

SPRING 2004 UNDERGRAD STUDENT LIBRARY USE SURVEY 16

June 2004

ALL RESPONSES IN PERCENT (%) UNLESS OTHERWISE NOTED**1A. Primary college/school**

College/school	2004%	2004#	2002%	2002#	College/School	2004%	2004#	2002%	2002#
Architecture	2.0	10	1.8	9	Health Sciences	6.0	30	3.1	15
Arts & Sciences	52.2	262	54.5	271	Dentistry				
Fine Arts	5.0	25	4.8	24	Medicine	2.0	10	0.8	4
Humanities	7.2	36	7.8	39	Nursing	2.6	13	0.8	4
Social Science	22.1	111	22.6	112	Pharmacy	0.2	1	0.2	1
Science	17.9	90	19.3	96	Public Health	0.2	1	0.4	2
Information School	0.6	3			Social Work	0.6	3	0.8	4
Business	8.4	42	8.7	43					
Engineering	6.4	32	6.6	33	No major	23.5	118	23.8	117
Forestry	0.6	3	0.4	2					
Ocean-Fisheries	0.8	4	0.2	1	Total Response		502	100.0	497

1B. Class

	2004 Respondents	2004 Population	2002 respondents
Frosh	17.3	14.9	14.5
Sophomore	18.7	19.2	12.1
Junior	31.7	27.3	29.8
Senior	27.1	37.3	35.8
5 th Year	3.2	1.4	7.2
Other	2.0		0.6

1C. Gender

Gender	2004	2004 population	2002
Female	56.6		64.6
Male	40.2		34.8

Did Not state	3.2		
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2. How important are the following sources for your work?

Source	VERY IMPORTANT			NOT IMPORTANT		MEAN	
	5	4	3	2	1	2004	2002
UW Libraries	55.8	22.7	15.5	4.6	1.4	4.27	4.20
World Wide Web	45.4	30.3	18.7	4.8	0.8	4.15	3.84
Departmental resources	23.1	31.1	31.1	10.2	4.6	3.58	3.51
Personal files	20.7	26.1	31.3	16.1	5.8	3.40	3.35
Faculty or other students	33.7	30.7	23.9	7.8	4.0	3.82	3.68

3. Have you used the UW Libraries services or collections during this academic year?

	2004	2002
Yes	95.2	97.2
No	4.8	2.8

4. How often do you use UW Libraries services and collections?

Method	Weekly+	2002	Weekly	2002	Monthly	Quarterly	Less Often	No reply
Visit in person	34.1	32.8	26.7	27.6	20.3	11.8	3.6	3.6
Use computer not in library	19.7		27.7		23.7	12.4	11.2	4.4

5. How frequently do you visit the Libraries for these activities?

Activity	Weekly+	2002	Weekly	2002	Monthly	Quarterly	Less often	No reply
Look for a journal	4.0	4.0	7.8	6.2	19.7	23.1	42.0	3.4
Look for a book	5.8	6.2	10.2	6.6	21.9	29.5	30.1	2.6
Consult library staff	2.8	1.4	6.4	3.6	18.1	26.7	43.2	2.8
Photocopy	6.2	6.6	10.8	14.1	18.3	23.5	38.8	2.4

Print	13.5	17.9	17.3	13.7	13.5	17.1	35.5	3.0
Use library computers	38.4	34.8	21.5	22.5	18.7	10.8	8.2	2.4
Wireless computer	4.8		6.8		7.4	7.8	70.7	2.6
Individual work	33.5	30.4	23.7	25.6	18.5	10.4	11.4	2.6
Group work	11.4	11.1	12.0	14.1	22.7	29.3	21.7	3.0

6. Libraries used on a regular basis.

Health Sciences	8.8	East Asia	2.8	Law	10.6
Suzzallo-Allen	69.1	Engineering	5.4	Mathematics	1.8
Undergraduate	76.5	Fish-Ocean	1.6	Music	3.6
Architecture	2.6	Forest Resources	2.0	Physics-Astronomy	4.4
Art	6.0	Foster Business	11.4	Social Work	1.6
Chemistry	4.2	Friday Harbor	0.2	UW Bothell	0.4
Drama	2.6	K.K. Sherwood	0.2	UW Tacoma	0.6

7A. Are Libraries open when you need them during periods listed below?

Period	Most of time			Not enough		NA	Mean	Mean
	5	4	3	2	1			
Evenings	66.4	20.8	6.3	4.1	2.8	No reply	2004	2002
Weekends	37.1	24.2	16.8	10.1	11.9	7.6	4.44	4.38
Summer	41.1	18.2	23.9	8.6	8.1	11.0	3.65	3.73
Interim	33.6	20.6	23.3	8.1	14.3	58.4	3.76	3.83
						55.6	3.51	3.67

7B. During evenings and weekends what services do you need in the library?

	2004	2002		2004	2002
Place to work	75.7	74.4	Reference assistance	18.5	20.1
Computer access	65.5	66.8	Check-out material	41.2	33.8
Copy services	36.5	49.7	Collection access	24.3	15.3
Reserves	35.3	31.4			

8. How many times do you think students and faculty should be able to renew books?

Once	9.8	Twice	64.1	3-4 times	17.9	Unlimited	4.2	No response	4.0
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9. Where do you use computers? Note frequency at sites listed below.

SITE	Daily	2-4 X Week	Weekly	Monthly	Less Often	No Answer
OUGL Computing Commons	8.2	17.5	16.3	27.9	25.5	4.6
Microlab (Health Sciences)	0.6	1.8	2.2	2.8	83.3	9.4
Other UW Libraries	10.0	14.9	13.3	22.1	33.3	6.4
Mary Gates CRC	6.2	12.0	11.8	21.5	42.8	5.8
Department computing lab	7.0	8.4	6.6	10.6	59.2	8.4
Campus residence	20.7	1.4	1.6	1.2	66.9	8.2
Off-campus residence						
Other off-campus locations	13.1	7.4	6.6	9.0	56.0	8.0

10. How important is it to your UW work to have the following software applications on computers in the UW Libraries:

	Very important			Not important		No Reply	MEAN
	5	4	3	2	1		
Word processing	82.1	5.8	2.0	1.8	4.6	3.8	4.51
Spreadsheets (e.g. Excel)	46.8	14.7	14.7	6.6	13.1	4.0	3.68
Presentation software (e.g. PowerPoint)	39.4	16.7	16.5	8.4	14.7	4.2	3.49
Database software (e.g. Access)	20.7	10.6	19.5	15.5	29.1	4.6	2.69
Publishing software (e.g. Acrobat)	43.4	15.3	11.0	8.2	17.3	4.8	3.50
Graphic software (e.g. Photoshop)	23.9	14.9	21.1	15.9	19.7	4.4	2.99

Scanners and scanning software for images and text	26.7	20.9	20.3	12.0	15.9	4.2	3.22
Bibliographic citation software (e.g. EndNote)	22.3	15.7	17.5	14.9	24.3	5.2	2.86
Web-based collaboration tools (e.g. Catalyst)	24.9	15.7	16.3	15.3	22.5	5.2	2.95

11. How often do you do the following activities when using a computer?

Activity	Daily	2-4 x week	Weekly	Monthly	Quarterly	Less Often	No Answer
Read or send email	83.5	7.2	2.6	1.2	1.4	0.8	3.4
Search the UW Libraries catalog	5.2	11.8	25.7	24.5	17.9	8.8	6.2
Search lib provided journal article index	2.6	7.6	17.1	26.9	22.3	18.7	4.8
Look for library provided ejournals	2.8	8.6	13.7	26.5	22.5	21.3	4.6
Look for library provided ebooks	3.2	5.6	8.6	18.7	23.3	34.7	6.0
Do course assignments/readings on Web	20.7	26.1	27.9	17.2	7.4	6.4	4.4
Use Google/other general Web search eng	56.2	23.5	9.0	4.6	1.4	1.8	3.6
Look at Web site without search engine	53.2	21.9	8.8	4.6	2.4	4.8	4.4
Consult with library staff	1.6	3.4	5.0	13.9	19.9	52.0	4.2
Work on own Web page	3.6	3.2	5.8	6.0	6.4	69.5	5.6
Use application software	36.5	28.1	12.9	7.0	4.2	8.0	3.4
Listen to music	39.4	14.3	9.6	3.6	3.2	25.5	4.4
Play games	13.3	10.4	10.2	7.2	8.4	46.4	8.2

12. How easy does the UW Libraries make it for you to:

	Very easy			Not easy		NA	Mean
	5	4	3	2	1	No reply	
Search the library catalog	38.2	40.3	17.4	2.9	1.1	(12.0)	4.12

Find a book in a campus library	35.0	33.9	22.4	5.9	2.7	(13.0)	3.92
Request a book not available at UW	27.4	36.2	24.5	9.0	2.9	(31.3)	3.76
Find journal article references	26.1	37.1	30.3	4.5	2.0	(20.5)	3.81
Find electronic journals	26.0	38.3	26.9	5.6	3.2	(17.9)	3.76
Find a journal in the library	21.9	37.3	32.4	5.4	3.1	(22.5)	3.69
Find media items (music, film, images)	26.0	31.2	29.3	8.8	4.7	(27.3)	3.65
Determine ejournal holdings	23.0	27.6	34.5	10.9	3.9	(30.7)	3.55
Find UW Libraries information	37.5	32.9	24.5	3.9	1.2	(14.0)	4.02
Find a computer to use in the library	30.0	25.3	27.4	12.1	5.2	(11.2)	3.63
Get help when you need it	38.4	33.3	21.8	4.9	1.6	(15.0)	4.02
Use the library Web site	42.5	34.4	19.2	2.7	1.1	(12.0)	4.14
Ask a librarian for research assistance	41.2	30.9	22.3	3.6	2.0	(22.1)	4.06
Manage your library account	35.9	29.9	23.6	7.1	3.4	(30.1)	3.80

13. Satisfaction with library services

	High				Low	No Reply	Mean	Mean
SERVICE	5	4	3	2	1	Don't Use	2004	2002
Reshelving	42.0	41.7	12.1	2.9	1.4	(30.7)	4.20	4.04
Electronic course reserves	43.0	38.6	14.8	2.1	1.6	(23.1)	4.19	3.93
Library instruction	36.4	38.5	18.9	3.8	2.4	(43.1)	4.02	3.76
Staff assistance in library	43.6	38.2	14.6	2.4	1.1	(26.5)	4.21	3.90
Staff assistance remotely	40.0	35.8	17.7	4.2	2.3	(48.2)	4.07	3.67
Photocopy	36.6	32.4	21.3	4.2	5.5	(28.1)	3.90	3.68
ILL Books (including Summit)	42.3	32.2	17.8	5.8	1.9	(58.6)	4.07	

Journal article delivery	40.9	26.9	19.2	7.2	5.8	(58.6)	3.90	
Printing in libraries	37.6	27.0	19.3	9.3	6.9	(25.7)	3.79	
Access to library computers	34.1	31.8	22.1	9.3	2.7	(11.8)	3.85	3.90
Information Gateway	40.3	38.0	18.0	2.5	1.3	(21.3)	4.13	4.06

14. Top priorities for the Libraries during the next 2 years

PRIORITY	2004	2002	1998
Provide access to more online journal titles	34.7	54.9	34.4
Maintain quality of Libraries print collections	25.7	24.5	28.8
Provide electronic access to older journals	32.1	40.0	
Provide access to more online book titles	21.9		
Increase library hours	37.3	33.8	41.9
Extend wireless capability in campus libraries	32.9		
Provide online access to more course reserves	32.5	49.5	50.8
Preserve library materials from deterioration	22.9	22.3	24.7
Provide library consultation for your research efforts	18.9	20.9	39.8
Provide instruction in using library/Web resources	13.3	17.5	47.5
Provide more group study rooms	24.1	33.4	35.5
Add more functionality to library computers	29.1		
Provide quieter work study areas in libraries	25.9	32.6	
Integrate library information and services into campus Web sites	25.3		

15. How satisfied are you with the University Libraries?

	Very satisfied			Not satisfied		MEAN	MEAN	MEAN
	5	4	3	2	1	2004	2002	1998
Library services	44.6	41.6	9.2	0.4	0.2	4.35	4.20	3.97
Library collections	40.6	42.4	10.8	1.2	0.8	4.26	4.09	3.96
Overall	40.6	45.8	8.2	0.6	0.2	4.32	4.22	3.99