University Libraries Spring 2014 Survey

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PURPOSE

The purpose of the Spring 2014 University Libraries survey was to collect information about the satisfaction of Virginia Tech Library users, based on their interaction with spaces, resources, and services.
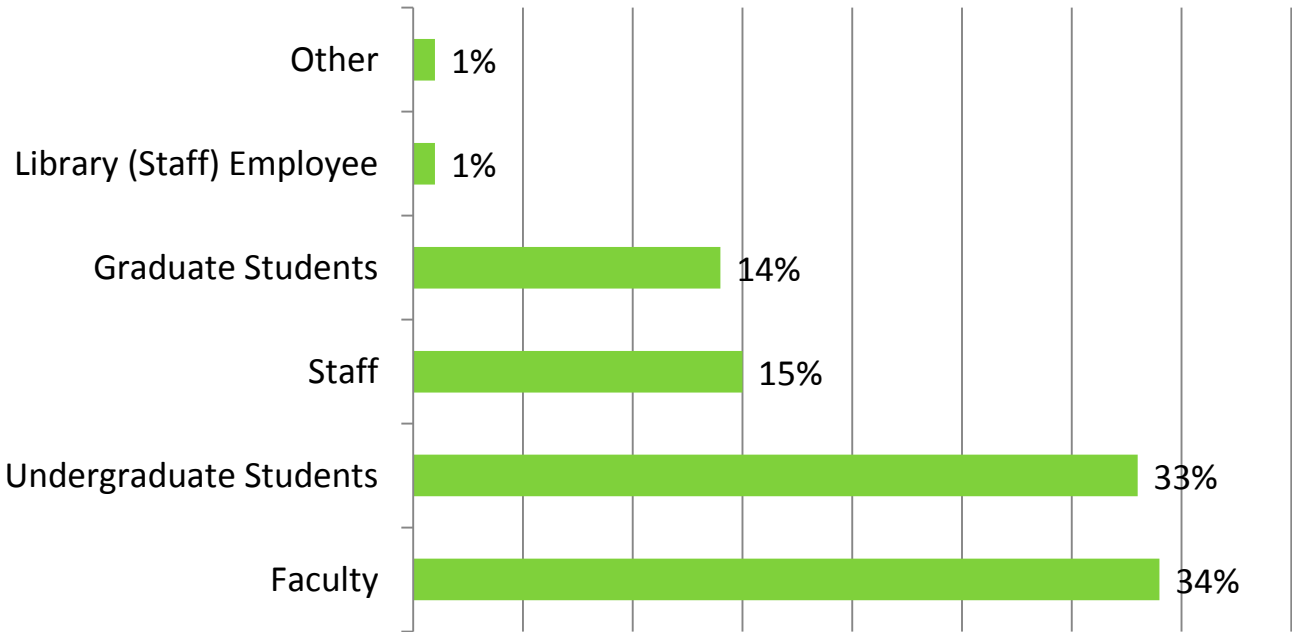
Survey questions gathered information on:
- Which libraries respondents use;
- How often library users visit and how long they stay;
- What library users say they did in the library during the 2013-14 school year;
- User satisfaction with the library services, resources, and online services
- User reflections on group learning spaces (existing and needed enhancements)
- User thoughts about new or improved library services, spaces, and/or resources they would like to see offered in VT Libraries.

The survey also offered opportunities for respondents to add general comments.

WHO RESPONDED?

741 Total Respondents

Category	%
Other	1%
Library (Staff) Employee	1%
Graduate Students	14%
Staff	15%
Undergraduate Students	33%
Faculty	34%

Who visits Newman Library and how frequently?

SELECTED FINDINGS

Frequency	% of all Respondents	% of faculty respondents	% of grad student respondents	% of undergrad respondents	% of staff respondents
Daily	9.%	2%	6%	17%	5%
2-3 Times a Week	14%	3%	17%	28%	3%
Once a Week	11%	8%	11%	17%	1%
2-3 Times a Month	15%	15%	13%	18%	9%
Once a Month	15%	19%	22%	8%	11%
Less than 1x/Month	26%	40%	16%	10%	45%
Never	11%	13%	14%	1%	25%

- Undergraduates are the most frequent library visitors to Newman Library, reporting more frequent daily and "2-3 Times a Week" visits than the sum of all other groups combined.
- Only 11% of respondents did not visit Newman Library during the last school year

FULL REPORT ACCESS

MORE SELECTED FINDINGS

Branch Libraries:
- **Art & Architecture Library:** Faculty respondents reported the highest number of visits with 19% visiting one a month or less than once a month in comparison to other groups in which 7, 8, and 9% of respondents reported visiting.

- **Veterinary Medicine Library:** Graduate students reported the most frequent visits to the Vet Med Library with 15% of respondents reporting visits. 8% of graduate student respondents reported visiting once a week or more. 9% of faculty reported visiting, with 6% of these visiting less than once a month.

- **Northern Virginia Library:** Staff currently report the highest frequency of visits to the NRC Resource Center/Northern Virginia Library with 20% of staff respondents indicating they visited the library over the last year. 4% of these visit the library 1-3 times per month, while 16% reported visiting the library less than monthly. 5% of Graduate student respondents and 5% of faculty respondents also reported visiting the library once a month or less. 99% of undergraduate respondents indicated that they do not visit the NCR Library.

- **Special Collections:** Faculty reported the highest percentage of visits to Special Collections, with 21% of faculty respondents visiting during the last year. (19% of these visit less than once a month.) 16% of staff respondents reporting visiting Special Collections with 3% visiting between once a week to once a month. Graduate students reported visiting special collections more frequently than undergraduates, with 14% of graduate students having visited, and 9% of undergraduates having visited during the last year.

Online Library Resources
- Online library resources are reported used most heavily by Graduate Students and Faculty with 52% of graduate students respondents reporting visiting online library resources daily or 2-3 times a week, compared to 48% of faculty respondents. Undergraduate usage is highest between 2-3 times/month to less than 1x/month (15-18%) while the largest group of staff 24% and 36% reported using online library resources less than Once a Month or Never, respectively.

What is the average length of time users spend per visit?

Frequency	% of Respondent Frequency of Visits	% of Faculty respondents	% of Graduate Student respondent	% of Undergraduate respondent	% of staff respondent
More than 2 hours	24%	6%	30%	47%	7%
1 to 2 hours	20%	11%	23%	34%	9%
30 to 60 minutes	25%	38%	23%	12%	27%
< 30 minutes	24%	39%	20%	5%	35%
None	7%	7%	5%	2%	22%

What do library users report doing in the library during the 2013-2014 school year? (Top 5 per group)

	Overall		Faculty		Graduate Students		Undergraduates		Staff	
1	Worked individually	59%	Used online library resources	67%	Used online library resources	69%	Worked individually	88%	Used online library resources	48%
2	Used online library resources	57%	Used on-site collection	53%	Worked individually	65%	Worked in groups	77%	Used library services	44%
3	Met someone (advisor, friend, professor, etc.)	44%	Used library services	44%	Used library services	45%	Met someone (advisor, friend, professor, etc.)	73%	Used on-site collection	39%
4	Used on-site collection (books, maps, microfilms, journals, etc.)	39%	Consulted a librarian	36%	Used the library computers	43%	Used the library computers	45%	Used the library computers	30%
5	Used library services	39%	Worked individually	35%	Met someone (advisor, friend, professor, etc.)	40%	Used the group study rooms	44%	Worked individually	27%

(Selected) REPORTED USES and LEVELS OF SATISFACTION

Selected Services	Overall % respondents use services	Overall % Users satisfied	Faculty % respondents use services	Faculty % Users satisfied	Grad Students % respondents use services	Grad Students % Users satisfied	Undergrads % respondents use services	Undergrads % Users satisfied	Staff % respondents use services	Staff % Users satisfied
Checked out materials (books, DVD's, CD's, etc.)	61%	87%	70%	92%	62%	88%	50%	80%	58%	84%
Classroom use (Scale-up, Computer labs)	22%	67%	18%	84%	20%	57%	32%	60%	8%	50%
Delivery of materials (Desktop delivery, Request it, Bookrunner)	34%	83%	53%	89%	47%	90%	14%	51%	21%	82%
Library Instruction	17%	76%	20%	92%	23%	83%	13%	50%	11%	67%
Newman at Night (Extended hours midnight to 8:00am)	29%	80%	7%	94%	29%	67%	57%	80%	11%	92%
Printing Services (Scanning, plotter, printing, etc.)	32%	62%	9%	65%	40%	49%	59%	62%	16%	76%
Research assistance services	15%	75%	20%	85%	19%	75%	12%	65%	10%	50%
Special Collections	17%	73%	18%	89%	20%	57%	11%	52%	20%	86%
Textbook on Reserve	24%	75%	30%	85%	30%	65%	20%	61%	12%	85%
Remote access to collections (online databases, journals, Addison, etc.)	72%	79%	92%	84%	80%	80%	56%	66%	56%	88%
Interlibrary Loan	43%	86%	70%	89%	56%	90%	14%	68%	32%	88%
Ask a Librarian (online chat, email, text, etc.)	30%	82%	38%	81%	47%	85%	18%	82%	24%	88%

Undergraduate respondents reported being most satisfied (80% satisfied) with "Newman at Night" and checked out materials. The service with the highest reported usage (used by 59% of undergraduate respondents) is Printing Services (scanning, plotter, printing, etc.) which had a 62% satisfaction rating.

Also notable, while reportedly only 12% of undergraduate students used "Research Services, 65% indicated that they were satisfied. And of the 16% of students who "Checked out electronic equipment (iPads, laptops, calculators, etc.)," 69% were satisfied. With the exception of "Textbook on Reserve" and "Classroom use (Scale-up, Computer labs)," the percentage of users satisfied was below 60%.

Graduate students were most satisfied by "Delivery of materials (Desktop delivery, Request it, Bookrunner)" (90% satisfied), "Checked out materials" (88% satisfied), and Library Instruction (83% satisfied). (It is notable though that only 47% of graduate students reported using "Delivery of materials (Desktop delivery, Request it, Bookrunner)" and 23% of grad students reported that they are "Library Instruction" users.)

70% of **Faculty** reported checking materials out of the library during the survey year and were 92% satisfied. Slightly over half of all faculty (53%) reported using some type of delivery of materials from the library (89% reported being satisfied). 30% of faculty reported participating in the textbooks on reserves program and reported being 85% satisfied.

Staff respondents were most satisfied with Newman at Night (92%), Special Collections (86%), Textbooks on Reserve (85%), Checked out materials (84%), Copyright Assistance (83%), and Delivery of materials (82%). Most frequently used services included Checked out Materials (59%), Delivery of materials (21%), and Special Collections (20%).

COMMENTS

A large number of comments were received regarding:
- Electricity and the need for more electrical outlets
- Group spaces, spaces in general, furniture
- Collections
- Technology (library computers, software, wifi, online services, and printing)
- Responses to [philosophical and physical] changes the libraries are making (both positive and negative)
- Many compliments, suggestions, and a few complaints

[Note: Detailed comments by topic are available on page 36 of the report]

ACKNOWLEDGEMENTS