

University of Washington Libraries Spring 2011 In-Library Use Survey September 2011

Surveys were administered during 5 two hour sessions in all libraries with the exception of Health Sciences, Odegaard Undergraduate, and Suzzallo-Allen where 3 survey sessions were held.

Overall results and results by library

The surveys returned in 3 comparable sessions at UW Seattle (3379), are used for general results (excludes Bothell and Tacoma). The total number of surveys returned (4592) are used for individual library results (includes UWB and UWT).

1. User Groups (Only the 3 sessions held in common at UW Seattle)

	2011#	2011%	2008 %	2005 %	2002 %
Undergraduates	2495	74%	69%	64%	59%
Graduate Students	588	17%	20%	22%	25%
Faculty/Staff	130	4%	5%	5%	7%
Non-affiliated	128	4%	5%	8%	8%
Did not state	38	1%	1%	1%	1%

2A. Respondents by Library (Percentage of total users in each unit from each group)

	# Surveys received 2011		% by unit (3 concurrent sessions)	
	5 sessions	3 sessions	2011	2008
Art	78	57	2%	3%
Built Environments	83	51	2%	3%
Drama	85	52	2%	1%
East Asia	146	87	3%	2%
Engineering	225	115	3%	4%
Foster Business	465	231	7%	5%
Health Sciences		294	9%	9%
Math Research	51	34	1%	1%
Music	129	80	2%	3%
OUGL		934	28%	23%
Physics-Astronomy	82	51	2%	2%
Suzzallo-Allen		1383	41%	38%
Closed units				5%
UW Bothell+	293	179		
UW Tacoma	334	186		

**Percentage of all UW Seattle respondents (3379) for all sessions run in common (3 of 5 sessions)

+ Cascadia Community College not included in UW Bothell responses

	Undergraduates			Graduate/Professional			Faculty/Staff			Other		
	2011	2008	2005	2011	2008	2005	2011	2008	2005	2011	2008	2005
Art	77%	76%	77%	12%	16%	14%	8%	4%	3%	4%	4%	6%
Built Environments	30%	39%	40%	53%	44%	52%	11%	16%	5%	6%	2%	4%
Drama	82%	79%	79%	11%	15%	14%	0%	3%	4%	7%	4%	4%
East Asia	71%	72%	49%	13%	18%	29%	9%	6%	6%	7%	4%	15%
Engineering	75%	72%	56%	18%	20%	28%	4%	3%	3%	4%	4%	8%
Foster Business	83%	77%	72%	13%	20%	22%	1%	1%	3%	4%	3%	4%
Health Sciences	26%	27%	23%	64%	57%	55%	8%	12%	13%	2%	4%	9%
Math Research	37%	17%	25%	43%	54%	39%	16%	19%	23%	4%	10%	13%
Music	50%	59%	34%	43%	32%	50%	6%	3%	6%	2%	6%	9%
OUGL	94%	92%	88%	2%	5%	4%	1%	2%	2%	2%	1%	5%
Physics-Astronomy	71%	60%	54%	20%	24%	32%	5%	6%	5%	4%	9%	9%
Suzzallo-Allen	75%	73%	63%	16%	15%	21%	4%	6%	5%	5%	6%	11%
UW Bothell+	88%	75%		5%	4%		4%	12%		3%	8%	
UW Tacoma	85%	83%		9%	4%		2%	2%		3%	11%	

2B. Respondents by College/School

	Undergraduates	Graduate students	Faculty/staff
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	2011%	2008%	2005%	2011%	2008%	2005%	2011%	2008%	2005%
None given/no major	12%	27%	24%	12%	18%	16%	30%	42%	43%
Built Environments	1%	2%	1%	5%	4%	4%	4%	4%	
Business	10%	7%	6%	4%	5%	4%	2%	1%	
Education	1%			3%	2%	3%	1%	1%	1%
Engineering	9%	6%	6%	6%	5%	7%	3%	4%	3%
Environment	3%			2%			2%		
Forest Resources		1%	1%		1%	1%		1%	0
Information	0%	0%	0%	4%	2%	2%	1%	1%	1%
Ocean-Fisheries		1%	1%		1%	1%		4%	2%
Public Affairs				2%	1%	1%	2%	0	0
A&S Fine Arts	5%	6%	6%	8%	6%	6%	5%	1%	2%
A&S Humanities	8%	7%	7%	11%	11%	9%	9%	4%	5%
A&S Social Science	22%	19%	20%	9%	8%	9%	12%	13%	9%
A&S Science	25%	19%	22%	4%	8%	9%	8%	7%	10%
Interdisciplinary	1%	1%	1%	1%	1%	2%	1%	0	1%
Dentistry				2%	3%	3%	0	1%	1%
Medicine	1%	1%	1%	7%	6%	7%	15%	15%	18%
Nursing	2%	1%	1%	4%	4%	3%	0	1%	0
Pharmacy				6%	5%	5%	1%	1%	1%
Public Health	1%	2%	1%	7%	6%	5%	3%	2%	4%
Social Work	0%	1%	1%	0%	3%	3%	1%	1%	1%
Tacoma/Bothell									
Law							2%		0

OUGL, Suzzallo-Allen and Health Sciences Libraries Respondents By School/College

	OUGL		Suzzallo-Allen				Health Sciences			
	Undergrads		Undergrads		Graduate/Prof		Undergrad		Graduate/Prof	
	2011	2008	2011	2008	2011	2008	2011	2008	2011	2008
None given/no major	15%	34%	10%	24%	15%	15%	9%	21%	13%	11%
Built Environments	2%	1%	0%	1%	1%	1%		1%		
Business	6%	7%	4%	5%	1%	1%	1%			
Education	1%		1%	0%	6%	6%				
Engineering	11%	5%	7%	4%	5%	5%				
Environment	3%	*1%	4%	*1%	4%	2%		*1%	1%	
Information	1%			1%	10%	3%			1%	1%
Public Affairs					5%	4%				
A&S Fine Arts	1%	2%	3%	1%	2%	3%				
A&S Humanities	6%	7%	11%	10%	21%	26%	1%	1%	1%	
A&S Social Science	20%	20%	30%	26%	21%	24%	2%	1%	1%	
A&S Science	29%	18%	23%	20%	5%	6%	57%	36%		2%
Interdisciplinary	1%	1%	1%	2%	0%	1%	3%		1%	2%
Dentistry									5%	10%
Medicine	1%	1%	1%	1%			9%	15%	22%	20%
Nursing	2%	1%	2%	1%		1%	7%	6%	12%	14%
Pharmacy									20%	20%
Public Health			1%	2%	1%	1%	9%	17%	19%	18%
Social Work	0%	1%	0%	1%	1%	1%				
Law					1%	1%				

*Includes College of Ocean and Fishery Sciences and College of Forest Resources

2C. Internal Locations: Respondents by Group – Health Sciences, OUGL, Suzzallo-Allen

Percentage of each group that used a specific location within the library visited

HEALTH SCIENCES	Undergrads		Grad/Prof		Faculty/Staff		ALL	
	2011	2008	2011	2008	2011	2008	2011	2008
Learning commons comp lab	46%	62%	47%	64%	48%	37%	46%	58%
Open study area	64%		63%		22%		59%	

Info Desk	4%	9%	6%	12%	13%	6%	7%	10%
Group study rooms	12%		14%		9%		14%	
Book shelves (stacks)	11%	10%	4%	14%	17%	29%	7%	15%
Journal shelves	8%	5%	1%	10%	4%	31%	3%	12%
New journals		1%		2%		20%		4%
Printer/copy machines	22%		19%		4%		18%	
Course reserves	9%	9%	6%	6%	0	0	7%	6%
Reference book shelf	3%		1%		4%		2%	
Other	1%		2%		4%		2%	

OUGL	Undergrads		Grad/Prof		ALL		
	2011	2008	2011	2008	2011	2008	2005
Book Collections		5%		13%		5%	12%
Books, magazines, news	12%		17%		13%		
Computer classrooms		3%		10%		4%	2%
Catalyst (Room 230)	1%				1%		
Computer Commons	58%	62%	30%	42%	56%	60%	61%
Group study rooms	15%	6%	9%	8%	15%	6%	9%
Help desks	9%	7%	22%	0	10%	7%	7%
Instruct Lab 102 or Rm 220	1%		0		1%		
Writing Center	4%	1%	9%	3%	4%	1%	
Media Center	15%	21%	26%	37%	16%	21%	21%
Periodicals/Microfilm		1%		0		1%	3%
Quiet study	42%	27%	30%	24%	42%	27%	31%
Technology Studios	3%	1%	4%	0	3%	1%	
University BookStore	15%		9%				
Other	7%	7%	4%	3%	7%	7%	9%

SUZZALLO-ALLEN	Undergrads		Grad/Prof		Faculty/Staff		Other		ALL	
	2011	2008	2011	2008	2011	2008	2011	2008	2011	2008
Circulation/Cashier	10%	8%	35%	27%	26%	38%	17%	13%	15%	13%
GMM	5%		9%		9%		11%		6%	
Government Pubs		3%		2%		5%		4%		3%
Maps		1%		1%		6%		6%		1%
Microforms-News		3%		4%		6%		14%		4%
Natural Sciences		9%		9%		9%		10%		9%
Research Commons	18%		14%		12%		8%		17%	
Special Collections	1%	2%	2%	2%	4%	6%	6%	5%	1%	2%
Suzzallo-Allen Info Desks	16%	14%	16%	12%	16%	13%	25%	18%	16%	14%
Suzzallo Periodicals		5%		6%		9%		22%		6%
Suzzallo Reference	6%	6%	8%	6%	11%	7%	15%	13%	7%	6%
Suzzallo-Allen book stacks	13%	12%	21%	21%	26%	19%	37%	21%	16%	14%
Suzzallo Espresso	44%	31%	39%	34%	44%	32%	26%	18%	42%	31%
Suzzallo-Allen study areas	40%	47%	27%	28%	14%	18%	31%	31%	37%	41%
Suzzallo-Allen Exhibits	2%	2%	3%	2%	2%	3%	5%	5%	2%	2%
Suzzallo Reading Room	24%	24%	17%	21%	25%	9%	25%	17%	23%	23%
Other	4%	8%	6%	7%	4%	9%	5%	6%	5%	8%

3. What Did You Do In This Library Today?

	Undergraduates			Graduate/Professional			Faculty/Staff			ALL	ALL
	2011	2008	2005	2011	2008	2005	2011	2008	2005	2011	2008
Asked for staff assistance	6%	6%	10%	11%	10%	12%	14%	19%	21%	8%	8%
Looked for library material	14%	12%	19%	20%	23%	38%	35%	40%	48%	17%	17%
Borrowed/returned material	11%	10%	13%	28%	22%	26%	33%	24%	29%	15%	13%
Used scanner	3%			4%			1%			3%	
Made photocopies	4%	6%	10%	6%	8%	15%	7%	8%	15%	5%	7%
Used a printer	27%	20%	18%	17%	13%	11%	5%	4%	4%	24%	17%

Consumed food/beverage	37%			34%			19%			35%	
Studied/worked individually	69%	66%	61%	58%	56%	46%	30%	26%	21%	65%	61%
Studied/worked in groups	20%	15%	14%	17%	17%	14%	4%	3%	3%	18%	14%
Used library computer	43%	58%	58%	36%	42%	49%	25%	33%	27%	41%	52%
Used own computing device	32%	16%	9%	33%	21%	14%	11%	7%	2%	31%	17%
Met someone else	20%	17%		14%	9%		8%	8%		18%	15%

	Staff assistance		Looked for items		Checked-out or returned		Copied		Printed		Scanned
	2011	2008	2011	2008	2011	2008	2011	2008	2011	2008	2011
Art	21%	7%	40%	42%	49%	29%	6%	11%	13%	10%	1%
Build Environments	33%	20%	37%	40%	47%	28%	8%	14%	14%	11%	2%
Drama	35%	14%	66%	27%	45%	25%	25%	10%	42%	22%	8%
East Asia	11%	8%	32%	25%	14%	17%	3%	4%	10%	7%	1%
Engineering	4%	7%	19%	18%	17%	9%	3%	7%	13%	17%	1%
Foster Business	7%	8%	6%	7%	7%	7%	5%	8%	31%	24%	5%
Health Sciences	5%	5%	9%	16%	5%	4%	5%	10%	24%	23%	3%
Math Research	18%	9%	45%	53%	49%	45%	4%	6%	12%	8%	2%
Music	15%	14%	34%	45%	30%	24%	14%	21%	22%	20%	2%
OUGL	6%	5%	12%	6%	12%	10%	4%	6%	29%	25%	4%
Physics-Astronomy	6%	7%	20%	23%	11%	14%	2%	5%	7%	7%	1%
Suzzallo-Allen	7%	9%	16%	17%	16%	13%	4%	5%	22%	15%	2%
UW Bothell	18%	17%	14%	21%	15%	16%	4%	2%	34%	17%	4%
UW Tacoma	12%	12%	14%	17%	15%	7%	4%	6%	28%	31%	1%

	Ate/drank	Worked alone		Group work		Lib computer		Own computer		Met others	
	2011	2011	2008	2011	2008	2011	2008	2011	2008	2011	2008
Art	1%	24%	40%	1%	1%	31%	54%	18%	13%	3%	5%
Built Environments	8%	25%	34%	0%	0%	28%	37%	11%	5%	7%	3%
Drama	14%	47%	16%	11%	9%	59%	52%	16%	5%	24%	8%
East Asia	6%	66%	62%	6%	5%	36%	55%	26%	8%	8%	5%
Engineering	19%	57%	59%	15%	20%	42%	52%	25%	14%	8%	13%
Foster Business	34%	69%	72%	29%	30%	35%	46%	40%	30%	18%	17%
Health Sciences	41%	65%	59%	28%	24%	52%	64%	36%	16%	20%	15%
Math Research	6%	35%	40%	6%	2%	20%	26%	10%	7%	8%	0
Music	10%	48%	44%	4%	2%	47%	50%	16%	12%	9%	5%
OUGL	34%	67%	61%	20%	17%	53%	65%	27%	15%	25%	23%
Physics-Astronomy	23%	78%	69%	5%	3%	33%	39%	37%	16%	10%	5%
Suzzallo-Allen	43%	66%	68%	17%	10%	33%	45%	34%	19%	17%	14%
UW Bothell	31%	53%	56%	29%	24%	41%	48%	38%	21%	26%	17%
UW Tacoma	22%	58%	58%	16%	16%	42%	57%	31%	16%	12%	13%

What Did You Do In This Library Today? Local Questions

	Course reserves	Picked up hold item	Group study	Instruction session/class	Quiet study place	Used media	Finale software	Borrowed print jnl
Art	5%	17%						
Built Environments	10%							
Drama	12%	15%						
Engineering			12%					
Foster Business	11%							
Health Sciences			7%	3%				
Math Research		16%						
Music						22%	4%	
OUGL			8%	1%				

Physics-Astronomy		1%					
UW Bothell					35%		
UW Tacoma	8%						2%

4. How long did you spend in the library during this visit?

	Undergraduates	Grad Students	Faculty/Staff	Other	Total
Less than 30 minutes	19%	27%	52%	18%	
30 minutes to one hour	28%	22%	21%	24%	
More than one to three hours	40%	37%	20%	40%	
More than three hours	14%	14%	7%	17%	

	<30 minutes	30 minutes to 1 hour	More than 1 hour to 3 hours	More than 3 hours
Art	60%	17%	16%	7%
Built Environments	69%	12%	12%	6%
Drama	42%	31%	25%	2%
East Asia	20%	36%	33%	11%
Engineering	27%	31%	36%	6%
Foster Business	12%	25%	52%	11%
Health Sciences	17%	23%	45%	14%
Math Research	63%	6%	27%	4%
Music	38%	34%	26%	2%
OUGL	19%	27%	37%	17%
Physics-Astronomy	14%	31%	48%	4%
Suzzallo-Allen	21%	28%	38%	13%
UW Bothell	21%	20%	42%	17%
UW Tacoma	28%	23%	35%	13%

5. How important are the following services to you in this library? Mean scores of 1(not important) to 5 (very important)

	Undergraduates			Graduate/Professional			Faculty/Staff			ALL	ALL
	2011	2008	2005	2011	2008	2005	2011	2008	2005	2011	2008
Library computers	4.49	4.62	4.66	4.15	4.26	4.44	3.75	3.80	4.11	4.40	4.50
Library staff assistance	3.79	3.74	3.80	3.98	3.94	3.93	4.26	3.99	4.19	3.86	3.81
Access to on-site coll.	4.03	3.93	3.95	4.28	4.12	4.27	4.55	4.18	4.58	4.11	3.99
Access to online lib resources	4.29	4.24	4.23	4.49	4.50	4.51	4.58	4.18	4.26	4.36	4.29
Place to work individually	4.75	4.62	4.51	4.48	4.39	4.16	3.71	3.59	3.39	4.65	4.51
Place to work in groups	4.25	4.01	3.82	3.78	3.61	3.29	2.77	2.69	2.51	4.07	3.82
Tools for group work	3.79			3.35			2.51			3.63	
Electrical outlets	4.52	4.19		4.32	4.10		3.52	3.25		4.42	4.09

	Lib Computers		Staff assistance		On-site collection		Online resources	
	2011	2008	2011	2008	2011	2008	2011	2008
Art	3.96	4.55	4.37	4.11	4.56	4.41	4.27	4.36
Built Environments	4.29	4.28	4.46	4.10	4.60	4.37	4.10	4.22
Drama	4.76	4.65	4.54	4.41	4.66	4.48	4.54	4.45
East Asia	4.22	4.37	4.07	3.80	4.28	3.87	4.25	4.24
Engineering	4.30	4.43	3.56	3.70	3.84	3.82	4.16	4.06
Foster Business	4.15	4.22	3.48	3.59	3.59	3.41	4.02	3.92
Health Sciences	4.49	4.68	3.78	3.89	4.09	3.98	4.63	4.58
Math Research	3.57	3.65	4.29	4.14	4.51	4.13	4.19	3.94
Music	4.50	4.58	4.34	4.06	4.48	4.52	4.63	4.41
OUGL	4.72	4.72	3.85	3.68	4.07	3.95	4.31	4.27
Physics-Astronomy	3.99	4.03	3.51	3.40	3.87	3.67	3.87	3.62
Suzzallo-Allen	4.30	4.43	3.85	3.81	4.15	4.04	4.41	4.32
UW Bothell	4.58	4.38	4.26	4.40	4.38	4.26	4.63	4.56

UW Tacoma	4.57	4.65	4.39	4.40	4.47	4.38	4.64	4.72
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	Individual work		Group work		Group work tools		Electrical outlets	
	2011	2008	2011	2008	2011		2011	2008
Art	4.27	4.25	3.08	2.85	2.91		4.25	3.87
Built Environments	4.10	4.04	2.68	2.71	2.63		4.01	3.93
Drama	4.54	4.11	3.57	3.68	3.01		4.06	3.91
East Asia	4.54	4.40	3.32	2.94	3.04		4.21	3.71
Engineering	4.57	4.35	4.08	4.02	3.75		4.35	3.92
Foster Business	4.74	4.64	4.56	4.55	4.30		4.69	4.45
Health Sciences	4.68	4.55	4.31	4.19	3.82		4.39	4.03
Math Research	3.54	3.62	2.72	2.70	2.60		3.50	3.36
Music	4.34	3.99	3.23	3.06	2.67		3.94	3.72
OUGL	4.71	4.60	4.43	4.22	3.94		4.53	4.24
Physics-Astronomy	4.80	4.59	2.69	2.71	2.53		4.03	3.75
Suzzallo-Allen	4.68	4.60	3.96	3.68	3.50		4.40	4.13
UW Bothell	4.60	4.59	4.56	4.26	4.15		4.56	3.99
UW Tacoma	4.74	4.58	4.42	4.26	3.98		4.47	4.16

How important are the following services to you in this library? Local Questions

	Research consult	Scanner access	Photocopier access	Course reserves	Quiet areas	Laptop	Tech assist	Media Center	After hours access
Art	3.93								
Built Environments	3.81	3.77							
Drama	4.09								
East Asia	3.60	3.27							
Engineering	3.38	3.11							
Foster Business	3.17								
Health Sci.	3.39								4.00
Math Res.		2.96	3.06						
Music			4.21						
OUGL	3.77			4.02				3.84	4.45
Physics-Astronomy		3.00	2.96						
UW Bothell					4.54		4.17		
UW Tacoma						3.86			

6. How would you rate this library on the following? Mean scores on scale of 1 (poor) to 5 (excellent)

	Undergraduates			Graduate/Professional			Faculty/Staff			ALL	ALL
	2011	2008	2005	2011	2008	2005	2011	2008	2005	2011	2008
Access to computers	3.93	4.01	4.07	4.26	4.19	4.24	4.33	4.32	4.41	4.02	4.07
Individual work space	4.23	4.28	4.35	4.07	4.01	4.07	4.08	4.03	4.20	4.20	4.22
Group work space	3.81	3.69		3.77	3.63		3.66	3.61		3.80	3.68
Service quality	4.20	4.23	4.18	4.44	4.35	4.27	4.55	4.53	4.55	4.26	4.28
Hours open	3.93	3.95	3.96	3.50	3.56	3.49	3.70	3.76	4.00	3.84	3.86
Outlets	3.50			3.65			3.71			3.54	
Facility quality	3.92			3.74			3.90			3.89	

	Computers		Individual		Group		Serv Quality		Hours		Outlets	Facility
	2011	2008	2011	2008	2011	2008	2011	2008	2011	2008	2011	2011
Art	4.09	4.11	4.33	4.16	3.33	2.96	4.63	4.44	3.44	3.81	3.71	3.79
Built Environments	4.29	3.72	4.37	4.12	3.07	2.73	4.67	4.13	3.75	3.52	3.92	4.05
Drama	4.70	4.53	4.53	3.88	3.63	2.89	4.83	4.60	3.71	3.57	4.11	4.52

