

# User Survey

## University of Memphis Libraries

### OVERALL IMPRESSION

**1. Which U of M libraries do you use and how often? How satisfied are you with these libraries overall? Please check all libraries that apply.**

LIBRARIES	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
McWherter (Main) Library										
Chemistry Library										
Earth Sciences Library										
Mathematics Library										
Music Library										
Audiology and Speech Pathology Library										

**Comments on Libraries:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### RESOURCES

**2. How often do you use these library resources? To what extent do they satisfy your information needs? Please check all areas that apply.**

RESOURCES	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
Books										
Journals, Periodicals and Newspapers										
Journal indexes (print format)										
Electronic Databases										
Internet/World Wide Web										
Email/Listservs										
Microforms										
Government Publications										
Audiovisuals (Records, CDs, Videotapes, etc.)										
Maps										
Rare Books and Archives										

**Comments on collections:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### 3. Availability and ease of finding materials

**3a. Please answer for the library you use most:**

McWherter Library   
 Chemistry Library   
 Earth Sciences Library  
 Mathematics Library   
 Music Library   
 Audiology and Speech Pathology Library

**3b. How satisfied are you with the availability and ease of finding materials (books, journals, periodicals, newspapers, microforms, audiovisuals, government publications, and maps) at the library you indicated above?**

MATERIALS	SATISFACTION RATING				
	Very Good	Good	Average	Poor	Very Poor
Availability of materials you need					
Ease of finding materials you need					

**Comments on materials:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**4. How often do you access the U of M Libraries' resources (library catalog, electronic databases, and other resources) using the Libraries web page and how satisfied are you with this access? Please check all areas that apply.**

LIBRARIES' WEB ACCESS	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
<b>Libraries' catalog</b>										
♦ From within library										
♦ From outside library/off campus										
<b>Libraries' electronic databases</b>										
♦ From within library										
♦ From outside library/off campus										
<b>Libraries' Government Publications Site</b>										
♦ From within library										
♦ From outside library/off campus										
<b>Libraries' Instruction Site</b>										
♦ From within library										
♦ From outside library/off campus										

**Comments on Libraries' web access:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**SERVICES**

**5. How often do you use these library services at the McWherter Library? To what extent are your information needs satisfied? Please check all services that apply.**

SERVICES	FREQUENCY OF USE					SATISFACTION RATING				
	More than once a week	Once a week	Once a month	Once a semester	Never	Very Good	Good	Average	Poor	Very Poor
MCWHERTER LIBRARY										
♦ Reference Services										
♦ Circulation Services										
♦ Periodicals Services										
♦ Government Publications Services										
♦ Microforms and Audiovisuals Services										
♦ Special Collections Services										
♦ Interlibrary Loan Services										
♦ Reserve Room Services										
♦ Copy Center Services										

**Comments on services:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**6. Library Instruction Classes**

**6a. Have you attended a class for library instruction in McWherter Library?**

- Yes  
 No

If your answer is “No” please skip item 6b. Continue with item 6c.

**6b. Have you attended a class for library instruction in McWherter Library as a student in the following classes: (Check all that apply.)**

- ACAD 1100  
 English 1102  
 Another lower division level course. Please specify \_\_\_\_\_  
 An upper division level course. Please specify \_\_\_\_\_

**6c. If you have never attended a library instruction class, would you like to?**

- Yes  
 No

**6d. If you answered “Yes” to Question # 6c please indicate the most convenient site for such a class**

- McWherter Library  
 Carrier Center, Collierville  
 Jackson State Community College  
 Dyersburg State Community College  
 Millington Naval Station  
 Other \_\_\_\_\_

**STAFF**

**7. Indicate your satisfaction with the assistance received from the Libraries' staff. For each library or department that you use, please check all characteristics that apply.**

STAFF	SATISFACTION RATING			
	Approachable	Courteous	Helpful	Knowledgeable
<b>MCWHERTER LIBRARY</b>				
♦ Reference Desk				
♦ Circulation Desk				
♦ Periodicals Desk				
♦ Government Publications Desk				
♦ Microforms and Audiovisuals Desk				
♦ Special Collections Desk				
♦ Interlibrary Loan Office				
♦ Reserve Room Desk				
♦ Copy Center				
<b>BRANCHES</b>				
♦ Chemistry Library				
♦ Earth Sciences Library				
♦ Mathematics Library				
♦ Music Library				
♦ Audiology and Speech Pathology Library				

**Comments on staff:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**FACILITIES**

**8a. Please answer for the library you use most:**

\_\_\_ McWherter Library    \_\_\_ Chemistry Library    \_\_\_ Earth Sciences Library  
 \_\_\_ Mathematics Library    \_\_\_ Music Library    \_\_\_ Audiology and Speech Pathology Library

**8b. At the library you use most often, how satisfied are you with each of the following?**

FACILITIES	SATISFACTION RATING				
	Very Good	Good	Average	Poor	Very Poor
Operating Hours					
Cleanliness and Maintenance					
Temperature					
Lighting					
Safety					
Signage					
<b>EQUIPMENT</b>					
♦Computer Workstations excluding those from TIGERLAN Lab					
♦Microform Readers					
♦VCRs					

**Comments on facilities:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**OTHER LIBRARIES USED**

**9. Please indicate any other libraries you use to get the information you need for your academic research needs.**

- \_\_\_\_\_ Memphis/Shelby County Public Library and Information Center
- \_\_\_\_\_ Jackson State Community College Library
- \_\_\_\_\_ Dyersburg State Community College Library
- \_\_\_\_\_ Union University Library
- \_\_\_\_\_ Jackson-Madison County Public Library
- \_\_\_\_\_ Other \_\_\_\_\_

**FUTURE NEEDS**

**10. Thinking about your future information needs please rank five of the following services or resources you would most like The U of M Libraries to offer.**

**Select five items using 1 for most important and 5 for least important.**

- \_\_\_\_\_ More current books
- \_\_\_\_\_ More journal titles
- \_\_\_\_\_ More online databases and indexes (accessible via the U of M Libraries' web site)
- \_\_\_\_\_ More online full-text journal articles (accessible via the U of M Libraries' web site)
- \_\_\_\_\_ More print instructions for the use of resources within the library
- \_\_\_\_\_ More online instructions for the use of databases and library resources (accessible via the U of M Libraries' web site)

- More instruction/workshops in how to use library resources
- Longer library hours on weekdays
- Longer library hours on weekends
- More online full-text reserves (accessible via the U of M Libraries' web site)
- More in-depth reference consultation by appointment
- Increased availability of resources not owned by the U of M Libraries (eg. Interlibrary Loan)
- Other \_\_\_\_\_

**DEMOGRAPHICS**

**11a. Prior to enrolling at the University of Memphis did you use any of the following? Check all that apply:**

- Public library
- High school library
- Community college/University library

**11b. Check ALL of the following that apply to you this semester:**

- Live in campus housing
- Live off campus
- Off-campus/distance education student at: \_\_\_\_\_
- Computer at home/dorm
- Use e-mail
- Use Internet/World Wide Web
- Access campus network from home/dorm

**11c. Indicate your class level**

- Freshman
- Sophomore
- Junior
- Senior

**11d. What is your declared major?** \_\_\_\_\_

**11e. Indicate your age group**

- 17-22
- 23-28
- 29-34
- 35-older

**12. Do you have any additional comments about the U of M Libraries?** \_\_\_\_\_

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*Thank you for helping the U of M Libraries improve services.*