

Library Satisfaction Survey for Faculty

Welcome

Welcome to the W&L University Library Satisfaction Survey for Faculty.

We very much appreciate your feedback. This survey should take between 10 and 15 minutes to complete.

At the end of the survey, you will have a chance to enter a drawing for one of two \$50 gift certificates to the W&L Bookstore.

Background Information :: Demographics

What best describes the area you teach/research?

- Fine Arts (art, music, photography, drama, etc.)
- Humanities (history, foreign language, literature, etc.)
- Social Sciences (sociology, anthropology, political science, etc.)
- Sciences (biology, chemistry, geology, math, physics/engineering, psychology, etc.)
- Applied Disciplines (accounting, business, journalism, etc.)
- Other (please specify your discipline)

Select your status

- Tenured faculty
- Tenure-track faculty
- Non-tenure track, temporary faculty

How long have you been a faculty member at W&L? (tenured or non-tenured)

- Less than 1 year
- 1-4 years
- 5-9 years
- 10-14 years
- 15+ years

Background Information :: Library Use

How often have you physically visited a W&L library during this academic year?

- Never
- About once a month
- About once a week
- More than once a week

Background Information :: Explanation

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Please tell us why you don't use the libraries or their services. What library services could be provided that would meet your needs?

Background Information :: Library Use

How often have you used library electronic services or library catalog (Annie) or library web site during this academic year?

- Never
- About once a month
- About once a week
- More than once a week

Background Information :: Explanation

Please tell us why you do not use the library's electronic collections or services. What could you tell us about our electronic collections or services that would better meet your needs?

Background Information :: Experience Using the Library

Which library is your primary library?

- Leyburn Library
- Telford Science Library
- Use both equally

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Do you easily find the information or items you need?

- Never
- Rarely
- Sometimes
- Nearly Always
- Always

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

- Print
- Electronic
- No Preference

If reference books are available in both electronic and print versions, which do you prefer to use?

- Print
- Electronic
- No Preference

What are the most effective ways for you to learn about library resources and services?

Please select all that apply.

- Faculty colleagues
- Library website (<http://library.wlu.edu>)
- Subject librarians (email or other communication)
- Library Circulation desk staff
- Library Reference desk
- Fliers and brochures
- Library Letters (W&L's library newsletter)
- Other (please specify)

Satisfaction with the Library

For each of the following library resources, facilities, and services, please choose the appropriate button indicating your degree of satisfaction with it at the present time.

If you have not heard of a service or don't use it, please choose "Don't Use."

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Library Collections

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Books	jn	jn	jn	jn	jn	jn	jn
Government Documents	jn	jn	jn	jn	jn	jn	jn
Conference Proceedings	jn	jn	jn	jn	jn	jn	jn
Music Recordings	jn	jn	jn	jn	jn	jn	jn
Newspapers	jn	jn	jn	jn	jn	jn	jn
Non-English Language Materials	jn	jn	jn	jn	jn	jn	jn
Print Indexes	jn	jn	jn	jn	jn	jn	jn
Print Journals	jn	jn	jn	jn	jn	jn	jn
Reference Books	jn	jn	jn	jn	jn	jn	jn
Special Collections (Rare Books and Manuscripts)	jn	jn	jn	jn	jn	jn	jn
Audio Books / Spoken Word Recordings	jn	jn	jn	jn	jn	jn	jn
Video Recordings (VHS & DVD)	jn	jn	jn	jn	jn	jn	jn
Electronic Indexes / Abstracts	jn	jn	jn	jn	jn	jn	jn
Electronic Journals	jn	jn	jn	jn	jn	jn	jn

Satisfaction with the Library (cont'd)

Library Facilities: Leyburn Library

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Wireless Internet Access	jn	jn	jn	jn	jn	jn	jn
Physical Condition of Materials / Collections	jn	jn	jn	jn	jn	jn	jn
Computer Workstations	jn	jn	jn	jn	jn	jn	jn
Study and Research Space	jn	jn	jn	jn	jn	jn	jn
Seating Options	jn	jn	jn	jn	jn	jn	jn
Large-Format Scanners (available behind circulation)	jn	jn	jn	jn	jn	jn	jn
Coffee Cart (the Book Nook)	jn	jn	jn	jn	jn	jn	jn
Photocopiers	jn	jn	jn	jn	jn	jn	jn

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Library Facilities: Telford Science Library

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Wireless Internet Access	jn	jn	jn	jn	jn	jn	jn
Physical Condition of Materials / Collections	jn	jn	jn	jn	jn	jn	jn
Computer Workstations	jn	jn	jn	jn	jn	jn	jn
Study and Research Space	jn	jn	jn	jn	jn	jn	jn
Seating Options	jn	jn	jn	jn	jn	jn	jn
Photocopier	jn	jn	jn	jn	jn	jn	jn

Satisfaction with the Library (cont'd)

Annie (W&L Library Catalog) Features

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Ease of finding materials in the library catalog	jn	jn	jn	jn	jn	jn	jn
Display of books checked out to you	jn	jn	jn	jn	jn	jn	jn
Ease of locating reserve materials in catalog	jn	jn	jn	jn	jn	jn	jn
Renewing library materials	jn	jn	jn	jn	jn	jn	jn
Recalling checked out library materials	jn	jn	jn	jn	jn	jn	jn

University Library Website (<http://library.wlu.edu>)

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Ease of learning about the library and its services	jn	jn	jn	jn	jn	jn	jn
Ease of finding library resources	jn	jn	jn	jn	jn	jn	jn
Ease of using library resources off campus	jn	jn	jn	jn	jn	jn	jn
Ease of using WebBridge to link to articles or other resources	jn	jn	jn	jn	jn	jn	jn

Satisfaction with the Library (cont'd)

Library Services

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Circulation Desk service	jn	jn	jn	jn	jn	jn	jn
Interlibrary Loan service	jn	jn	jn	jn	jn	jn	jn
Course reserve service	jn	jn	jn	jn	jn	jn	jn
Reference service (including reference desk, phone, email, IM, and office visits)	jn	jn	jn	jn	jn	jn	jn
Requesting new materials for the collection	jn	jn	jn	jn	jn	jn	jn
Promptness of reshelving library materials	jn	jn	jn	jn	jn	jn	jn

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Customer Service

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Use
Competence/knowledge of library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of library staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction with Library Instruction

Library Instruction

	Very Dissatisfied		Neither Dissatisfied nor Satisfied		Very Satisfied		Don't Assign Student Research
How satisfied are you in your students' ability to select and evaluate sources used in research papers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Who should teach students how to locate and evaluate sources used in research papers?

Please select all that apply.

- Students can teach themselves
- Other students
- Faculty
- Librarians
- Other (please specify)

Where should students learn how to locate and evaluate sources used in research papers?

Please select all that apply.

- On their own
- In class
- In the library
- Other (please specify)

Experience with Library Instruction

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Have you asked one of the librarians to talk to your class(es) about research?

Yes

No

Experience with Library Instruction

If you have asked a librarian to speak in the classroom, did student work improve as a result?

No Improvement

Greatly Improved

Please choose one

General Satisfaction

Please rate your overall satisfaction with the Libraries

Very Dissatisfied Neither Dissatisfied nor Satisfied Very Satisfied I do not use this library

Leyburn Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telford Science Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The University Library continues to face difficult choices in allocating its resources. We would like your opinion on where we should concentrate our resources. Please check your five highest priorities for the libraries.

Please check no more than five boxes.

- Assistance in digitizing content for classroom use
- Assistance in using library resources on site
- Books
- Classes and short courses in the use of library resources for faculty
- Classes and short courses in the use of library resources for students
- Computer workstations
- Electronic journals
- Electronic reference books and indexing sources (e.g., Academic One File, Encyclopaedia Britannica, Lexis-Nexis, MLA Bibliography, Oxford English Dictionary, ProQuest Research Library, Scopus, WorldCat, etc.)
- Electronic texts (e.g., Early English Books Online (EEBO), Eighteenth Century Collections Online (ECCO), Early American Newspapers, etc.)
- Interlibrary loan
- Non-English language materials
- Physical comfort (e.g., climate control, seating, lighting, etc.)
- Print journals
- Private faculty research space

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- Rare books and manuscripts
- Reference assistance
- Video recordings (VHS & DVD)
- Other (please specify)

Your Comments

Please enter any comments that you have about the strengths of the University Library and/or ways we can improve our services.

Complete

Thank you for your input. We appreciate your participation in the W&L University Library Satisfaction Survey.

Please send an email to Karin O'Callaghan (ocallaghank@wlu.edu) stating that you finished the survey to be entered to win one of two \$50 gift certificates to the W&L Bookstore.