	-0.26

### *Library Contribution to My Academic Work*

	Mean
Helps me study and work more efficiently	4.05
Provides access to materials I need for my work	3.78
Improves the quality of my academic work	3.76
Helps me work collaboratively	3.68
Provides access to the equipment/technology I need	3.60
Prepares me for future graduate school or a career	3.33

# Analysis by Patron Status

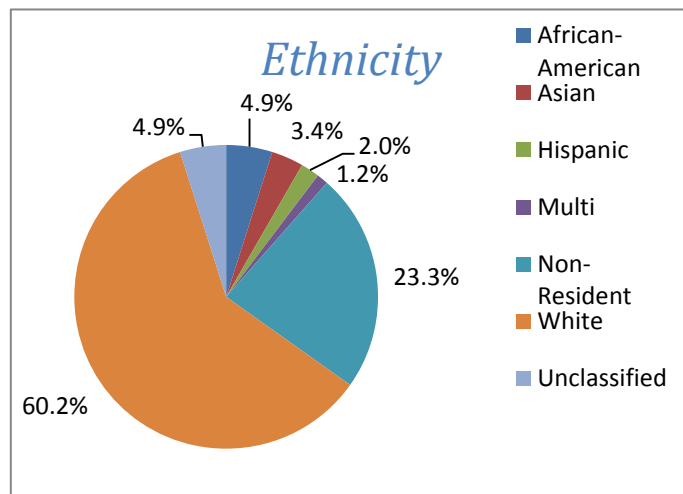
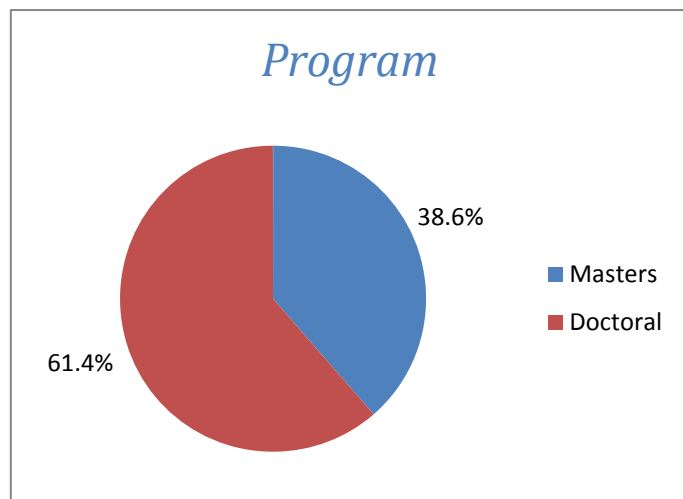
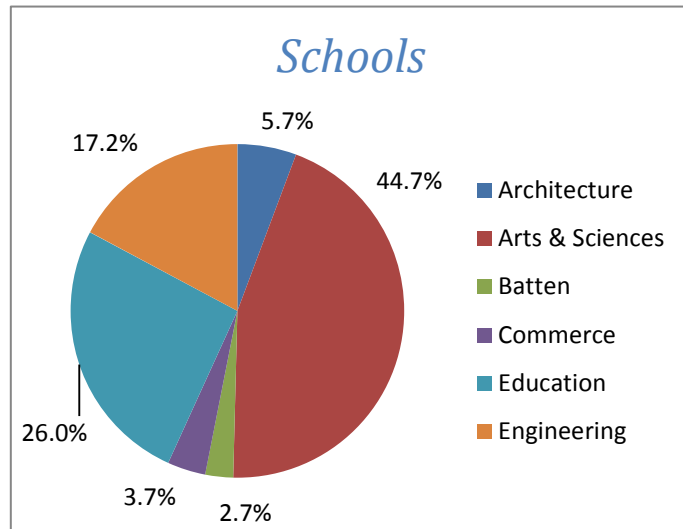
## Graduate Students

The typical graduate respondent is a white, female, doctoral student in the Graduate School of Arts and Sciences. She visits a library in person once a month or more, but seldom consults with staff. She is a regular user of physical materials, but also relies heavily on electronic resources. She mostly uses the online library (65%) but also visits Alderman or Clemons. She is satisfied with the library system (4.23 out of 5). She believes the staff is courteous, competent, and speedy, but generally less so than her faculty counterparts.

Our grad student continues to value quiet spaces to work alone, as well as access to technology. She is not as interested in working in groups as undergrads. She is much more likely than her undergrad counterpart to use the Library's electronic and physical resources and tools, but less likely to use the spaces.

She is less happy with Virgo than she was last year, dropping just below 4.00, and is a bit less happy with the Library website, yet she makes heavy use of both. She is considerably more interested in using Library services than undergrads, particularly to improve efficiency with online tools like Virgo and GoogleScholar. She is also interested in the Library's help in learning about new materials in her field. Email and the Library website remain her primary means of finding out about Library services.

Our graduate student feels that the library contributes materials valuable to her work and helps her be more productive, but she is less convinced of the effect of the library on collaborative work, on her future academic life or career, on her scholarly research, her teaching and learning, or keeping her current in her field.



### *Demographics*

Response			Gender	
Sample	Respondents	Rate	Females	Males
834	407	48.8%	55.5%	44.5%

### *Frequency/Mode of Use*

	Weekly	Monthly	Occasionally	Never
Physically visited a library	38.5%	21.3%	27.8%	12.5%
Consulted with Library staff	5.3%	16.5%	53.0%	25.3%
Used physical Library materials	30.5%	21.5%	26.0%	22.0%
Used electronic Library materials	56.0%	16.3%	18.8%	9.0%
Used Virgo	50.0%	23.5%	15.0%	11.5%
Used Library's website	48.3%	21.8%	23.0%	7.0%

### *General Satisfaction*

<b>Overall Satisfaction</b>	4.23
<b>Customer Service</b>	
Competence	4.29
Courtesy	4.49
Speed	4.41
Composite	4.40

### *Interest in Library Services*

	Interest	Visibility
Improve your research efficiency through tools such as Virgo, Zotero, and	4.30	86.5%
Improve your exposure and access to new material in your field	4.27	87.0%
If you teach, improve the research skills of your students	4.10	58.2%
Learn how to maximize the use of archives or other primary sources	3.86	83.0%
Incorporate digital content and technologies into your courses	3.82	77.9%
Gain expertise in using or creating tools for analyzing or manipulating digital	3.70	80.1%
Create, manage, and/or share data sets	3.55	79.9%

### *Library Contribution to My Academic Work*

	Mean
Contributes materials valuable to my work	4.22
Allows me to be more productive	4.07
Enriches my teaching and/or learning	3.98
Allows me to keep current in my field	3.90
Contributes expertise valuable to my work	3.78
Prepares me for further education or a career	3.72
Helps me work collaboratively with colleagues	3.20

## Analysis by Patron Status

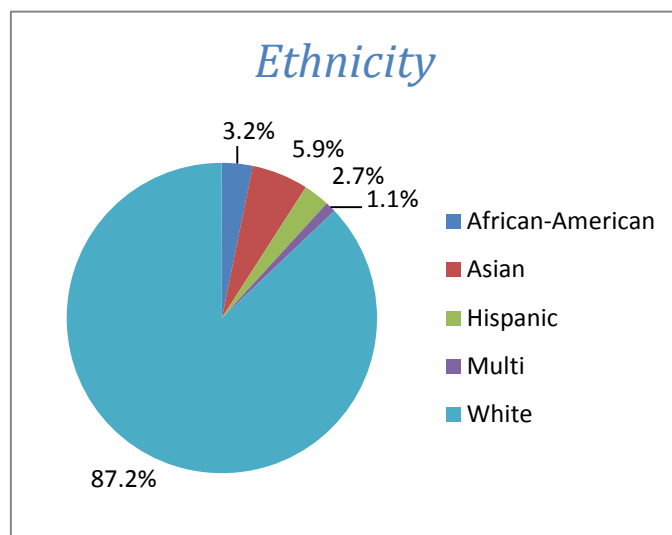
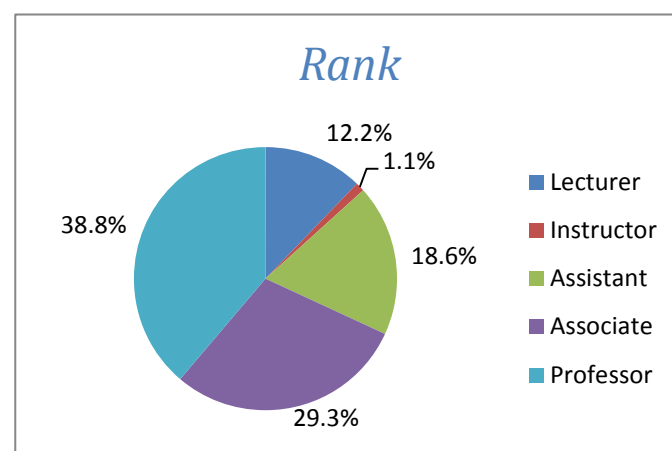
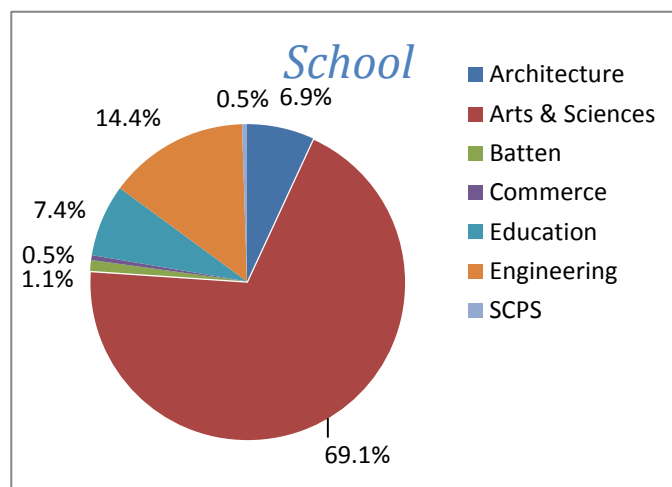
### Faculty

The typical faculty respondent is white, male, and a full professor in the College of Arts and Sciences. He visits a library in person occasionally. Despite heavy use of the online Library (68%), he still identifies with Alderman, with Clemons a distant second choice. He is very satisfied with the library system (4.30 out of 5.00). He believes the staff is very courteous, competent, and speedy.

Our professor's interest in Library spaces is understandably less than students' interest. The idea of the Library providing places to get food and drink is not important to him.

Our faculty member is primarily concerned about the content of and access to the Library's collections. He usually finds the items he needs and is pleased with the ease of doing so. He is also pleased with the the range and currency of the materials available. While he doesn't come in the building as often, our professor uses physical and electronic materials, Virgo, and the website to a much greater degree than students. He continues to highly value LEO delivery and is happy with consultations with Library staff. He is interested in the Library's help in finding new materials in his field and in improving his efficiency with search tools. Improving the research skills of his students is also important.

Our professor feels the library contributes materials valuable to his work, helps him be more productive, helps him keep current in his field, and enriches his teaching, but he is dubious that the Library contributes expertise to his work or that it has an effect on his collaborative work.



### *Demographics*

Response			Gender	
Sample	Respondents	Rate	Females	Males
387	188	48.6%	35.1%	64.9%

### *Frequency/Mode of Use*

	Weekly	Monthly	Occasionally	Never
Physically visited a library	23.0%	27.3%	41.7%	8.0%
Consulted with Library staff	13.9%	19.3%	56.1%	10.7%
Used physical Library materials	48.7%	17.6%	21.4%	12.3%
Used electronic Library materials	65.2%	16.6%	12.8%	5.3%
Used Virgo	61.0%	18.7%	12.8%	7.5%
Used Library website	49.2%	21.4%	20.9%	8.6%

### *General Satisfaction*

<b>Overall Satisfaction</b>	4.30
<b>Customer Service</b>	
Competence	4.54
Courtesy	4.71
Speed	4.41
Composite	4.40

### *Satisfaction with Collection Content and Access*

	Satisfaction	Visibility
Help from Library staff with finding or using materials	4.65	78.2%
Finding relevant materials	4.30	93.6%
Ease of using materials	4.29	92.6%
Finding a good range of materials on my topic	4.18	92.0%
Finding current, up-to-date materials	4.13	92.0%

### *Library Contribution to My Academic Work*

	Mean
Contributes materials valuable to my work	4.36
Allows me to be more productive	4.30
Allows me to keep current in my field	4.21
Enriches my teaching	4.07
Contributes expertise valuable to my work	3.66
Helps me work collaboratively with students or colleagues	3.34



# Library Use

During the current academic year, how often have you:

*Responses are percents.*

<b>Physically visited a library</b>	<b>Ugrads</b>	<b>Grads</b>	<b>Faculty</b>	<b>NonDegree</b>
Weekly	63.7	38.5	23.0	13.5
Monthly	14.6	21.3	27.3	14.9
Occasionally	19.5	27.8	41.7	23.0
Never	2.2	12.5	8.0	48.6

## **Consulted with Library staff**

Weekly	3.4	5.3	13.9	1.4
Monthly	13.6	16.5	19.3	8.1
Occasionally	52.6	53.0	56.1	45.9
Never	30.4	25.3	10.7	44.6

## **Used physical Library materials**

Weekly	8.8	30.5	48.7	2.7
Monthly	19.5	21.5	17.6	17.6
Occasionally	44.2	26.0	21.4	21.6
Never	27.6	22.0	12.3	58.1

## **Used electronic Library materials**

Weekly	15.7	56.0	65.2	20.3
Monthly	23.6	16.3	16.6	17.6
Occasionally	36.1	18.8	12.8	25.7
Never	24.6	9.0	5.3	36.5

## **Used VIRGO**

Weekly	20.1	50.0	61.0	10.8
Monthly	28.6	23.5	18.7	17.6
Occasionally	35.3	15.0	12.8	25.7
Never	16.0	11.5	7.5	45.9

## **Used the Library's website**

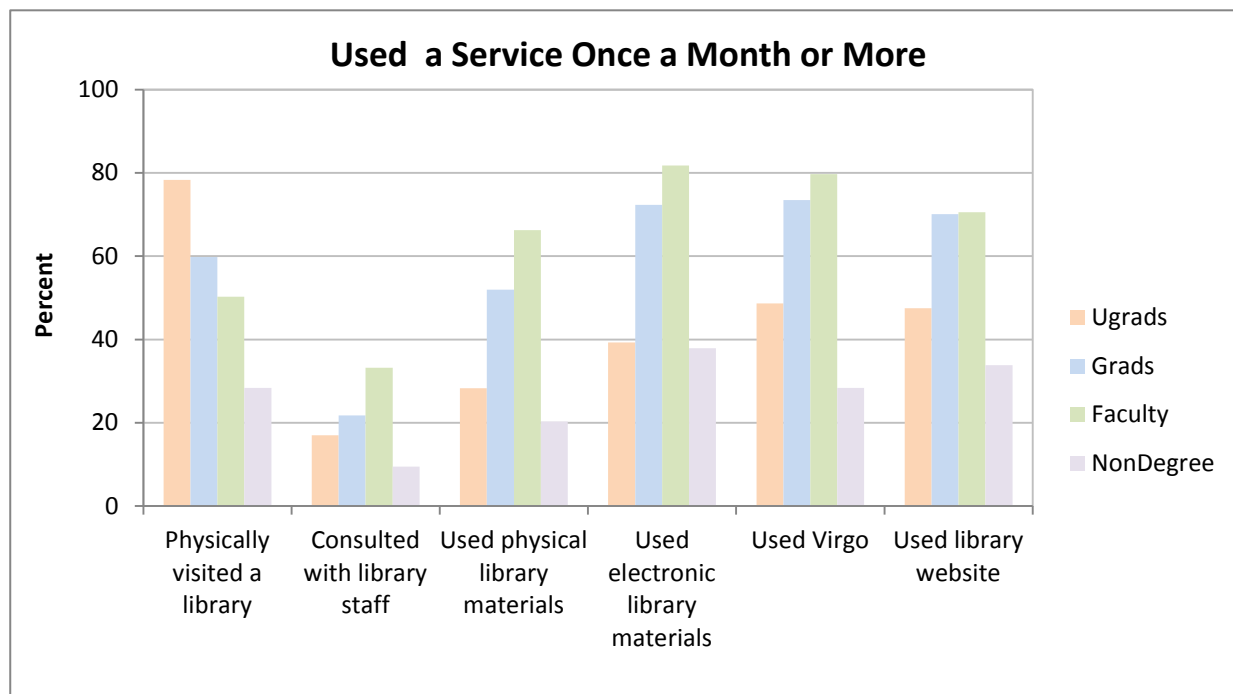
Weekly	19.1	48.3	49.2	20.3
Monthly	28.4	21.8	21.4	13.5
Occasionally	37.9	23.0	20.9	27
Never	14.6	7.0	8.6	39.2

## Library Use

During the current academic year, how often have you:

*Responses are percents.*

<b>Used once a month or more</b>	<b>Ugrads</b>	<b>Grads</b>	<b>Faculty</b>	<b>NonDegree</b>
Physically visited a library	78.3	59.8	50.3	28.4
Consulted with library staff	17.0	21.8	33.2	9.5
Used physical library materials	28.3	52.0	66.3	20.3
Used electronic library materials	39.3	72.3	81.8	37.9
Used Virgo	48.7	73.5	79.7	28.4
Used library website	47.5	70.1	70.6	33.8

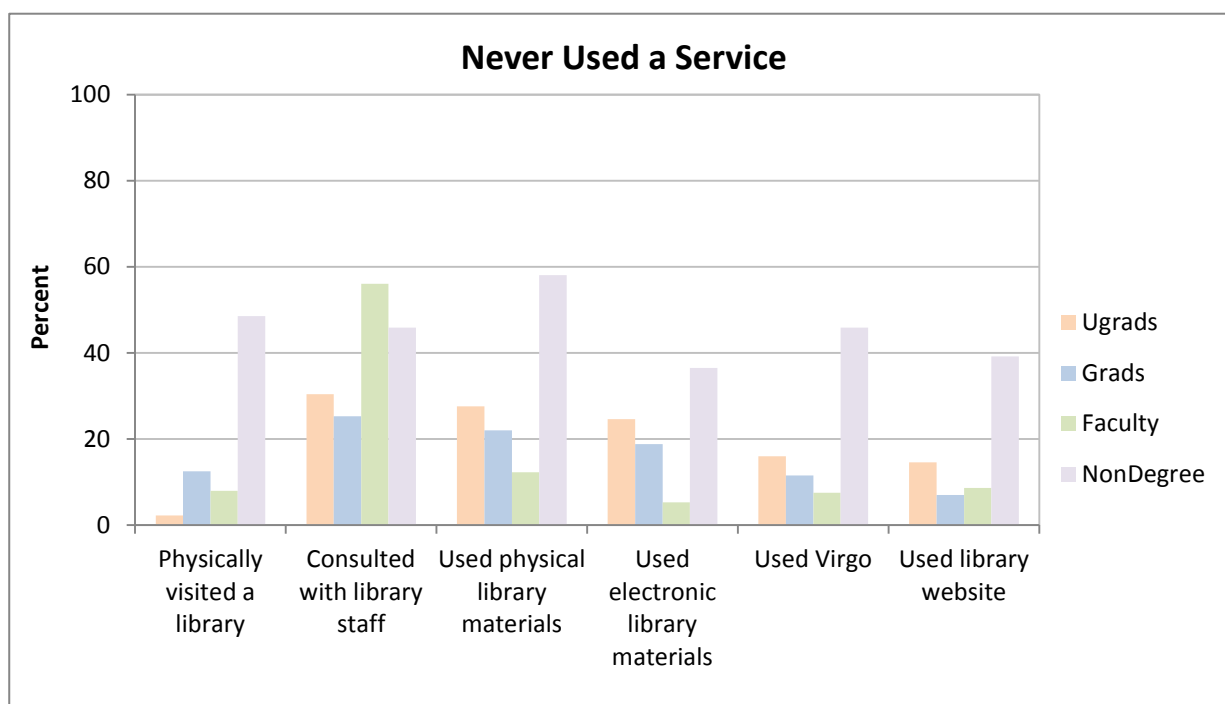


## Library Use

During the current academic year, how often have you:

*Responses are percents.*

Used never	Ugrads	Grads	Faculty	NonDegree
Physically visited a library	2.2	12.5	8.0	48.6
Consulted with library staff	30.4	25.3	56.1	45.9
Used physical library materials	27.6	22.0	12.3	58.1
Used electronic library materials	24.6	18.8	5.3	36.5
Used Virgo	16.0	11.5	7.5	45.9
Used library website	14.6	7.0	8.6	39.2

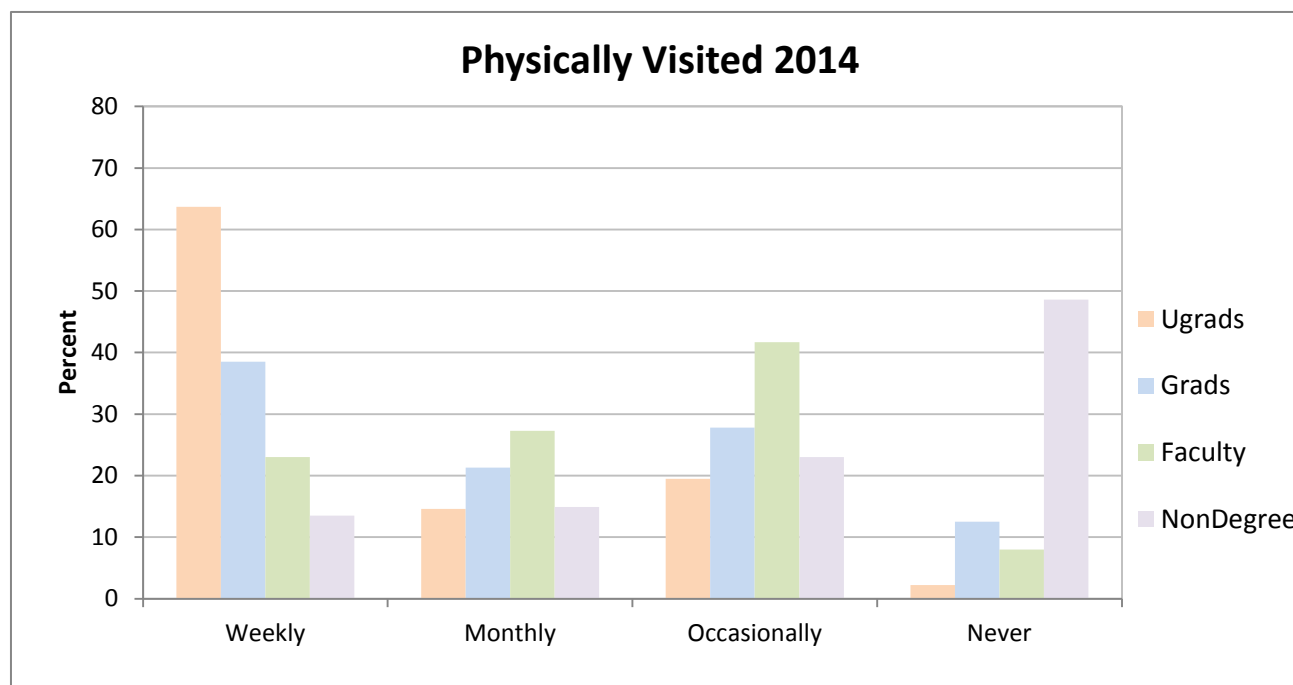


## Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

*Responses are percents.*

	Ugrads	Grads	Faculty	NonDegree
Weekly	63.7	38.5	23.0	13.5
Monthly	14.6	21.3	27.3	14.9
Occasionally	19.5	27.8	41.7	23.0
Never	2.2	12.5	8.0	48.6



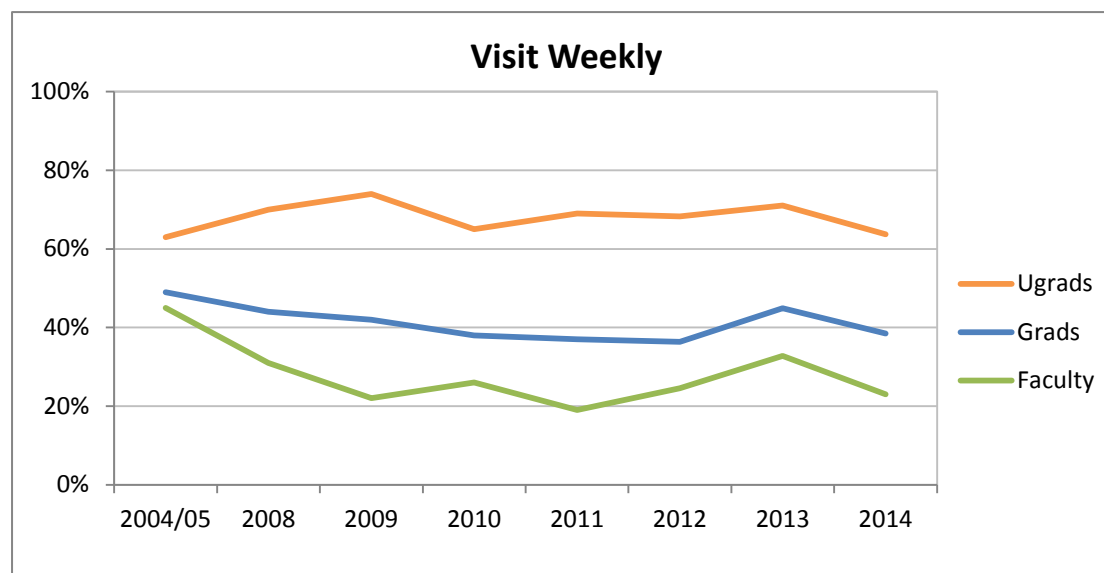
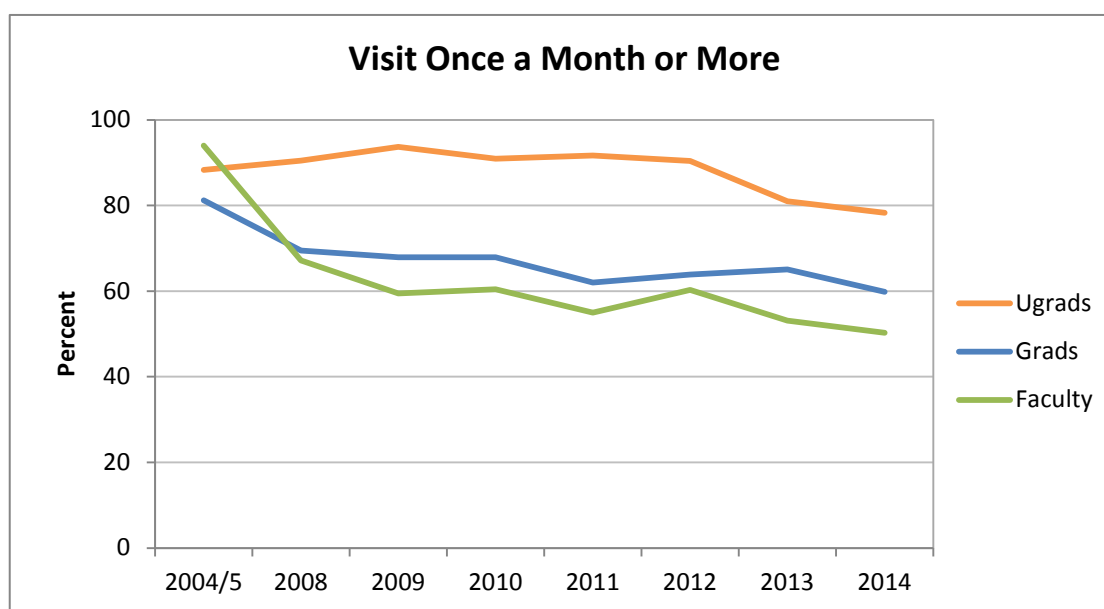
## Library Use: Physically Visited a Library

During the current academic year, how often have you physically visited a Library?

*Responses are percents.*

### Visit once a month or more

	2004/5	2008	2009	2010	2011	2012	2013	2014
Ugrads	88.3	90.5	93.7	90.9	91.7	90.4	81.0	78.3
Grads	81.2	69.5	67.9	67.9	62.0	63.9	65.1	59.8
Faculty	94.0	67.2	59.5	60.4	55.0	60.3	53.1	50.3

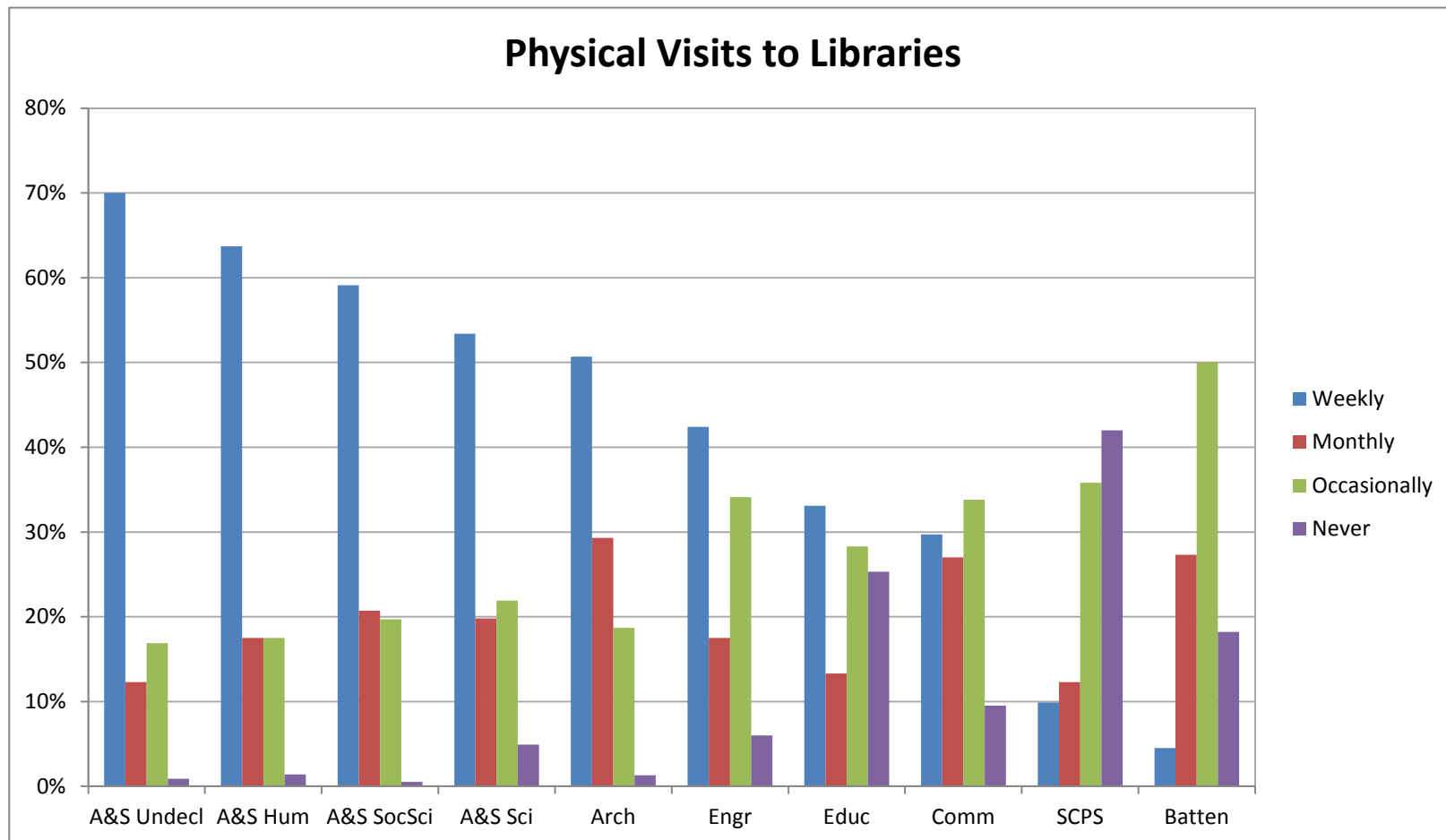


## Library Use: Physically Visited a Library

### By Discipline

During the current academic year, how often have you physically visited a library?

*Responses are number of respondents.*



## Regularly Used Libraries

Which Libraries do you use on a regular basis? Select all that apply.

*Responses are percents.*

Library	Ugrads	Grads	Faculty	NonDegree
Alderman	61.2	57.7	60.6	24.1
Astronomy	0.3	0.7	1.6	0.0
Brown Science/Engineering	60.1	28.5	28.7	5.1
Chemistry	5.3	4.4	5.3	2.5
Clemons	65.3	32.7	39.9	15.2
Darden	0.1	1.2	1.1	3.8
Education	1.1	11.8	4.8	0.0
Fiske Kimball Fine Arts	7.3	11.1	16.5	7.6
Health Sciences	6.3	3.4	4.8	11.4
Law	0.9	4.4	2.1	1.3
Math	0.5	3.2	5.9	0.0
Music	9.9	4.4	9.6	2.5
Online	39.3	64.9	68.1	40.5
Physics	2.5	5.2	4.8	0
Small Special Collections	4.0	3.9	8.5	5.1

The gradient greens show which facilities were chosen by each status from least often (lightest green) to most often (darkest green).

## Library Spaces & Facilities

How important are the following types of Library spaces and facilities? Also, please rate your satisfaction with the items below that you have used in the past year.

*Sorted by the difference (gap) between the means of importance and satisfaction. Mean = average of responses to a 1-5 rating scale.*

			↓	
<b>Ugrads: 1,408</b>	<b>Import</b>	<b>Satis</b>	<b>Gap</b>	<b>Viz</b>
Quiet spaces	4.71	4.13	-0.58	
Printers, scanners, and computers	4.33	3.76	-0.57	74.6%
Places to work alone	4.42	3.98	-0.44	
Places to work in groups	4.35	3.96	-0.39	
Rooms to reserve	4.10	3.75	-0.35	
Places to purchase food and drink	3.90	3.64	-0.26	
<b>Grads: 407</b>	<b>Import</b>	<b>Satis</b>	<b>Gap</b>	
Printers, scanners, and computers	4.29	3.61	-0.68	68.6%
Quiet spaces	4.52	3.94	-0.58	
Places to work alone	4.30	3.79	-0.51	
Rooms to reserve	3.80	3.82	0.02	
Places to work in groups	3.84	3.87	0.03	
Places to purchase food and drink	3.40	3.72	0.32	
<b>Faculty: 188</b>	<b>Import</b>	<b>Satis</b>	<b>Gap</b>	
Printers, scanners, and computers	3.88	3.78	-0.10	54.3%
Quiet spaces	3.99	3.98	-0.01	
Places to work alone	3.62	3.63	0.01	
Rooms to reserve	3.59	3.84	0.25	
Places to work in groups	3.29	3.85	0.56	
Places to purchase food and drink	2.98	4.04	1.06	



## Collection Access

Think about a recent time you needed Library materials for your work. How satisfied were you with the following?

*Sorted by the mean of satisfaction. Mean = average of responses to a 1-5 rating scale.*

↓

<b>Ugrads: 1,408</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.19	57.2%
Finding relevant materials	4.16	73.9%
Finding a good range of materials on my topic	4.12	71.5%
Ease of using materials	4.05	73.7%
Finding current, up-to-date materials	3.95	70.5%

<b>Grads: 407</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.38	71.5%
Finding relevant materials	4.20	89.4%
Finding a good range of materials on my topic	4.14	87.5%
Ease of using materials	4.10	89.2%
Finding current, up-to-date materials	3.97	87.0%

<b>Faculty: 188</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.65	78.2%
Finding relevant materials	4.30	93.6%
Ease of using materials	4.29	92.6%
Finding a good range of materials on my topic	4.18	92.0%
Finding current, up-to-date materials	4.13	92.0%

## Collection Access by Discipline

Think about a recent time you needed Library materials for your work. How  
Sorted by the mean of satisfaction. Mean = average of responses to a 1-5 rating scale.

	↓	
<b>Architecture: 76</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.26	81.6%
Finding relevant materials	4.23	92.1%
Finding a good range of materials on my topic	4.13	88.2%
Ease of using materials	3.94	90.8%
Finding current, up-to-date materials	3.81	88.2%
<b>A&amp;S Humanities: 294</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.36	83.3%
Finding relevant materials	4.28	94.2%
Ease of using materials	4.22	92.9%
Finding a good range of materials on my topic	4.19	92.9%
Finding current, up-to-date materials	4.01	91.8%
<b>A&amp;S Sciences: 333</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.33	61.6%
Finding relevant materials	4.15	78.1%
Finding a good range of materials on my topic	4.09	76.9%
Ease of using materials	4.08	78.1%
Finding current, up-to-date materials	3.97	76.3%
<b>A&amp;S Social Sciences: 195</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.27	70.3%
Finding a good range of materials on my topic	4.20	84.1%
Ease of using materials	4.20	88.2%
Finding relevant materials	4.19	88.2%
Finding current, up-to-date materials	3.95	84.1%
<b>A&amp;S Undeclared: 467</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.27	50.1%
Finding relevant materials	4.19	63.4%
Finding a good range of materials on my topic	4.15	60.8%
Ease of using materials	4.10	64.2%
Finding current, up-to-date materials	4.00	58.9%

## Collection Access by Discipline

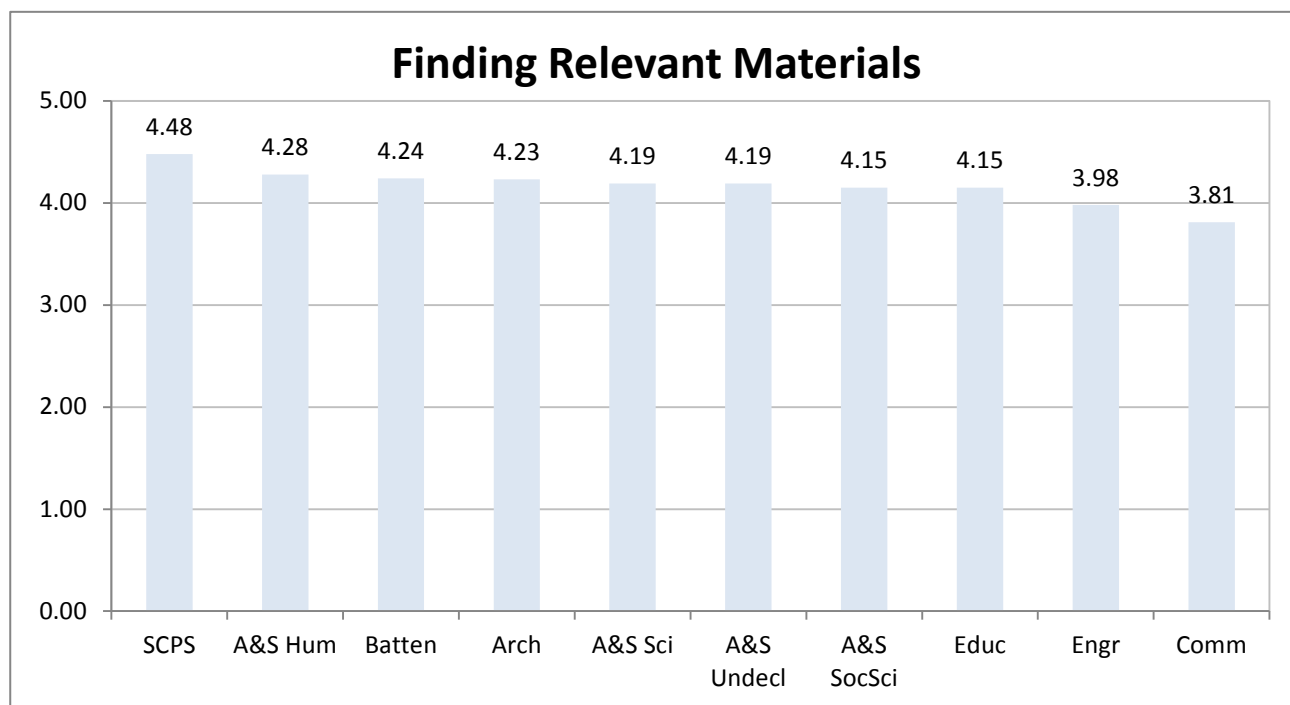
Think about a recent time you needed Library materials for your work. How  
Sorted by the mean of satisfaction. Mean = average of responses to a 1-5 rating scale.

	↓	
<b>Batten: 22</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.32	86.4%
Finding relevant materials	4.24	95.5%
Finding a good range of materials on my topic	4.10	95.5%
Ease of using materials	4.05	95.5%
Finding current, up-to-date materials	3.90	95.5%
<b>Commerce: 74</b>	<b>Satis</b>	<b>% Who Responded</b>
Finding relevant materials	3.81	79.7%
Finding a good range of materials on my topic	3.79	78.4%
Help from Library staff with finding or using materials	3.79	51.4%
Ease of using materials	3.72	78.4%
Finding current, up-to-date materials	3.69	78.4%
<b>Education: 173</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.38	54.3%
Finding a good range of materials on my topic	4.18	79.2%
Finding relevant materials	4.15	79.2%
Finding current, up-to-date materials	4.09	77.5%
Ease of using materials	3.99	80.3%
<b>Engineering: 357</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.22	55.5%
Finding relevant materials	4.07	76.5%
Finding a good range of materials on my topic	4.05	73.1%
Ease of using materials	3.98	74.8%
Finding current, up-to-date materials	3.92	72.8%
<b>SCPS: 83</b>	<b>Satis</b>	<b>% Who Responded</b>
Help from Library staff with finding or using materials	4.59	44.6%
Finding relevant materials	4.48	72.3%
Finding a good range of materials on my topic	4.43	69.9%
Finding current, up-to-date materials	4.32	71.1%
Ease of using materials	4.30	72.3%

## Finding Relevant Materials by Discipline

Think about a recent time you needed Library materials for your work. How satisfied were you with the following: Finding relevant materials?

*Sorted by the mean of satisfaction. Mean = average of responses to a 1-5 rating scale.*



## Obtaining Library Materials

How satisfied are you with the following ways to find or use Library materials?  
Sorted by the mean of satisfaction. Mean = average of responses to a 1-5 rating scale.



<b>Ugrads: 1,408</b>	<b>Satis</b>	<b>% Who Responded</b>
Consult with Library staff member	4.24	56.7%
Search for materials in VIRGO	4.18	78.0%
Use Library website	4.16	76.1%
Search for materials in databases	4.07	63.1%
Use LibGuides	3.98	45.2%
Use Interlibrary loan	3.89	20.0%
Access resources from Off-Grounds	3.84	39.4%

<b>Grads: 407</b>	<b>Satis</b>	<b>% Who Responded</b>
Consult with Library staff member	4.36	70.0%
Use Interlibrary loan	4.34	50.1%
Search for materials in databases	4.10	81.6%
Use Library website	4.04	87.7%
Access resources from Off-Grounds	4.01	67.3%
Search for materials in VIRGO	3.94	86.7%
Use LibGuides	3.91	27.5%

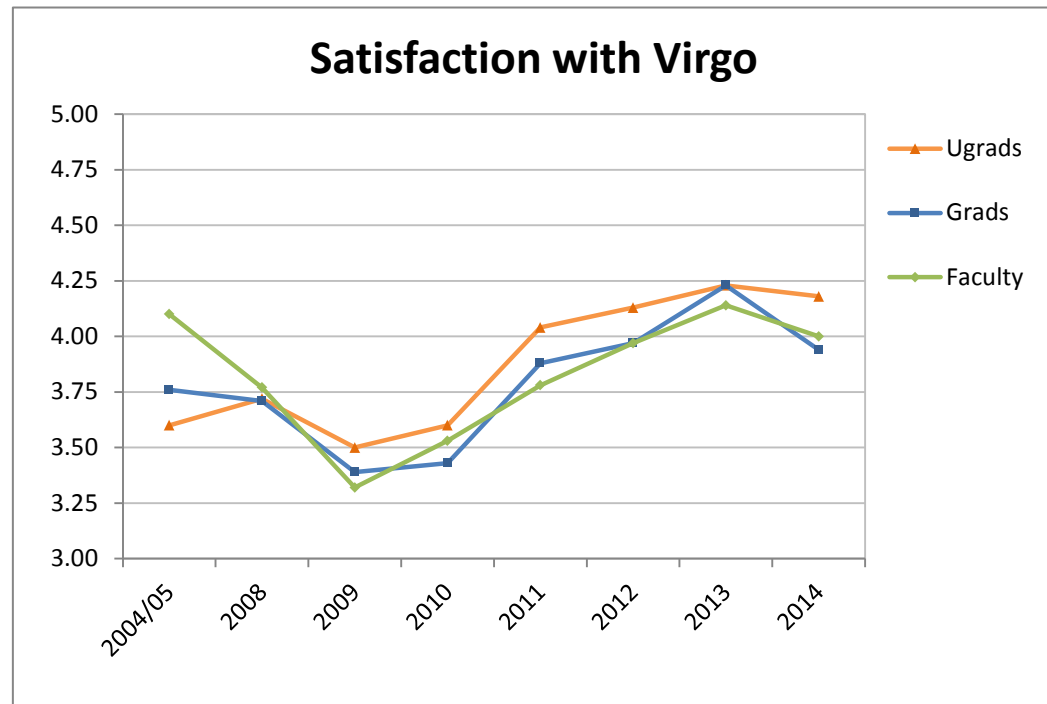
<b>Faculty: 188</b>	<b>Satis</b>	<b>% Who Responded</b>
Use Interlibrary loan or LEO	4.65	84.0%
Consult with Library staff member	4.65	83.0%
Search for materials in databases	4.26	82.4%
Use LibGuides	4.11	48.9%
Access resources from Off-Grounds	4.08	74.5%
Use Library website	4.03	88.8%
Search for materials in VIRGO	4.00	92.0%

## Satisfaction with, and Visibility of, Virgo: 2004-2014

Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides.

Trend for [VIRGO \(online catalog\)](#):

Satisfaction	Ugrads	Grads	Faculty
2004/05	3.60	3.76	4.10
2008	3.72	3.71	3.77
2009	3.50	3.39	3.32
2010	3.60	3.43	3.53
2011	4.04	3.88	3.78
2012	4.13	3.97	3.97
2013	4.23	4.23	4.14
2014	4.18	3.94	4.00

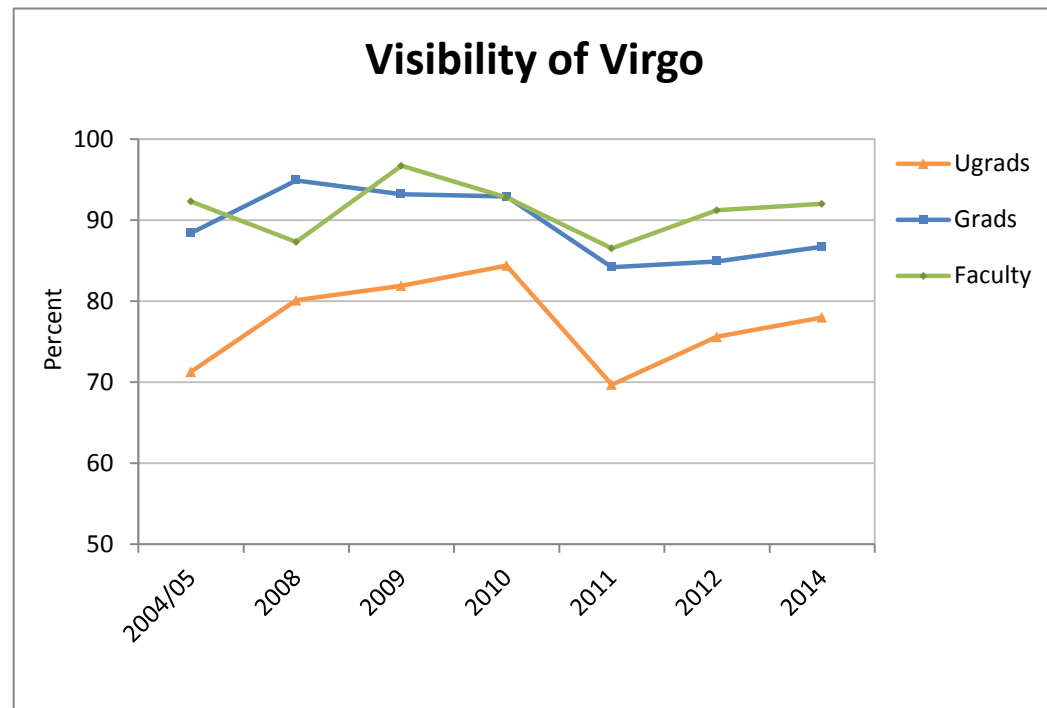


## Satisfaction with, and Visibility of, Virgo: 2004-2014

Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides.

Trend for [VIRGO \(online catalog\)](#):

Visibility	Ugrads	Grads	Faculty
2004/05	71.3	88.4	92.3
2008	80.1	94.9	87.3
2009	81.9	93.2	96.7
2010	84.4	92.9	92.8
2011	69.7	84.2	86.5
2012	75.6	84.9	91.2
2014	78.0	86.7	92.0



In the 2013 survey, this question was not contiguous with the website question causing an anomaly in the results. Because of that, data for 2013 are not displayed here.

Visibility is the percent of all survey respondents who answered this particular question, approximating the percent who were interested in or were familiar with the question.

## Satisfaction with, and Visibility of, Library Website: 2004-2014

Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides.

Trend for [Library Website](#):

Satisfaction	Ugrads	Grads	Faculty
2004/05	4.04	3.92	3.99
2008	3.52	3.53	3.59
2009	3.61	3.57	3.41
2010	4.03	3.76	3.86
2011	4.12	4.08	3.91
2012	4.17	4.12	4.03
2013	4.28	4.15	4.06
2014	4.16	4.04	4.03



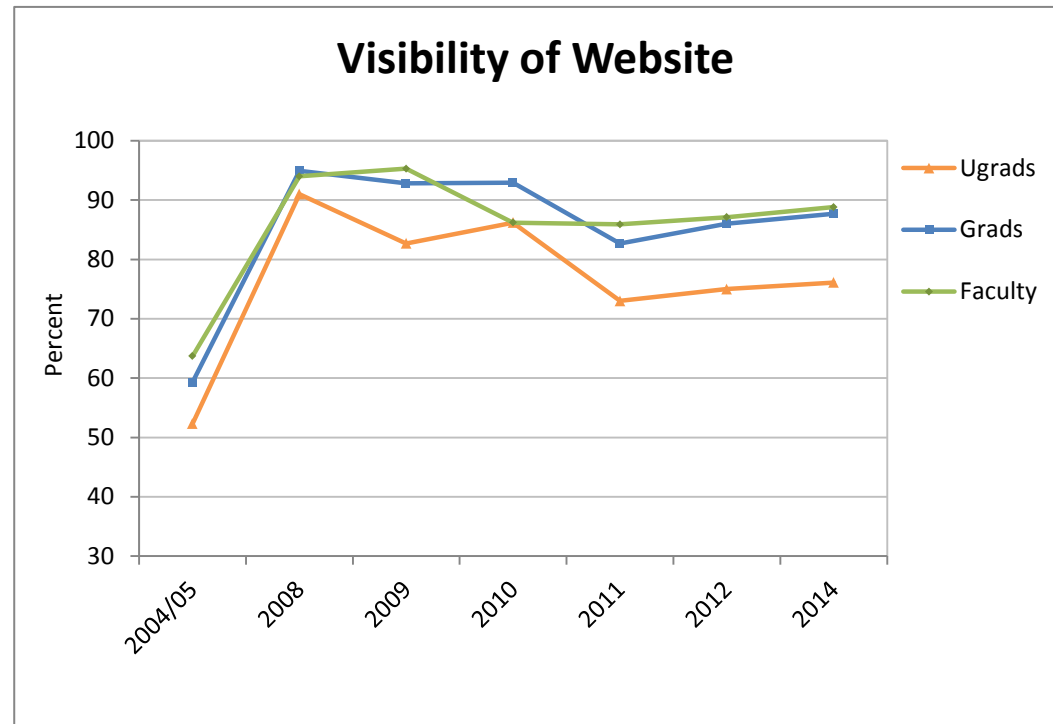


## Satisfaction with, and Visibility of, Library Website: 2004-2014

Please indicate your degree of satisfaction with, and the importance of, each of the following resources, facilities, or services that the Library provides.

Trend for [Library Website](#):

Visibility	Ugrads	Grads	Faculty
2004/05	52.3	59.3	63.7
2008	91.0	94.9	94.0
2009	82.7	92.8	95.3
2010	86.2	92.9	86.2
2011	73.0	82.7	85.9
2012	75.0	86.0	87.1
2014	76.1	87.7	88.8



In the 2013 survey, this question was not contiguous with the website question causing an anomaly in the results. Because of that, data for 2013 are not displayed here.

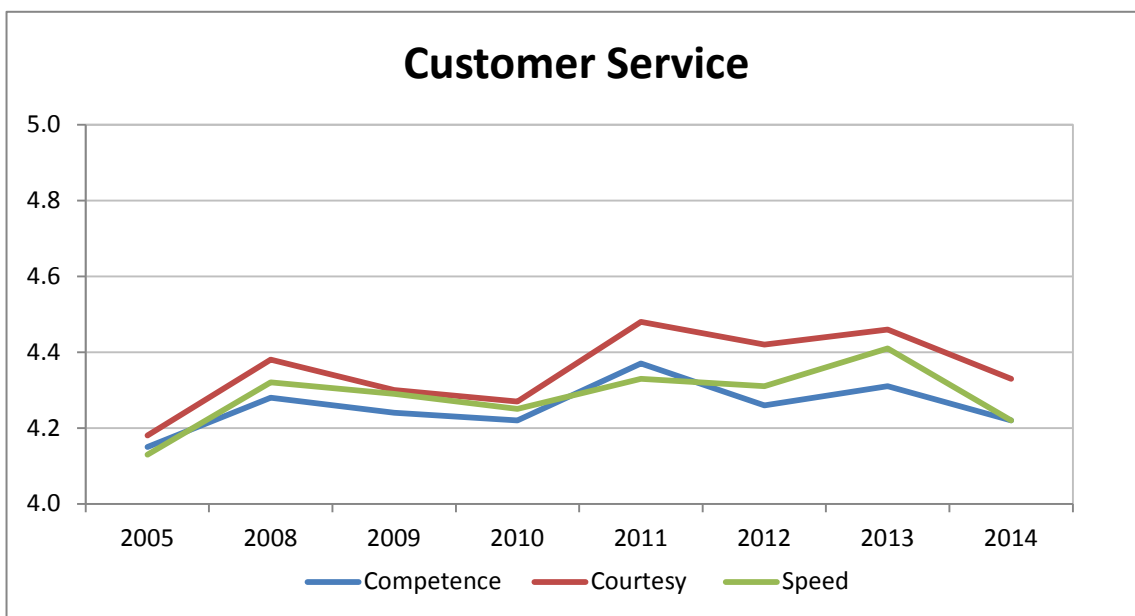
Visibility is the percent of all survey respondents who answered this particular question, approximating the percent who were interested in or were familiar with the question.

## Customer Service

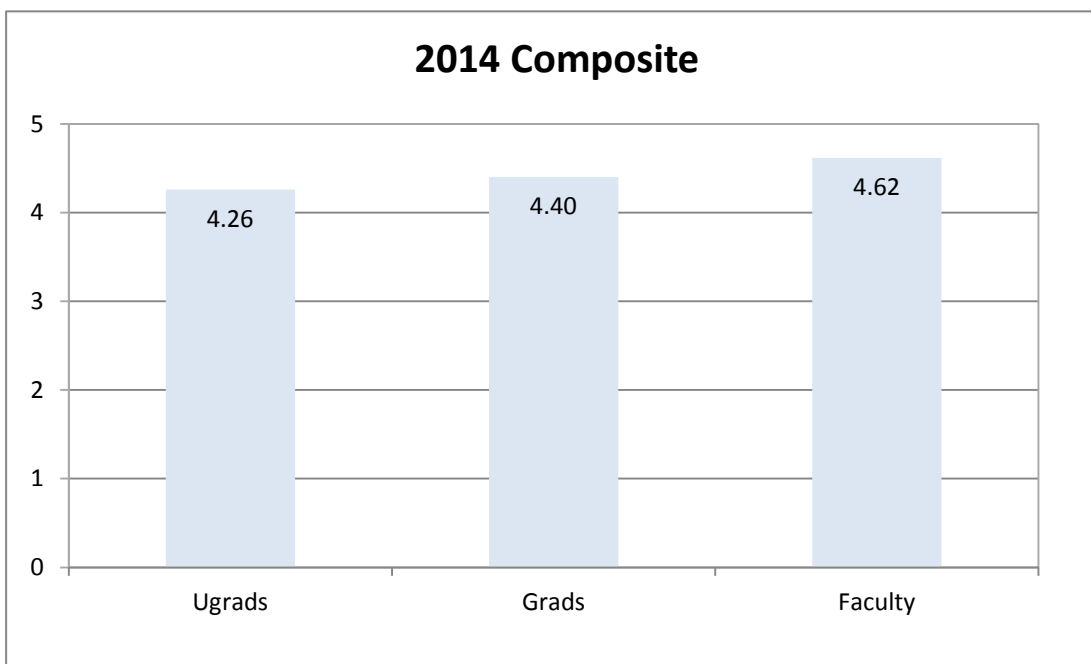
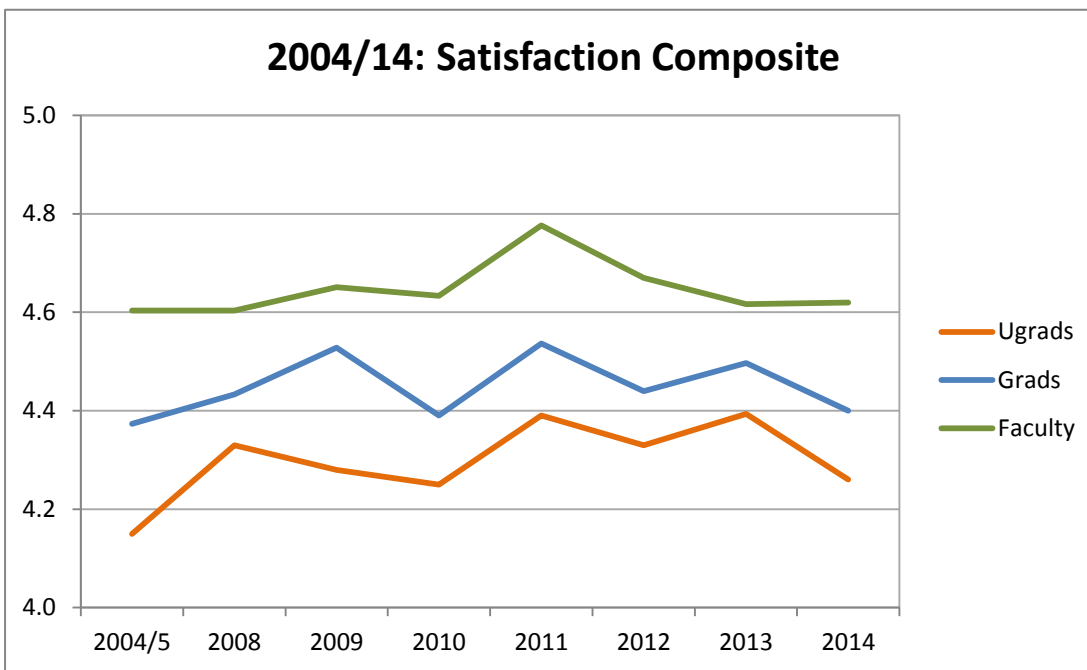
How satisfied are you with the following aspects of customer service when using the Library?

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

	Ugrads		Grads		Faculty	
	Satis	% Who Responded	Satis	% Who Responded	Satis	% Who Responded
Competence	4.22	87.7%	4.29	91.2%	4.54	94.7%
Courtesy	4.33	87.3%	4.49	91.4%	4.71	94.7%
Speed	4.22	87.6%	4.41	91.4%	4.61	94.7%
Composite	4.26	87.5%	4.40	91.3%	4.62	94.7%



## Customer Service



## Interest in Library Services

Please rate your level of interest in using Library services to:

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



<b>Ugrads: 1,407</b>	<b>Interest</b>	<b>% Who Responded</b>
Help with starting and conducting research	3.38	72.1%
Training in how to use archives or other primary sources	3.28	72.4%
Training in tools for analyzing or manipulating digital content (geographic data, images, video, etc.)	3.24	69.9%
Training in tools for conducting research (e.g., Virgo, Zotero, GoogleScholar)	3.21	72.5%
Help with incorporating digital content and technologies into your assignments	3.16	70.6%
Help with finding and/or working with data sets	3.15	69.4%

<b>Grads: 407</b>	<b>Interest</b>	<b>% Who Responded</b>
Improve your research efficiency through tools such as Virgo, Zotero, and GoogleScholar	4.30	86.5%
Improve your exposure and access to new material in your field	4.27	87.0%
If you teach, improve the research skills of your students	4.10	58.2%
Learn how to maximize the use of archives or other primary sources	3.86	83.0%
Incorporate digital content and technologies into your courses	3.82	77.9%
Gain expertise in using or creating tools for analyzing or manipulating digital content	3.70	80.1%
Create, manage, and/or share data sets	3.55	79.9%

<b>Faculty: 188</b>	<b>Interest</b>	<b>% Who Responded</b>
Improve your exposure and access to new material in your field	4.26	91.0%
Improve your research efficiency through tools such as Virgo, Zotero, and GoogleScholar	4.24	91.5%
If you teach, improve the research skills of your students	4.22	87.2%
Incorporate digital content and technologies into your courses	3.85	86.2%
Learn how to maximize the use of archives or other primary sources	3.59	88.3%
Gain expertise in using or creating tools for analyzing or manipulating digital content	3.52	85.1%
Create, manage, and/or share data sets	3.00	78.2%

## Library Contributions to Academic Work

Please rate how the University Library contributes to your academic work.

*Sorted by mean.*



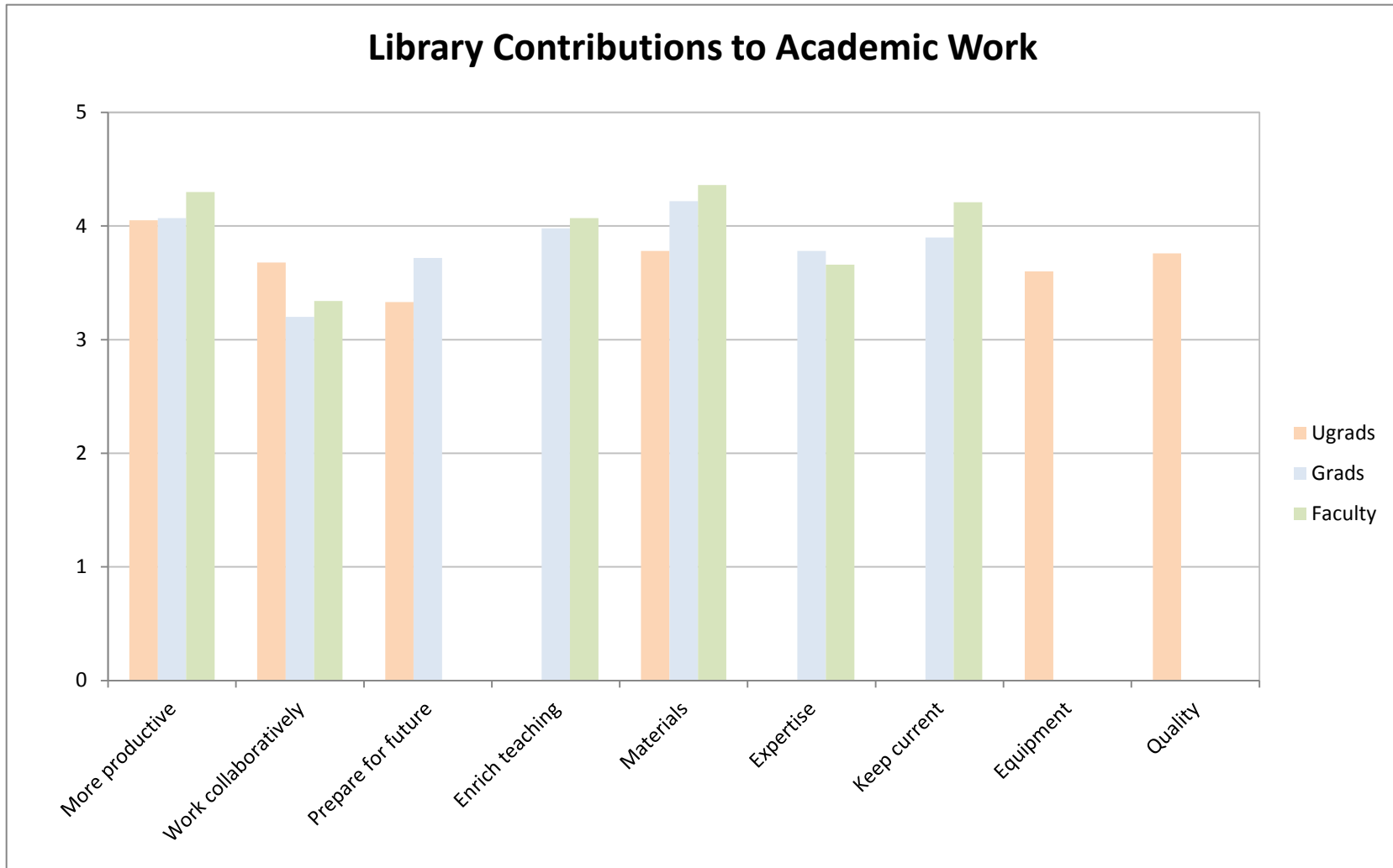
<b>Ugrads: 1,408</b>	<b>Mean</b>	<b>% Who Responded</b>
Helps me study and work more efficiently	4.05	83.9%
Provides access to materials I need for my work	3.78	83.8%
Improves the quality of my academic work	3.76	83.8%
Helps me work collaboratively	3.68	83.2%
Provides access to the equipment/technology I need	3.60	83.5%
Prepares me for future graduate school or a career	3.33	83.3%

<b>Grads: 407</b>	<b>Mean</b>	<b>% Who Responded</b>
Contributes materials valuable to my work	4.22	89.2%
Allows me to be more productive	4.07	88.7%
Enriches my teaching and/or learning	3.98	88.5%
Allows me to keep current in my field	3.90	89.2%
Contributes expertise valuable to my work	3.78	88.5%
Prepares me for further education or a career	3.72	88.0%
Helps me work collaboratively with colleagues	3.20	88.0%

<b>Faculty: 188</b>	<b>Mean</b>	<b>% Who Responded</b>
Contributes materials valuable to my work	4.36	94.1%
Allows me to be more productive	4.30	95.2%
Allows me to keep current in my field	4.21	94.7%
Enriches my teaching	4.07	93.6%
Contributes expertise valuable to my work	3.66	94.7%
Helps me work collaboratively with students or colleagues	3.34	93.6%

## Library Contributions to Academic Work

Please rate how the University Library contributes to your academic work.

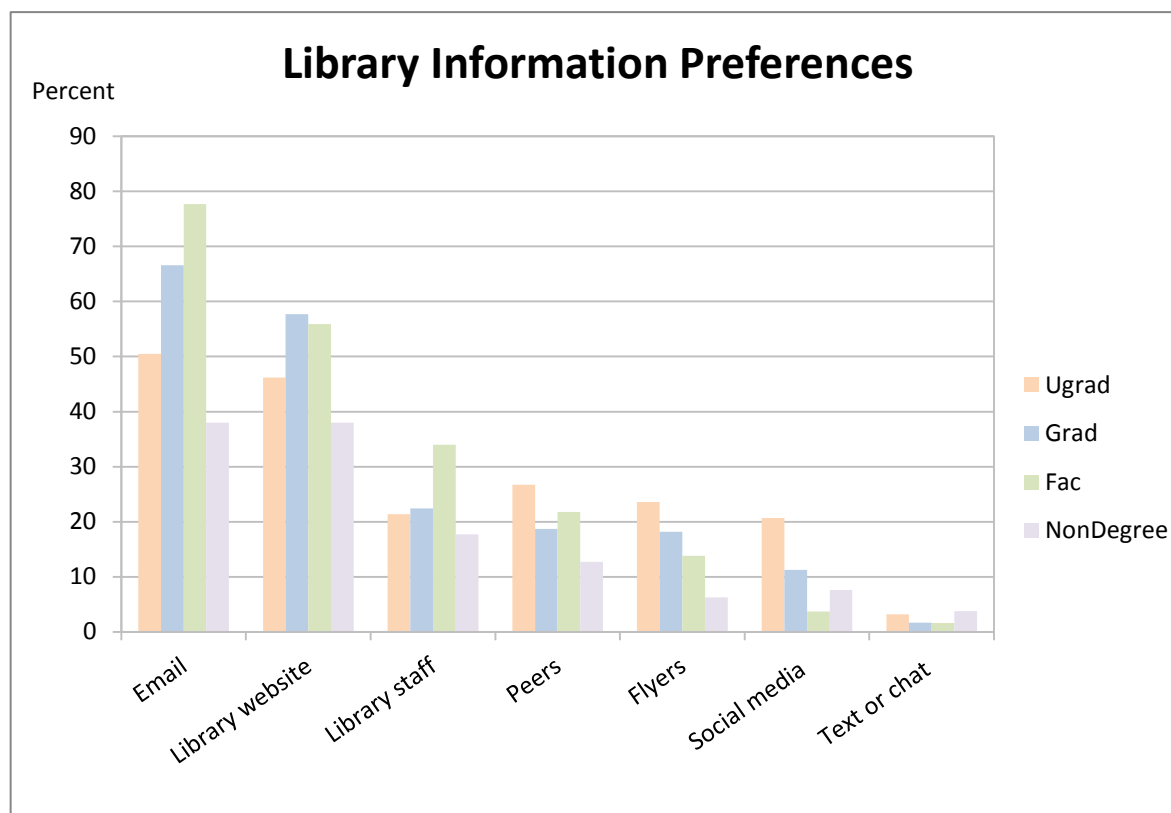


## Getting Information about the Library

How do you prefer to learn about Library services and resources? Check all that apply.

*Responses are percents. Sorted by Grad scores.*

	↓			
	Ugrad	Grad	Fac	NonDegree
Email	50.5	66.6	77.7	38.0
Library website	46.2	57.7	55.9	38.0
Library staff	21.4	22.4	34.0	17.7
Peers	26.7	18.7	21.8	12.7
Flyers	23.6	18.2	13.8	6.3
Social media	20.7	11.3	3.7	7.6
Text or chat	3.2	1.7	1.6	3.8

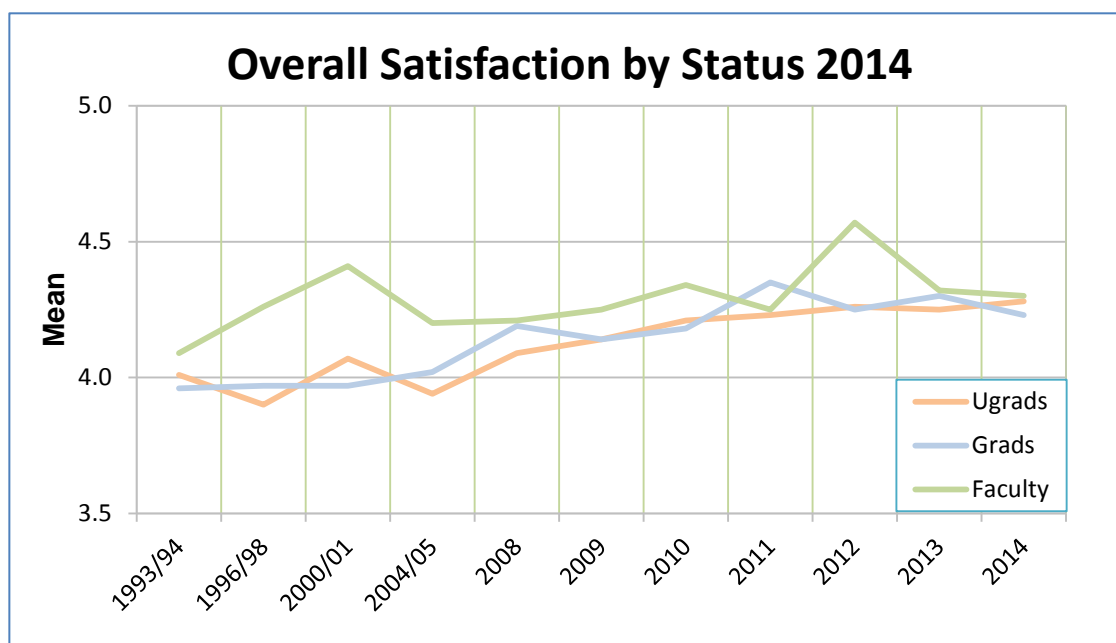


## Overall Satisfaction

Please rate your overall satisfaction with the University Library system.

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

	Ugrads	Grads	Faculty
Satisfaction (mean)	4.28	4.23	4.30
Respondents (number)	1,175	363	179





# Overall Satisfaction by Discipline

Please rate your overall satisfaction with the University Library system.  
 Responses are means, or the average of responses to a 1-5 rating scale.

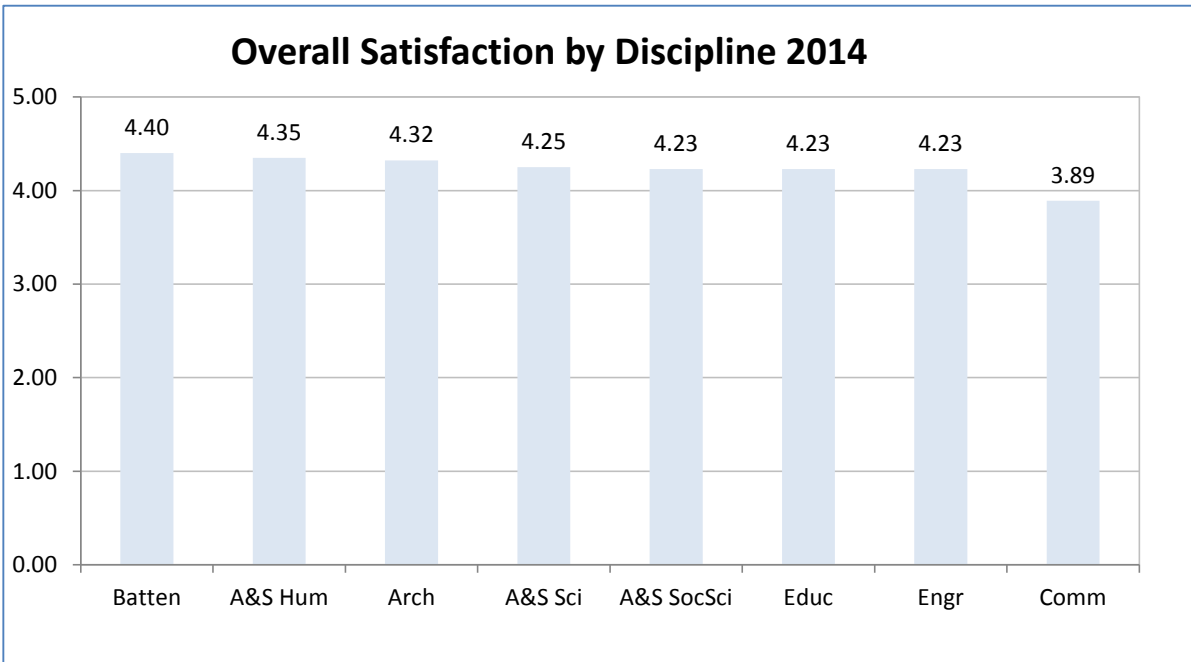
**School →**

Status ↓	Architecture		Batten		Commerce		Education		Engineering		SCPS	
	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#
Ugrads	4.37	35	4.44	9	3.82	50	4.33	24	4.25	212	4.52	31
Grads	4.40	20	4.56	9	4.08	13	4.19	95	4.21	61	--	--
Faculty	4.00	11	*	*	*	*	4.43	14	4.16	25	--	--
Non-Degree	--	--	--	--	--	--	4.08	12	--	--	4.28	29

\*Too few respondents to report results.

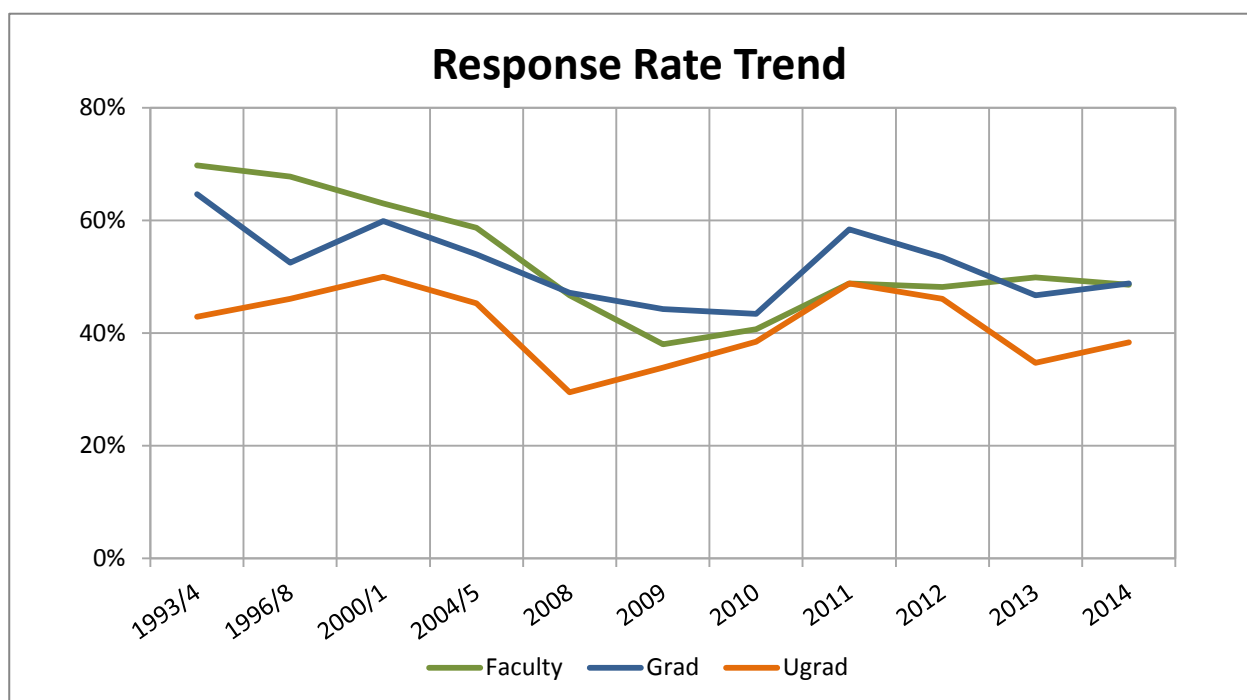
**Arts and Sciences →**

Status ↓	Overall		Humanities		Sciences		Social Sciences		Undeclared	
	Mean	#	Mean	#	Mean	#	Mean	#	Mean	#
Ugrads	4.29	814	4.29	127	4.29	192	4.24	107	4.31	388
Grads	4.23	165	4.31	74	4.24	54	4.05	37	--	--
Faculty	4.35	236	4.50	66	4.06	36	4.48	21	3.67	3.00
Non-Degree	4.80	5	--	--	--	--	--	--	--	--



## Response Rates

Sample	Sample Size	Respondents	Response Rate	% of Total	2013 Response Rates	Change from 2013
Ugrads	3,670	1,408	38.4%	67.6%	34.7%	0.04
Grads	834	407	48.8%	19.5%	46.7%	0.02
Faculty	387	188	48.6%	9.0%	49.9%	-0.01
NonDegree*	314	79	25.2%	3.8%		
Total	5,205	2,082	40.0%	100.0%	41.7%	-0.02



\*"NonDegree" is primarily students (mostly undergraduates) from the School of Education and the School of Continuing and Professional Studies.

## Demographics

Numbers are percent of respondents in each category.

<b>Year</b>	<b>Ugrads: 1,408</b>
1st year	25.5
2nd year	22.2
3rd year	27.6
4th year	24.8

<b>Rank</b>	<b>Faculty: 188</b>
Lecturer	12.2
Instructor	1.1
Assistant	18.6
Associate	29.3
Professor	38.8

<b>Program</b>	<b>Grads: 407</b>
Masters	38.6
Doctoral	61.4

<b>School</b>	<b>Ugrads: 1,408</b>	<b>Grads: 407</b>	<b>Faculty: 188</b>	<b>NonDegree: 79</b>
Architecture	2.8	5.7	6.9	0.0
Arts & Sciences	69.4	44.7	69.1	10.1
Batten	0.6	2.7	1.1	0.0
Commerce	4.1	3.7	0.5	0.0
Education	2.0	26.0	7.4	31.6
Engineering	18.4	17.2	14.4	1.3
SCPS	2.6	n/a	0.5	57.0

<b>Arts &amp; Sciences</b>	<b>Ugrads: 977</b>	<b>Grads: 182</b>	<b>Faculty: 130</b>
Humanities	15.4	42.9	50.8
Sciences	23.4	35.2	30.8
Social Sciences	13.7	22.0	16.2
Undeclared	47.5	n/a	2.3

The demographics of the respondents parallel the demographics of the University at large. The undergraduate respondents are divided into four roughly equal classes, with a high of 28% third year students, and a low of 22% second years. Doctoral students constitute 61% of graduate students, while 39% are seeking a masters degree.

Similarly faculty respondents closely track the University as a whole. Instructors (1%) and full professors (39%) responded in almost exact proportion to the University data, while lecturers were slightly overrepresented in the survey, and assistant and associate professors were slightly underrepresented. Faculty representation by school was generally on target, except for Commerce faculty whose very low response rate resulted in underrepresentation.

## Demographics

Numbers are percent of respondents in each category.

<b>Gender</b>	<b>Ugrads: 1,408</b>	<b>Grads: 224</b>	<b>Faculty: 177</b>	<b>NonDegree: 79</b>
Female	62.1	55.5	35.1	70.9
Male	37.9	44.5	64.9	29.1

<b>Race/Ethnicity</b>	<b>Ugrads: 1,408</b>	<b>Grads: 407</b>	<b>Faculty: 188</b>	<b>NonDegree: 79</b>
African-American	5.0	4.9	3.2	11.4
Asian	12.9	3.4	5.9	3.8
Hispanic	4.8	2.0	2.7	3.8
Multi-race	4.2	1.2	1.1	3.8
Native American	0.1	0.0	0.0	0.0
Non-Resident Alien	6.0	23.3	0.0	12.7
Unclassified	5.3	4.9	0.0	1.3
White	61.8	60.2	87.2	63.3

<b>Other Data</b>	<b>Ugrads: 1,408</b>	<b>Grads: 407</b>	<b>Faculty: 188</b>	<b>NonDegree: 79</b>
Full time	96.9	92.6	94.1	12.7
Part time	3.1	7.4	5.9	87.3
On Grounds	97.6	94.6	n/a	38.0
Off Grounds	2.4	5.4	n/a	62.0

## Devices Used by Survey Respondents

	<b>Total</b>	<b>Windows</b>	<b>Apple</b>	<b>Android</b>	<b>Other</b>
Desktop/Laptop	85%	47%	52%	--	1%
Smartphone	12%	0%	81%	18%	1%
Tablet	3%	18%	75%	4%	3%