University Libraries
UNIVERSITY OF WASHINGTON

2004 UNDERGRADUATE LIBRARY AND INFORMATION USE SURVEY

1. What is your class, major and gender?

Class: __Freshman __Sophomore __Junior __Senior __5th Year __Other, please specify:

Major: Declared major: 1st major _____ 2nd major_____
Haven't declared major yet_____

Gender: ____Female ___Male

2. How important are the following sources of information for your work?

	Very Important				Not Important
UW Libraries (includes UW Libraries provided Web resources)	5	4	3	2	1
Web resources (not provided by UW Libraries)	5	4	3	2	1
Departmental resources	5	4	3	2	1
Personal books, journals, files etc.	5	4	3	2	1
Faculty or other students	5	4	3	2	1
Other, please specify:	5	4	3	2	1

3. Have you used the UW Libraries services or collections (either in-person or remotely) during this academic year?

Yes____ No___

If you haven't used the Libraries this year please state the reasons why. You may complete the remainder of the survey or stop at this point and mail it to the address given on page 4. Thank you.

4. How frequently do you use the following methods to visit or access the UW Libraries?

	More Often	Weekly	Monthly	Quarterly	Less Often/NA
Visit library in person	5	4	3	2	1
Use computer (not in library) to access libraries	5	4	3	2	1

5. When you VISIT the UW Libraries in person how often do you do the activities listed below?

	More Often	Weekly	Monthly	Quarterly	Less Often/NA
Look for a print journal article	5	4	3	2	1
Look for a print book	5	4	3	2	1
Consult library staff	5	4	3	2	1
Photocopy	5	4	3	2	1
Print from library computer	5	4	3	2	1
Use library computers	5	4	3	2	1
Bring your own computer and use wireless connection	5	4	3	2	1
Use as place to do individual work	5	4	3	2	1
Use as a place to do group work	5	4	3	2	1
Other (please specify)	5	4	3	2	1

6. Select the UW libraries you use on a regular basis. (Suzzallo-Allen includes all libraries within.)

___Health Sciences	___East Asia	___Law
___Suzzallo-Allen	___Engineering	___Mathematics
___Undergraduate	___Fisheries-Oceanography	___Music
___Architecture	___Forest Resources	___Physics-Astronomy
___Art	___Foster Business	___Social Work
___Chemistry	___Friday Harbor	___UW Bothell
___Drama	___K.K. Sherwood	___UW Tacoma

Comments on those libraries (including individual libraries and collections within Suzzallo-Allen)

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

	Most of Time				Not Enough	N/A
Academic Year						
Evenings	5	4	3	2	1	0
Weekends	5	4	3	2	1	0
Summer Session	5	4	3	2	1	0
Interim periods	5	4	3	2	1	0

Comments on library hours (please specify units/hours where possible):

During evenings and weekends what services do you need in the library? (Check all that apply)

___Place to work	___Computer access	___Copy services	___Access to collections
___Reference assistance	___Check-out materials	___Course reserves	___Other (please specify):

8. The UW Libraries is reviewing the policy on the number of times a book may be renewed, which is now two renewals after the initial check-out. How many times do you think students and faculty should be able to renew books?

___Once   ___Twice (current policy)   ___3-4 times   ___Unlimited renewals

9. How often do you use computers at the sites listed below?

	Daily	Several times per week	Weekly	Monthly	Less Often/NA
OUGL Computer Commons (OUGL 2nd floor)	4	3	2	1	0
Microlab (Health Sciences Library computer lab)	4	3	2	1	0
Other UW libraries (e.g. Suzzallo-Allen, Foster, Engineering)	4	3	2	1	0
Mary Gates Hall Computer Resource Center	4	3	2	1	0
Departmental computing lab	4	3	2	1	0
Campus residence	4	3	2	1	0
Off-campus residence (local)	4	3	2	1	0
Other off-campus locations	4	3	2	1	0
Other (please specify)	4	3	2	1	0

10. How important to your UW work is it to have the following software applications available on computers in the library?

	Very Important				Not Important
Word processors (e.g. Word, Word Perfect)	5	4	3	2	1
Spreadsheets (e.g. Excel)	5	4	3	2	1
Presentation software (e.g. PowerPoint)	5	4	3	2	1
Database software (e.g. Access)	5	4	3	2	1
Publishing software (e.g. Acrobat)	5	4	3	2	1
Graphics software (e.g. Photoshop)	5	4	3	2	1
Scanning software for images and texts	5	4	3	2	1
Bibliographic citation software (e.g. EndNote)	5	4	3	2	1
Web-based collaboration tools (e.g. Catalyst Peer Review)	5	4	3	2	1

Comments:

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

	Daily	Weekly	Monthly	Quarterly	Less Often/NA
Read or send email	4	3	2	1	0
Search the UW Libraries catalog	4	3	2	1	0
Search a library provided index to journal articles	4	3	2	1	0
Look for library provided full-text electronic journals	4	3	2	1	0
Look for library provided electronic books	4	3	2	1	0
Do course assignments/readings on the Web	4	3	2	1	0
Use Google or another general Web search engine	4	3	2	1	0
Look at a specific Web site without using a search engine	4	3	2	1	0
Consult with library staff (chat reference, email)	4	3	2	1	0
Work on your own Web page	4	3	2	1	0
Use application software (e.g. word processing, spreadsheets)	4	3	2	1	0
Listen to music	4	3	2	1	0
Play games	4	3	2	1	0
Other (please specify)	4	3	2	1	0

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

	Very Easy				Not Easy	Don't Do
Search the UW Libraries catalog for books/journals	5	4	3	2	1	0
Find a book in a campus library	5	4	3	2	1	0
Request a book that is not available at UW	5	4	3	2	1	0
Find references to journal articles	5	4	3	2	1	0
Find electronic journals	5	4	3	2	1	0
Find a journal in the library	5	4	3	2	1	0
Find media items such as music, films, images	5	4	3	2	1	0
Determine years available for electronic journals	5	4	3	2	1	0
Find a computer to use in the library	5	4	3	2	1	0
Get help when you need it	5	4	3	2	1	0
Use the library Web site	5	4	3	2	1	0
Ask a librarian for research assistance	5	4	3	2	1	0
Manage your library account (e.g., renewals)	5	4	3	2	1	0

Comments:

13. Please indicate your satisfaction with the library services listed below.

	High				Low	Don't Use
			SATISFACTION			
Reshelving of library materials	5	4	3	2	1	0
Electronic course reserves	5	4	3	2	1	0
Library instruction, training and teaching	5	4	3	2	1	0
Staff assistance in library	5	4	3	2	1	0
Staff assistance remotely (email/Web/phone)	5	4	3	2	1	0
Photocopy in library	5	4	3	2	1	0
Interlibrary loan/article delivery (borrow books from non-UW libraries)	5	4	3	2	1	0
Printing in library	5	4	3	2	1	0
Access to library computers	5	4	3	2	1	0
Information Gateway (UW Libraries Web Site)	5	4	3	2	1	0

Comments on library services:

14. What should be the TOP priorities for the Libraries during the next two years?

___Provide access to more online journal titles
___Maintain quality of UW Libraries print collections
___Provide online access to older journals
___Provide access to more online book titles
___Increase hours of opening for libraries
___Extend wireless capability in campus libraries
___Support changes in scholarly publishing to make journals more affordable
___Other (please specify):

___Preserve library materials from deterioration
___Provide librarian consultation for your research efforts
___Provide instruction in using library/Web resources
___Offer office delivery of books
___Add more functionality to computers in libraries
___Provide quieter work/study areas in libraries
___Integrate library information and services into campus Web sites (e.g. MyUW)

15. How satisfied are you with the UW Libraries?

	Very Satisfied				Not Satisfied
Library services	5	4	3	2	1
Library collections	5	4	3	2	1
Overall Libraries satisfaction level	5	4	3	2	1

ADDITIONAL COMMENTS ON UW LIBRARIES

Please return your completed questionnaire to the UW Office of Educational Assessment, Box 354987
Thank you!