

University of Illinois Library at Urbana-Champaign
User Survey and Needs Assessment

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 Library and Information Science 56/4.2
Education 81/6.1 Medicine 3/.2
Engineering 146/11.0 Social Work 9/.7
Fine & Applied Arts 102/7.7 Veterinary Medicine 8/.6
Labor & Industrial Relations 2/.2 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

<i>More than weekly</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less than monthly</i>
149/11.2	305/23.0	363/27.4	499/37.7

Used **campus computer** to find Library resources

<i>More than weekly</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less than monthly</i>
236/17.8	374/28.2	342/25.8	362/27.3

Used **home computer** to find Library resources

<i>More than weekly</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less than monthly</i>
608/45.9	270/20.4	241/18.2	178/13.4

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

<i>More than weekly</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less than monthly</i>
1113/84.0	100/7.5	38/2.9	51/3.8

Used **telephone** to contact Library staff

<i>More than weekly</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less than monthly</i>
1064/80.3	188/14.2	36/2.7	19/1.4

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

Sousa Collection 5/4
 Undergraduate 806/60.8
 University Archives 45/3.4
 University High School 28/2.1
 Veterinary Medicine 60/4.5

Waste Mgt. & Research Center 8/6
 Water Survey 11/8
 Women's Studies/WID 39/2.9
 Illinois Historical Survey 18/1.4
 Other: 34/2.6

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:

Dissatisfied-----Satisfied No Op

Accessing the online catalog

Ease of logging in with 14-digit ID number 1 2 3 4 5
234/17.7, 225/17.0, 203/15.3, 199/15.0, 221/16.7, 229.17.3

Ease of connecting from home, office, or dorm 1 2 3 4 5
57/4.3, 101/7.6, 173/13.1, 301/22.7, 397/30.0, 281/21.2

Ease of getting to the catalog from the Library Gateway home page 1 2 3 4 5
58/4.4, 108/8.2, 226/17.1, 357/26.9, 446/33.7, 115/8.7

	Dissatisfied-----	Satisfied	No Op
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 (Boolean logic, Limiting, etc.)	1	2	3 4 5
117/8.8, 127/9.6, 201/15.2, 201/15.2, 95/7.2, 558/42.1			

	Dissatisfied-----	Satisfied	No Op
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			

	Dissatisfied-----	Satisfied	No Op
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			

	Dissatisfied-----	Satisfied	No Op
Using other features of the online catalog			
Viewing your own borrower account	1	2	3 4 5
55/4.2, 69/5.2, 129/9.7, 210/15.8, 287/21.7, 550/41.5			
Renewing books	1	2	3 4 5
57/4.3, 58/4.4, 131/9.9, 219/16.5, 311/23.5, 523/39.5			
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:

	Dissatisfied-----Satisfied					Have not tried
	1	2	3	4	5	
Quality of printouts 15/1.1, 12/1.9, 61/4.6, 153/11.5, 261/19.7, 793/59.8						
Ease of printing 41/3.1, 49/3.7, 96/7.2, 144/10.9, 180/13.6, 780/58.9						
Cost 190/14.3, 128/9.7, 119/9.0, 66/5.0, 78/5.9, 708/53.4						

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.

	Importance low-----high					Satisfaction low-----high					Cannot Evaluate/NA
	1	2	3	4	5	1	2	3	4	5	
Books											
Magazines and journals											
Newspapers											
Government Documents											
Videos											
CD-ROMS											
Card catalog											

	Importance low-----high					Satisfaction low-----high					Cannot Evaluate/NA
ILLINET online catalog	1	2	3	4	5	1	2	3	4	5	
Electronic full-text articles	1	2	3	4	5	1	2	3	4	5	
Course reserves	1	2	3	4	5	1	2	3	4	5	
Electronic course reserves	1	2	3	4	5	1	2	3	4	5	
Print indexes	1	2	3	4	5	1	2	3	4	5	
Electronic indexes	1	2	3	4	5	1	2	3	4	5	
Internet access	1	2	3	4	5	1	2	3	4	5	

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.

	Importance low-----high					Satisfaction low-----high					Cannot Evaluate/NA
Treat patrons courteously	1	2	3	4	5	1	2	3	4	5	
Provide prompt service	1	2	3	4	5	1	2	3	4	5	
Know about print resources	1	2	3	4	5	1	2	3	4	5	
Know about electronic resources	1	2	3	4	5	1	2	3	4	5	
Solve computer problems	1	2	3	4	5	1	2	3	4	5	

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.

	Importance low-----high					Satisfaction low-----high					Cannot Evaluate/NA
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.

	Importance low-----high					Satisfaction low-----high					Cannot Evaluate/NA
Individual study areas	1	2	3	4	5	1	2	3	4	5	
Group study/seminar rooms	1	2	3	4	5	1	2	3	4	5	
Copy machines	1	2	3	4	5	1	2	3	4	5	
Computer printers	1	2	3	4	5	1	2	3	4	5	
Microform viewers	1	2	3	4	5	1	2	3	4	5	
Audio/video equipment	1	2	3	4	5	1	2	3	4	5	

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:

	NOT SATISFIED ----- VERY SATISFIED				
	1	2	3	4	5
Library Services 14/1.1, 37/2.8, 217/16.4, 673/50.8, 352/26.6	1	2	3	4	5
Library Collections 10/.8, 39/2.9, 200/15.1, 581/43.8, 463/34.9	1	2	3	4	5
Overall Libraries Satisfaction Level 8/.6, 32/2.4, 209/15.8, 675/50.9, 361/27.2	1	2	3	4	5

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.)