Please give us your feedback on how well the University of Illinois Library serves YOU. Do our facilities, collections, staff, and services meet YOUR needs? This survey offers you the opportunity to tell us what you like and do not like about the University of Illinois Library, what we can improve, and what you would like to see in the future. Your responses will be anonymous. When you submit the survey, you will be given the opportunity to enter a drawing for a $150 gift certificate from a local bookstore. Thank you for your help!

Please indicate your primary location as a patron of the University of Illinois Library:

University of Illinois at Urbana-Champaign campus  1289/97.3
Distance educator/learner       24/1.8

Please indicate your academic status at the University of Illinois:

Faculty       71/5.4
Staff (Academic Professional)       72/5.4
Staff (Civil Service)       21/1.6
Graduate Student       451/34.0
Undergraduate Student       653/49.3
Other:       43/3.2
Not affiliated with the University of Illinois at Urbana-Champaign       11/.8

Please indicate your primary affiliation at the University of Illinois:

Agricultural, Consumer & Environmental Sciences 109/8.2  Law  18/1.4
Applied Life Studies       75/5.7  Liberal Arts & Sciences 458/34.6
(select academic unit below)
Aviation       2/.2
Commerce & Business Administration       114/8.6
Communications       41/3.1
Education       81/6.1
Engineering       146/11.0
Fine & Applied Arts       102/7.7
Labor & Industrial Relations       2/.2
Library and Information Science       45/3.7
Medicine       3/.2
Social Work       9/.7
Veterinary Medicine       8/.6
Other:       91/6.9

Part One: University of Illinois Library Use

1.1 During this semester, how often have you:

Visited any University of Illinois libraries in person

More than weekly  Weekly  Monthly  Less than monthly
149/11.2  305/23.0  363/27.4  499/37.7
Used **campus computer** to find Library resources

<table>
<thead>
<tr>
<th></th>
<th>More than weekly</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less than monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>236/17.8</td>
<td>374/28.2</td>
<td>342/25.8</td>
<td>362/27.3</td>
</tr>
</tbody>
</table>

Used **home computer** to find Library resources

<table>
<thead>
<tr>
<th></th>
<th>More than weekly</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less than monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>608/45.9</td>
<td>270/20.4</td>
<td>241/18.2</td>
<td>178/13.4</td>
</tr>
</tbody>
</table>

Used **web or email** to contact Library staff

<table>
<thead>
<tr>
<th></th>
<th>More than weekly</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less than monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1113/84.0</td>
<td>100/7.5</td>
<td>38/2.9</td>
<td>51/3.8</td>
</tr>
</tbody>
</table>

Used **telephone** to contact Library staff

<table>
<thead>
<tr>
<th></th>
<th>More than weekly</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less than monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1064/80.3</td>
<td>188/14.2</td>
<td>36/2.7</td>
<td>19/1.4</td>
</tr>
</tbody>
</table>

1.2 During this semester, which of the libraries at the University of Illinois have you visited, accessed by computer, or telephoned? [Check all that apply]

- Africana 24/1.8
- Afro-Americana 38/2.9
- Agriculture (ACES) 211/15.9
- Applied Life Studies 184/13.9
- Architecture & Art 115/8.7
- Asian 56/4.2
- Beckman 89/6.7
- Biology 266/20.1
- Bookstacks/Central Circulation 524/39.5
- Center for Children’s Books 36/2.7
- Chemistry 157/11.8
- City Planning & Landscape Arch. 69/5.2
- Classics 74/5.6
- Commerce 311/23.5
- Communications 142/10.7
- Documents 107/8.1
- Education and Social Science 518/39.1
- English 169/12.8
- Extramural 4/3
- Geological Survey 22/1.7
- Geology 69/5.2
- Grainger Engineering Library 409/30.9
- Health Sciences 87/6.6
- History & Philosophy 156/11.8
- Illini Union Browsing Room 87/6.6
- Information Desk (Main Library) 513/38.7
- Labor & Industrial Relations 31/2.3
- Latin American 19/1.4
- Law 153/11.5
- Library & Information Science 108/8.2
- Map & Geography 109/8.2
- Mathematics 100/7.5
- Modern Languages & Linguistics 124/9.4
- Music 155/11.7
- Natural History Survey 63/4.8
- Newspaper 159/12.0
- Physics & Astronomy 85/6.4
- Psychology 88/6.6
- Rare Book & Special Collections 89/6.7
- Reference Room 199/15.0
- Residence Hall Libraries 97/7.3
- Slavic & East European 27/2.0
1.3 During this semester, which one University of Illinois library did you use most often? [Check one only]

- Africana 3/.2
- Afro-Americana 1/.1
- Agriculture (ACES) 39/2.9
- Applied Life Studies 39/2.9
- Architecture & Art 14/1.1
- Asian 3/.2
- Beckman 10/.8
- Biology 62/4.7
- Bookstacks/Central Circulation 116/8.8
- Center for Children’s Books 0
- Chemistry 25/1.9
- City Planning & Landscape Arch. 17/1.3
- Classics 9/.7
- Commerce 56/4.2
- Communications 25/1.9
- Documents 6/.5
- Education and Social Science 158/11.9
- English 21/1.6
- Extramural 0
- Geological Survey
- Geology 11/.8
- Grainger Engineering Library 125/9.4
- Health Sciences 14/1.1
- History & Philosophy 9/.7
- Illini Union Browsing Room 4/.3
- Illinois Historical Survey 0
- Information Desk (Main Library) 37/2.8
- Labor & Industrial Relations 0
- Latin American 0
- Law 17/1.3
- Library & Information Science 29/2.2
- Map & Geography 2/.2
- Mathematics 14/1.1
- Modern Languages & Linguistics 16/1.2
- Music 62/4.7
- Natural History Survey 24/1.8
- Newspaper 7/.5
- Physics & Astronomy 25/1.9
- Psychology 10/.8
- Rare Book & Special Collections 2/.2
- Reference Room 14/1.1
- Residence Hall Libraries 6/.5
- Slavic & East European 3/.2
- Sousa Collection 0
- Undergraduate 239/18.0
- University Archives 2/.2
- University High School 12/.9
- Veterinary Medicine 11/.8
- Waste Mgt. & Research Center 3/.2
- Water Survey 0
- Women’s Studies/WID 0
- Other: 9/.7
Part Two: University of Illinois Library: Recent Changes

The online catalog (ILLINET Online) is part of the University Library’s suite of electronic resources. The online catalog allows you to find books, journals, and other materials in the UIUC libraries and other Illinois libraries.

2.1 The library launched a new online catalog system last August. How did you learn about it? (Check all that apply.)

- Library web page 660/49.8
- Brochure picked up in a library 118/8.9
- Brochure received through campus mail 76/5.7
- Email 218/16.5
- Print news media (Daily Illini, Inside Illinois, News-Gazette, etc.) 117/8.8
- Broadcast news media (local radio, TV) 9/.7
- Workshop 65/4.9
- Presentation in class 96/7.2
- Online tutorial 44/3.3
- From a library staff member 285/21.5
- From a friend or colleague 154/11.6
- Discovered it on my own 395/29.8
- Other: 70/5.3

2.2 Which version of the online catalog (ILLINET Online) do you use most often:

- Telnet interface 978/73.8
- Web interface (still under construction) 191/14.4
- Don’t know 143/10.8

2.3 Please indicate your satisfaction with the following aspects of the new online catalog:

<table>
<thead>
<tr>
<th>Accessing the online catalog</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of logging in with 14-digit ID number</td>
<td>234/17.7, 225/17.0, 203/15.3, 199/15.0, 221/16.7, 229.17.3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of connecting from home, office, or dorm</td>
<td>57/4.3, 101/7.6, 173/13.1, 301/22.7, 397/30.0, 281/21.2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Searching the online catalog  
Finding books  1 2 3 4 5  
84/6.3, 143/10.8, 270/20.4, 427/32.2, 310/23.4, 76/5.7  
Finding journals  1 2 3 4 5  
158/11.9, 203/15.3, 291/22.0, 340/25.7, 216/16.3, 103/7.8  
Using advanced search features  1 2 3 4 5  
(Boolean logic, Limiting, etc.) 117/8.8, 127/9.6, 201/15.2, 201/15.2, 95/7.2, 558/42.1  
Requesting materials through online catalog  
Procedure for requesting materials owned by UIUC or other Illinois libraries  1 2 3 4 5  
75/5.7, 83/6.3, 178/13.4, 294/22.2, 276/20.8, 398/30.0  
Procedure for requesting office delivery of materials  1 2 3 4 5  
83/6.3, 63/4.8, 132/10.0, 177/13.4, 183/13.8, 658/49.7  
Using results of online catalog services  
Sorting search results  1 2 3 4 5  
90/6.8, 130/9.8, 269/20.3, 348/26.3, 231/17.4, 237/17.9  
Printing search results  1 2 3 4 5  
143/10.8, 113/8.5, 187/14.1, 251/18.9, 225/17.0, 378/28.5  
Emailing search results  1 2 3 4 5  
55/4.2, 59/4.5, 124/9.4, 297/22.4, 357/26.9, 409/30.9  
Downloading search results  1 2 3 4 5  
56/4.2, 76/5.7, 173/13.1, 206/15.5, 164/12.4, 614/46.3  
Using other features of the online catalog  
Viewing your own borrower account  1 2 3 4 5  
Renewing books  1 2 3 4 5  
Online help  1 2 3 4 5  
88/6.6, 92/6.9, 188/14.2, 124/9.4, 97/7.3, 703/53.1  
Online suggestions box  1 2 3 4 5  
52/3.9, 35/2.6, 134/10.1, 86/6.5, 70/5.3, 906/68.4  

2.4 Comments on the online catalog (ILLINET Online):  

(Please limit to 125 words or less)
2.5 The University Library and University Graphic Services have cooperated this semester to provide laser printing services in the library on an experimental basis, at the cost of 10 cents per page. How satisfied are you with:

<table>
<thead>
<tr>
<th></th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Have not tried</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of printouts</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>15/1.1, 12/9, 61/4.6, 153/11.5, 261/19.7, 793/59.8</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Ease of printing</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>41/3.1, 49/3.7, 96/7.2, 144/10.9, 180/13.6, 780/58.9</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Cost</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>190/14.3, 128/9.7, 119/9.0, 66/5.0, 78/5.9, 708/53.4</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
</tbody>
</table>

2.6 Comments on laser printing:

(Please limit to 125 words or less.)

---

Part Three: University of Illinois Library Collections and Services

3.1 The University of Illinois Library provides many forms of information and tools for finding information. For each of the following items, please indicate both the IMPORTANCE of the material to your work and your SATISFACTION with the material provided by the library.

<table>
<thead>
<tr>
<th></th>
<th>Importance low-------high</th>
<th>Satisfaction low-------high</th>
<th>Cannot Evaluate/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Magazines and journals</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Newspapers</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Government Documents</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Videos</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>CD-ROMS</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Card catalog</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>
### 3.2 The people of the University of Illinois Library want to provide you with the best possible assistance. For each of the following items, please indicate both the IMPORTANCE of the assistance to you and your SATISFACTION with the assistance provided by library personnel.

<table>
<thead>
<tr>
<th>Service</th>
<th>Importance</th>
<th>Satisfaction</th>
<th>Cannot Evaluate/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILLINET online catalog</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Electronic full-text articles</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Course reserves</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Electronic course reserves</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Print indexes</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Electronic indexes</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Internet access</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

### 3.3 The University of Illinois Library provides many types of services. For each of the following items, please indicate both the IMPORTANCE of the service to you and your SATISFACTION with the service provided by the library.

<table>
<thead>
<tr>
<th>Service</th>
<th>Importance</th>
<th>Satisfaction</th>
<th>Cannot Evaluate/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treat patrons courteously</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Provide prompt service</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Know about print resources</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Know about electronic resources</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Solve computer problems</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

| Library open at convenient hours       | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Reference staff available at convenient hours | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Library materials shelved accurately   | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Campus delivery of library materials   | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Interlibrary loan services             | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Library web pages                      | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Email reference assistance             | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Length of loan periods                 | 1 2 3 4 5    | 1 2 3 4 5    |                    |
| Fairness of library fines              | 1 2 3 4 5    | 1 2 3 4 5    |                    |
Personal safety in library 1 2 3 4 5 1 2 3 4 5
Departmental libraries convenient to offices and classrooms 1 2 3 4 5 1 2 3 4 5
Subject-expert librarians available in departmental libraries 1 2 3 4 5 1 2 3 4 5
Subject-focused collections in departmental libraries 1 2 3 4 5 1 2 3 4 5

3.4 The University of Illinois Library provides many types of facilities and equipment. For each of the following items, please indicate both the IMPORTANCE of the facilities/equipment to you and your SATISFACTION with the facilities/equipment provided by the library.

<table>
<thead>
<tr>
<th>Item</th>
<th>Importance low--------high</th>
<th>Satisfaction low--------high</th>
<th>Cannot Evaluate/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual study areas</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Group study/seminar rooms</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Copy machines</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Computer printers</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Microform viewers</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>Audio/video equipment</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
</tbody>
</table>

Part Four: Overall Opinions about the University of Illinois Library.

4.1 What are your TOP priorities for the University Library during the next two years? (Choose up to five.)

Deliver full-text documents to your computer 748/56.5
Maintain quality of print collections 593/44.8
Deliver bibliographic databases through the Web 436/32.9
Increase library hours 525/39.6
Add more computers to the library 444/33.5
Provide course reserve materials electronically 351/26.5
Preserve library materials from deterioration 394/29.7
Provide a safe environment for library users 281/21.2
Provide training in using library/Web resources 250/18.9
Reshelve items more quickly and accurately 411/31.0
Provide more librarian consultation time 133/10.0
Provide information/training on copyright and intellectual property issues 52/3.9
Add group study/seminar rooms 232/17.5
Provide more help for people using the library remotely 210/15.8
Other, please specify: 177/13.4

4.2 Thinking about the University of Illinois Library System as a whole, how satisfied are you with:

<table>
<thead>
<tr>
<th>NOT SATISFIED</th>
<th>VERY SATISFIED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Services 14/1.1, 37/2.8, 217/16.4, 673/50.8, 352/26.6</td>
<td></td>
</tr>
<tr>
<td>Library Collections 10/.8, 39/2.9, 200/15.1, 581/43.8, 463/34.9</td>
<td></td>
</tr>
<tr>
<td>Overall Libraries Satisfaction Level 8/.6, 32/2.4, 209/15.8, 675/50.9, 361/27.2</td>
<td></td>
</tr>
</tbody>
</table>

Part Five: Conclusion

5.1 Please describe what you like MOST about the University of Illinois Library.

(Please limit to 125 words or less.)

5.2 Please describe what you like LEAST about the University of Illinois Library.

(Please limit to 125 words or less.)

5.3 Please share any suggestions for improving the University of Illinois Library.

(Please limit to 125 words or less.)

Last modified November 3, 1999