

**Default Question Block**

Q1.



## Library Services Survey

### Fall 2010

Please help the University Library assess how well we are currently meeting your needs and assist us in identifying strategic areas for investment and improvement. The survey will take you approximately 10-12 minutes to complete.

Participation in this survey is completely voluntary. You may answer as few or as many questions as you wish. The information collected during this survey will be linked to your University ID number so that general demographic information (class year, major, home department, etc.) may be used in the analysis of survey data. Please be assured that your responses will be held strictly confidential. Any findings based upon this survey will be reported in a manner that does not identify individual respondents.

If you have any questions about the survey, please contact:

Keith Gresham  
Associate University Librarian  
kgresham@princeton.edu

Thank you for your participation.

Note: All hot links within this survey will create a pop-up screen outside of the survey and are included simply for your reference while answering the questions.

**Q2. Frequency of Use**

Q3. Do you use the Library's [web site](#) or any of our online resources or subscriptions (such as the [Main Catalog](#), the [E-Journals list](#), [JSTOR](#), [LexisNexis](#), [Web of Science](#), etc.)?

- Yes  
 No  
 Not sure

Q4. In general, how **often** do you use the following library services each year?

	Never	Infrequently	At least once a month	At least once a week	Daily
Books or journal collections in print	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic books, journals, or other online collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manuscripts, letters, papers, drawings, maps, or other primary source material in print (i.e., not digitized)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data services for help locating, obtaining, analyzing, and displaying numeric or geospatial data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <a href="#">Main Catalog</a> to locate call numbers and locations of materials in the University Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The <a href="#">E-Journals</a> list to quickly obtain online links to electronic subscriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research assistance at reference desks, via IM/chat or e-mail, or by appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<a href="#">Borrow Direct</a> or <a href="#">Interlibrary Loan</a> to obtain research materials not available in the University Library	<input type="radio"/>				
<a href="#">Article Express</a> , an article and book chapter delivery service for faculty	<input type="radio"/>				
The physical spaces of the various campus libraries	<input type="radio"/>				
Public computers, printers, and scanners available in the various campus libraries	<input type="radio"/>				
The Library <a href="#">web site</a> to obtain general information about the Library and its facilities, collections, and services	<input type="radio"/>				
The Library web site to obtain <a href="#">research guides</a> to various collections	<input type="radio"/>				

### Q5. Collections

Q6. The following lists some of the **collections** currently provided by the Library. For each item listed below, please tell us whether you were **aware** of this collection prior to the survey, and **how important** each collection is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No opinion
Books (print)	<input type="radio"/>						
Books (electronic)	<input type="radio"/>						
Journals and magazines (print)	<input type="radio"/>						
Journals and magazines (electronic)	<input type="radio"/>						
Manuscripts, letters, papers, drawings, maps, photographs, and other primary source material in print (i.e., not digitized)	<input type="radio"/>						
Data collections (financial, statistical, demographic, geospatial, etc.)	<input type="radio"/>						
Federal, state, and international government documents	<input type="radio"/>						
Sound and video recordings	<input type="radio"/>						
Music scores	<input type="radio"/>						
Microfilm or microfiche	<input type="radio"/>						
Popular works of fiction and nonfiction	<input type="radio"/>						

Q7. Please indicate your overall satisfaction with the **collections** offered by the Library:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8. In your field(s) of study or research, what **gaps** have you noticed in the library's collections? What improvements would you suggest?

## Q9. Finding and Obtaining Library Materials

Q10. The following lists some of the tools and methods for **finding and obtaining** library materials. For each item listed below, please tell us whether or not you were **aware** of each tool or method prior to this survey, and **how important** each tool or method is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No opinion
Main Catalog	<input type="radio"/>						
Articles & Databases list	<input type="radio"/>						
E-Journals list	<input type="radio"/>						
Research Guides and Finding Aids	<input type="radio"/>						
PUL Quick Search	<input type="radio"/>						
Google or Google Scholar to access library subscriptions	<input type="radio"/>						
Borrow Direct	<input type="radio"/>						
Interlibrary Loan	<input type="radio"/>						
Article Express	<input type="radio"/>						

Q11. Please indicate your overall satisfaction with the **tools and methods** for finding and obtaining library materials:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12. Do you have any suggestions for improving the **Main Catalog**?

Q13. What other suggestions do you have that would **improve your ability** to find and obtain library materials?

Q14. If you could not find something in electronic form, but the Library did have it in print, what would you do? Select **one**:

- Borrow, scan or copy the print version.
- Find something else in electronic form instead.
- Other:

## Q15. Research Help

Q16. The following lists some of the services currently provided by the Library to **assist you** with research. For each item, please tell us whether or not you were **aware** of each service prior to this survey, and **how important** this service is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No opinion
Assistance from library staff at a reference desk, information desk, help desk, etc.	<input type="radio"/>						
Assistance from library staff via e-mail, IM, or Text/SMS	<input type="radio"/>						
Specialized assistance from a <a href="#">subject librarian</a> (in person or via e-mail, phone, etc.)	<input type="radio"/>						
<a href="#">Research guides</a> designed for specific subjects, collections, or courses	<input type="radio"/>						
Instruction for classes on finding, using, and evaluating information	<input type="radio"/>						
<a href="#">Geospatial information services</a> for assistance with creating digital maps and training in the use of GIS software	<input type="radio"/>						
<a href="#">Data and statistical consulting services</a> for help finding and analyzing numeric data	<input type="radio"/>						
<a href="#">Workshops</a> on RefWorks, Endnote or Zotero (citation management software)	<input type="radio"/>						

Q17. Please indicate your overall satisfaction with the **research help** offered by the Library:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18. Of the current and potential ways to **interact with library staff**, place a **1** next to the interaction method you most prefer to use, a **2** next to your second choice, and a **3** next to your third choice.

in person

by e-mail

by phone

via IM

via texting

via library blogs

within Facebook

within Blackboard

prefer online research guides

other (please specify)

Q19. What **improvements** might you suggest in the way that the Library offers **research help**?

## Q20. Library Spaces

Q21. The following lists the **major spaces** of the University Library. For each facility listed below, please tell us how **satisfied** you are with this library's **physical space**. If you are unfamiliar with a particular space, please select **Not in a Position to Rate**.

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not in a Position to Rate
Architecture Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
East Asian Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engineering Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Firestone Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furth Plasma Physics Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Humanities Resource Center (Video Library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lewis Science Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marquand Library of Art and Archaeology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mendel Music Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mudd Manuscript Library / University Archives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rare Books and Special Collections (in Firestone Library)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychology Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stokes Library for Public & International Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22. What activities do you engage in **most frequently** when visiting one of the Library's spaces? Select **3** at most:

- |   |  |
|---|--|
| <input type="checkbox"/> individual study | <input type="checkbox"/> consult or use the collection               |
| <input type="checkbox"/> group study      | <input type="checkbox"/> check out or return materials               |
| <input type="checkbox"/> do research      | <input type="checkbox"/> use computers, printers, or scanners        |
| <input type="checkbox"/> write a paper    | <input type="checkbox"/> other (please specify) <input type="text"/> |
| <input type="checkbox"/> ask a question   |  |

Q23. What **improvements** would you suggest to the Library's **physical spaces**? (please specify which library your comments pertain to):

Q24. Which **ONE** of the following library locations do you consider to be your **"home"** library?

- |  |   |
|--|---|
| <input type="radio"/> Architecture Library | <input type="radio"/> Marquand Library of Art and Archaeology |
| <input type="radio"/> East Asian Library   | <input type="radio"/> Mendel Music Library                    |

- Engineering Library
- Firestone Library
- Furth Plasma Physics Library
- Humanities Resource Center (Video Library)
- Lewis Science Library
- Mudd Manuscript Library / University Archives
- Rare Books and Special Collections (in Firestone)
- Psychology Library
- Stokes Library for Public & International Affairs
- other (please specify)

## Q25. Innovations and Improvements

Q26. The following are areas where the Library is considering innovations, expansions or improvements. Please indicate **how important** it is for the Library to focus on **each** of these areas.

	Not important	Somewhat important	Very important	Essential	Don't know	No opinion
An easier way to search the <a href="#">Main Catalog</a> and various <a href="#">article databases</a>	<input type="radio"/>					
A redesigned and simplified Library <a href="#">web site</a>	<input type="radio"/>					
A version of the Library web site and Main Catalog designed for mobile phones	<input type="radio"/>					
Increased digital access to unique or rare primary source materials	<input type="radio"/>					
Functional and aesthetic improvements to Library study spaces	<input type="radio"/>					

Q27. Do you have suggestions for other areas where the Library should consider innovations, expansions or improvements? Please specify below, and indicate **how important** it is for the Library to focus on the area.

	Not important	Somewhat important	Very important	Essential
Other (1st): <input style="width: 100px;" type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (2nd): <input style="width: 100px;" type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Q28. Final Thoughts

Q29. How long have you been enrolled, employed, or working at Princeton?

	Years	Months
I have been enrolled, employed, or working at Princeton for:	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>

Q30. **Overall**, how satisfied are you with the University Library?

- Very dissatisfied    
  Somewhat dissatisfied    
  Neither satisfied nor dissatisfied    
  Somewhat satisfied    
  Very satisfied

Q31. What **ONE** service do you think the Library does best?

Q32. What **ONE** service do you think the Library needs most to improve upon?

Q33. What would you like us to know or think about that we have not already asked?