

**Library Building Hours and Services Questionnaire** (survey conducted Nov – Dec 2002)

**1. What category best describes you?**

<b>Patron Group</b>	<b>Number of Responses</b>	<b>Percentage of Total Responses</b>
Faculty	384	11%
Graduates	864	24%
Undergraduates	1651	46%
Other Academic	189	5%
Staff	391	11%
Other*	34	1%
Unknown	38	1%
<b>TOTAL</b>	<b>3551</b>	

\* See Attachment 1 for a list of other category

**2. Which library do you use most often?**

<b>Library</b>	<b>Number of Responses</b>
Africana	5
Annex	1
Asia	52
Engineering	284
Entomology	18
Fine Arts	100
Geneva	23
Hotel	59
ILR	139
Law	61
Management	86
Mann	761
Mathematics	58
Medical	9
Music	44
Olin	876
Physical Sciences	168
Rare	18
Uris	683
Veterinary	106
<b>TOTAL</b>	<b>3551</b>

3. Are you satisfied with the current hours at that library you use most frequently?

Patron Group	Responses by Group		YES	NO
	Total Responses	Responses to This Question		
Faculty	384	376	293	83
Graduates	864	857	552	305
Undergraduates	1651	1628	921	707
Other Academic	189	182	157	25
Staff	391	387	356	31
Other	34	34	27	7
Unknown	38	37	29	8
<b>TOTAL</b>	<b>3551</b>	<b>3501</b>	<b>2335</b>	<b>1166</b>

Library	Responses by Library		YES	NO
	Total Responses	Responses to This Question		
Africana	5	5	5	0
Annex	1	1	1	0
Asia	52	51	34	17
Engineering	284	278	205	73
Entomology	18	18	11	7
Fine Arts	100	99	70	29
Geneva	23	23	22	1
Hotel	59	59	43	16
ILR	139	137	60	77
Law	61	60	57	3
Management	86	83	56	27
Mann	761	747	514	233
Mathematics	58	58	42	16
Medical	9	8	6	2
Music	44	43	21	22
Olin	876	862	523	339
Physical Sciences	168	165	143	22
Rare	18	18	13	5
Uris	683	680	430	250
Veterinary	106	106	79	27
<b>TOTAL</b>	<b>3551</b>	<b>3501</b>	<b>2335</b>	<b>1166</b>

**3. (cont.) If no, please describe your preferences as specifically as possible:**

*Example:* The library currently opens at  $x$  hour on  $y$  day, but I would prefer the library to open at  $x$  hour.

Patron Group	Responses by Group		Extend Weekdays*	Extend Weekends*	Extend Services	24 Hours	Breaks/ Exams	Unique
	Total Responses	Responses to This Question						
Faculty	384	123	25	61	1	4	28	4
Graduates	864	472	167	235	8	23	33	6
Undergraduates	1651	1034	403	461	13	118	30	9
Other Academic	189	35	3	19	1	1	7	4
Staff	391	48	13	24	2	1	7	1
Other	34	10	4	5	0	0	0	1
Unknown	38	14	6	5	0	1	1	1
<b>TOTAL</b>	<b>3551</b>	<b>1736</b>	<b>621</b>	<b>810</b>	<b>25</b>	<b>148</b>	<b>106</b>	<b>26</b>

\*See Attachment 1 for detailed tables on Weekdays and Weekends.

*Processing note:* There were 63 respondents who answered “yes” to the first part of the question, but also listed preferences. See attachment 1 for tables by patron group showing “yes” to part 1 *and* preferences listed; and “no” to part 1 with no preferences listed.

**4. Please rank the services and spaces you use at the library, with 1 being the most valuable to you.**

*Services to rank* : Circulation/Reserve Services; Reference Services; Technical Support/Database Services; *Computers* (desktop & laptop loans); Photocopiers; Carrels/Studies; Quiet study rooms/areas; Group study rooms/area; Audio/Visual equipment/areas; Microforms (including reader/printers); Newspapers; Books; Journals and Magazines; Current Periodicals; Other

See Attachment 1 for detailed results for each service for patron groups and unit libraries, and tables on other services identified by respondents.

**Top Services by Patron Group**

**NOTE: These preferences do not reflect unit library service availability of services. Full**

**Faculty** (384 responses)

Service	Responses by Patron Group	
	Top 3 pick	Valuable (1-15)
<b>Journals and Magazines</b>	250 (65%)	289 (75%)
<b>Books</b>	241 (63%)	277 (72%)
<b>Circulation/Reserve Services</b>	197 (51%)	264 (69%)
<b>Current Periodicals</b>	138 (36%)	196 (51%)
<b>Reference Services</b>	123 (32%)	211 (55%)
<b>Technical Support/Database Services</b>	82 (21%)	118 (31%)
<b>Photocopiers;</b>	42 (11%)	126 (33%)
<b>Other:*</b> Online Resources (17) ILL/Illiad (12)	29 (8%)	38 (10%)
<b>Quiet study rooms/areas</b>	21 (5%)	60 (16%)
<b>Carrels/Studies</b>	21 (5%)	47 (12%)
<b>Microforms</b> (including reader/printers)	18 (5%)	50 (13%)
<b>Computers</b> (desktop & laptop loans)	16 (4%)	44 (11%)
<b>Newspapers</b>	15 (4%)	51 (13%)
<b>Audio/Visual equipment/areas</b>	13 (3%)	39 (10%)
<b>Group study rooms/area</b>	2 (0%)	19 (5%)

\* Other services listed for responses of 10 and higher.

4. (cont.) Please rank the services and spaces you use at the library...

Graduates (864 responses)

Service	Responses by Patron Group	
	Top 3 pick	Valuable (1-15)
Books	440 (51%)	597 (69%)
Journals and Magazines	429 (50%)	590 (68%)
Circulation/Reserve Services	402 (46%)	609 (70%)
Quiet study rooms/areas	284 (33%)	487 (56%)
Computers (desktop & laptop loans)	231 (27%)	435 (50%)
Photocopiers	190 (22%)	501 (58%)
Reference Services	188 (22%)	440 (51%)
Current Periodicals	166 (19%)	358 (41%)
Carrels/Studies	143 (17%)	319 (37%)
Technical Support/Database Services	130 (15%)	318 (37%)
Group study rooms/area	86 (10%)	267 (31%)
Other:*	39 (5%)	60 (7%)
ILL/Iliad (16)		
Computer Labs/Laptops (13)		
Online resources (10)		
Newspapers	32 (4%)	213 (25%)
Microforms (including reader/printers)	27 (3%)	183 (21%)
Audio/Visual equipment/areas	26 (3%)	180 (21%)

\* Other services listed for responses of 10 and higher.

Undergraduates (1651 responses)

Service	Responses by Patron Group	
	Top 3 pick	Valuable (1-15)
Quiet study rooms/areas	1145 (69%)	1393 (84%)
Computers (desktop & laptop loans)	950 (58%)	1301 (79%)
Books	533 (32%)	1084 (66%)
Circulation/Reserve Services	507 (31%)	1063 (64%)
Group study rooms/area	422 (26%)	956 (58%)
Carrels/Studies	318 (20%)	767 (46%)
Journals and Magazines	306 (19%)	877 (53%)
Photocopiers	273 (17%)	1009 (61%)
Reference Services	255 (16%)	859 (52%)
Current Periodicals	126 (8%)	684 (41%)
Technical Support/Database Services	103 (6%)	605 (37%)
Audio/Visual equipment/areas	96 (6%)	595 (36%)
Newspapers	72 (4%)	604 (37%)
Other:*	52 (3%)	74 (4%)
Café (42)		
Microforms (including reader/printers)	35 (2%)	520 (31%)

\* Other services listed for responses of 10 and higher.

**5. How do you find out about library hours or changes in library hours?**

Please check *all* that apply.

Posted library signs; Library Web site, URL: \_\_\_\_\_; Library pamphlets or flyers; Email notification

Other: \_\_\_\_\_

See Attachment 1: List of URLs; list of *other* current means of notification.

Patron Group	Responses by Group		Current Means of Notification				
	Total Responses	Responses to This Question	Signs	Site	Flyers	Email	Other
Faculty	384	364	252	153	28	45	34
Graduates	864	844	548	370	86	95	45
Undergraduates	1651	1586	1066	678	160	125	105
Other Academic	189	182	106	81	18	30	20
Staff	389	371	216	147	42	41	37
Other	34	33	18	13	1	2	4
Unknown	38	32	20	8	5	3	2
<b>TOTAL</b>	<b>3551</b>	<b>3412</b>	<b>2226</b>	<b>1450</b>	<b>340</b>	<b>341</b>	<b>247</b>

Library	Responses by Library		Current Means of Notification				
	Total Responses	Responses to This Question	Signs	Site	Flyers	Email	Other
Africana	5	5	4	1	1	1	0
Annex	1	1	0	0	0	0	1
Asia	52	50	30	25	4	3	5
Engineering	284	273	169	132	20	18	12
Entomology	18	18	14	6	0	8	2
Fine Arts	100	95	63	42	17	7	5
Geneva	23	22	10	2	1	16	3
Hotel	59	55	40	8	4	21	2
ILR	139	133	105	33	13	26	9
Law	61	54	36	11	5	13	9
Management	86	83	54	20	7	31	9
Mann	761	734	453	372	62	48	50
Mathematics	58	56	39	21	2	10	4
Medical	9	9	5	5	1	2	2
Music	44	42	32	22	2	4	2
Olin	876	847	563	378	98	60	61
Physical Sciences	168	159	100	77	17	12	8
Rare	18	16	12	6	1	2	3
Uris	683	654	418	258	81	48	52
Vet	106	106	79	31	4	11	8
<b>TOTAL</b>	<b>3551</b>	<b>3412</b>	<b>2226</b>	<b>1450</b>	<b>340</b>	<b>341</b>	<b>247</b>

**6. How would you prefer to be informed about current hours and available services?**

See Attachment 1 for a list of *other* preferred means of notification.

Patron Group	Responses by Group		Preferred Means of Notification				
	Total Responses	Responses to This Question	Signs	Site	Flyers	Email	Other
Faculty	384	369	187	199	25	171	10
Graduates	864	844	439	469	73	385	17
Undergraduates	1651	1599	894	898	161	653	17
Other Academic	189	182	82	97	18	86	5
Staff	391	375	157	204	41	155	10
Other	34	33	17	17	2	9	1
Unknown	38	32	14	13	4	18	0
<b>TOTAL</b>	<b>3551</b>	<b>3434</b>	<b>1790</b>	<b>1897</b>	<b>324</b>	<b>1477</b>	<b>60</b>

Library	Responses by Library		Preferred Means of Notification				
	Total Responses	Responses to This Question	Signs	Site	Flyers	Email	Other
Africana	5	5	4	2	3	4	0
Annex	1	1	0	0	1	0	0
Asia	52	50	23	32	5	24	3
Engineering	284	272	128	177	22	81	4
Entomology	18	18	10	5	2	11	1
Fine Arts	100	92	52	58	12	32	1
Geneva	23	22	8	7	1	16	0
Hotel	59	56	29	17	7	41	0
ILR	139	135	84	55	13	83	1
Law	61	57	32	18	2	30	3
Management	86	84	38	37	3	48	4
Mann	761	739	330	452	46	312	18
Mathematics	58	53	33	35	2	18	0
Medical	9	8	5	4	2	3	0
Music	44	43	22	27	3	14	0
Olin	876	847	466	479	97	355	15
Physical Sciences	168	164	84	95	17	51	3
Rare	18	16	8	7	1	8	0
Uris	683	669	372	349	77	294	6
Vet	106	103	62	41	8	52	1
<b>TOTAL</b>	<b>3551</b>	<b>3434</b>	<b>1790</b>	<b>1897</b>	<b>324</b>	<b>1477</b>	<b>60</b>

7. If hours could be extended for study space alone, e.g., you would not be able to ask reference questions, or use any services that require library staff, would that be useful to you?

Patron Group	Total Responses by Patron Group	YES	NO	UNK
Faculty	384	148	221	15
Graduates	864	549	302	13
Undergraduates	1651	1367	261	23
Other Academic	189	61	120	8
Staff	391	90	277	24
Other	34	15	18	1
Unknown	38	19	14	5
<b>TOTAL</b>	<b>3551</b>	<b>2249</b>	<b>1213</b>	<b>89</b>

Library	Total Responses by Library	YES	NO	UNK
Africana	5	3	2	0
Annex	1	0	1	0
Asia	52	32	17	3
Engineering	284	164	114	6
Entomology	18	16	2	0
Fine Arts	100	49	44	7
Geneva	23	3	18	2
Hotel	59	43	15	1
ILR	139	93	41	5
Law	61	34	24	3
Management	86	62	23	1
Mann	761	423	318	20
Mathematics	58	27	27	4
Medical	9	5	4	0
Music	44	28	16	0
Olin	876	546	308	22
Physical Sciences	168	91	75	2
Rare	18	7	11	0
Uris	683	572	100	11
Veterinary	106	51	53	2
<b>TOTAL</b>	<b>3551</b>	<b>2249</b>	<b>1213</b>	<b>89</b>

7. (cont.)

If yes, would extended hours at a library other than your primary library be useful?

Patron Group	Total Responses by Patron Group	YES	NO	UNK
Faculty	384	71	144	169
Graduates	864	311	354	199
Undergraduates	1651	1079	395	177
Other Academic	189	39	70	80
Staff	391	56	136	199
Other	34	6	16	12
Unknown	38	10	17	11
<b>TOTAL</b>	<b>3551</b>	<b>1572</b>	<b>1132</b>	<b>847</b>

Library	Total Responses by Library	YES	NO	UNK
Africana	5	3	0	2
Annex	1	0	0	1
Asia	52	26	16	10
Engineering	284	119	78	87
Entomology	18	10	6	2
Fine Arts	100	36	32	32
Geneva	23	2	9	12
Hotel	59	34	17	8
ILR	139	52	48	39
Law	61	24	24	13
Management	86	22	51	13
Mann	761	283	255	223
Mathematics	58	16	25	17
Medical	9	0	7	2
Music	44	24	10	10
Olin	876	387	277	212
Physical Sciences	168	61	52	55
Rare	18	6	6	6
Uris	683	448	169	66
Veterinary	106	19	50	37
<b>TOTAL</b>	<b>3551</b>	<b>1572</b>	<b>1132</b>	<b>847</b>

*Processing note:* 50 respondents answered no to the first part of the question, but yes to the second part. See attachment 1 for tables by patron group showing ‘no’ to part 1, ‘yes’ to part 2; and ‘no’ to part 1, ‘no’ to part 2.

8. Given the tightened economy and the need to make hard decisions about the allocation of resources, rank the following potential changes, with 1 being the most useful to you:

24 hour study space  
 Extended hours with access to collections  
 Extended services during existing hours  
 Other

Patron Group	24 hour	Extended Hours	Extended Services
Faculty	3	<b>1</b>	2
Graduates	2	<b>1</b>	3
Undergraduates	<b>1</b>	2	3
Other Academic	3	1	2
Staff	3	1	2

Note: Strong preference indicated in **bold**. The *Other* Patron category is not shown.

See Attachment 1 for detailed preferences by Patron Group and Library, and a list of *other* priorities by Patron Group and Library.

#### Other priorities by Patron Group

These reflect responses that were written in. The preferences listed were entered by 10 or more respondents.

Patron Group	Other Priority	Number of responses
<b>Faculty</b>	Online Resources	36
	Collections/holdings	26
	No change/none of the above/ok	16
<b>Graduates</b>	Online resources	26
	Collections holdings	25
	Computers	17
<b>Undergraduates</b>	Computers/laptops/lab	75
	Study space/quiet	24
	Café	17

**9. What other comments or suggestions do you have that pertain to library hours, services, and spaces that were not covered by other questions?**

<b>Category</b>	<b>Description</b>	<b>Number of Comments</b>
<b>General</b>	Extended Access to Collections/Services/Journals/Extend Borrowing	27
	Information dissemination/notification	21
	Noise level	56
	Other	139
	Overall Compliments/Satisfied	174
<b>Hours</b>	24 Hours	78
	Extend hours in general (no specific suggestions offered)	36
	Holidays/Breaks/Exams- more hours	30
	Later nights weekdays	9
	Weekday mornings	3
	Weekends (including Friday)	57
<b>Services</b>	Borrowing/Recall/Reserves (BorrowDirect/ILL)	26
	Carrels/Lockers	25
	Courses/Workshops/Training	9
	Food/Cafes	69
	Returning Books/Fines/Lost Books	25
	Self Check Out	7
<b>Collections</b>	Collections (Books/journals/periodicals/videos/CDs)	45
	Inaccessible Books (Annex/8 <sup>th</sup> Floor)	19
<b>Facilities and Equipment</b>	Comfort (Lighting/Temperature/Seating)	36
	Computers (internet access/email/Laptop Loan)	144
	Copiers (need/cost/vendacards/service machines)	23
	Facilities Appearance (cleanliness/need renovation)	9
	Study Space	67
<b>Online Services</b>	Electronic/Online Services/E-Reference/Document Delivery	67
	Website	11