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#### **ABSTRACT**

During 1993-94 the University Libraries of the University of Tennessee, Knoxville, began formal needs assessment to collect data that reflect the information needs of university students, faculty, and staff. The program was implemented by a Needs Assessment Coordinating Group, an assessment consultant, and staff members. Data from the comprehensive library survey conducted have been analyzed for awareness and use of services, importance and satisfaction rates among users, barriers to library use, and interest in new services. Highlights of the findings include: (1) high awareness of most collections and services among university users; (2) high interest in electronic services; (3) lower use of library instruction services; and (4) lower awareness, but expressed need, for certain services, including periodical use and reference services. Graduate students were often found to be more critical of library service than were undergraduates and faculty. Findings also identified some areas of weakness in library service and facilities. Appendixes contain a list of the 483 tables derived from survey findings, 20 selected tables of findings, and 91 pages from the comprehensive library questionnaire. (SLD)

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NEEDS ASSESSMENT PROGRAM
THE UNIVERSITY OF JENNESSEE, KNOXVILLE LIBRARIES
1993/94

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December 21, 1994

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Library staff from virtually every Team have been involved with the survey by contributing to its design, distributing survey forms, receiving returned forms, and making space or equipment available for those working on the project. Mary Jones and the staff of the Dean's office have been most accommodating and helpful. Genny Michael, Reference Services, has made a reality of the goal to complete a report in 1994. We thank you all for your commitment to the program, and for your time, energy, and knowledge.

Library Staff Who Distributed Surveys in Hodges Library, November 3-9, 1993

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#### **EXECUTIVE SUMMARY**

During 1993/94 the University Libraries began formal needs assessment. The objective of the program was to collect data that reflect the information needs of UTK students, faculty, and staff. Particular emphasis was placed on needs for the next three to five years.

The program was implemented by a Needs Assessment Coordinating Group, a Needs Assessment Consultant, a graduate research assistant, student assistant support, and contributions from many library staff. The Consultant worked with the Coordinating Group to develop a methodology, conduct an environmental scan, hold several focus groups, and supervise a comprehensive library survey. Data from the survey have been analyzed for awareness/use of services, importance/satisfaction rates among users, barriers to library use, and interest in new services.

Data analysis permits particular attention to the relationship between awareness and use. Highlights of the results include:

- ■High awareness of most collections and services
- ■High interest in electronic services such as database searching, CD-ROM access, downloading from electronic files and expressed need for assistance
- ■Lower use of library instruction services
- ■Lower awareness, but expressed need for 1) ability to check out bound periodicals; 2) information about latest periodical issues received; 3) telephone reference service for graduate students; 4) library guides for undergraduates; and 5) help with the Internet for graduate students

Importance and satisfaction were also explored by the survey. Overall satisfaction with the quality of library services is high. Data show that graduate students, however, are more critical than faculty or undergraduates of many services. Among the services that could be improved are:

- ■Ease of use of documents/microforms
- Interlibrary loan turnaround time
- ■Access to external databases
- ■In-library access to and ease of use of OLIS
- ■Turnaround time for materials ordered for the collection



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Availability and convenience of ordering new journals

A brief barriers section of the survey revealed:

- ■Graduate students and faculty most frequently encounter barriers to service in Hodges library
- ■Most undergraduates report that they have never experienced difficulty in using Hodges or its services
- The results provide quantitative support for the anecdotal evidence that physical layout of the stacks is confusing.

When asked about a potential thirty-seven new services, users responded that their greatest interest lies in services related to electronic files. Top priority is for remote access to bibliographic databases, followed by the addition of more databases. Ability to download from electronic files and access to non-bibliographic electronic materials are also important. Self-searching of online databases is considered highly important, especially by gradute students. Users are very interested in obtaining full text of journal articles without coming to the library, but they do not want to pay for such services. Users would like expansion and simplification of OLIS; they want more databases available through OLIS, better help screens, and the ability to use journal tables of contents via OLIS. Ability to use electronic forms to place requests for interlibrary services, acquisitions, reserve lists, and reference assistance received high marks.

Files that include background materials, a report of focus group discussions, all versions of the survey instrument, all tables produced to date, and a copy of this report are located in the University Libraries Dean's Office.



# RECOMMENDATIONS FROM 1993/94 NEEDS ASSESSMENT PROGRAM

- 1. Each Team Leader should review with their staff the Needs Assessment data relevant to their team. Any awareness/use and importance/satisfaction ratings with more than a 0.50 differential, and any ratings below 3.50 should be given particular attention. Team Leaders should also read the Needs Assessment survey comments that are relevant to the activities of their team, and note whether the tabular data confirms the comment. Even single comments may be valid, and should be considered. Each Team Leader should provide a written summary of the Team discussion and Team Leader analysis to LMG.
- 2. LMG should create a task force with membership from appropriate teams to discuss particular needs of graduate students and to recommend specific steps that should be taken to meet these needs.
- 3. In the next budget cycle, priority should be given to electronic resources:
  - ■Increase electronic resources available to users
  - ■Promote the existence of electronic resources currently available to users
  - ■Instruct users about techniques for accessing electronic resources
- 4. LMG should address the service barrier presented by the arrangement of the Hodges Library stacks. Determine what options are fea. Determine and take action.
- 5. LMG should give particular attention to the importance of publicizing library services. While current library publications receive high marks for awareness and importance from users, the awareness ratings suggest that many users are not aware of services which have high importance for them.
- 6. LMG should recommend to the University of Kentucky Libraries the same measurement methodologies used at UTK if UK pursues a needs assessment program. Such action would enable the comparison and benchmarking that were suggested during the joint management team planning session in November 1994.
- 7. A public information document reporting on the Needs Assessment Program should be created and distributed to UTK Deans, Directors, and Department Heads; the Faculty Senate Library Committee; and other appropriate groups.
- 8. LMG should commend Donald W. King for his considerable assistance in the development of a Needs Assessment Program for the University Libraries.



9. LMG should identify an individual or group who will be responsible for continuation of the Needs Assessment Program, and provide staff support for assessment activities. The Needs Assessment process is closely linked to the Libraries provision of internal management information to support decision-making. The future program requires conceptual leadership; liaison with teams conducting assessment projects; statistical data management; clerical and technical support for instrument creation, and data gathering, data entry, data analysis, and data reporting; and public information.

### Some options include:

- ■Librarian/Library Team responsible for statistics compilation and distribution
- ■Incorporate responsibilities into the mission of an existing team such as Special Assistant to the Dean, Library Business Office, Library Systems, , Auxiliary Services, Circulation Services, etc.
- ■Create an annual task force accountable to LMG to be responsible for the Needs Assessment Program in a given year
- 10. LMG should identify topics that will be evaluated or retested through the Needs Assessment Program, and include those areas in the annual Libraries plan.



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#### INTRODUCTION

Implicit in the University Libraries mission and goals is the assumption that faculty, staff, and students have a variety of needs that are met by the Libraries.

Needs assessment provides librarians with information about user awareness and satisfaction with existing services, as well as interest in new services. An ongoing, systematic program of needs as sessment helps librarians determine priorities among limited resources for library programs of the future. At a time when library budgets have reduced purchasing power, a detailed examination of the entire range of collections and services with respect to client needs is critical for informed decision-making about the most effective ways to meet those needs.

The major objective of the FY 1993/94 needs assessment program was to collect data that reflect the information needs of UTK students, faculty and staff, with particular emphasis on the next three to five years. The program focused on value-related issues, and the nature of the institutional culture with regard to libraries and information systems. Libraries' users as well as non-users were considered in the assessment of Libraries' collections and services. Among the questions to be answered were: 1) what services are most valued by the user and why, and 2) what criteria should be used by the Libraries to determine the value of a service.

Methodologies included examination of library statistics, as well as surveys of the user/non-user population. The framework developed in the first years of the program was structured to provide valid and reliable data, a priority ranking of needs, and mechanics for assessment of client needs on a periodic basis. Data gathered will be used for planning and funding future UTK Libraries services.



Multi-year planning precipitated the Libraries Needs Assessment Program. During academic year 1991/92 a Research Seminar Series co-sponsored by the University Libraries and the Graduate School of Library and Information Science (which became the School of Information Sciences in 1994) featured monthly programs on needs assessment elements, including planning steps, a literature review of current assessment techniques, discussion of research trends in the disciplines, needs assessment leadership issues, determination of a target audience, methodologies, the role of library statistics, and development of an exit poll. In September 1992 the Libraries advertised for a Needs Assessment Coordinator to work with library staff to structure and implement a Needs Assessment Program. In March 1993 the University Libraries retained Donald W. King as Needs Assessment Consultant and formed a Needs Assessment Coordinating Group to work with Mr. King to structure and implement a formal Needs Assessment program for the Libraries. Also, a GSLIS student research assistant, Heather Walton, was hired for 20 hours per week.



#### PROGRAM METHODS

Mr. King met with the Needs Assessment Coordinating Group on a weekly basis over several months to discuss the UTK user environment and to determine the scope of the project. A series of focus group interviews beginning in Spring Term 1993 helped the team determine particular areas of emphasis for assessment. A total of nine focus groups included the following user and staff categories: students (1 group undergraduates, 2 groups graduates), teaching faculty (3 groups), administrators (1 group), research faculty and post-doctorates (1 group), and UTK library faculty (1 group). A focus group with non-UTK affiliated users was attempted, but not held after more than twenty calls failed to interest sufficient participants. The focus group interviews achieved their goal. The issues raised by the participants were summarized in a report and incorporated into the next phase of the project, preparation of a survey.

As the study progressed it became apparent that data collection could be used as a benchmark for continued monitoring of information needs and requirements. Therefore, survey data collection needed to be comprehensive in service coverage. To accommodate the extensive amount of data required and minimize the burden on survey respondents, a total of seventeen separate and customized questionnaires were designed for groups of library users. Five questionnaires were designed for faculty (and researchers), administrators, and other UTK-affiliated professionals. Three of these covered a portion of all the services provided by the Libraries. One dealt with barriers to library use, and the usefulness and value of services. The fifth



was designed to provide a broader perspective on information use (found in documents) and the role of the UTK Libraries in providing this information. Common to all five versions were questions on the extent of use of libraries, use of the library via the campus network, and demographic information.

Three questionnaires were designed for undergraduate \_\_\_\_ graduate students.

All of the library services were spread across the three instruments, taking into account that some services apply only to undergraduates or to graduates. Overall use, demographics and information about information resources, and user information instruction were found in all the versions. Separate and distinct questionnaires were prepared for non-UTK affiliated users and for each of the five branch libraries.

Data was collected through questionnaires that consisted of eight distinct parts as follows:

One part obtains data on the number of visits and additional uses (made by telephone, online catalog, etc) in the last month. This data is obtained for the UTK Libraries and other libraries (such as the public library, UT Hospital library, etc.). Also, data is obtained for the distance (in minutes) to libraries that are used. This part is found in all questionnaires.

The second part addresses specific library services and attributes of the services. Information includes whether or not the service has ever been used, and if so, the number of uses in the last month. Awareness is also established for each service. Ratings of importance and satisfaction with services and specific attributes are determined. This part is found in all student, non-UTK affiliated user, three of the faculty, and the branch library questionnaires.

A third part deals with barriers to using the library and its services. This part is found on all student and one faculty questionnaire.

Another part is addressed to outcomes and value of the library: time spent at the library using library services, purposes and consequences of use, cost to use sources alternative to the library, and degree to which objective of use was achieved. This information is found in one faculty questionnaire.



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An open-ended comments part (concerning specific services, facilities and staff) is given on all of the student, non-UTK affiliated, and four faculty questionnaires.

A part is addressed to suggested library services. For a list of potential services, respondents are asked to indicate whether or not they favor the service, indicate the likely extent of use of the service, and rate importance of the service to them. This part is found in all student and three of the faculty questionnaires.

All faculty questionnaires provide data on amount of reading, number of personal subscriptions, extent of writing, use of electronic mail and telecommunications, indicators of achievement, and other demographics. Student questionnaires also obtain information and effects of library and information instruction.

One faculty questionnaire deals with reading, user information-seeking behavior patterns, and consequences of reading (for documents obtained through the library and elsewhere). Aspects of electronic publications are also addressed.

Branch librarians met with Mr. King and Ms. Walton to design versions of the questionnaire that were relevant to the services offered in their libraries. Thus, unique instruments were developed for the Agriculture-Veterinary Medicine (Ag-Vet), Cartographic Information Center (CIC), Music, Special Collections, and University Archives libraries. These parts provided extensive information and data concerning the UTK Libraries' usage, outcomes, impact, and cost-benefits.

Sampling was achieved in two ways. Faculty, administrators, and other professional staff were randomly sampled and sent one of five questionnaires. Figure 1, Core Faculty, Administration, Other Sample Size, shows the total number in each of these groups, the number of each version of the questionnaire returned, and the total sample size. The second way that sampling was done occurred in Hodges and the branch libraries. In Hodges Library students and non-UTK affiliated users were



	Total n	1	Question 2	nnaires	(sample-	n) 5	Total Response
Core Faculty	1,349	90	94	74	115	78	451
Administrators	335	6	8	5	7	7	33
Other	1,625	44	42	39	45	53	223
Total	3,309	140	144	118	167	138	707

Figure 1: Core Faculty, Administration and Other Survey Responses

	Questionnaire	Response
Undergraduate Students	1	84
	2	96 05
	3	95
		275
Total		210
	4	110
Graduate Students	1	112
	2 3	121
	3	12.1
		343
Total		343
	era e	75
Non-UTK Affiliated Users	; iotai	15

Figure 2: Undergraduate, Graduate Student, Non-UTK Survey Response

Orien die no belander 1808				
Questionna	ires Complet	ed and Re	turned	
Ag/Vet. Med		107 79		
Music CIC		18 42		
Special Colle		. <u>-</u> 23		
Archives		8		
Total		259		

Figure 3: Branch Library Survey Responses



sampled over a one-week period in early November 1993. A sample of students and non-UTK affiliated users were handed a questionnaire as they entered Hodges library. Individuals were asked to complete the questionnaire while in the library (or if not possible, at a later time). The sample was stratified by time period according to previous gate counts. A very brief questionnaire mailed to students about frequency of visits provided data for weighting in-library survey responses. Figure 2, Undergraduate, Graduate Student, Non-UTK Questionnaires Returned, shows the total number of questionnaires that were completed and returned by these groups.

In the branches, users were sampled at pre-determined times in Spring or Summer of 1994, and surveys were distributed according to methodologies recommended as most appropriate by the branch librarians. In the Ag-Vet Library questionnaires were handed out to library users during April and September, 1994. Surveys were handed to every fourth user, regardless of affiliation. CIC staff distributed questionnaires from April 11-29, 1994 to all walk-in users who were staff, faculty, researchers, or students. Staff also sent survey forms to regular users who may not have come to the library during the week. For the Music Library fifty-one surveys were mailed to music graduate students in early April 1994. An additional 107 surveys were mailed to music faculty, other UTK faculty identified by staff as regular branch users, and alumni teaching in area colleges. Two regular community users were also included in this number. Students using the branch between April 4 and 15 were asked to complete the survey. Repeat users were not solicited once they had received the survey. Special Collections handed questionnaires to everyone



who used the library between April 11 and 15, 1994. University Archives mailed questionnaires to regular users of the branch, and to individuals who had done enough research in the archives to have filled out a user registration form. The staff used names from the previous three months and made no distinction between UTK and other users. Figure 3, *Branch Library Survey Responses*, gives the total number of branch library questionnaires completed and returned.

Data were entered into a QuattroPro spreadsheet for the purpose of making relational estimates of totals, means, proportions, etc. All data were weighted to population totals in order to provide unbiased estimates. For example, students were grouped into five strata categorized by extent of use. Estimates of total population in these five strata were made from a mailed survey of students. Since frequent users have a higher probability of entering into the in-library sample, all sample responses were grouped and weighted by the estimates of population totals. In some instances weighting was done by gate counts. Tables were produced that incorporated data about the extent of awareness and use of services, importance of the service to users and their satisfaction with it, barriers to library service, and user interest in several potential services.



### SUMMARY OF FINDINGS

Of the 1,349 core faculty who received questionnaires, 451 returned survey instruments. Although 33 administrators and 223 other individuals returned surveys, there were often few responses from this group to specific survey questions. Some questions depend on library or service use, and when use is low there are few responses. Thus, in the discussion of the results, most references are to faculty response, rather than totals from administrators and other, unless specifically noted. Faculty respondents subscribe to an average of 3.8 journals, and read nearly 15 scholarly articles in the month preceding the survey; they also reported reading an average of 3.3 electronic documents during that period. In the past year the respondents published an average of 2.2 scholarly or professional journal articles. A total of 92.7% of the respondents have access to a terminal or microcomputer, and 83.9% have some type of network access. Location of the workstation is in the office for 74%, and 38% have a workstation at home. A sizeable majority access their computer accounts more than once a day, and use electronic mail more than once daily. Average time in a typical week spent using the network for purposes other than e-mail is 63 minutes.

Demographic data gathered from the branch libraries showed wide differences among categories of users, with teachers the primary users of the CIC, and researchers or undergraduates the main clientele of Special Collections. Of the Music Library clientele, 40% of the respondents were undergraduates and 25% teachers or



staff. A majority of University Archives users were teachers, staff or researchers, and 10% were undergraduate students.

A total of 344 graduate students and 276 undergraduate students completed questionnaires in the Hodges Library. Most of the respondents are full-time students (graduate, 78.3%; undergraduate, 93%). Among the graduate students 66.7% are working on the Master's degree, while 33.3% are pursing the doctorate. Over half of the graduate students (58.2%) have access to a microcomputer capable of computing with the campus network, while only 38.5% of the undergraduates report having this capability. The survey inquired about students' grade point averages, which undergraduates reported being at least 3.00, and graduates estimated as high as 3.83. In both categories 25% of the respondents have received recognition for scholarly accomplishment at UTK. Answers to a series of questions about library instruction revealed that fewer than 20% received various types of instruction offered by librarians. Exceptions are the audiotape tour of Hodges which has been taken by 39.7% of the undergraduates and instruction in courses over 500, which has been received by 61.8% of the graduate students. Regarding preparation to use the library prior to coming to UTK, 23.7% of graduate students answered that they were well or extremely well-prepared, and 37.6% of undergraduate students gave the same response. Students were also asked how well-prepared they currently feel, with 71.5% of graduate students and 75.9% of undergraduates reporting that they are well or extremely well-prepared to use the library.



The survey generated data that could be reported in, literally, hundreds of tables. The Needs Assessment Coordinating Group decided to focus on four particular areas, and has provided in the University Libraries Dean's Office copies of tables generated in the four areas, copies of the survey instrument, and a list of comments received on all questionnaires. The comments were used as confirmation of the data, and as signals for giving special attention to data covering the topic of the comment. Findings summarized in this section include Awareness/Use, Importance/Satisfaction, Barriers to Library Use, and New Services. Tables are grouped according to related library functions.

Selected tables are included in this report to illustrate or emphasize summary findings. Familiarity with the construction of the survey will be helpful for interpreting the tables. Figure 4.1, *User Awareness and Satisfaction Survey Format*, is a sample page from a questionnaire received by a graduate student. This format accounted for the majority of questions posed to participants. Figure 4.2, *Reference: Awareness and Use of Downloading from CD-ROMs*, is a sample table that reports responses from five user categories, beginning with the total population surveyed, followed by the total sample. The table is divided into category by respondent group (i.e., faculty, administrators, etc.). If only certain categories of respondents were asked a given question, data is provided for only those respondents. The number shown on the Population line refers to the total universe, that is, the total number of individuals represented by the sample. Thus, 1,349 Core Faculty were considered the total universe. The "Sample (n')" refers to the number of people (82) who actually



This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you (Very Little If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened areas.

	Not A	Not Aware of Service	Aware of Service	Service		Answer Only If Yo	Answer Only If You Have EVER Used Service
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(i) Importance Rating (1 [low] - 5 [high])	(ii) Satisfaction Ruting (1 [low] - 5 [high])
Reference Services							
Use of reference material to answer questions	1	2	3	4			
Reference service by telephone	1	2	3	4			
Assistance of reference staff with questions	1	2	3	4			
Searching of CD-ROMs on library network		2	3	4			
Ability to download from CD-ROMs	-	2	3	4			
Assistance of reference staff with CD-ROM searching		2	3	4			
Database search services (searches performed by reference staff for a fee)		2	3	4			
Assistance of reference staff with database search services	-	2	3	4			
Searching of the Internet	1	2	3	4			

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Table 13.11

Reference: AWARENESS AND USE OF ABILITY TO DOWNLOAD FROM CD-ROMS

	Core Faculty	Admin-	Other	Non- UTK	Grad. Students	Undergr. Students
Population	1,349	335	1,625		5,606	15,056
Total sample	451	33	223	73	375	315
			· · · · · · · · · · · · · · · · · · ·	1 - 1	400	80
Sample size (n')	82	6	27		102	80
Not Aware						
Have need (%)	9.8	0	18.5		17.3	8.8
No need (%)	11.0	16.7	11.1		5. 1	30.6
Aware						
Never used (%)	56.1	66.7	44 1		51.1	41.0
U2ad (%)	23.1	16.7	25.9		26.5	21.5
Use						
Sample size (n')	95	10	38		107	84
Total uses	408	104	134		4,039	1,441
Average		i reternis			547 W.115 44 64	10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Per libr. user	0.3	0.4	0.1		0.9	0.1
Per serv. user	1.4	2.4	0.4		3.3	0.5
Per capita	0.3	0.3	0.1		0.7	0.1

Survey of Community Served by UTK Libraries: 1993/94



answered the question. Percentages of respondents who marked "not aware" or "aware" of the service are shown, according to whether they have a need for the service, and whether or not they have used it. These percentages should total 100%. Figure 4.2 shows that 17.3% of graduate students marked "not aware," but "have need for" ability to download from CD-ROMs. The Use category refers to the number of respondents to the "Approximate number of uses in last month" category on the survey form, and the total uses they indicated. Averages are then shown for a projected number of uses for all faculty who use the library, for faculty who have used the service, and for all faculty. Figure 4.3, Reference: Importance and Satisfaction with Ability to Download From CD-ROMs, is the second type of table produced from the Figure 4.1 survey form. After the population and sample sizes, the percentage of respondents is shown according to the marks they gave for importance, ranging from very little to very important. An average important figure concludes that section. Satisfaction ratings are shown in the same manner, with the percentages of those marking the categories ranging from very dissatisfied to very satisfied, concluded by an average satisfaction number. Any difference greater than .50 between the importance and satisfaction ratings should be considered significant.



Table 13.12

Reference: IMPORTANCE AND SATISFACTION WITH ABILITY TO DOWNLOAD FROM CD-ROMS

	Core Faculty	Admin- istrators	Other	Non- UTK	Grad. Students	Undergr. Students
Population	1,349	335	1,625		5,606	15,056
Total sample	451	33	223	78	372	315
Sample (n')	19	1	6		29	15
Importance Ratings	proportions)		ne galarina (harabanda) Galarina da Galarina (h			
Very little 1	0.05	0	0		0	0.02
2	0	0	0.17		0	0.09
3	0.05	0	0		0.16	0.11
4	0.11	0	0.33		0.18	0.18
Very Import 5	0.79	1.00	0.50	1	0.66	0.60
Avg. Importance	4.58	5.00	4.17		4.49	4.25
Sample (n')	19	1	6		29	13
Satisfaction Ratings	<del></del>	<del></del>	1			
Very Dissat. 1	0.05	1.00	0		0.01	0.12
2	0.11	0	0		0	0
3	0.11	0	0		0.01	0.12
4	0.21	0	0.67		0.45	0.08
Very Satis. 5	0.53	0	0.33		0.52	0.69
Avg. Satisfaction	4.05	1.00	4.33		4.79	4.22

Survey of Community Served by UTK Libraries: 1993/94



# AWARENESS/USE and IMPORTANCE/SATISFACTION

The major part of the survey addressed the extent to which users were aware of the services provided by the Libraries, whether users had a need for given services, and whether the services were used. Those who had used the services were asked to estimate the approximate number of uses in the last month. Further, those who had used a service were asked to give importance and satisfaction ratings that ranged from a low of 1 to a high of 5. Results are discussed by library function. Tables with an asterisk (\*) are included in Appendix B, Selected Tables.

## Collections

There is high awareness and use of the general book, journal, reference, and reserve collections. For the specialized collections more distinction can be seen between awareness, which is typically rather high, and use, which may be somewhat lower. For example, while over 70% of the various categories of respondents are aware of the government documents collection, (Table 14.1) only 15.7% of undergraduates, 35.9% of graduates, and 51.2% of faculty have used these materials. The government documents collection has recently become more accessible through the addition of CD-ROM files and loading of bibliographic information into OLIS; a followup study might reveal a substantial increase in use. Users are very aware of the audiovisual collection, (Table 9.7) and use rates range from 63.7% among undergraduates to 52.9% for graduates and 64.5% for faculty.

Importance of the book and periodical collections is high, although less high for special interest areas of Reference, Reserve, Government Documents, and AV.



However, the latter tend to have higher satisfaction rates. Graduate students generally are less-satisfied with the collections than the other groups. Undergraduates have the highest satisfaction rate with books, as opposed to other material types. Because the number of administrators who responded was usually 5 or fewer, it was difficult to draw conclusions about the category. Overall ratings for the collection are well within an acceptable range.

#### Circulation |

There is high awareness and use of the term renewal policy by faculty. There is also high awareness among both student categories regarding their ability to place holds and recalls by telephone, but only about 20% have used this service.

Regarding the ability to check out bound periodicals, there is relatively high awareness; faculty use the service most often (74%), and graduate students report moderate use (51.8%). Undergraduates are aware of the service, but lewer than 20% use it. A relatively high percentage (18.5%) of graduate students say that they have a need for the service, but are not aware that it exists. (Table 18.3) There is high awareness and use of Reserve. Surprisingly high numbers of faculty (12.3%), graduate students (20.5%), and undergraduates (15.1%) marked that they are not aware of information about latest periodical issues received, but have need for it. (Table 5.1) This illustrates the need for continued online availability of current information and ongoing publicity about its availability.

Respondents express high importance and high satisfaction with Circulation Services. Undergraduates give a slightly lower rating to service attitude (3.82 in Table



4.11) than graduate students (4.00). The borrowing period is satisfactory to all groups, as is the renewal policy. Undergraduate satisfaction with ability to place holds and recalls by telephone is considerably lower than ratings of the other groups, and should be examined. (Table 4.6) There is lower satisfaction with hours of service, yet the "very dissatisfied" responses are minimal, and all categories are average or above. Graduate students are the least satisfied with circulation hours.

High importance is accorded to Reserve services. While the satisfaction with hours (Table 7.9) is lower than for other aspects of the service, it is not a problem. The student satisfaction ratings with staff service attitudes is slightly lower (Table 7.8), and coupled with the written comments, this is an area for attention. Among graduate students and undergraduates, there is considerable dissatisfaction with the loan period. Current Periodicals is another high importance area, and receives positive satisfaction ratings overall. Dissatisfaction with the hours is the greatest complaint, with 25% of graduate students marking the "dissatisfied" or "very dissatisfied" categories. (Table 5.6)

## <u>Reference</u>

Users tend to be aware of Reference materials and use them frequently.

Graduate students are unaware, but have need for telephone reference service.

(Table 13.5) There is high awareness and use of staff, and high awareness and frequent searching of CD-ROM indexes. With respect to downloading, (Table 13.11) 17.3% of graduate students have a need, but are not aware of the process. Data in the tables confirms the written comments that more help is needed with access to CD-



ROM files. In \*Table 13.14 the fact that a large percentage of users have never asked staff for help is of concern. Database search services responses show that graduate students have considerable need, but many are unaware of the service. Regarding staff assistance with database searching, however, 86.7% of the respondents are aware of the service, and 25.1% have used it. There were few respondents to the question about database search services for a fee, but those who answered are satisfied.

Regarding the Internet, many people are aware, but have not used the network. Graduate student awareness of staff assistance (Table 13.22) indicates that 22% have a need for help with the Internet, but are not aware that it is available. The faculty are less satisfied with Internet searching than are graduate students, but all user groups are quite pleased with Reference staff assistance in using the Internet.

The printed Serials Holdings List remains a popular access tool, with respondents reporting high awareness and use. (Table 3.2) The SHL receives very high importance ratings, and users are generally satisfied with it. Librarians have recognized the importance of serials holdings information for users, and have since incorporated holdings statements in the online catalog.

Since the survey was taken in Fall 1993, the microform periodicals have been relocated, so the Current Periodicals staff should also give particular attention to the results relating to microforms reported in the Government Documents/Microforms section. Users are generally less aware of documents and report low to moderate use, as compared with other library services. Over 80% of the respondents are



aware of the physical access to microforms. On the documents/microforms section for importance and satisfaction, there were considerably fewer respondents. Importance ratings are generally above 4.0. Student satisfaction with ease of use is low, with nearly 50% of graduate students dissatisfied (\*Table 14.5). This may reflect their desire for independent access without library intervention. Of the 11 undergraduates who responded, 53% have considerable difficulty with the documents CD-ROMs. Staff get high marks for service. Hours of service are not a problem. There is relatively high satisfaction with microforms, (Table 14.9) although graduate student satisfaction is evenly divided among the five ranking categories ranging from very dissatisfied to very satisfied.

There is high importance and high satisfaction with Reference services.

Satisfaction with reference staff assistance is even slightly higher than satisfaction with the reference collection. Satisfaction ratings for CD-ROM are slightly lower than other rates, although users highly rate the assistance with CD-ROMs.

# Interlibrary Services

Interlibrary Services (ILS) is a high awareness/high use service for faculty.

Among undergraduates 17% report having a need but being unaware of the service.

51.3% of graduate students are aware of ILS, but have never used the service.

Faculty and graduate student users rate ILS as having high importance. Staff receive high marks for their knowledge, efficiency, and service attitude. Among graduate students 29% are dissatisfied with the turnaround time (\*Table 11.4) and nearly



equally not satisfied with the hours of service. 58% of graduate student ILS users are satisfied with the ability of ILS to fill requests.

#### **OLIS**

There is high awareness and use of OLIS. From home or office there is high use among faculty, but lower use and need for undergraduate students (Table 12.3) Regarding the use of OLIS to access external databases, 20% of graduate students expressed a need, but are unaware of the service. There is general satisfaction with OLIS. Undergraduates are very satisfied with in-library access to OLIS, but graduate students are less enthusiastic. (\*Table 12.2) Areas receiving lower marks are currency (among faculty), access to external databases (graduate students), and ease or use (faculty and graduates).

### Collection Development

There is high awareness and moderate use of the ability and convenience of ordering new books. A small percentage (18.8%) of the faculty have ordered audiovisual materials, although 90% are aware of the possibility. Among graduate students 36.9% are not aware of the availability of the materials ordering suggestion box at the Hodges Circulation desk, but they have a need for one. (Table 8.7)

Likewise, 25.3% of faculty were not aware of the box, but have a need. Overall use of the suggestion box is low. Regarding the availability of a librarians who select materials for departments, most faculty are aware, but the user category, other, recorded 28% who have a need, but are not aware of the process. One third of the six administrators responding to this question reported that they have a need to know



the colleague who orders materials for their department, but are unaware of the liaison person. Collection Development and Acquisitions staff receive high marks for availability, although under a third of the respondents make use of their services.

Overall, the user category, other, appears to be underserved by the collection development process.

There is a pronounced gap between importance and satisfaction on the convenience and ability to order new books, although there is overall satisfaction with the service. There is considerable dissatisfaction, however, with the availability and convenience of ordering new journals. Only two faculty responded to the use of the suggestion box. Given the high satisfaction with the selectors, they probably prefer the more personal means of submitting order requests. There is dissatisfaction with the turnaround time for an order to arrive, and this area should be explored further. Respondents are very satisfied with the service of Collection Development and Acquisitions staff, and in the acquisitions area, satisfaction with staff is rated even higher than importance.

# Library and Information Instruction

Regarding use of the library tape tour, over 15% of faculty and other indicate that they have a need, but are not aware that a tour is available. Most users are aware of the availability of classroom instruction, although only 33% have taken advantage of it. Although only 55% of undergraduates are aware of English 102 instruction and only 28.3% say they have used it, 13.4% say they have a need but are not aware of the service. (Table 15.8) This finding bears further study, since English



102 is a required course for all majors. Despite overall high awareness and 46.3% graduate student use of library instruction in courses other than English 102, those graduate students who are not aware of the service do not indicate a need for library instruction. (Table 15.13) Most students are not aware of the undergraduate course on information skills offered by SIS.

Importance and satisfaction ratings for the tape tour are high among the few responses to the question. Faculty note high importance to classroom instruction by a librarian; satisfaction is slightly lower, but still relatively high. Information covered in the courses is considered very important, with satisfaction high, but slightly lower. (Table 15.5) Quality of instruction by a librarian is rated highly, with satisfaction higher than importance. Usefulness of the information presented in library instruction sessions is extremely important, with satisfaction slightly lower. (Table 15.7)

Graduate students rated quality and usefulness of instruction much lower in both importance and satisfaction than undergraduates. Since graduate students rated non-English 102 instruction very high, perhaps graduate students see library instruction as more relevant and necessary at the graduate rather than undergraduate level. All instruction services are viewed as extremely important, and the reality of the experience is slightly less than the importance. The data suggest that presentations could be improved through increased relevancy of the instruction to the course content.



## Audiovisual Services

There is high awareness about the availability of group viewing rooms, and nearly 40% of the faculty have made use of them. Faculty are highly aware of the option to borrow videotapes for classroom use, although only 20% have done so. Only fourteen faculty responded to the importance/satisfaction tables for Audiovisual (AV) services. Faculty (64%) generally ranked as very important all aspects of audiovisual services, including convenience, borrowing, equipment quality, staff knowledge and service, and hours. Only the ability to arrange group viewing rooms ranked less (52% very important). Faculty satisfaction was almost equally high with 57%-70% ranking all questions as 4 or 5 on the scale, although 29% (4 of 14) ranked satisfaction as only 2. Graduate students, while giving high rankings to importance (60%-70% as highest importance) consistently gave lower ranking on satisfaction, particularly for hours of service and quality of equipment. (Table 10.6) Undergraduate rankings were somewhat higher than those of graduate students, especially for convenience, hours, and service attitudes. Levels of salisfaction were also higher, even for hours of service. Overall this section showed consistency with results for other services, and the average importance ranges from 3.96 to 4.85. Average satisfaction is lower, ranging from 3.60 to 4.39. However, the number of faculty respondents is too low to draw meaningful conclusions. A future AV user survey might pinpoint where improvements are needed. If graduate student dissatisfaction with hours is discounted, there is little in this area that warrants special attention.



#### Library Express

Over 70% of faculty and graduate students are aware of Library Express, although 10.3% of the faculty have a need but are not aware. Regarding pick up of materials, 17.6% of faculty have a need but are not aware. (Table 6.4) Only seven or fewer faculty responded to the importance/satisfaction section, but those who did are positive. Many written comments were glowing reports about the service. Highest satisfaction marks go to the service attitude of the staff, and highest importance is for knowledge and efficiency of staff. The \$2 per citation charge received a 2.33 for importance, but a 3.80 for satisfaction, indicating a willingness to pay for the service. (Table 6.6)

### **Duplication Services**

Overall importance of Duplication is rated very high, as is reliability of photocopy machines, quality of photocopies, and staff service. All are rated over 4.00. Satisfaction with staff knowledge is also high, as it is with the price. Lower satisfaction ratings are given by graduate students (Table 2.4) regarding reliability of the machines (16% are very dissatisfied) and by faculty (Table 2.2) with respect to overall satisfaction with duplication services. Conversely, 64% of graduate students have above average satisfaction with reliability of machines. In this high-awareness, high-use area 97.2% of undergraduates have used the coin-operated machines. However, there is dissatisfaction with the coin-operated machines: nearly 25% of the graduate students are unhappy. Satisfaction falls even lower regarding adequacy of machines, with 47% of graduate students dissatisfied. This is in contrast to the



importance rating of 4.67. All user categories are somewhat happier about the quality of photocopies, but their satisfaction range (3.40) is still considerably lower than the 4.50 importance ratings.

There is high awareness of the microform reader/printers. Reader/printers in Documents/Microforms get importance ratings above 4.00, and have satisfaction rates above 3.40 (the lowest is for graduate students, where 23% are dissatisfied.)

Satisfaction with respect to the number of reader/printers is slightly lower, and very similar to the satisfaction for reliability. (Table 14.12) Response to copy quality dips below 3.00 for students, and 50% of faculty were dissatisfied. Documents/Microforms staff get high marks for satisfaction, with the faculty rating of 3.76 being the lowest in the area of knowledge/efficiency. Satisfaction with the Doc/Mic hours nearly matches the importance ratings for that category.

### **Library Publications**

The UTK Librarian gets high awareness ratings, although 18.3% of faculty say they have no need for the publication. (Table 16.1) There is high use of specific guides in the Library Guide series. Among undergraduates, 19.1% say they have a need for, but are not aware of the guides. That figure rises to 25.3% of undergraduates who have need for Library News but lack awareness. Satisfaction with The UTK Librarian is even higher than the importance rating. This trend, to a lesser extent, is the same for library guides. The eight faculty who evaluated importance for Library News averaged a 3.00 rating; student ratings were lower, 2.65. Satisfaction



with *Library News* was much higher ranging from 4.00 for faculty to 3.17 for undergraduates.

### General Library Facilities

Everyone seems to be aware that parking is available, and use ranges from 51.9% for other, 58.6% for faculty, and 68.1% for undergraduates to 80.1% for graduate students. The importance of parking is highest, however, for undergraduates (4.74) and they are the least satisfied. (Table 17.11) The most satisfied of the parking clientele are the user category, other. Importance/satisfaction data on general library facilities hovers around the 4.00 mark for importance, with graduate students marking 4.40. Students are quite satisfied (4.22 graduate, 4.59 undergraduate), and only 11% of faculty are dissatisfied. Signage is considered above 4.00 in importance to all groups (4.72 to undergraduates), and gets slightly lower, but still respectable ratings for satisfaction (faculty, 3.71 and undergraduates, 4.23). The shelving arrangement gets a moderately high importance ranking (4.09-4.31), and while the satisfaction is lower, the only average below 3.00 is for the user category, other (2.78). (\*Table 17.3) Graduate students (3.49) are the most satisfied. Of faculty 40% are dissatisfied.

Division of bound periodicals among floors is generally a non-issue.

Importance is slightly higher (4.22 for graduate students), but satisfaction for faculty and graduate students is above 3.50. Regarding periodicals on microfilm, graduate students give a slightly higher satisfaction than importance ranking (only nine).



answered the question, however) and faculty rated them 3.69. Hodges hours are very important, most of all to undergraduates (4.92), but the least satisfied group is faculty (3.57) where 25% marked one of the two "dissatisfied" categories. Undergraduates are the most satisfied (4.10).



#### BARRIERS TO LIBRARY SERVICES

The barriers portion of the survey was relatively brief, and thus is included in this report as Figure 5, *Barriers In Using Library and Its Services*. Data is shown in Barriers Tables 19.1 through 19.7. Graduate students (70%) and faculty (62.2%) most frequently encounter barriers to service in Hodges, while most undergraduates (65%) report that they have never experienced difficulty in using Hodges Library or any of its services. The survey results provide quantitative verification to librarians' observations that physical layout of the stacks is confusing, as shown in Barriers Table 19.5 where 73% of graduate and undergraduate students and 92.9% of the faculty report confusion. Responses to the ways that users resolved difficulties indicate that many problems go unresolved. When asked for the reasons that they do not ask library staff (Barriers Table 19.7), a frequent response was that "I could not find staff able to help." Other possibilities were spread over several categories in this table. Further analysis on comparing responses of users who asked for help and those who did not might give insight toward possible solutions.



# Figure 5 SECTION 2 BARRIERS IN USING LIBRARY AND ITS SERVICES

This section looks at instances in which you have found difficulty in using the Hodges Library or its services.

res .	
If "yes	" how many times in the last month have you encountered a difficulty? times in the last month
If "yes difficu	s," what was/were the difficulty/ies? (Circle ALL that apply for the LAST TIME you had lty.)
8.	I was unable to find a book or other material even though I had the title, author, or other information about the material
	If "no," skip to item (b) below. If "yes," what type of material was involved?
	Book
	Journal
	AV material
	Government document
	Other (specify) 5
	What did you do? (Circle ALL that apply.)
	I asked circulation desk staff for help
	I asked reference desk staff for help
	I asked another staff member for help
	I browsed through stacks looking for it
	I searched OLIS
	I searched a CD-ROM database
	I used the serials holding (Orange) book
	I gave up
	Other (specify)9
	What was the outcome of this difficulty? (Circle ALL that apply.)
	Problem was not resolved
	Problem was completely resolved
	Problem was resolved, but not completely satisfactorily
ъ	. If the problem did not involve a book or other material, please indicate what the other problem(s was/were:
	I needed help in using OLIS
	I needed help in using a CD-ROM database
	I needed help in searching an online database
	I didn't know where to go in the library to find needed service Y



#### POTENTIAL LIBRARY SERVICES

Figure 6.1, New Library Services, Page 1, is the first page of a faculty questionnaire about potential library services. Figure 6.2, Interest, Perceived Importance, and Likely Use: Circulate Bound Volumes More Than 10 Years Old, is the corresponding table (Table 18.6) that shows the proportion of those who favor, do not favor, or are unsure of the service. The questionnaire asked respondents to rate the service regarding its importance, and to estimate the likely number of uses per month. The table section labeled "Importance Rating" indicates the number of people who responded to this section (33), and then shows the percentage of responses for the possible answers from 1-5. Thus, 36.4% of the 33 respondents believe that it is very important for the library to circulate bound journal volumes more than 10 years old. The average importance figure can range from 1-5; any figure over 3.5 should be considered significant.

Finally, the Likely Uses of the New Service per Month tells how many people (31) answered this part of the question, shows the percentage of responses in each category for number of uses, includes an average number of uses, and provides a total use estimate. In this table 41.4% of the respondents said they would borrow a bound periodical from 2-5 times each month, and the average number of uses each month for all categories is 2.40. Total number of uses is estimated at 354 for the Core Faculty group.



# SECTION 2 NEW LIBRARY SERVICES

- 3. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle U (unsure) if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

IMPORTANCE RATING: VERY LITTLE IMPORTANCE - 1 to VERY IMPORTANT - 5

Service	Do You Favor This Service? Circle Y. N. or U(nsure)		B (i) Likely Uses Per Month (Circle Appropriate Number)				B (ii)  Rating of Importance (1 [low]-5 [high])		
Circulation									
Use Library Express to return books, etc., at end of term	Y	N	บ			N/A			
Ability to place hold for materials online	Y	N	U			N/A			
Self-charging of materials	Υ	N	บ	<1	1	2-5	6-10	>10	
Discontinue circulation of bound volumes of journals	Y	N	U			N/A			
Circulate bound volumes of journals more than 10 years old	Y	N	ប	<1	1	2-5	6-10	>10	
CD-ROM Services									
Ability to download data to your own PC from CD-ROM databases or from databases available via OLIS	Y	N	บ	<1	1	2-5	6-10	>10	
Remote (dial-up) access to CD-ROM databases at UTK Libraries	Y	N	บ	<1	1	2-5	6-10	>10	
Access to additional bibliographic databases on CD-ROM (circle the field of study or specify discipline.) Humanities, Social Science, Science, Engineering, Business,	Y	N	υ	<1	1	2-5	6-10	>10	
Access to non-bibliographic data (e.g., full text of journal or newspaper articles, statistical/demographic data, industry/corporate financial .nformation) on CD-ROM or via OLIS	Y	N	บ	<1	1	2-5	6-10	>10	



Table 18.6

General Library Policies & Miscellary: INTEREST, PERCEIVED INTEREST, AND LIKELY USE OF CIRCULATED BOUND VOLUMES MORE THAN 10 YEARS OLD.

	Core Faculty	Admin- istrators	Others	Graduate Students	Undergrd. Students
Population	1,349	335	1,625	5,606	15,056
Total Sample	451	33	223	372	315
Proportion Who Favor (%)					
Sample Size (n')	82	6	40	102	85
Favor (%)	51.2	33.3	55.0	58.8	55.3
Do Not Favor (%)	20.7	16.7	22.5	23.5	12.9
Unsure (%)	28.1	50.0	22.5	17.6	13.8
Number Who Favor	691	112	894	3,298	8,325
Importance Rating (%)					
Sample Size (n")	33	2	21	47	42
Very Little 1	3.0	0	4.8	4.3	7.1
2	9.1	0	14.3	0	9.5
3	39.4	50.0	23.8	34.0	28.6
4	12.1	0	38.1	23.4	23.8
Very Impor 5	36.4	50.0	19.0	38.3	31.0
Average Importance	3.70	4.00	3.52	3.92	3.62
Likely Uses of the New Sei	rvice per Month	(%)			
Sample Size (n''')	31	1	21	53	40
Less Than 1	34.5	1.0	28.6	18.9	32.5
Once	24.1	0	28.6	17.0	30.0
2-to-5 Times	41.4	0	42.6	43.4	37.5
6-to-10 Times	6.9	0	0	11.3	0
Over 10 Times	0	0	0	9.4	0
Average Uses	2.4	0.5	1.9	3.9	5.6
Total Uses	354	56	1,724	12,755	46,412



A total of 37 unique questions were asked about new services. Data from the responses is shown in tables beginning, "Interest, Perceived Importance, and Likuly Use:" among other tables in the functional categories, such as Circulation, Reference, etc. Five table address new services in the area of Circulation. They cover user interest in having Library Express pick up materials charged to faculty at the end of the term, ability to place holds for materials online, self-charging of materials, and circulation of bound journals. While each of the topics received a generally positive reception, the percentage of response in the categories "do not favor" and "unsure" are higher than those for other new services, particularly electronic services. The "average importance" ratios are under 4.00 for all of the questions. The areas of greatest interest to users are i) using Library Express to return materials at the end of the term; and 2) continuation of the policy to circulate bound journals, regardless of age. These findings suggest that there be no change in current circulation policies for journals.

There is high interest in potential services related to electronic files. Questions cover topics related to ability to download data to an individual microcomputer from CD-ROM or other databases available via OLIS (\*Table 12.11); remote access to electronic files through the UTK libraries (\*Table 12.10); access to additional electronic bibliographic databases (\*Table 12.12); and access to non-bibliographic electronic materials, such as article full text, industry financial reports, and statistical data.

(\*Table 12.14) Very few "do not favor" responses were received for this category, although the "unsure" ratings comprised around 20% of the total for each question.



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This suggests that some respondents may not understand what such services would be. Average importance ratings were all over 4.00. Top priority within the category is for remote access to bibliographic databases, followed by the addition of more databases. Ability to download from electronic files is favored by 75% of the faculty respondents, and 72% want access to non-bibliographic electronic materials.

A series of questions about access to document text addressed interest in ability to obtain full-text journal articles online from home or office, articles mailed to the individual at cost, articles mailed to the library for individual pick-up, articles delivered to the personal workstation, and electronic delivery of articles ordered via interlibrary loan. Tables 11.8 through 11.11 show that users are very interested in obtaining full text online journal articles without coming to the library, but they do not want to pay for such services. While 63% of faculty indicated their interest in receiving electronic delivery for articles requested via Interlibrary Services, 33% were unsure, suggesting that the abbreviation LS used in the survey was not well understood.

Self-searching of online databases is considered highly important, especially by graduate students. Table 13.31 shows that 84.3% of the 102 graduate students who responded favor such access, and that 67.2% rate it very important. In Table 13.32 over 43% of the faculty respondents and 56.6% of graduate students indicate their support for having the library be the required repository for all UTK-prepared research and technical reports; however, 22.5% of faculty and 10% of graduates oppose such a practice. One third in each category marked "unsure."



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Several questions focused on access to materials through OLIS. Users are asking for expansion, simplification, and directness of OLIS. Graduate students (79%) want more databases through OLIS. Users favor better help screens; the comments section of the survey confirms the opinion that OLIS is difficult to use. Although 26%-55% of all categories of respondents favor the use of printed guides via OLIS, many (29%-55%) are unsure (Table 16.7). While most respondents favor a single integrated online catalog of all materials held on campus (\*Table 12.9), the average importance ratio is only 3.83, lower than the importance ratings for other electronic services. Very high importance (4.21) is given by faculty for interest in using journals tables of contents via OLIS (Table 12.13).

Moderate interest was apparent in new reference services, but the results do not hold compelling mandates for change. Research services to analyze research results (Table 13.28) was apparently not understood by the faculty respondents, as nearly 50% marked "unsure" on this question. Reference service by appointment (Table 13.29) is not of great interest to faculty; unfortunately students were not polled on this question. While few faculty and administrators desired the availability of various services in their offices, many respondents (41%-63%) marked "unsure." Access to electronic forms (\*Table 18.8) to place requests for interlibrary services, acquisitions, reserve lists and reference assistance received high marks (56%-68%) with an average importance rating of 3.90.

Tables 15.23-15.29 addressed user needs for various types of instruction, ranging from overall library skills to Internet training. Response to the four questions



dealing with a short course and credit courses indicate high interest and high importance. The highest importance ratings came from faculty (4.02) and graduate students (4.29) for a short course for graduate students, as shown in Table 15.24. Undergraduates gave high importance ratings (4.03 in Table 15.25), as did graduate students (4.22 in Table 15.26) for the availability of a credit course on information skills. Instruction on how to download CD-ROM data was favored by 71% of the faculty respondents shown in \*Table 12.11; unfortunately, students were not asked this question. Over 60% of faculty respondents were interested in instruction on the use of personal bibliographic software (7able 15.27). While automated point-of-use instruction received relatively high interest ratings, only 30% of the faculty actually favor it (Table 15.28); and 63% were unsure. Instruction about the Internet is highly favored by all groups and receives high importance ratings.

High interest among faculty exists for an electronic version of the new acquisitions list (Table 8.17). Regarding a monthly report of new articles on predetermined subjects, around 70% of the respondents favor such a service, and it received importance ratings that range from 4.05 to 4.33. This is in sharp contrast to the current low volume of users currently registered for online Selective Dissemination of Information service and bears further investigation.



#### BRANCH LIBRARY SURVEYS

Surveys conducted in the branch libraries varied in terms of the instrument, as well as the extent of response. Nearly 80 respondents in the Music Library and 107 users in the Ag-Vet Library answered most questions. Users were extremely pleased with the services in these libraries, with most satisfaction ratings well above 4.00. Because of the high ratings, any figure lower than 4.00 should probably receive consideration as a possible area for improvement.

In the University Archives and Special Collections libraries, there were eight and twenty-three responses, respectively. It is difficult to generalize conclusions on the basis of the smaller responses, and methodologies other than survey, such as focus groups, may provide more meaningful assessment for these services. In the CIC there were forty-two responses to most survey questions, but inconsistencies in the data suggested that respondents did not interpret the questions accurately. For example, Tables 21.43 and 21.44, related to access to large format photocopiers and availability of light tables, had low importance ratings (2.65 and 2.47 respectively) yet satisfaction ratings ranging from "very satisfied" to "very dissatisfied," were given for services that do not presently exist. Highlights from the branch results follow.

#### Agriculture-Veterinary Medicine Library

Users are aware of and have used most services, including the book and journal collections, reference assistance, reserve, interlibrary loan, Library Express, database searching, Medline current awareness service, and access to OLIS. They are highly satisfied with these services, even with interlibrary loan (Table 20.13-14)



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where the turnaround time includes extra days for sending the request to Hodges and shipping the materials from Hodges to the branch. Some areas where satisfaction is below stellar include photocopy machines (Table 20.53-54), a differential between importance and satisfaction in the journal collection (Table 20.3-4), and an importance rating of 4.56 followed by a satisfaction rating of 4.07 for satisfaction with in-library access to the UTK catalog (Table 20.31-32). Confirming the findings for Hodges are awareness and satisfaction with ability and convenience of ordering new journals (\*Table 20.47-48) where 33% of those aware of the service have used it, and they rate it 4.71 in importance, but 3.96 in satisfaction.

### Cartographic Information Center

Users have high awareness of the U.S. maps collection and rate both importance and satisfaction high (4.17 and 4.16, respectively). The reference collection is needed, but many users (45.7%) are not aware that it is available. (\*Table 21.9-10) It received a high importance rating (4.5), although satisfaction is only 3.94. In contrast, the average importance of the atlas collection is rated at 3.38, but the average satisfaction is a 3.5. (Table 21.11-12) With a sample size of only 16 responses, this is characteristic of the potential for other types of assessment methodologies. There is high awareness of the availability of reference service, although 13.9% have need but are unaware. (Table 21.15-16) Importance and satisfaction with reference service are high. Importance for the ability to search CD-ROMs in the library and over the network are generally lower than for Hodges, even though awareness is high.



#### Music Library

Music Library users are highly aware of the book, journal, and audio collections. The music video collection receives higher satisfaction than importance ratings, as does the music interactive video collection. (Tables 22.7-8 and 22.9-10) The awareness rating for music video is somewhat lower, with 12% having a need for, but being unaware of the collection. Although over 50% of those who are aware of interlibrary loan services in the Music Library have not used them, there is a slight difference between the importance (3.60) and satisfaction (3.33) ratings; 16.2% of music library users are not aware, but have need for ILS (Table 22.15-16). There is higher awareness about campus ILS services (76% are aware), yet 12% are unaware of them and report a need. (Table 22.17-18) Staff generally receive very high marks; one area for attention may be "searching the Internet" where the importance is rated at 4.58 and the satisfaction at 3.92. (Table 22.25-26) As with the Ag-Vet and Hodges responses, these users rate the ability to order new journals high (4.60) but the satisfaction low (2.50). Reliability of audiovisual equipment receives a somewhat lower satisfaction rating (\*Table 22.45-46), as does satisfaction with the circulation period for audiovisual material. Reliability of photocopiers seems to be better in Music than in Ag-Vet, although performance of microform readers does not quite meet the moderate average importance expectation.

#### Special Collections

The Special Collections survey queried users about awareness and importance of specific collections, such as the Tennessee, Knox County, American Literature,



Southeastern Indians, etc. materials. Since only a small percentage of the twenty-three respondents used one or more of these collections, there were only two or three in the sample size for importance and satisfaction. In some cases, such as for the History of UTK collection and the early voyages and travels collection, satisfaction rated higher than importance. (Tables 23.11-12 and 23.9-10) Ratings for staff service were consistently very high. Satisfaction with duplication services such as photocopy quality matched responses to Hodges and other branches where there is considerable room for improvement. (\*Table 23.33-34)

#### **University Archives**

The total sample size of eight is a very satisfied group, particularly with respect to the rating of staff service. In fact, staff received a 4.83 satisfaction rating from six respondents over a 4.67 importance rating. Two of the respondents indicated a need for staff to do photocopying, but were not aware that such a service exists. Users are generally satisfied with the collections, although the importance ratings tend to be higher than satisfaction. A possible area for further exploration is the discrepancy between importance of in-library OLIS access to the UTK catalog (4.67) and the satisfaction (4.20) on the basis of five responses. (\*Table 24.13-14)



# APPENDIX A: TABLE OF CONTENTS LIBRARY NEEDS ASSESSMENT SURVEY TABLES

Tables with an asterisk (\*) are included in this report.

#### 1 ACQUISITIONS/SERIALS

- 1.1 Awareness and Use of Availability of Staff
- 1.2 Importance and Satisfaction with the Availability of Staff
- 1.3 Importance and Satisfaction with the Service Attitude of Staff
- 1.4 Importance and Satisfaction with the Knowledge and Efficiency of Staff

## 2 AUXILIARY SERVICES: DUPLICATION

- 2.1 Awareness and Use of Duplication Service on the First Floor
- 2.2 Importance and Satisfaction with Duplication Service on the First Floor
- 2.3 Importance and Satisfaction with the Price of Duplication Service
- 2.4 Importance and Satisfaction with the Reliability of the Photocopy Machines
- 2.5 Importance and Satisfaction with the Number of Photocopy Machines
- 2.6 Importance and Satisfaction with the Quality of Photocopies
- 2.7 Importance and Satisfaction with the Knowledge and Efficiency of the Duplication Staff
- 2.8 Importance and Satisfaction with the Service Attitude of the Duplication Staff (Helpfulness, Friendliness)
- 2.9 Importance and Satisfaction with Hours of Service

#### 3 CATALOGING

- 3.1 Importance and Satisfaction with Currency of UTK Catalog
- 3.2 Awareness and Use of Serials Holdings List ("Big Orange Book")
- 3.3 Importance and Satisfaction with Serials Holdings List ("Big Orange Book")
- 3.4 Interest, Perceived Importance, and Likely Use of On-Demand Cataloging When a Title Has Been Acquired but not Cataloged

#### 4 CIRCULATION

- 4.1 Awareness and Use of Circulation
- 4.2 Importance and Satisfaction with Circulation
- 4.3 Awareness and Use of Term Renewal Policy
- 4.4 Importance and Satisfaction with Term Renewal Policy
- 4.5 Awareness and Use of Ability to Place Holds and Recalls by Telephone
- 4.6 Importance and Satisfaction with Ability to Place Holds and Recalls by Telephone
- 4.7 Awareness and Use of Ability to Renew Materials by Telephone
- 4.8 Importance and Satisfaction with Circulation--Speed of Processing
- 4.9 Importance and Satisfaction with Circulation Borrowing Period at Hodges
- 4.10 Importance and Satisfaction with Knowledge and Efficiency of Circulation Staff
- 4.11 Importance and Satisfaction with Service Attitude (Helpfulness, Friendliness) of Circulation Staff
- 4.12 Importance and Satisfaction with Hours of Service



- 4.13 Interest and Perceived Importance of Ability to Place Holds for Materials Online
- 4.14 Interest, Perceived Importance, and Likely Use of Self-Charging of Materials

#### 5 CIRCULATION: CURRENT PERIODICALS

- 5.1 Awareness and Use of Information about Latest Periodical Issues Received
- 5.2 Importance and Satisfaction with Information about Latest Periodical Issues Received
- 5.3 Importance and Satisfaction with Speed of Processing Transactions
- 5.4 Importance and Satisfaction with Knowledge and Efficiency of Current Periodicals
  Staff
- 5.5 Importance and Satisfaction with Service Attitude (Helpfulness, Friendliness) of Current Periodicals Staff
- 5.6 Importance and Satisfaction with Hours of Service

#### 6 CIRCULATION: LIBRARY EXPRESS

- 6.1 Awareness and Use of Library Express Response/Delivery
- 6.2 Importance and Satisfaction with Library Express Response/Delivery
- 6.3 Importance and Satisfaction with the Speed of Library Express Response/Delivery
- 6.4 Awareness and Use of Pick-Up Service of Library Materials
- 6.5 Importance and Satisfaction with the Pick-Up of Library Materials
- 6.6 Importance and Satisfaction with Cost (2\$ per Citation)
- 6.7 Importance and Satisfaction with Convenience
- 6.8 Importance and Satisfaction with Knowledge and Efficiency of Library Express Staff
- 6.9 Importance of Satisfaction with the Service Attitude of Library Express Staff (Helpfulness, Friendliness)
- 6.10 Importance and Satisfaction with Hours of Service
- 6.11 Interest and Perceived Importance of Use of Library Express to Return Materials at End of Term

#### 7 CIRCULATION: RESERVE

- 7.1 Awareness and Use of Reserve Collection
- 7.2 Importance and Satisfaction with Reserve Collection
- 7.3 Awareness and Use of Ability to Place Materials on Reserve
- 7.4 Importance and Satisfaction with Ability to Place Materials on Reserve
- 7.5 Importance and Satisfaction with Reserve Loan Periods
- 7.6 Importance and Satisfaction with Speed of Processing of Reserve Transactions
- 7.7 Importance and Satisfaction with Knowledge and Efficiency of Reserve Staff
- 7.8 Importance and Satisfaction with Service Attitude (Helpfulness, Friendliness) of Reserve Staff
- 7.9 Importance and Satisfaction with Hours of Service

#### 8 COLLECTION DEVELOPMENT

- 8.1 Awareness and Use of Ability and Convenience of Ordering New Books
- 8.2 Importance and Satisfaction with Ability and Convenience of Ordering New Books
- 8.3 Awareness and Use of Ability and Convenience of Ordering New Journals



- 8.4 Importance and Satisfaction with Ability and Convenience of Ordering New Journals
- 8.5 Awareness and Use of Ability and Convenience of Ordering New AV Materials
- 8.6 Importance and Satisfaction with Ability and Convenience of Ordering New AV Materials
- 8.7 Awareness and Use of Availability of Materials Ordering Suggestion Box (at Hodges Circulation Desk
- 8.8 Importance and Satisfaction with Availability of a Materials Ordering Suggestion Box at Hodges Circulation Desk
- 8.9 Awareness and Use of Availability of the Librarian who Selects Materials for Your Department
- 8.10 Importance and Satisfaction with the Availability of the Librarian who Selects Materials for Your Department
- 8.11 Awareness and Use of Availability of Your Colleague who Serves as Library Liaison for Your Department
- 8.12 Importance and Satisfaction with Availability of Your Colleague who Serves as Library Liaison for Your Department
- 8.13 Awareness and Use of Availability of Collection Development Staff
- 8.14 Importance and Satisfaction with the Availability of Collection Development Staff
- 8.15 Importance and Satisfaction with the Service Attitude of Collection Development Staff
- 8.16 Importance and Satisfaction with the Knowledge and Efficiency of Collection Development Staff
- 8.17 Interest and Perceived importance of a Monthly List of New Acquisitions in Your Discipline in Online Format
- 8.18 Interest and Perceived importance of a Monthly List of New Acquisitions in Your Discipline in Printed Format
- 8.19 Interest, Perceived Importance, and Likely Use of Monthly Reports of new Articles in Your Field According to a Predetermined List of Subject Terms

#### 9 COLLECTIONS

- 9.1. Awareness and Use of Book Collection
- 9.2 Importance and Satisfaction with Book Collection
- 9.3 Awareness and Use of Journal Collection in Stacks and Microforms
- 9.4 Importance and Satisfaction with Journal Collection in Stacks and Microforms
- 9.5 Awareness and Use of Journal Collection in Current Periodicals
- 9.6 Importance and Satisfaction with Journal Collection in Current Periodicals see Tables 13.3 and 13.4 for Reference Collection see Tables 14.1 and 14.2 for Government Documents Collection see Tables 7.1 and 7.2 for Reserve Collection
- 9.7 Awareness and Use of Audiovisual Collection
- 9.8 Importance and Satisfaction with Audiovisual Collection
- 9.9 Interest, Perceived Importance, and Likely Use of Access to Additional Bibliographic Databases on CD-ROM



## 10 NETWORKED SERVICES: AUDIOVISUAL SERVICES

- 10.1 Awareness and Use of the Ability to Arrange for Group Viewing Rooms
- 10.2 Importance and Satisfaction with Ability to Arrange for Group Viewing Rooms
- 10.3 Awareness and Use of the Ability to Borrow Videos for Class Use
- 10.4 Importance and Satisfaction with the Ability to Borrow Video for Class Use
- 10.5 Importance and Satisfaction with the Convenience of Using the Audiovisual Facilities
- 10.6 Importance and Satisfaction with the Quality of the Equipment
- 10.7 Importance and Satisfaction with the Knowledge and Efficiency of Audiovisual Services Staff
- 10.8 Importance and Satisfaction with the Service Attitude of Audiovisual Services Staff (Helpfulness, Friendliness)
- 10.9 Importance and Satisfaction with the Hours of Service

# 11 NETWORKED SERVICES: INTERLIBRARY SERVICES

- 11.1 Awareness and Use of Ability to Borrow Book or Obtain Article from Nearly any Library in the World
- 11.2 Importance and Satisfaction with Ability to Borrow Book or Obtain Article from Nearly any Library in the World
- 11.3 Importance and Satisfaction with Ability of ILS to Fill Your Requests
- \*11.4 Importance and Satisfaction with Turnaround Time in Filling Your ILS Requests
- 11.5 Importance and Satisfaction with Knowledge and Efficiency of ILS Staff
- 11.6 Importance and Satisfaction with Service Attitude (Friendliness, Helpfulness) of ILS Staff
- 11.7 Importance and Satisfaction with Hours of Service
- 11.8 Interest, Perceived Importance, and Likely Use of Articles Mailed to Home Address at Cost to the Individual
- 11.9 Interest, Perceived Importance, and Likely Use of Articles Mailed to Library for Pick-up
- 11.10 interest, Perceived Importance, and Likely Use of Articles Delivered Full-Text to PC
- 11.11 Interest, Perceived Importance, and Likely Use of Electronic Delivery to Your Home or Office of Journal Articles Requested by You Via ILS
- 12 OLIS [This section will be of interest to Cataloging, Collection Development, Networked Services, Reference, and Systems]
- 12.1 Awareness and Use of In-Library Access to UTK Catalog
- \*12.2 Importance and Satisfaction with In-Library Access to UTK Catalog
- 12.3 Awareness and Use of Access to OLIS from Home or Office
- 12.4 Importance and Satisfaction with Access to OLIS from Home or Office
- 12.5 Awareness and Use of OLIS Access to External Databases and Catalogs Via Internet/Gopher
- 12.6 Importance and Satisfaction with OLIS Access to External Databases and Catalogs Via Internet/Gopher
- 12.7 Importance and Satisfaction with Ease of Use of OLIS
- 12.8 Interest, Perceived Importance, and Likely Use of Better Help Screens in OLIS



- \*12.9 Interest, Perceived Importance, and Likely Use of a Single, Integrated Online Catalog of All Materials on Campus, Whether Held by the Libraries or By Individual Departments.
- \*12.10 Interest, Perceived Importance, and Likely Use of Remote (Dial-Up) Access to CD-ROM Databases at UTK Libraries
- \*12.11 Interest, Perceived Importance, and Likely Use of the Ability to Download Data to Your Own PC from CD-ROM Databases or from Databases Available Via OLIS
- \*12.12 Interest, Perceived Importance, and Likely Use of Additional Databases via OLIS/Internet/Gopher
- 12.13 Interest, Perceived Importance, and Likely Use of Having Access to Tables of Contents from Journal Issues Via OLIS
- \*12.14 Interest, Perceived Importance, and Likely Use of Access to Non-Bibliographic Data (e.g. Full Text of Journal or Newspaper Articles, Statistical/Demographic Data, Industry/Corporate Financial Information) on CD-ROM or Via OLIS
- 12.15 Interest, Perceived Importance, and Likely Use of Ability to Obtain Full-Text Journal Articles Online from Home or Office

#### 13 REFERENCE

- 13.1 Awareness and Use of Reference Materials to Answer Questions
- 13.2 Importance and Satisfaction with Use of Reference Materials to Answer Questions
- 13.3 Awareness and Use of Reference Collection
- 13.4 Importance and Satisfaction with Reference Collection
- 13.5 Awareness and Use of Reference Service by Telephone
- 13.6 Importance and Satisfaction with Reference Service by Telephone
- 13.7 Awareness and Use of Assistance with Questions by Reference Staff
- 13.8 Importance and Satisfaction with Assistance with Questions by Reference Staff
- 13.9 Awareness and Use of Searching CD-ROMs on Library Network
- 13.10 Importance and Satisfaction with Searching CD-ROMS on Library Network
- 13.11 Awareness and Use of Ability to Download from CD-ROMs
- 13.12 Importance and Satisfaction with Ability to Download from CD-ROMs
- 13.13 Interest and Perceived Importance by Instruction on How to Download CD-ROM Data
- \*13.14 Awareness and Use of Assistance by Reference Staff with CD-ROM Searching
- 13.15 Importance and Satisfaction with Assistance by Reference Staff with CD-ROM Searching
- 13.16 Awareness and Use of Database Search Services (Searches Performed by Reference Staff for Fee)
- 13.17 Importance and Satisfaction with Database Search Services (Searches Performed by Reference Staff for Fee)
- 13.18 Awareness and Use of Assistance by Reference Staff with Database Search Services
- 13.19 Importance and Satisfaction with Assistance by Reference Staff with Database Search Services
- 13.20 Awareness and Use of Searching the Internet
- 13.21 Importance and Satisfaction with Searching the Internet



- 13.22 Awareness and Use of Assistance by Reference Staff with Using the Internet
- 13.23 Importance and Satisfaction with Assistance by Reference Staff with Using the Internet
- 13.24 Importance and Satisfaction with Reference Staff General Knowledge and Efficiency
- 13.25 Importance and Satisfaction with Service Attitude of Reference Staff
- 13.26 Importance and Satisfaction with Availability of Reference Staff
- 13.27 Importance and Satisfaction with Hours of Reference Service
- 13.28 Interest, Perceived Importance, and Likely Use of Research Services that Fvaluate, Analyze, and Report Secondary Research Resuits
- 13.29 Interest, Perceived Importance, and Likely Use of Reference Service by Appointments
- 13.30 Interest and Perceived Importance of Reference, Collection Development, Personal Document Ordering Service, Etc. at Scheduled Times in Your Department or Office
- 13.31 Interest, Perceived Importance, and Likely Use of Self-Searching of Online Databases
- 13.32 Interest and Perceived Importance: Requirement that All UTK-Prepared Research, Technical, and Other Reports be Held by UTK Libraries

# 14 REFERENCE: GOVERNMENT DOCUMENTS/MICROFORMS

- 14.1 Awareness and Use of Government Documents Collection
- 14.2 Importance and Satisfaction with Government Documents Collection
- 14.3 Awareness and Use of Physical Access to Government Documents
- 14.4 Importance and Satisfaction with Physical Access to Government Documents
- \*14.5 Importance and Satisfaction with Ease of Use of Government Documents
- 14.6 Awareness and Use of Searching of U.S. Government CD-ROMS
- 14.7 Importance and Satisfaction with Searching U.S. Government Documents CD-ROMs
- 14.8 Awareness and Use of Physical Access to Microforms
- 14.9 Importance and Satisfaction with Physical Access to Microforms
- 14.10 Importance and Satisfaction with Ease of Use of Microforms
- 14.11 Awareness and Use of Microform Reader/Printers That Are Provided
- 14.12 Importance and Satisfaction with Microform Reader/Printers Provided
- 14.13 Importance and Satisfaction with Adequacy of the Number of Reader/Printers
- 14.14 Importance and Satisfaction with the Reliability of the Reader/Printers
- 14.15 Importance and Satisfaction with the Quality of Printer Copies
- 14.16 Importance and Satisfaction with the Quality of the Reader
- 14.17 Importance and Satisfaction with Knowledge and Efficiency of Staff in Government Documents/Microforms
- 14.18 Importance and Satisfaction with Service Attitude of Staff (Helpfulness, Friendliness) of Government Documents/Microforms
- 14.19 Importance and Satisfaction with Hours of Service
- 14.20 Reader/Printer Copying in Doc/Mic: Importance and Satisfaction with the Knowledge and Efficiency of Staff



14.21 Reader/Printer Copying in Doc/Mic: Importance and Satisfaction with the Service Attitude of Staff (Helpfulness, Friendliness)

14.22 Reader/Printer Copying in Doc/Mic: Importance and Satisfaction with the Hours of Service

# 15 REFERENCE: LIBRARY AND INFORMATION INSTRUCTION

- 15.1 Faculty Response: Awareness and Use of Orientation for Your Students Using the Library's Audiotape Tour
- 15.2 Faculty Response: Importance and Satisfaction with Orientation for Your Students Using the Library's Audiotape Tour
- 15.3 Faculty Response: Awareness and Use of Classroom Instruction for your Students in Use of Library and its Resources
- 15.4 Faculty Response: Importance and Satisfaction with Classroom Instruction by a Librarian in Use of Library and its Resources
- 15.5 Faculty Response: Importance and Satisfaction with Library Information Covered in the Course
- 15.6 Faculty Response: Importance and Satisfaction with Quality of Instruction Concerning Library Services
- 15.7 Faculty Response: Importance and Satisfaction with Usefulness of Information for Completing Course Assignments
- 15.8 Student Response: Awareness and Use of Library Instruction in English 102
  Class
- 15.9 Student Response: Importance and Satisfaction with Library Instruction in English 102 Class
- 15.10 Student Response: Importance and Satisfaction with Library Information Covered in English 102 Course
- 15.11 Student Response: Importance and Satisfaction with Quality of Instruction in English 102 Concerning Library Services
- 15.12 Student Response: Usefulness of Information in English 102 course to Complete Assignments
- 15.13 Student Response: Awareness and Use of Library Instruction by a Librarian as Part of a Course Other than English 102
- 15.14 Student Response: Importance and Satisfaction with Library Instruction by a Librarian as part of Course Other than English 102
- 15.15 Student Response: Importance and Satisfaction with Library Information Covered in Alternate Course
- 15.16 Student Response: Importance and Satisfaction with Quality of Instruction in Alternative Course
- 15.17 Student Response: Importance and Satisfaction with Usefulness of Information to Complete Alternative Course Assignments
- 15.18 Student Response: Awareness and Use of Undergraduate Information Course in Graduate School of Library and Information Science (GSLIS 310)
- 15.19 Student Response: Importance and Satisfaction with GSLIS 310
- 15.20 Student Response: Importance and Satisfaction with Library Information Covered in GSLIS 310



- 15.21 Student Response: Importance and Satisfaction with Quality of Instruction in GSLIS 310
- 15.22 Student Response: Importance and Satisfaction with Usefulness of the GSLIS 310 Information
- 15.23 Interest and Perceived Importance of Offering a Short Course Instructing Undergraduates in Library and Information Skills
- 15.24 Interest and Perceived importance of Offering a Short Course Instructing Graduates in Library and Information Skills
- 15.25 Interest and Perceived Importance of Offering a Credit Course Instructing Undergraduates in Library and Information Skills
- 15.26 Interest and Perceived Importance of Offering a Credit Course Instructing Graduates in Library and Information Skills
- 15.27 Faculty Response: Interest and Perceived Importance of Instruction on Use of Software that Arranges Citations in Preferred Format and Makes Them Available for Keyword Searching (e.g., ProCite)
- 15.28 Faculty Response: Interest and Perceived Importance of Automated Point of Use Instruction
- 15.29 Interest and Perceived Importance of Instruction on Use of the Internet

#### 16 LIBRARY PUBLICATIONS

- 16.1 Awareness and Use of UTK Librarian
- 16.2 Importance and Satisfaction with the UTK Librarian
- 16.3 Awareness and Use of Library Guides on Specific Topics (Multi-Colored, Single-Page Handouts)
- 16.4 Importance and Satisfaction with Library Guides on Specific Topics (Multi-Colored, Single-Page Handouts)
- 16.5 Awareness and Use of Library News (Monthly, Multi-Colored, Single-Page Publications on Service Counters)
- 16.6 Importance and Satisfaction with Library News (Monthly, Multi-Colored, Single-Page Publications on Service Counters)
- 16.7 Interest, Perceived Importance, and Likely Use of Printed Library Guides Online Via OLIS

#### 17 GENERAL LIBRARY FACILITIES

- 17.1 Importance and Satisfaction with Placement of Services in Building
- 17.2 Importance and Satisfaction with Directional, Informational, and Other Signs
- \*17.3 Importance and Satisfaction with the Shelving Arrangement
- 17.4 Self Service Photocopying: Awareness and Use of Photocopying by Yourself Using Coin-Operated Machines
- 17.5 Self Service Photocopying: Importance and Satisfaction of Photocopying by Yourself Using Coin-Operated Machines
- 17.6 Self Service Photocopying: Importance and Satisfaction with the Adequacy of Photocopy Machines
- 17.7 Self Service Photocopying: Importance and Satisfaction with the Reliability of Photocopy Machines



- 17.8 Self Service Photocopying: Importance and Satisfaction with the Quality of Photocopies
- 17.9 Importance and Satisfaction with Hours that Hodges is Open
- 17.10 Awareness and Use of Parking for Library Visits
- 17.11 Importance and Satisfaction with Parking for Library Visits

#### 18 GENERAL LIBRARY POLICIES & MISCELLANY

- 18.1 Importance and Satisfaction with Division of Bound Periodicals Among Floors
- 18.2 Importance and Satisfaction with Periodicals on Microforms
- 18.3 Awareness and Use of Ability to Check Out Bound Periodicals
- 18.4 Importance and Satisfaction with Ability to Check Out Bound Periodicals
- 18.5 Interest and Perceived Importance to Discontinue the Circulation of Bound Journal Volumes
- 18.6 Interest, Perceived Importance, and Likely Use: Circulate Bound Volumes More than 10 Years Old
- 18.7 Importance and Satisfaction With Turnaround Time (Request to Shelf)
- \*18.8 Interest, Perceived Importance, and Likely Use of the Ability to Place Requests for ILS, Acquisitions, Reserve List, and Reference Assistance in Electronic Form.

#### 19 BARRIERS IN USING HODGES LIBRARY AND ITS SERVICES

- 19.1 Patrons Who have Experienced Difficulties, and the Type of Difficulties Encountered.
- 19.2 Types of Materials Involved and What Steps Were Taken to Correct the Difficulty
- 19.3 The Outcome of the Difficulties
- 19.4 Problems Relating to OLIS, CD-ROMS and Online Databases, and Where to Go
- 19.5 Problems Related to Physical Layout of Stacks, and Contact with People
- 19.6 How the Problems Were Resolved and the Outcome of the Difficulties
- 19.7 If Library Staff Were Not Asked for Help, Why Not

# 20 BRANCHES: AGRICULTURE/VETERINARY MEDICINE LIBRARY

- 20.1-2 Collections: Awareness, Use, Importance, and Satisfaction with Book Collection
- 20.3-4 Collections: Awareness, Use, Importance, and Satisfaction with Journal Collections
- 20.5-6 Collections: Awareness, Use, Importance, and Satisfaction with the Reference Collection
- 20.7-8 Collections: Awareness and Use of Reserve Collection and the Importance and Satisfaction with this Service
- 20.9-10 Collections: Awareness and Use of Other Collections and the Importance and Satisfaction with These Services
- 20.11-12 ILS: Awareness, Use, Importance, and Satisfaction with Library Express Delivery of Book or Article from Hodges or UT Medical
- 20.13-14 ILS: Awareness, Use, Importance, and Satisfaction with Ability to Borrow Book or Obtain Article from Any Other Library



Reference Services: Awareness, Use, Importance, and Satisfaction with Staff 20.15-16 Assistance with Questions Reference Services: Awareness, Use, Importance, and Satisfaction with Do-20.17-18 It-Yourself Searching of Databases Reference Services: Awareness, Use, Importance, and Satisfaction with 20.19-20 Ability to Download from Databases Reference Services: Awareness, Use, Importance, and Satisfaction with Staff 20.21-22 Assistance with Database Searches Reference Services: Awareness, Use, Importance, and Satisfaction with 20.23-24 Database Search Services Performed by Staff Reference Services: Awareness, Use, Importance, and Satisfaction with 20.25-26 Current Awareness Service on Medline Reference Services: Awareness, Use, Importance, and Satisfaction with 20.27-28 Searching the Internet Reference Services: Awareness, Use, Importance, and Satisfaction with Staff 20.29-30 Assistance in Using the Internet Reference Services: Awareness, Use, Importance, and Satisfaction with In-20.31-32 Library Access to UTK Catalog Library Instruction: Awareness, Use, Importance, and Satisfaction with 20.33-34 Orientation to the Ag/Vet Med Library Library Instruction: Importance and Satisfaction with (1) Quality of the 20.35-36 Orientation and (2) Usefulness for Future Use Library Instruction: Importance and Satisfaction with Time Orientation is 20.37 Classroom Instruction: Awareness, Use, Importance, and Satisfaction with 20.38-39 Classroom Instruction in Use of Ag/Vet Med Resources Classroom Instruction: Importance and Satisfaction with (1) Information 20.40-41 Covered in Course and (2) Quality of Instruction Classroom Instruction: Importance and Satisfaction with (1) Usefulness for 20.42-43 Educational Needs and (2) Source Materials Classroom Instruction: Importance and Satisfaction with Time Instruction Is 20.44 Other Services: Awareness, Use, Importance, and Satisfaction with Ability 20.45-46 and Convenience of Ordering New Books \*20.47-48 Other Services: Awareness, Use, Importance, and Satisfaction with Ability and Convenience of Ordering New Journals Other Services: Awareness, Use, Importance, and Satisfaction with 20.49-50 Availability of Librarian Who Selects Materials for Department Other Services: Awareness, Use, Importance, and Satisfaction with Do-It 20.51-52 Yourself Photocopying Other Services: Importance and Satisfaction with the (1) Reliability of 20.53-54 Photocopy Machines and (2) Quality of Photocopies Other Services: Awareness, Use, Importance, and Satisfaction with the 20.55-56



Availability of Microform Reader/Printers

Other Services: Importance and Satisfaction with (1) Quality of Reader and 20.57-58 (2) Quality of Printer Copies Library Staff: Importance and Satisfaction with (1) General Staff Assistance 20.59-60 and (2) Staff General Knowledge and Efficiency Library Staff: Importance and Satisfaction with (10 Staff Knowledge of Your 20.61-62 Discipline and (2) Service Attitude of Staff Library Staff: Importance and Satisfaction with the Availability of Staff 20.63 21 BRANCHES: CARTOGRAPHIC INFORMATION CENTER Collections: Awareness, Use, Importance, and Satisfaction with U.S. Maps 21.1-2 Collection Collections: Awareness, Use, Importance, and Satisfaction with Foreign Maps 21.3-4 Collection Collections: Awareness, Use, Importance, and Satisfaction with Book 21.5-6 Collection Collections: Awareness, Use, Importance, and Satisfaction with Journal 21.7-8 Collections Collections: Awareness, Use, Importance, and Satisfaction with Reference \*21.9-10 Collection Collections: Awareness, Use, Importance, and Satisfaction with Atlas 21.11-12 Collection Collections: Awareness, Use, Importance, and Satisfaction with Other 21.13-14 Collection Reference: Awareness, Use, Importance, and Satisfaction with Assistance 21.15-16 with Questions by Reference Staff Reference: Awareness, Use, Importance, and Satisfaction with Ability to 21.17-18 Search CD-ROMs in Library Reference: Awareness, Use, Importance, and Satisfaction with Ability to 21.19-20 Search CD-ROMs on Library Network Reference: Awareness, Use, Importance, and Satisfaction with Ability to 21.21-22 Download from CD-ROM Reference: Awareness, Use, Importance, and Satisfaction with Assistance of 21.23-24 Staff with CD-ROMs Reference: Awareness, Use, Importance, and Satisfaction with Database 21.25-26 Search Services (Searching for a Fee) Reference: Awareness, Use, Importance, and Satisfaction with Assistance of 21.27-28 Staff with Database Searching Reference: Awareness, Use, Importance, and Satisfaction with Ability to 21.29-30 Search the Internet Reference: Awareness, Use, Importance, and Satisfaction with Assistance of 21.31-32 Staff with Using the Internet Reference: Awareness, Use, Importance, and Satisfaction with In-Library 21.33-34 OLIS Access to UTK Catalog Other Services: Awareness, Use, Importance, and Satisfaction with Ability 21.35-36 and Convenience of Ordering New Materials



- 21.37-38 Other Services: Awareness, Use, Importance, and Satisfaction with Ability and Convenience of Ordering New Journals
- 21.39-40 Other Services: Awareness, Use, Importance, and Satisfaction with Photocopying by Yourself
- 21.41-42 Other Services: Importance and Satisfaction with (1) Reliability of Photocopy Machines and (2) Quality of Photocopies
- 21.43-44 Other Services: Importance and Satisfaction with (1) Access to Large-Format Photocopiers and (2) Availability of Light Tables
- 21.45-46 Other Services: Awareness, Use, Importance and Satisfaction with Availability of Microform Reader/Printers
- 21.47-48 Other Services: Importance and Satisfaction with (1) Reliability of Reader/Printer and (2) Quality of Printer Copies
- 21.49 Other Services: Importance and Satisfaction with Quality of Readers
- 21.50-51 Interlibrary Services: Awareness, Use, Importance, and Satisfaction with Ability to Borrow Material from Hodges
- 21.52-53 Interlibrary Services: Awareness, Use, Importance, and Satisfaction with Ability to Borrow Books or Articles from any Library
- 21.54-55 Interlibrary Services:; Awareness, Use, Importance, and Satisfaction with Ability to Borrow Maps from Non-UTK Sources
- 21.56-57 Facilities: Importance and Satisfaction with (1) Location of Map Library and (2) Availability of Parking
- 21.58-59 Library Staff: Importance and Satisfaction with (1) General Assistance of Staff and (2) Service Attitude of Reference Staff
- 21.60-61 Library Staff: Importance and Satisfaction with (1) Availability of Staff and (2) Staff Knowledge

#### 22 BRANCHES: MUSIC LIBRARY

- 22.1-2 Collections: Awareness, Use, Importance, and Satisfaction with Music Book Collection
- 22.3-4 Collections: Awareness, Use, Importance, and Satisfaction with Music Current Periodicals Collection
- 22.5-6 Collections: Awareness, Use, Importance, and Satisfaction with Music Audio Collection
- 22.7-8 Collections: Awareness, Use, Importance, and Satisfaction with Music Video Collection
- 22.9-10 Collections: Awareness, Use, Importance, and Satisfaction with Music Interactive Video Collection
- 22.11-12 Collections: Awareness, Use, Importance, and Satisfaction with Music Reference Collection
- 22.13-14 Collections: Awareness, Use, Importance, and Satisfaction with Music Reserve Collection
- 22.15-16 ILS: Awareness, Use, Importance, and Satisfaction with Interlibrary Services in the Music Library
- 22.17-18 ILS: Awareness, Use, Importance, and Satisfaction with Other Libraries on Campus



Reference Services: Awareness, Use, Importance, and Satisfaction 22.19-20 Assistance of Reference Staff Reference Services: Awareness, Use, Importance, and Satisfaction with 22.21-22 Reference Staff Assistance with OLIS Reference Services: Awareness, Use, Importance, and Satisfaction with 22.23-24 Searching the Internet Reference Services: Awareness, Use, Importance, and Satisfaction with Staff 22.25-26 Assistance with Using the Internet Reference: Awareness, Use, Importance, and Satisfaction with Ability to 22.27-28 Search CD-ROMs in Library Reference: Awareness, Use, Importance, and Satisfaction with Searching 22,29-30 CD-ROMs on Library Network Reference Services: Awareness, Use, Importance, and Satisfaction with 22.31-32 Ability to Download from CD-ROMs Reference: Awareness, Use, Importance, and Satisfaction with Staff 22.33-34 Assistance for CD-ROM Searching Reference: Awareness, Use, Importance, and Satisfaction with Database 22.35-36 Search Services (Searches for a Fee) Reference: Awareness, Use, Importance, and Satisfaction with Librarian 22.37-38 Assistance with Database Searching Other Services: Awareness, Use, Importance, and Satisfaction with Ability to 22.39-40 Order New Books Other Services: Awareness, Use, Importance, and Satisfaction with Ability to 22.41-42 Order New Journals Other Services: Awareness, Use, Importance, and Satisfaction with 22.43-44 Availability of the Audio-Visual Equipment \*22.45-46 Other Services: Awareness, Use, Importance, and Satisfaction with Reliability of the Audio-Visual Equipment Other Services: Awareness, Use, Importance, and Satisfaction with 22.47-48 Circulation Period for Audio-Visual Materials Other Services: Awareness, Use, Importance, and Satisfaction with 22.49-50 Photocopying Other Services: Awareness, Use, Importance, and Satisfaction with (1) 22.51-52 Reliability of Photocopies and (2) Quality of Photocopies Other Services: Awareness, Use, Importance, and Satisfaction with 22.53-54 Availability of Microforms Other Services: Importance and Satisfaction with (1) Reliability of Microform 22.55-56 Readers and (2) Quality of Printers Other Services: Importance and Satisfaction with Reader Quality 22.57 Library Staff: Importance and Satisfaction with (1) Availability of Music Library 22.58-59 Staff and (2) Knowledge and Efficiency of Staff at the Music Library Library Staff: Importance and Satisfaction with (1) Assistance of Music



22,60-61

**TOC 13** 

Library Staff and (2) Service Attitude of Music Staff

23 BRANC	CHES: SPECIAL COLLECTIONS
23.1-2	Collections: Awareness, Use, Importance, and Satisfaction with the
	Tennessee History Collection
23.3-4	Collections: Awareness, Use, Importance, and Satisfaction with the Knoxville
	and Knox County History Collection
23.5-6	Collections: Awareness, Use, Importance, and Satisfaction with the
	Tennessee Writers Collection
23.7-8	Collections: Awareness, Use, Importance, and Satisfaction with the
	Southeast Indians Collection Collections: Awareness, Use, Importance, and Satisfaction with the Early
23.9-10	Voyages and Travels Collection
00 44 40	Collections: Awareness, Use, Importance, and Satisfaction with the History of
23.11-12	UTK Collection
23.13-14	Collections: Awareness, Use, Importance, and Satisfaction with the Asian Art
23.13-14	and Culture Collection
23.15-16	Collections: Awareness, Use, Importance, and Satisfaction with the World
2.0.10	War II Collection
23.17-18	Collections: Awareness, Use, Importance, and Satisfaction with the American
	Literature Collection
23.19-20	Collections: Awareness, Use, Importance, and Satisfaction with the English
	Literature Collection
23.21-22	Collections: Awareness, Use, Importance, and Satisfaction with Any Other
	Collection Reference: Awareness, Use, Importance, and Satisfaction with Assistance in
23.23-24	Selecting or Interpreting Research Materials
00 05 00	Reference: Awareness, Use, Importance, and Satisfaction with the
23.25-26	Assistance of Staff in Using the Catalogs Describing the Collections
23.27-28	Reference: Awareness, Use, Importance, and Satisfaction with the
25.21-20	Assistance by Staff with Other Types of Questions
23.29-30	
	Access to OLIS
23.31-32	Other Services: Awareness, Use, Importance, and Satisfaction with Do-It-
	Yourself Photocopying
*23.33-34	Other Services: Importance and Satisfaction with (1) Reliability of
•	Photocopiers and (2) Quality of Photocopies
23.35-36	Library Staff: Importance and Satisfaction with (1) Availability of Staff and (2)
	the Knowledge and Efficiency of Staff
23.37-38	
	Service Attitude of Staff

**TOC 14** 

Collections: Awareness, Use, Importance, and Satisfaction with Book

Collections: Awareness, Use, Importance, and Satisfaction with Journal

24 BRANCHES: UNIVERSITY ARCHIVES

Collection

Collection



24.1-2

24.3-4

Collections: Awareness, Use, Importance, and Satisfaction with Archival 24.5-6 Documents Collections: Awareness, Use, Importance, and Satisfaction with the 24.7-8 Photograph Collection Collections: Awareness, Use, Importance, and Satisfaction with Other 24.9-10 Collection Reference Services: Awareness, Use, Importance, and Satisfaction with 24.11-12 Assistance of Staff with Questions \*24.13-14 Reference Services: Awareness, Use, Importance, and Satisfaction with In-Library OLIS Access to UTK Catalog Other Services: Awareness, Use, Importance, and Satisfaction with 24.15-16 Photocopying by Staff Other Services: Awareness, Use, Importance, and Satisfaction with Do-It-24.17-18 Yourself Photocopying Other Services: Importance and Satisfaction with (1) Reliability of 24.19-20 Photocopiers and (2) Quality of Photocopies Library Staff: Importance and Satisfaction with (1) the Availability of Staff and 24.21-22 (2) Knowledge and Efficiency of Staff Library Staff: Importance and Satisfaction with (1) General Assistance of Staff 24.23-24 and (2) Service Attitude of Staff



# APPENDIX B: SELECTED TABLES



Table 11.4

Interlibrary Services: IMPORTANCE AND SATISFACTION WITH TURNAROUND TIME IN FILLING YOUR ILS REQUESTS

	Core Faculty	Admin- istrators	Other	Non- UTK	Grad. Students	Undergr. Students
Population	1,349	335	1,625	_	5,606	15,056
Total sample	451	33	223	73	372	315
Sample (n')	57	1	17		41	9
Importance Ratings	(proportions)					
Very little 1	0	0	0		0.07	0
2	0	0	0		0	0
3	0.07	0	0.12		0.07	0
4	0.16	0	0.18		0.26	0.12
Very Import 5	0.77	1.00	0.70		0.61	0.88
Avg. Importance	4.70	5.00	4.59		4.34	4.88
Sample (n')	57	1	17		38	9
Satisfaction Rating	s (proportions)					
Very Dissat. 1	0.07	0	0.06		0.04	0.27
2	0.07	0	0		0.25	0.12
3	0.18	0	0.35		0.27	0.26
4	0.28	0	0.24		0.26	0.35
Very Satis. 5	0.40	1.00	0.35		0.18	0
Avg. Satisfactio	n 3.88	5.00	3.82		3.28	2.69



Table 12.2

OLIS: Importance and Satisfaction with In-Library Access to UTK Catalog

	Core Faculty	Admin- istrators	Other	Non- UTK	Grad. Studenta	Undergr. Students
Population .	1,349	335	1,625	_	5,606	15,056
Total sample	451	33	223	73	372	315
Sample (n')	54	5	17		69	54
Importance Ratings (p	roportions)					
Very little 1	0	0	0		0.04	0
2	0	0	0		0	0.01
3	0.06	0	0		G	0.04
4	0.07	0	0.24		0.11	0.04
Very Import 5	0.87	1.00	0.76		0.85	0.91
Avg. Importance	4.81	5.00	4.76		4.74	4.85
Sample (n')	54	5	16		67	54
Satisfaction Ratings (	proportions)					
Very Dissat. 1	0.04	0	0		0.13	0.01
2	0.07	0	0.06		0.04	0.03
3	0.19	0.20	0.13		0.24	0.11
4	0.31	0.20	0.44		0.19	0.30
Very Satis. 5	0.39	0.60	0.38		0.40	0.55
Avg. Satisfaction	3.94	4.40	4.13		3.66	4.36



OLIS: INTEREST, PERCEIVED IMPORTANCE, AND LIKELY USE OF A SINGLE, INTEGRATED ONLINE CATALOG OF ALL MATERIALS ON CAMPUS WHETHER HELD BY THE LIBRARIES OR BY INDIVIDUAL DEPARTMENTS

	Core Faculty	Admin- jeurators	Others	Graduate Students	Undergrd. Students
Population	1,349	335	1,625	5,606	15,056
Total Sample	451	33	223	372	315
Perceived Importance of N	ew Services (	%)			
Sample Size (n')	160	14	65	208	163
Favor (%)	77.5	83.4	72.3	82.4	82.8
Do Not Favor (%)	9.0	0	10.8	1.4	4.9
Unsure (%)	13.6	16.9	17.0	16.3	11.3
Number Who Favor	1,045	279	1,175	4,617	12,466
Importance Rating (%)	popular turci igaçõi datide anu dulimat				arkije i graji i se (1915) Nasari i se iza se (1916)
Sample Size (n")	99	7	42	157	114
Very Little 1	3.9	12.5	0	0	1.8
2	10.0	0	7.2	4.4	4.5
3	20.4	33.3	33.4	14.6	20.3
4	28.7	39.2	23.8	22.7	28.4
Very Impor 5	37.2	25.0	35.7	58.4	45.2
Average Importance	3.86	3.54	3.83	4.35	4.11
Likely Uses of the New S	ervice per Mo	inth (%)			
Sample Size (n <sup>m</sup> )	107	9	44	168	142
Less Than 1	13.7	45.0	45.3	10.6	6.3
Once	19.4	12.5	0	8.1	11.4
2-to-5 Times	46.3	32.5	43.2	37.7	40.5
6-to-13 Times	8.2	10.0	11.5	28.0	24.1
Over 10 Times	12.5	0	0	15.8	7.6
Average Uses	4.1	2.3	2.6	5.7	4.9
Total Uses	8,566	1,176	6,216	52,082	125,728



Table 12.10

OLIS: INTEREST, PERCEIVED IMPORTANCE, AND LIKELY USE OF REMOTE (DIAL-UP) ACCESS TO CD-ROM DATABASES AT UTK LIBRARIES

	Core Faculty	Arimin- istration	Others	Greduste Studente	Undergra. Studente
Population	1,349	335	1,625	5,606	15,056
Total Sample	451	33	223	372	315
Proportion Who Favor (	<b>%)</b>				
Sample Size (n')	84	6	39	102	84
Favor	76.2	100	84.6	75.5	66.7
Do Not Favor	4.8	0	2.6	2.0	1.2
Unsure	19.0	0	12.8	22.5	32.1
Number Who Favor	1,028	335	1,375	4,232	10,037
Importance Rating (%)					
Sample Size (n")	53	6	31	53	50
Very Little 1	3.8	0	6.5	1.9	0
2	3.8	0	0	1.9	4.0
3	11.5	16.7	22.6	20.8	12.0
4	15.4	33.3	22.6	13.2	24.0
Very Impor 5	67.3	50.0	48.3	62.3	60.0
Average Importance	4.44	4.33	4.07	4.32	4.40
Likely Uses of the Nev	v Service per N	lonth (%)			
Sample Size (n''')	51	5	29	66	49
Less Than 1	17.6	0	20.7	12.1	22.4
Once	9.8	40.0	24.1	12.1	14.3
2-to-5 Times	39.2	40.0	27.6	33.3	32.7
6-to-10 Times	21.6	20.0	27.6	22.7	14.3
Over 10 Times	11.8	0	0	19.7	16.3
Average Uses	4.8	3.4	3.4	5.6	9.0
Total Uses	4,887	1,139	4,964	23,821	90,234



Table 12.11

OLIS: INTEREST, PERCEIVED IMPORTANCE, AND LIKELY USE OF THE ABILITY TO DOWNLOAD DATA TO YOUR OWN PC FROM CD-ROM DATABASES OR FROM DATABASES AVAILABLE VIA OLIS

	Core Feculty	Admin- istrators	Others	Graduate Studenta	Undergrä. Studenta
Population	1,349	335	1,625	5,608	15,056
Total Sample	451	33	223	372	315
Proportion Who Favor (%)					
Sample Size (n')	83	6	39	*	•
Favor	74.7	100	71.8		•
Do Not Favor	2.4	0	0	*	
Unsure	22.9	0	28.2	*	•
Number Who Favor	1,008	335	1,167	•	•
Importance Rating (%)					
Sample Size (n*)	50	6	26	•	•
Very Little 1	0	0	0	•	•
2	6.0	0	3.8	•	•
3	12.0	33.3	19.2	•	•
4	28.0	50.0	27.0	•	•
Very Impor 5	54.0	16.7	50.0	•	•
Average Importance	4.30	3.83	4.23	•	•
Likely Uses of the New Sen	vice per Month	(%)			
Sample Size (n™)	48	5	26	•	*
Less Than 1	20.8	80.0	23.1	•	· ·
Once	10.4	20.0	19.2	*	•
2-to-5 Times	41.7	0	46.2	•	· ·
6-to-10 Times	18.8	0	11.5	•	<u> </u>
Over 10 Times	8.3	0	0	*	*
Average Uses	4.2	1.5	2.℃	•	*
Total Uses	4,241	503	3,321	•	•



Table 12.12

OLIS: INTEREST, PERCEIVED IMPORTANCE, AND LIKELY USE OF ADDITIONAL DATABASES VIA OLIS/INTERNET/GOPHER

	Core Faculty	Admin- letrators	Others	Graduate Students	Undergrd. Students
Population	1,349	<b>33</b> 5	1,625	5,606	15,056
Total Sample	451	33	223	372	315
Perceived Importance of N	lew Services	<b>%)</b>			
Sample Size (n')	161	14	66	210	164
Favor (%)	66.2	52.8	74.0	81.8	66.9
Do Not Favor (%)	5.5	12.5	4.6	1.9	7.4
Unsure (%)	28.4	34.7	21.4	16.4	25.8
Number Who Favor	893	177	1203	4586	10,072
Importance Rating (%)					
Sample Size (n")	87	6	40	163	95
Very Little 1	2.3	0	5.9	3.1	0
2	5.7	12.5	6.5	4.8	3.1
3	23.2	0	29.3	12.9	28.4
4	28.0	75.0	31.2	29.2	25.3
Very Impor 5	40.9	12.5	27.2	50.1	43.3
Average Importance	4.00	3.88	3.68	4.19	4.09
Likely Uses of the New S	ervice per Mo	nth (%)			
Sample Size (n''')	95	6	45	184	103
Less Than 1	9.6	37.5	35.9	13.3	11.6
Once	14.2	12.5	15.4	3.4	12.8
2-to-5 Times	53.9	25.0	38.9	51.4	51.3
6-to-10 Times	6.5	25.0	5.3	20.5	10.7
Over 10 Times	15.8	0	4.6	11.6	13.7
Average Uses	4.6	2.7	3.4	4.1	4.6
Total Uses	8,190	1,484	8,103	36,754	91,163



**Table 12.14** 

OLIS: INTEREST, PERCEIVED IMPORTANCE, AND LIKELY USE OF ACCESSING ADDITIONAL NON-BIBLIOGRAPHIC DATA (E.G., FULL TEXT OF JOURNAL OR NEWSPAPER ARTICLES, STATISTICAL /DEMOGRAPHIC DATA, INDUSTRY/CORPORATE FINANCIAL INFORMATION) ON CD-ROM OR VIA OLIS.

	Core Faculty	Admir-	Cthers	Graduate Studenta	Undergrd. Students
Population	1,349	335	1,625	5,606	15,056
Total Sample	451	33	223	372	315
Proportion Who Favor (%)					
Sample Size (n')	83	6	39	100	84
Favor	72.3	83.3	69.2	69.0	67.9
Do Not Favor	3.6	0	2.6	7.0	2.4
Unsure	24.1	16.7	28.2	24.0	29.7
Number Who Favor	975	279	1,125	3 868	10,217
importance Rating (%)					
Sample Size (n")	51	5	24	48	50
Very Little 1	2.0	0	8.3	0	0
2	3.9	0	8.3	2.1	6.0
3	19.6	20.0	25.0	16.7	8.0
4	35.3	40.0	16.7	25.0	26.0
Very Impor 5	39.2	40.0	41.7	56.3	60.0
Average Importance	4.06	4.20	3.75	4.35	4.40
Likely Uses of the New Ser	vice per Month	(%)			
Sample Size (n***)	50	4	23	59	50
Less Than 1	16.0	25.0	26.1	6.8	14.0
Once	16.0	0	26.1	6.8	8.0
2-to-5 Times	40.0	50.0	30.4	37.3	46.0
6-to-10 Times	24.C	25.0	8.7	35.6	22.0
Over 10 Times	4.0	0	8.7	13.6	10.0
Average Uses	4.1	3.9	3.2	6.0	9.2
Total Uses	3,959	1,082	3,644	23,012	93,686



Table 13.14

Reference: AWARENESS AND USE OF ASSISTANCE BY REFERENCE STAFF WITH CD-ROM SEARCHING

	Core Faculty	Admin- istrators	Other	Non- UTK	Grad. Students	Undergr. Studente
Population .	1,349	335	1,625		5,606	15,056
Total sample	451	33	223	73	372	315
Sample size (n')	<b></b> 85	6	27		103	81
Not Aware						
Have need (%)	12.9	0	3.7		9.7	5.4
No need (%)	7.0	16.7	14.8		3.5	26.9
Aware						
Never used (%)	45.9	66.7	14.8		34.8	38.7
Used (%)	34.1	16.7	66.7		52.0	29.0
Use						
Sample size (n'')	95	10	38		107	84
Total uses	327	26.1	674.2		1,969	2,230
Average						
Per libr. user	0.3	0.1	0.5		0.4	0.2
Per serv. user	0.7	0.6	8.0		0.8	0.6
Per capita	0.2	0.1	0.4	1	0.4	0.2



Table 14.5

Gov Docs/Microforms: IMPORTANCE AND SATISFACTION WITH EASE OF USE OF GOVERNMENT DOCUMENTS

	Core Faculty	Admin- istrators	Other	Non- UTK	Grad. Students	Undergr. Studente
Population	1,349	335	1,625		5,606	15,056
Total sample	451	33	223	73	372	315
Sample (n')	27	1	6		30	13
Importance Ratings (	proportions)					
Very little 1	0.04	0	0		0	0.06
2	0.04	0	0		0.02	0
3	0.11	0	0.17		0.03	0.08
4	0.22	1.00	0.50		0.17	0.38
Very Import 5	0.60	0	9:33		8:78	8:48
Avg. Importance	4.30	4.00	4.17	<u> </u>	4.38	4.24
Sample (n')	26	1	6		29	13
Satisfaction Ratings	(proportions)		ijin grafiji. Barant	j topad terpologije (i Materialija je pologije (i		
Very Dissat. 1	0.04	0	0		0.05	0.31
2	0.15	0	0		0.44	0.02
3	0.27	1.00	0.33		0.08	0.37
4	0.19	0	0.17		0.20	0.25
Very Satis. 5	0.35	0	0.50		0.24	0.05
Avg. Satisfaction	3.65	3.00	4.17		3.14	2.69



	Core Faculty	Admin-	Other	Non- UTK	Grad. Students	Undergr. Students
Population	1,349	335	1,625	_	5,606	15,056
Total sample	451	33	223	73	372	315
Sample (n')	39	1	10		60	48
Importance Ratings i	proportions)					
Very little 1	0.03	0	0.10		0.03	0.03
2	0	0	0		0	0.12
3	0.13	1	0		0.08	0.16
4	0.33	U	0.40	<u></u>	0.15	0.08
Very Import 5	0.51	0	0.50		0.75	0.60
Avg. Importance	4.31	3.00	4.2		4.59	4.09
Sample (n')	40	1	9		59	48
Satisfaction Ratings	(proportions)					
Very Dissat. 1	0.20	0	0.33		0.11	0.06
2	0.20	0	0.11		0.08	0.13
3	0.23	0	0.22		0.30	0.21
4	0.15	0	0.11		0.22	0.51
Very Satis. 5	0.23	0	0.22		0.28	0.08
Avg. Satisfaction	3.00	1.00	2.78		3.49	3.41



General Library Policies & Miscellany: INTEREST, PERCEIVED IMPORTANCE, AND LIKELY USE OF THE ABILITY TO PLACE REQUESTS FOR ILS, ACQUISITIONS, RESERVE LIST, AND REFERENCE ASSISTANCE IN ELECTRONIC FORM

**Table 18.8** 

	Core Faculty	Admin- istrators	Others	Graduate Students	Undergrd. Students
Population	1,349	335	1,625	5,606	15,056
Total Sample	451	33	223	372	315
Perceived Importance of N	ew Services (	4)			
Sample Size (n')	157	14	66		*
Favor (%)	64.5	65.3	63.5	•	•
Do Not Favor (%)	11.4	0	9.1	•	•
Unsure (%)	24.2	34.7	27.3	•	•
Number Who Favor	870	219	1,032	•	•
Importance Rating (%)					
Sample Size (n")	83	4	37	•	•
Very Little 1	1.2	0	2.7	•	•
2	6.1	0	11.1	•	•
3	30.2	25.0	42.9	•	•
4	26.4	75.0	30.0	•	
Very Impor 5	36.3	0	13.5	•	•
Average Importance	3.91	3.75	3.41	•	•
Likely Uses of the New S	ervice per Mo	nth (%)			
Sample Size (n <sup>ss</sup> )	92	6	35	•	*
Less Than 1	11.4	50.0	48.8	•	*
Once	34.9	16.7	14.3	•	•
2-to-5 Times	37.3	33.3	28.6	<u> </u>	
6-to-10 Times	11.2	0	6.0	· .	•
Over 10 Times	5.4	0	2.4	•	•
Average Uses	3.3	3.1	2.2	•	•
Total Uses	5,718	622	4,496	*	



Table 20.47-48

# Agriculture/Veterinary Medicine Library, Other Services: AWARENESS, USE, IMPORTANCE AND SATISFACTION WITH THE ABILITY AND CONVENIENCE OF ORDERING NEW JOURNALS

Population	•
Total sample	107
Sample size (n)	97
Not Aware	
Have need (%)	13.4
No need (%)	8.2
Aware	
Never used (%)	45.4
Used (%)	33.0
Use	
Sample size (n')	97
Total Uses	10
Average	
Per library user	0.09
Per service user	0.10
Per capita sam.	•

Population	•
Sample (n)	31
Importance Ratings (%	
Very little 1	0
2	0
3	3.2
4	22.6
Very impor 5	74.2
Average imp.	4.71
Sample (n')	28
Satisfaction Ratings (*	<b>i</b> )
Very Dissat. 1	17.9
2	0
3	10.7
4	10.7
Very Satis. 5	60.7
Avg. Satisfaction	3.96

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Table 21.9-10

# Cartographic Information Center, Collections: AWARENESS, USE, IMPORTANCE AND SATISFACTION WITH REFERENCE COLLECTION

Population	•
Total sample	42
Sample size (n)	41
Not Aware	
Have need (%)	45.7
No need (%)	11.4
Aware	
Never used (%)	11.4
Used (%)	31.4
Use	
Sample size (n')	41
Total Uses	39
Average	ta tani ya ya kata ka waxa kata kata kata kata
Per library user	0.93
Per service user	0.95
Per capita	•

Population	•
Sample (n)	18
Importance Ratings (9	3
Very little 1	0
2	0
3	16.7
4	16.7
Very impor 5	66.7
Average imp.	4.50
Sample (n')	18
Satisfaction Ratings	(%)
Very Dissat. 1	0
2	0
3	33.3
4	38.9
Very Satis. 5	27.8
Avg. Satisfaction	3.94





#### Table 22.45-48

# Music Library, Other Services: AWARENESS, USE, IMPORTANCE AND SATISFACTION WITH THE RELIABILITY OF THE AUDIO-VISUAL EQUIPMENT

Population	•
Total sample	79
Sample size (n)	72
Not Aware	i en all birtha 11 <u>Bereke en birthalit</u>
Have need (%)	8.3
No need (%)	13.9
Аware	
Never used (%)	27.8
Used (%)	50.0
U <b>30</b>	
Sample size (n')	72
Total Uses	156
Average	
Per library user	1.97
Per service user	2.17
Per capita	•

Population	•
Sample (n)	32
importance Ratings (%	)
Very little 1	0
2	0
3	9.4
4	18.8
Very impor 5	71.9
Average imp.	4.63
Sample (n')	33
Satisfaction Ratings (	<b>%</b> )
Very Dissat. 1	3.0
2	3.0
3	15.2
4	36.4
Very Satie. 5	42.4
Avg. Satisfaction	4.09



Table 23.33-34

# Special Collections Library, Other Services: IMPORTANCE AND SATISFACTION WITH (1) RELIABILTY OF PHOTOCOPIERS AND (2) QUALITY OF PHOTOCOPIES

4	
Population	•
Sample (n)	11
Importance Ratings (%)	
Very little 1	9.1
2	0
3	9.1
4	0
Very impor 5	81.9
Average imp.	4.36
Sample (n')	11
Satisfaction Ratings (%)	
Very Dissat. 1	0
2	0
3	36.4
4	36.4
Very Satis. 5	27.3
Avg. Satisfaction	3.91

2	
Population	•
Sample (n)	10
Importance Ratings (%	)
Very little 1	0
2	0
3	30.0
4	0
Very impor 5	70.0
Average imp.	4.40
Sample (n')	11
Satisfaction Ratings (	<b>%)</b>
Very Dissat. 1	0
2	18.2
3	36.4
4	18.2
Very Satis. 5	27.3
Avg. Satisfaction	3.55



Table 24.13-14

# University Archives Library, Reference Services: AWARENESS, USE, IMPORTANCE AND SATISFACTION WITH IN-LIBRARY OLIS ACCESS TO THE UTK CATALOG

Population	•
Total sample	8
Sample size (n)	7
Not Aware	
Have need (%)	28.6
No need (%)	0
Aware	
Never used (%)	0
Used (%)	71.4
Use	
Sample size (n')	7
Total Uses	7
Average	
Per library user	0.88
Per service user	1.00
Per capita	•

Population	•				
Sample (n)	5				
Importance Ratings (%					
Very little 1	00				
2	0				
3	0				
4	33.3				
Very impor 5	66.7				
Average imp.	4.67				
Sample (n')	5				
Satisfaction Ratings (	9				
Very Dissat. 1	0				
2	0				
3	20.0				
4	40.0				
Very Satis. 5	40.0				
Avg. Satisfaction	4.20				



#### APPENDIX C: SELECTED QUESTIONNAIRE PAGES



F1 \_\_\_\_

# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

## FACULTY, RESEARCHERS, ADMINISTRATORS, and OTHER PROFESSIONAL STAFF

#### SECTION 1 USE OF EXISTING LIBRARY SERVICES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library.

Type of Library	(A) Visits in Last Montii	(B) Additional Uses in Last Month	(C) Distance to Library You Use (Minutes)
Hodges (Main) Library			
UTK Libraries branch library:		· · · · · · · · · · · · · · · · · · ·	1
Map (CIC in Hoskins Building)			ļ
Music (Music Department)			
Agriculture/Veterinary Medicine			
Special Collections (e.g., rare books, manuscripts, etc.)	·		
University Archives			<del> </del>
Other libraries at UTK (e.g., College of Law, UT Ho pital, etc.) (specify)			
Collections in a UT academic department (specify)			
Other academic library			N/A
Public library			N/A
Government agency library (e.g., TVA, MPC, ORNL)			NA
Other (specify)			N/A

IF YOU DO NOT USE THE HODGES LIBRARY, SKIP TO QUESTION 3 ON PAGE 5



**8** 

2. This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it;

Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

2	N.S.	O. C.	Aware of	Joe		Answer Only If You L'ave EVER Used	ER Used
	of Sign	f Service	Service	8	Approximate		
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(i) Importance Rating (I [low] - 5 [high])	(ii) Satisfaction Rating (I [low] - 5 [high])
Collections							
Book collection	-	2	3	4			
Journal collection in stacks and microform (including magazines, newspapers, etc.)	-	2	3	4			
Journal collection in Current Periodicals	1	2	3	4			
Reference collection	1	2	3	4			
Government documents collection	-	2	3	4			
Reserve collection	-	2	3	4			
Autiovisual collection	-	2	3	4			
Circulation		N/A	3	4			
Knowledge and efficiency of staff			VIV		4		
Service attitude of staff (helpfulness, friendliness)			N/A				

2 3 4   N/A   N/A		Not.	Not Aware	Aware of Service	e of		Answer Only If Yo	Answer Only If You Have EVER Used Service
NIA 3 4   1   2   3   4   1   2   3   4   1   1   2   3   4   1   1   2   3   4   1   1   1   2   3   4   1   1   1   1   1   1   1   1   1	Savice	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(l) Importance Rating (1. [low] - 5 [high])	(ii) Satisfaction Rating (i [low] - 5 [high])
NIA 3 4   1 2 3 4   1 2 3 4   1   2 3 4   1   2 3 4   1   1   2 3 3 4   4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   2 3 3 4   1   1   1   1   1   1   1   1   1	Stoff Constitution Configuration			ΝΆ				
1   2   3   4	Speed of processing transactions			N'A				
1	Term renewal policy (May 1 required return for renewal)	2	I/A	3	4			
N/A 4   1   2   3   4   1   2   3   4   1   1   2   3   4   1   1   2   3   4   1   1   1   1   1   1   1   1   1	Ability to place holds and recalls by telephone	_	2	3	4			
NIA  NIA  NIA  NIA  NIA  NIA  NIA  NIA	Ability to check out bound periodicals	-	2	3	4			
N/A	Hours of service			N/A				
N/A		1						
NIA  NIA  NIA  NIA  NIA  NIA  NIA  NIA	Ability to place materials on reserve	-	2	3	4			
N/A	Knowledge and efficiency of staff			N/A				
NIA  NIA  NIA  NIA  NIA  NIA  NIA  NIA	Service attitude of staff (helpfulness,	- 180 - 180		K/N				
N/A N/A N/A N/A N/A N/A N/A N/A N/A	frendliness)			N/A			. 000	
N/A  N/A  N/A  N/A  N/A  N/A  N/A  N/A	Reserve Ioan Periods			N/A				
N/A N/A N/A N/A N/A N/A N/A	Speed of processing name of the state of the			N/A				
N/A  N/A  N/A  N/A  N/A  N/A  N/A	1							
titude of staff (helpfulness, ss)  processing transactions on about latest periodical issues 1 2 3 4  service	Knowledge and efficiency of staff			N/A				
processing transactions on about latest periodical issues 1 2 3 4 service	Service attitude of staff (helpfulness, friendliness)			VV			85.54 33	
on about latest periodical issues 1 2 3 4 service	Speed of processing transactions			NIA				
service	Information about latest periodical issues received	-	2	3				
	Hours of service			NA			60	

Have No		Not of S	t Aware Service	Aware of Service	e of	Approximate	Answer Only If You Have EVER Used Service	You Have EVER Used Service
Government Documents/Mitch form Service:  Physical access to government documents  Ease of use of government documents  Searching of U.S. Government CD-ROMs  (census, NTDB, etc.)  Physical access to all microforms  Knowledge and efficiency of staff  Finendliness)  Hours of service  Intertibrary Services (ILS)  Borrow book or obtain article from nearly any library in the world  Avillity of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Avillity of ILS to fill your requests  Knowledge and efficiency of ILS staff  Avillity of ILS to fill your requests  Knowledge and efficiency of ILS staff  Knowledge and efficiency of ILS staff	Service	Have A Need for Service	Have No Need For Service	Have Neve: Used	Have Used	Number of Uses in Last Month	(i) Importance Rating (I [low] = 5 [h.gh])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Physical access to government documents	Government Documents/Microform Service							
Ease of use of government documents  Searching of U.S. Government CD-ROMs  (census, NTDB, etc.)  Physical access to all microforms  Ease of use of microforms  Knowledge and efficiency of staff friendliness)  Hours of service  Interlibrary Services (ILS)  Borrow book or obtain article from nearly any library in the world  A. ility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff	Physical access to government documents	-	2	3	4			
Searching of U.S. Government CD-ROMs 1 2 3 4 (census, NTDB, etc.)  Physical access to all microforms  Ease of use of microforms  Knowledge and efficiency of staff friendliness)  Hours of service attitude of staff (helpfulness, friendliness)  Hours of service attitude of staff (helpfulness, any library in the world  Av.ility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff Service attitude of staff (helpfulness, friendliness)  NIA  NIA  NIA  NIA  NIA  NIA  NIA  NI	Ease of use of government documents	1 1		N/A				
Physical access to all microforms	Searching of U.S. Government CD-ROMs (census, NTDB, etc.)		2	3	4			
Ease of use of microforms  Knowledge and efficiency of staff  Service attitude of staff (helpfulness, friendliness)  Hours of service  Interlibrary Services (ILS)  Borrow book or obtain article from nearly any library in the world  Artility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Service attitude of staff (helpfulness, friendliness)  NIA  NIA  NIA	Physical access to all microforms	-	2	3	4			
Knowledge and efficiency of staff Service attitude of staff (helpfulness, friendliness)  Hours of service Interlibrary Services (ILS)  Borrow book or obtain article from nearly any library in the world  Avilly of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Service attitude of staff (helpfulness, friendliness)  NIA  NIA  NIA  NIA  NIA  NIA  NIA  Service attitude of staff (helpfulness, friendliness)	Ease of use of microforms	1 1 1		N/A				
Service attitude of staff (helpfulness, friendliness)  Hours of service Interlibrary Services (ILS)  Borrow book or obtain article from nearly 1 2 3 4  Avility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Knowledge and efficiency of ILS staff  Service attitude of staff (helpfulness, friendliness)  NIA	Knowledge and efficiency of staff			N/A				
Hours of service  Interlibrary Services (ILS)  Borrow book or obtain article from nearly any library in the world  A. ility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Service attitude of staff (helpfulness, friendliness)	Service attitude of staff (helpfulness, friendliness)			N/A				
Borrow book or obtain article from nearly 1 2 3 4  Borrow book or obtain article from nearly 1 2 3 4  Avility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Knowledge and efficiency of ILS staff  Service attitude of staff (helpfulness, friendliness)				N/A				
Borrow book or obtain article from nearly 1 2 3 4  any library in the world  Anility of ILS to fill your requests  Turnaround time in filling your ILS requests  Knowledge and efficiency of ILS staff  Service attitude of staff (helpfulness, friendliness)	Interlibrary Services (ILS)							
ur requests         N/A           ng your ILS         N/A           cy of ILS staff         N/A           (helpfulness,         N/A			2	3	4			
ıt.	A, ility of ILS to fill your requests			V/V				
lge and efficiency of ILS staff attitude of staff (helpfulness, less)	Turnaround time in filling your ILS			N/A				
	Knowledge and efficiency of ILS staff			N/A				
	Service attitude of staff (helpfulness,			N/A				
	i Dendiness)			N/A		等 · 多 · · · · · · · · · · · · · · · · ·		

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90

Hours of service

This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services. 7

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it;

Circle 2 if you were not aware of the service and have no need for it;

Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened

•					
	Not A	t Aware Service	Aware of Service	e of ice	nly If You Have E. Service
Service		Huve No Need For Service	Have Never Used	Have Used	Number of (i) Satisfaction Rating Uses in Importance Rating Satisfaction Rating Last Month (1 [low] - 5 [high]) (1 [low] - 5 [high])
Deference Services	$\mathbb{T}$				
Use of reference material to answer		2	3	4	
questions questions	-	2	3	4	
Reference service of carpinons	-	2	3	4	
Assistance of reference stati with quantity	-	2	3	4	
Searching of CD-NOMS of the CD-ROMS	-	2	3	4	
Assistance of reference staff with CD-ROM	-	2	3	4	
searching Database search services (searches	-	2	6	4	
performed by reference staff for a fee)		,	,	<b> </b>	
Assistance of reference staff with untables search services	-	7	<u>,   '</u>	, ,	
Searching of the Internet	-	2	F	4	

	Not.	: Aware Service	Aware of Service	jo a	Approximate	aly If	You Have EVER Us Service
Service	Huve A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(i) Importance Rating (I flow) - 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [highl)
Assistance of reference staff with using Internet	1	2	3	4			
Serials Holdings List ("Big Orange Book")	-	2	3	4			
Reference staff general knowledge and efficiency			N/A		en V		
Service attitude of reference staff (helpfulness, friendliness)			Y Y			x 2, x 3.	
Availability of reference staff			N/A				
Hours of service			N/A				
Online Library Information System (OLIS)				.			
In-library OLIS access to UTK catalog	-	2	3	4			
Currentness of UTK catalog			N/A				
Access to OLIS from home or office	-	2	8	4			
OLIS access to external databases and	-	2	е	4			
catalogs via internet/Oophici		- <b>4</b> . ∣	N/A				
Collection Development Service							-
Ability and convenience of ordering new books	-	2	3	4			
Ability and convenience of ordering new journals		2	3	4			
Ability and convenience of ordering new AV materials		2	3	4			
Availability of material ordering suggestion	-	2	3	4	_		
(1) Suppose the suppose that the suppose t						94	

	Not Aware of Service	Service Have A Ha Need for Nee	Availability of the librariar, who selects  naterials for your Department	Availability of your colleague who serves 1	Turnaround time (request to shelf)	Availability of staff - Collection  Development	Service attitude of staff (helpfulness, friendliness) - Collection Development	Knowledge and efficiency of staff - Collection Development	Availability of staff - Acquisitions/Serials 1	Service attitude of staff (helpfulness, friendliness) - Acquisitions/Serials		Library and Information Instruction for Students	Orientation for your students using the 1	Classroom instruction by a librarian in the 1	Library information covered in course	Quality of instruction concerning	Usefulness of information to complete course assignment	95
		Have No Have Need For Never Service Used	2 3	2 3	N/A	2 3	N/A	N/A	2 3	N/A	Z		2 3	2 3	V/V	NA	NA	
		Have Used L	4	4		4			4				4	4				
	Approximate	Number of Uses in Last Month						*					N/A	N/A				
	Answer Unity II Tou maye her have been executed.	(i) Importance Rating (1 [low] - 5 [high])															Care of	96
Trans TVED Head	ice Comment	(ii) Satisfaction Rating (1 [low] - 5 [high])																

This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

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For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - I to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - I to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

Answer Only If You Have EV Service	Number of (ii) Uses in Importance Rating Satisfaction Rating Last Month (I [low] - 5 [high]) (I [low] - 5 [high])													ď
Not Aware Service Service Approximate	e No Huve Have d For Never Used rvice Used	1 2 3 4	NIA STATE OF THE S	1 2 3 4	N/A	N/A	N/A	N/A		2	1 2 3 4	NA	NA	
	Service	e for		Ability to borrow videos for class use	Quality of equipment	Knowledge and efficiency of staff	Service attitude of staff (helpfulness, friendliness)	Hours of service	Library Express (a campus document delivery service)	Library Express response/delivery	Pick-up of library materials	Speed of response/delivery	Cost (\$2 per citation)	

	Not Aware of Service	Aware of Service	Annovimate	Auswer Only If Yo	Auswer Only If You Have EVER Used Service
Service	Have A Have No Need for Need For Service Service	Have Have Never Used Used		(i) Importance Rating (I [low] - 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
		N/A			
Knowledge and efficiency of staff		N/A			
Service attitude of staff (helpfulness, friendliness)		N/A			
Hours of service		N/A			
Duplication Service on First Floor	1 2	3 4			
Price of duplication service		N/A			
Reliability of photocopy machines		N/A			
Quality of photocopies		N/A			
Service attitude of staff (helpfulness, friendliness)		N/A			
Knowledge and efficiency of staff		N/A			
Hours of service		N/A			
Self-Service Photocopying See					
Photocopying by yourself using coin-	1 2	8	·		
Adequacy of number of photocopy machines		N/A			
Reliability of photocopy machines		N/A	30 <b>1</b> :		
Ouality of photocopies		N/A			
Reader/Printer Copying in Documents/Microforms	103				
Microform reader/printers provided	1 2	3	4		
Adequacy of number of reader/printers		N/A			
Reliability of reader/printers		N/A			

C	13
C	$\supset$
۳	<b>-</b>

Service Ha  Quality of printer copies  Quality of reader  Knowledge and efficiency of staff  Service attitude of staff (helpfulness,	Have A Hu Need for Nee	Have No	-		A STATE OF THE PARTY OF THE PAR		
Quality of printer copies  Quality of reader  Knowledge and efficiency of staff  Service attitude of staff (helpfulness,		Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(i) Importence Rating (I [low] - 5 [high])	(ii) Satisfaction Rating (i flow] = 5 [hig i])
Quality of reader  Knowledge and efficiency of staff  Service attitude of staff (helpfulness,			N/A				
Knowledge and efficiency of staff Service attitude of staff (helpfulness,			AN				
Service attitude of staff (helpfulness,			N/A				
friendliness)			NA				
vice			NA				
Library Publications							
UTK Librarian (quarterly)	-	2	,	•			
Library Guides on specific topics (multi- colored, single-page handouts)	-	2	3	4			
Library News (monthly, multi-colored, single-page publications on service		2	en	4			
:1			NIA				
her signs			N/A				
			N/A				
Division of bound periodicals among floors			N/A				
Periodicals on microforms			¥)N  -	  -	_		
Parking for library visits		N/A	6	4			
Hours that Hodges is open			Y.N				

#### SECTION 2 NEW LIBRARY SERVICES

- 3. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle U (unsure) if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

IMPORTANCE RATING: VERY LITTLE IMPORTANCE - 1 to VERY IMPORTANT - 5

Service	Do Favo Ser Circl or U	rvici le Y (nsi	u hise?			ely Us Circle	B (i) es Per Approp umber)	riate		B (ii)  Rating of Importance (1 [low] - 5 [high])
Circulation  Use Library Express to return books,			** 				N/A		$\neg$	
etc., at end of term	Y	N	Ľ	Ü			IN/A			
Ability to place hold for materials online	Y	N	'	U			N/A			
Self-charging of materials	Y	N		υ	<1	1	2-5	6-10	>10	
Discontinue circulation of bound volumes of journals	Y	N		U			N/A			
Circulate bound volumes of journals more than 10 years old	Y	N	1	ប	<1	1	2-5	6-10	>10	
CD-ROM Services					C 19 <sup>36</sup> 79 <sup>3</sup>					
Ability to download data to your own PC from CD-ROM databases or from databases available via OLIS	Y	N		U	<1	1	2-5	6-10	> 10	
Remote (dial-up) access to CD-ROM databases at UTK Libraries	Y	N	,	ប	<1	1	2-5	6-10	> 10	
Access to additional bibliographic databases on CD-ROM (circle the field of study or specify discipline.) Humanities, Social Science, Science, Engineering, Business,	ı Y	1	7	บ	<1	1	2.5	6-10	> 10	
Access to non-bibliographic data (e.g. full text of journal or newspaper articles, statistical/demographic data, industry/corporate financial information) on CD-ROM or via OLI	Y		N	υ	<1	1	2-5	6-10	>10	



Service	Pav Fav Se Circ	A  You  or Tl  rvice  le Y,  (nsu	nis ?		kely U Circle		r Mont opriate )	h	B (ii)  Rating of Importance (1 [low] - 5 [high])
Access to Document Delivery Services for C	opies	of A	rticles						
Ability to obtain full-text of journal articles online from home or office	Y	N	บ	<1	1	2-5	6-10	>10	
Articles mailed to home address at cost to individual	Y	N	U	<1	1	2-5	6-10	>10	
Articles mailed to library for pick-up	Y	N	U	<1	1	2-5	6-10	>10	
Articles delivered full-text to PCs	Y	N	U	<1	1	2-5	6-10	>10	
Electronic delivery to your home or office of journal articles requested by you via ILS	Y	N	U	<1	1	2-5	6-10	>10	
Other Services					et. 1911 - 1911	10 Mg.	1444,413 14 2 2 12		
Self searching of online databases	Y	N	U	<1	1	2-5			<u> </u>
Requirement that all UTK-prepared research, technical, and other reports be held at UTK Libraries	Y	N	U			NIA			



#### SECTION 3 COMMENTS AND SUGGESTIONS

1. Su di —	aggestions for additional information services (e.g., CD-ROM products on Local Area Network/LAN, tal access, etc.)
2. C	Communication concerning services (e.g., are you made aware of availability of services, notified about new services or modifications, given the opportunity to discuss difficulties, etc.)
3. (	Collection (e.g., currentness, comprehensiveness, availability of books, journals, reference materials, etc.)
4.	Reference and research services (e.g., responsiveness, competence of stoff, etc.)
5.	Information systems (e.g., compatibility of interface, accessibility, etc.)
6.	Equipment (e.g., number, quality, availability of terminals, microform viewers, photocopying equipment etc.)
7.	Staff (e.g., helpfulness, attitude, competence, friendliness, etc.)
8.	Other



### SECTION 4 DEMOGRAPHICS

In this section we ask you to provide personal information and automation capabilities that may affect current and future library use. Again, these data are all confidential and will be presented only in an aggregated form.

5.	Please indicate your highest earned degree (circle appropriate code).
	Bachelor's (B.A., B.S., or equivalent)
	Master's (M.A., M.S., M.B.A. or equivalent)
	Doctorate (Ph.D., M.D., or equivalent)
	Other (specify)4
6.	In what year did you receive your last/highest degree?
7.	With which UTK academic department or program are you associated?
8.	Which best describes your current principal area of work (i.e., the area in which you spend the most time)? (Circle ONE.)
	Teaching and related activities (e.g., advising)
	Decearch
	Administration
	Other (specify) 4
9	have any awards or special recognition for your teaching, research, or
	No. 1 Yes 2
	If yes, specify the type or name of award (if more than one, give the one you consider most important).
,	O. How many personal subscriptions to professional journals do you receive, including those obtained as a member of a professional society? (Personal subscriptions are those which are personally addressed to you at your home, office, or lab.)
	Subscriptions paid by myself
	Subscriptions purchased by grant or other source for my personal use
	Subscriptions purchased by grant or other source for shared use
	11. In the past month, approximately how many of each of the following types of documents have you read in connection with your teaching, research, or other work? (Reading is defined as going beyond the title, contents page, and abstract of the document.) No. of Readings/U
	in Past Month
	Scholarly or professional journal articles
	Trade journals, bulletins, non-technical magazines, newsletters, etc
	Scholarly, text, or professional books
	External reports (e.g., government documents, etc.)
	Reports and other formal documents prepared at UTK
	Other professional materials (e.g., patents, standards, regulations,
	conference proceedings, etc.)
	Television or multi-media programs or films
	Substantive electronic documents not included above (e.g., listserv, bulletin board, etc.) .



How many fo	rmal publi	cations have you	authored or co-au	thored in the past	No. of Publications	No. of Co-Authors
Scholarly	or profess	sional journal arti	cles		•	
Trade io	umals, bull	letins, non-technic	cal magazines, ne	wsletters, etc	·	
Scholarly	v. text. or i	professional book	s		• •	
Reports Other pr	and other frofessional	formal documents materials (e.g., poceedings, etc.)	prepared at UTK atents, standards,		· ·	
Televisi	on or multi	i-media programs	or films		• •	
Substant	rive electro	nic documents no	t included above	(e.g., listserv,		
bull	letin board,	, etc.)	• • • • • • • • •		• •	<del></del>
or Other (e.	g., cartogr le library c	atalogs.		ical structure, mus		
3.32°.				SEARCHES DON	E BY:	
	ype of itabase	Total Searches	Self	Colleague, Grac Assistant, et		rian
Bibli	ographic					
Num	eric					
Othe						
. Do you use No [ci	ircle 1 and	personal access to skip to Question	n 18] 1	rocomputer? Yes 2		
. Is this term	ninal or mi	crocomputer capa skip to Ouestion	able of communic n 18] 1	ating with remote of Yes 2	computers?	
No [ci	ircle 1 and lease indica	l skip to Question ate ALL relevant	n 18] 1 locations:	Yes 2		
No [ci	ircle 1 and lease indica	I skip to Question ate ALL relevant	n 18] 1 locations:	Yes 2		
No [ci	ircle 1 and lease indica In your	I skip to Question ate ALL relevant office	locations:	Yes 2		
No [ci	ircle 1 and lease indica In your	I skip to Question ate ALL relevant office	locations:	Yes 2		
No [ci 2. P	ircle 1 and lease indica In your In your Elsewhe	I skip to Question ate ALL relevant office home ere (specify)	locations:	? (Circle ALL that	at apply.)	· · · · · · · · · · · · · · · · · · ·
No [ci 2. P	ircle 1 and lease indica In your In your Elsewhe	I skip to Question ate ALL relevant office home ere (specify) omputer(s) do you	locations:	? (Circle ALL that	at apply.)	· · · · · · · · · · · · · · · · · · ·
No [ci 2. P	ircle 1 and lease indica In your In your Elsewhe On which co	I skip to Question ate ALL relevant office home ere (specify) omputer(s) do you X	locations:	? (Circle ALL that	at apply.)	
No [ci 2. P	ircle 1 and lease indica In your In your Elsewhe On which co	I skip to Question ate ALL relevant office home ere (specify) omputer(s) do you X	locations:	? (Circle ALL that	at apply.)	
No [ci a. P	Ircle 1 and lease indica In your In your Elsewhe On which co UTKV UTKU UTKV	I skip to Question ate ALL relevant office home ere (specify) omputer(s) do you X M1	locations:	? (Circle ALL that	at apply.)	

c.	How often do you (or someone on your behalf) use it?
•	More than once a day
	1 to 5 times per week
	Less than once a week
	Never4
16. Do y	ou ever use electronic mail (e-mail)?
1	No [circle 1 and skip to Question 18] 1 Yes 2
8	. How many times do you (or does someone on your behalf) use electronic mail?
	More than once a day
	1 to 5 times per week
	Less than once a week
	b. Approximately how much time do you spend in a typical day preparing, sending, receiving, and reading electronic mail messages? minutes or hours
	c. Approximately how much time does someone on your behalf spend in a typical day preparing, sending, receiving, and reading electronic mail messages? minutes or hours
17. Do	you use the network for accessing databases and purposes other than electronic mail?  No [circle 1 and skip to Question 18] 1 Yes 2  a. How many times do you (or someone on your behalf) use the network for purposes other than
	electronic mail?  More than once a day
	b. Approximately how much time do you spend in a typical week using the network for purposes other than electronic mail? minutes or hours
	c. Approximately how much time does someone on your behalf spend in a typical day preparing, sending, receiving, and reading electronic mail messages? minutes or hours
18. Do	you have a budget, discretionary funds or grant budget for purchasing information products (e.g., journals, oks, etc.) or services (e.g., online bibliographic searches, E-mail, etc.).
	No 1 Yes 2
	If yes, approximately what is the annual amount? \$

THANK YOU VERY MUCH!!!

PART TWO: SURVEY INSTRUMENTS

## UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

#### FACULTY, RESEARCHERS, ADMINISTRATORS, and OTHER PROFESSIONAL STAFF

#### SECTION 1 USE OF EXISTING LIBRARY SERVICES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library.

Type of Library	(A) Visits in Last Month	(B) Additional Uses in Last Month	(C) Distance to Library You Use (Minutes)
Hodges (Main) Library			
UTK Libraries branch library:			
Map (CIC in Hoskins Building)			
Music (Music Department)			
Agriculture/Veterinary Medicine		· 	
Special Collections (e.g., rare books, manuscripts, etc.)			
University Archives			
Other libraries at UTK (e.g., College of Law, UT Hospital, etc.) (specify)			
Collections in a UT academic department (specify)			
Other academic library			N/A
Public library			N/A
Government agency library (e.g., TVA, MPC, ORNL)			N/A
Other (specify)			N/A

IF YOU DO NOT USE THE HODGES LIBRARY, SKIP TO QUESTION 3 ON PAGE 5



ERIC\*

This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

	7. 7.	The Company of the Co			**************************************	Answer Only If You Have EVER Used	e EVER Used
	Not Aware of Service	Not Aware of Service	Service	5 <u>3</u>		Service	
Service	13,000	Have No Need For	Have Never	Have	Number of Uses in	Importance Rating Sat	Satisfaction Rating
	Service	Service	Used		Last Month		distant of their
Collections							
Book collection	1	2	3	4			
Journal collection in stacks and microform (including magazines, newspapers, etc.)	1	2	3	4			
Journal collection in Current Periodicals (including magazines, newspapers, etc.)	1	2	3	4			
Reference collection	1	2	3	4			
Government documents collection	1	2	3	4			
Reserve collection	1	2	3	4			
Audiovisual collection	1	2	3	4			
Circulation		N/A	3	4			
Knowledge and efficiency of staff			N/A	24.4 24.4 4.4 4.4			
Service attitude of staff (helpfulness,		·	Z/A				
เกียกนากเรอง							

	Not.	t Aware Service	Aware of Service	jo a	Annovimate	Answer Only If Yo	Answer Only If You Have EVER Used Service
Savice	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(i) Importance Rating (I [low] - 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Speed of processing transactions			NA				
Circulation borrowing period at Hodges			N'A				
Term renewal policy (May 1 required return for renewal)	2	N/A	3	4			
Ability to place holds and recalls by telephone	-	2	3	4			
Ability to check out bound periodicals	-1	2	3	4			
Hours of service			N/A		- 33,		
Reserve							
Ability to place materials on reserve	1	2	3	4			
Knowledge and efficiency of staff			VIV				
Service attitude of staff (helpfulness, friendliness)			N/A				
Reserve loan periods			N.A				
Speed of processing transactions			N/A				
Hours of service			N/A	N/A			
Current Periodicals							
Knowledge and efficiency of staff			NA				
Service attitude of staff (helpfulness, friendliness)			N/A				
Speed of processing transactions				N/A			
Information about latest periodical issues received	1	2	3	4			
Hours of service			A/A	9.7 V			

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	Not.	t Aware Service	Aware of Service	e of ice	Annoximate	Answer Only If Yo	Answer Only If You Have EVER Used Service
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(i) Importance Rating (I [low] - 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Government Documents/Microform Service							
Physical access to government documents	1	2	3	4	·		
Ease of use of government documents			NA				
Searching of U.S. Government CD-ROMs (census, NTDB, etc.)	-	2	3	4			
Physical access to all microforms	-	2	3	4			
Ease of use of microforms			N/A				
Knowledge and efficiency of staff			V.V				
Service attitude of staff (helpfulness,			NA				
Hours of service			V/A				
Interlibrary Services (ILS)							_
Borrow book or obtain article from nearly any library in the world	-	2	3	4			·
Ability of ILS to fill your requests			N/A				
Turnaround time in filling your ILS requests			N/A				
Knowledge and efficiency of ILS staff			N/A			. 4 2 5 1 1	
Service attitude of staff (helpfulness, friendliness)			N/A				
Hours of service			A/A			·	

This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

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			Č			<b>.</b>	Service
1	of St	of Service	a la	2	Approximate		
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have	Number of Uses in Last Month	(1) Importance Rating (1 (low] - 5 (high))	(1 [low] - 5 [high])
Assistance of reference staff with using	-	2	3	4			
Serials Holdings List ("Big Orange Book")	1	2	3	4			
			N/A				
titude of reference staff			N/A				
Availability of reference staff			N/A				
Hours of service			NIA				
Online Library Information System (OLIS)							
In-library OLIS access to UTK catalog	-	2	3	4			
			N'A				
Access to OLIS from home or office	-	2	3	4			
OLIS access to external databases and catalogs via Internet/Gopher	1	2	3	₹			
Ease of use			NiA				
Collection Davelopment Service							
Ability and convenience of ordering new books	-	2	3	4			
Ability and convenience of ordering new journals	-	5	3	4			
Ability and convenience of ordering new AV materials	-	2	3	4			
Availability of material ordering suggestion box (at Hodges circulation desk)	-	2		4			

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	Not!	Not Aware of Service	Aware of Service	<b>3</b> 0 93		Answer Only If You Have EVER Used Service	You Have EVER Used Service
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(i) Importance Rating (i flow] - 5 (high))	Satisfaction Rating (1 [low] - 5 [high])
Availability of the librarian who selects materials for your Department	-	2	3	4			
Availability of your colleague who serves	1	2	3	4			
Turnaround time (request to shelf)			N/A				
Availability of staff - Collection Development	<b></b>	2	3	4			
Service attitude of staff (helpfulness, friendliness) - Collection Development			N/A				
Knowledge and efficiency of staff - Collection Development			N/A				
Availability of staff - Acquisitions/Serials	-	2	3	4			
Service attitude of staff (helpfulness, friendliness) - Acquisitions/Serials			N/A				
Knowledge and efficiency of staff - Acquisitions/Serials			N/A			10.0	
Library and Information Instruction for Students							
Orientation for your students using the library's audiotape tour	_	2		4	N/A	(Janes)	
Classroom instruction by a librarian in the use of the library and its resources		2	3	4	N/A		
Library information covered in course			Y/X				
Quality of instruction concerning library services			¥ Z				
Usefulness of information to complete			N/A	4. 487			

This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services. 7

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it;

Circle 3 if you were aware of the service and have never used it;

Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but areas.

	Not .	Not Aware	Aware of	e of		Answer Only If You Have EVER Used Service	1 Have EVER Used
	ž T	Service	CIAC	110	Approximate		
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(i) Importance Rating (1 [low] - 5 [high])	Satisfaction Rating (1 [low] - 5 [high])
Audiovisual Services							
Ability to arrange for group viewing room	-	2	3	4			
Commence of scheduling AV materials			N/A				
Convenience of series	-	,	٠,	4			
Ability to borrow videos for class use	-	7	,				
Ouality of equipment			Ψ/N				
Variable and efficiency of staff			N/A				
N now really and constant							
Service attitude of staff (helpfulness,			₹/Z		1		
friendliness)							
Hours of service			A/N				
1 Everage (a campils document delivery service)	rvice)						
Libiaiy baptices (a carrie	•		·-	4			
Library Express response/delivery	-	7	,  -	-			
Pick-up of library materials	-	2	3	4			
Weight of the second of			N/A				
Speed of testants testants			A/N				
Cost (\$2 per citation)						£60	ሌ.
06						i +	•

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	Not Aware Aware of Angraving Service Service Service
Service	Have No Have Have Need Service Used
Convenience	NA WIA WILLIAM STATE OF THE STA
Knowledge and efficiency of staff	NIA
Service attitude of staff (helpfulness, friendliness)	N/A
Hours of service	NIN IN A CONTRACT OF THE CONTR
Duplication Service on First Floor	
Price of duplication service	The second secon
Reliability of photocopy muchines	は、
Quality of photocopies	The second secon
Service attitude of staff (helpfulness, friendliness)	N/A
Knowledge and efficiency of staff	NA
Hours of service	N/A
Self-Service Photocopying	
Photocopying by yourself using coin- operated machines	
Adequacy of number of photocopy machines	N/A
Reliability of photocopy machines	N/A N/A
Quality of photocopies	WAS AND
Reader/Printer Copying in Documents/Microforms	
Microform reader/printers provided	1 2 3 4
Adequacy of number of reader/printers	A STATE OF THE PROPERTY OF THE
Reliability of reader/printers	N/A

# SECTION 3 COMMENTS AND SUGGESTIONS

to d	would like to give you the opportunity to comment on various aspects of information services, if you wish o so. Please make any suggestions that occur to you or note any strengths or weaknesses about which you h to comment.
1.	Suggestions for additional information services (e.g., CD-ROM products on Local Area Network/LAN, dial access, etc.)
2.	Communication concerning services (e.g., are you made aware of availability of services, notified about new services or modifications, given the opportunity to discuss difficulties, etc.)
3.	Collection (e.g., currentness, comprehensiveness, availability of books, journals, reference materials, etc.)
<b>4</b> .	Reference and research services (e.g., responsiveness, competence of staff, etc.)
5.	Information systems (e.g., compatibility of interface, accessibility, etc.)
6.	Equipment (e.g., number, quality, availability of terminals, microform viewers, photocopying equipment etc.)
7.	Staff (e.g., helpfulness, attitude, competence, friendliness, etc.)
	Other



# SECTION 4 DEMOGRAPHICS

In this section we ask you to provide personal information and automation capabilities that may affect current and future library use. Again, these data are all confidential and will be presented only in an aggregated form.

5.	Please indicate your highest earned degree (circle appropriate code).
	Bachelor's (B.A., B.S., or equivalent) 1
	Master's (M.A., M.S., M.B.A. or equivalent)
	Doctorate (Ph.D., M.D., or equivalent)
	Other (specify) 4
6.	In what year did you receive your last/highest degree?
7.	With which UTK academic department or program are you associated?
8.	Which best describes your current principal area of work (i.e., the area in which you spend the most time)? (Circle ONE.)
	Teaching and related activities (e.g., advising)
	Research2
	Administration
	Other (specify)4
9.	In the past two years, have you received any awards or special recognition for your teaching, research, or other professional-related contributions?
	No 1 Yes 2
	If yes, specify the type or name of award (if more than one, give the one you consider most important).
	of a professional society? (Personal subscriptions are those which are personally addressed to you at your home, office, or lab.)
	Subscriptions paid by myself
	Subscriptions purchased by grant or other source for my personal use
	Subscriptions purchased by grant or other source for shared use
1	1. In the past month, approximately how many of each of the following types of documents have you read in connection with your teaching, research, or other work? (Reading is defined as going beyond the title, contents page, and abstract of the document.)
	No. of Readings/Use in Past Month
	Scholarly or professional journal articles
	Trade journals, bulletins, non-technical magazines, newsletters, etc
	Scholarly, text, or professional books
	External reports (e.g., government documents, etc.)
	Reports and other formal documents prepared at UTK
	Other professional materials (e.g., patents, standards, regulations,
	conference proceedings, etc.)
	Television or multi-media programs or films
	Substantive electronic documents not included above (e.g., listsery, bulletin board, etc.)



12.	How 1	many formal pub	lications have you	authored or co-a	authored in the past 13	2 months? No. of Publications	No. of Co-Authors
	S	cholarly or profe	ssional journal ar	ticles			
		•			ewsletters, etc		
	· S	cholarly, text, or	professional boo	ks			
	R	Reports and other Other professional	formal document materials (e.g.,	s prepared at UT patents, standards	K		
	T	elevision or mult	ti-media program	s or films			
		bulletin board	, etc.)		(e.g., listserv,		
	provi or Ot	ded by Dialog, S	TN, BRS, Lexis raphic images wi	, etc.); Numeric	Biosis, COMPENDEX (e.g., census, Predica nical structure, musica	st, standard da	ita, D&B, etc.
	- 1				SEARCHES DONE	BY:	
		Type of Database	Total Searches	Self	Colleague, Gradua Assistant, etc.	ite Librar	ian
		Bibliographic		•			
	Ì	Numeric					
		Other					
14	•	-		a terminal or mid			<del></del>
15		No [circle 1 and	skip to Question	n 18] 1	ating with remote com	puters?	
	;		ate ALL relevant				
		Elsewhe	re (specify)				···
			•		? (Circle ALL that ap		



	c.	How often do you (or someone on your behalf) use it?
		More than once a day
		1 to 5 times per week
		Less than once a week
		Never
16. Do	you	ever use electronic mail (e-mail)?
	No	[circle 1 and skip to Question 18] 1 Yes 2
	2.	How many times do you (or does someone on your behalf) use electronic mail?
		More than once a day
		1 to 5 times per week
		Less than once a week
	b.	Approximately how much time do you spend in a typical day preparing, sending, receiving, and reading electronic mail messages? minutes or hours
	c.	Approximately how much time does someone on your behalf spend in a typical day preparing, sending, receiving, and reading electronic mail messages? minutes or hours
17. Do	o you	use the network for accessing databases and purposes other than electronic mail?
	No	[circle 1 and skip to Question 18] 1 Yes 2  How many times do you (or someone on your behalf) use the network for purposes other than
	2.	electronic mail?
		More than once a day
		1 to 5 times per week
	b.	Approximately how much time do you spend in a typical week using the network for purposes other than electronic mail? minutes or hours
	c.	Approximately how much time does someone on your behalf spend in a typical day preparing, sending, receiving, and reading electronic mail messages? minutes or hours
		u have a budget, discretionary funds or grant budget for purchasing information products (e.g., journals, etc.) or services (e.g., online bibliographic searches, E-mail, etc.).
	N	o1 Yes2
	46	voc. approximately what is the appeal amount?

THANK YOU VERY MUCH!!!



#### SECTION 2 NEW LIBRARY SERVICES

- 3. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle U (unsure) if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

		A	 	<b>*</b> (1)	ner s	B (i)			B (ii)
Service	Fav Se Circ	o Yor T ervice de Y, U(nsu	his ? N,		(Circle	Ises Per Appro lumber	priate		Rating of Importance (1 [low] - 5 [high])
Circulation		7. 7. 7. 7. 7. 7. 7. 7. 7. 7. 7. 7. 7. 7							
Use Library Express to return books, etc., at end of term	Y	N	U			N/A			
Ability to place hold for materials online	Y	N	U			N/A			
Self-charging of materials	Y	N	U	<1	1	2-5	6-10	> 10	
Discontinue circulation of bound volumes of journals	Y	N	บ			N/A			
Circulate bound volumes of journals more than 10 years old	Y	N	บ	<1	1	2-5	6-10	> 10	
CD-ROM Services	11. 11.				::. ·	e saif y . Sastiati			
Ability to download data to your own PC from CD-ROM databases or from datal ases available via OLIS	Y	N	U	<1	1	2-5	6-10	> 10	
Remote (dial-up) access to CD-ROM databases at UTK Libraries	Y	N	U	<1	1	2-5	6-10	>10	
Access to additional bibliographic databases on CD-ROM (circle the field of study or specify discipline.) Humanities, Social Science, Science, Engineering, Business,	Y	N	υ	<1	1	2-5	6-10	> 10	
Access to non-bibliographic data (e.g., full text of journal or newspaper articles, statistical/demographic data, industry/corporate financial information) on CD-ROM or via OLIS	Y	N	υ	<1	1	2-5	6-10	> 10	



Service	Pav Fav Circ	A o You or Ti rvice le Y, J(nsu	his ? N,		(Circle		r Mont priate		B (ii)  Rating of Importance (1 [low] - 5 [high])
Access to Document Delivery Services for C	opies	of A	rticles						
Ability to obtain full-text of journal articles online from home or office	Y	N	υ	<1	1	2-5	6-10	> 10	
Articles mailed to home address at cost to individual	Y	N	υ	<1	1	2-5	6-10	>10	
Articles mailed to library for pick-up	Y	N	U	<1	1_	2-5	6-10	>10	
Articles delivered full-text to PCs	Y	N	U	< 1	1	2-5	6-10	> 10	
Electronic delivery to your home or office of journal articles requested by you via ILS	Y	N	U	<1	1	2-5	6-10	>10	
Other Services	N O	. A. H.							<u> </u>
Self searching of online databases	Y	N	U	<1	1	2-5	6-10	> 10	
Requirement that all UTK-prepared research, technical, and other reports be held at UTK Libraries	Y	N	U			N/A			

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#### SECTION 2 NEW LIBRARY SERVICES

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  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle U (unsure) if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

		A		<u>.</u>		B (i)			B (ii)
Service	Far Se Cire	o Yo vor T ervice cle Y U(nsu	his ? , N,		(Circle		r Montopriate		Rating of Importance (1 [low] - 5 [high])
Access to Online Library Information System	(OL	IS)						Carek Tal	
Availability of on-demand cataloging when a title has been acquired but not cataloged	Y	N	υ	<1	1	2-5	6-10	>10	
Availability of additional databases via OLIS/Internet/Gopher	Y	N	Ū	<1	1	2-5	6-10	> 10	
Better help screens in OLIS	Y	N	U	< 1	1	2-5	6-10	> 10	
Printed Library Guides online via OLIS	Y	N	ับ	< i	1	2-5	6-10	> 10	
Single, integrated online catalog of all materials on campus, whether held by the Libraries or by individual departments	Y	N	U	<1	1	2-5	6-10	>10	
Access to tables of contents of journal issues via OLIS	Y	N	υ	<1	1	2-5	6-10	>10	
Reference Services		riverfile 3 × 3							
Research services that evaluate, analyze, and report secondary research results	Y	N	บ	<1	1	2-5	6-10	>10	
Reference service by appointment	Y	N	บ	< 1	1	2-5	6-10	>10	
Reference, collection development, personal document ordering service, etc., at scheduled times in your Department/office	Y	N	U			N/A			
Ability to place requests for ILS, acquisitions, reserve list, and reference assistance in electronic form	Y	N	U	<1	1	2-5	6-10	>10	



	: -	A S	72. 1918 - 1	<u> </u>	J. J. J. J	B (i) 🤄			B (ii)
Service	Do You Favor This Service? Circle Y, N, or U(nsur*)			Likely Uses Per Month (Circle Appropriate Number)				Rating of Importance (1 [low] - 5 [high])	
User Instruction									
Availability of a short course offered instructing undergraduates in library and information techniques and skills	Y	N	ប			N/A			
Availability of a short course offered instructing graduate students in library and information techniques and skills	Y	N	บ			N/A			
instructing undergraduates in library and information techniques and skills	Y	N	บ			N/A			· 
Availability of a credit course offered instructing graduate students in library and information techniques and skills	Y	И	บ			N/A			
Instruction on how to download CD-ROM data	Y	N	บ			N/A			
Instruction on use of software that arranges citations in preferred format and makes them available for keyword searching (e.g., ProCite)	Y	N	บ			N/A			
Automated point of use instruction	Y	N	บ			N/A			
Instruction on use of the Internet	Y	N	บ			N/A			
Current Awareness Services			S. 27					<u> </u>	
Monthly list of new aquisitions in your discipline						N/A			
In online format (specify discipline)	Y	N	υ			N/A			
In printed format (specify discipline)	Y	N	U			N/A			
Monthly reports of new articles in your field according to a predetermined list of subject terms	Y	N	U	<1	1	2-5	6-10	>10	

#### SECTION 2 NEW LIBRARY SERVICES

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  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle U (unsure) if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

Service	Fav Se Circ or	A o Yor T ervice cle Y, U(nsu	his ? N,	B (i)  Likely Uses Per Month  (Circle Appropriate  Number)					B (ii)  Rating of Importance (1 [low] - 5 [high])
Access to Online Library Information System	(OL	IS)							_
Availability of on-demand cataloging when a title has been acquired but not cataloged	Y	N	U	<1	1	2-5	6-10	> 10	
Availability of additional databases via OLIS/Internet/Gopher	Y.	N	ប	<1	1	2-5	6-10	>10	
Better nelp screens in OLIS	Y	N	บ	<1	1	2-5	6-10	>10	
Printed Library Guides online via OLIS	Y	N	U	<1	1	2-5	6-10	>10	
Single, integrated online catalog of all materials on campus, whether held by the Libraries or by individual departments	Ÿ	N	Ū	<1	1	2-5	6-10	>10	
Access to tables of contents of journal issues via OLIS	Y	N	บ	<1	1	2-5	6-10	>10	
Reference Services									
Research services that evaluate, analyze, and report secondary research results	Y	N	บ	<1	1	2-5	6-10	>10	
Reference service by appointment	Y	N	υ	<1	1	2-5	6-10	>10	
Reference, collection development, personal document ordering service, etc., at scheduled times in your Department/office	Y	N	υ			N/A			
Ability to place requests for ILS, acquisitions, reserve list, and reference assistance in electronic form	Y	N	ט	<1	1	2-5	6-10	> 10	



		A			The second	B (i)	. 0000, ct		B (ii)
Service		Do You Favor This Service? Circle Y, N, or U(nsure)			Likely Uses Per Month (Circle Appropriate Number)				Rating of Importance (1 [low] - 5 [high])
User Instruction									
Availability of a short course offered instructing undergraduates in library and information techniques and skills	Y	N	U			N/A			
Availability of a short course offered instructing graduate students in library and information techniques and skills	Y	N	U			N/A			
Availability of a credit course offered instructing undergraduates in library and information techniques and skills	Y	И	บ			N/A			
Availability of a credit course offered instructing graduate students in library and information techniques and skills	Y	N	บ			N/A			
Instruction on how to download CD-ROM data	Y	N	υ			N/A			
Instruction on use of software that arranges citations in preferred format and makes them available for keyword searching (e.g., ProCite)	Y	N	U			N/A			
Automated point of use instruction	Y	N	U			N/A			
Instruction on use of the Internet	Y	N	บ			N/A			
Current Awareness Services									
Monthly list of new aquisitions in your discipline									
In online format (specify discipline)	Y	N	U			N/A			
In printed format (specify discipline)	Y	N	υ			N/A			
Monthly reports of new articles in your field according to a predetermined list of subject terms	Y	N	U	<1	1	2-5	6-10	>10	



# SECTION 2 THE LAST INCIDENT OF LIBRARY USE

In this section, we would like you to answer several questions about the last time you used the Hodges (Main) Library. This use could involve a visit or other use by telephone, E-mail, etc. (e.g., to request an online search, copy of a journal article, etc.). Please limit your responses to the Hodges (Main) Library.

2.	Was this last use a sisit to the library or another type of use?  Visit to library
	Other use: [circle "2", "3", of "4" and skip to Question of  E-mail
	Telephone
	Campus mail
3.	How much time did you spend at the library on your last visit to the library? minutes
4.	In this question, we are trying to find out the principal reasons faculty, researchers, and administrators use information resources and how necessary the Hodges (Main) Library is to them. Please indicate ALL of the ways the information obtained on the last use is important to you or how the information helped you. For

those circled, please indicate ANY favorable results.

		Circle ALL That Apply Concerning Consequences of This Last Library Use										
Purpose of Library Use	Used Library for this/these Purpose(s)	Not. Particularly Important or Helpful	Absolutely Required, Could Not Do Work Otherwise	Performed Work Better	Saved Time or Money	Completed Work Faster						
Teaching and related	1	1	2	3	4	5						
Research	2	1	2	3	4	5						
Administration	3	1	2	3	4	5						
Other work-related purposes	4	1	2	3	4	5						
Current awareness/keep	5	1	2	3	4	5						
Continuing education for self	6	1	2	3	4	5						
Prepare a formal publication	7	1	2	3	4	5						
Prepare a formal talk or presentation	8	1	2	3	4	5						
Other (specify)	9	1	2	3	4	5						

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5. What services did you use in this last use (circle ALL that apply)? Also, please indicate the approximate amount of time you spent using this service.

Activity	Circle ALL Services Used	Time Spent (minutes)
Read or used:		
Books in the library	1	
Journal articles in the library	3	
Reference materials in the library	2	
Government document collection	. 4	
Audiovisual collection	5	
Other materials in the library (specify)	6	
Checked out library materials (i.e., book, government document, etc.)	7	
Asked library staff for assistance finding or locating materials, service, equipment, etc.	8	
Asked reference librarian to conduct an online bibliographic or other search	9	
Searched UTK catalog in library	10	
Searched CD-ROM databases in library	11	
Searched external databases and catalogs via OLIS (Internet/Gopher) in library	12	
Searched UTK catalog from office	13	
Searched CD-ROM databases in OLIS from office	14	
Searched external databases and catalogs via OLIS (Internet/Gopher) from office	15	
Had library staff arrange for an interlibrary loan or article from a document delivery service	17	
Book Purchase/Request Recommendation		<del></del>
Library collection	17	
Department copy	18	
Other (specify)	19	

6.	Did you find what you were looking for on your last visit to or use of the horary:
	Was not looking for something specific [circle "1" and skip to Question 7]
	Yes [circle "2" and skip to Question 7]
	No
	Partially
7.	If you did not find or obtain the specific material or information you needed, what was the result (circle ALL that apply)?
	mar apply.
	Found or obtained equally useful material or information
	Found or obtained equally useful material or information
	Found or obtained equally useful material or information
	Found or obtained equally useful material or information
	Found or obtained equally useful material or information

8. If UTK did not have a library, what would you do, and approximately how much more do you think it would cost in time or money to get the needed information or materials obtained from this last visit?

Action	Circle ALL That Apply	Cost (Time and/or Money)
I do not know	1	
I would go to another library	2	minutes and/or \$
I would go to another source for information	3	minutes and/or \$
I would try to purchase the item	4	minutes and/or \$
Other (specify)	5	minutes and/or \$
	_	

## SECTION 3 BARRIERS IN USING LIBRARY AND ITS SERVICES

This section looks at instances in which you have found difficulty in using the Hodges Library or its services.

No [circle 1 and skip to Question 10 on Page 7]
If "yes," how many times in the last month have you encountered a difficulty? times in the last month
If "yes," what was/were the difficulty/ies? (Circle ALL that apply for the LAST TIME you had difficulty.)
a. I was unable to find a book or other material even though I had the title, author, or other information about the material
If "no," skip to item (b) below. If "yes," what type of material was involved?
Rook
Journal
AV material
Government document
Other (specify) 5
What did you do? (Circle ALL that apply.)
I asked circulation desk staff for help
I asked reference desk staff for help
I asked another staff member for help
I browsed through stacks looking for it
I searched OLIS
I searched a CD-ROM database
I used the serials holding (Orange) book
I gave up
Other (specify) 9
What was the outcome of this difficulty? (Circle ALL that apply.)
Problem was not resolved
Problem was completely resolved
Problem was resolved, but not completely satisfactorily
b. If the problem did not involve a book or other material, please indicate what the other problem(s) was/were:
I needed help in using OLIS Y N
I needed help in using a CD-ROM database Y N
I needed help in searching an online database Y N
I didn't know where to go in the library to find needed service Y



Physical layout of stacks in library is confusing	Y	N
I could not reach the person I needed	Y	N
No one answered my E-mail message	Y	N
Other (specify)	Y	N
Please indicate what you did to resolve this difficulty/problem. (Circle ALL that apply	.)	
Asked library staff for help		. 1
Used Library Guide (multi-colored, single-page handout in reference department)		. 2
Referred to signs in library		3
Asked another library user		4
Other (specify)	<b>-</b> ··	. 5
What was the outcome of this difficulty? (Circle ALL that apply.)		
Problem was not resolved	• •	1
Problem was completely resolved		2
Problem was resolved, but not completely satisfactorily	• •	3
If you did not ask library staff for help, why not? (Circle ALL that apply.)		
I didn't need their help		1
I didn't think they could help		2
They were too busy	• • •	3
I was uncomfortable about asking		4
I have had previous bad experience with staff	• • •	3
I could not find staff who could help		6
Other (specify)	<u> </u>	7

F5

# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

# FACULTY, RESEARCHERS, ADMINISTRATORS, and OTHER PROFESSIONAL STAFF

## SECTION 1 - INFORMATION INPUT

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library.

Visits in Last Month	Additional Uses in Last Month	Distance to Library You Use (Minutes)
		ī
T		
fy)		
	Month	Month Last Month

In the past month, approximately how many of each of the connection with your teaching, research, or other work?	following types of documents have you read in (Reading is defined as going beyond the title,
contents page, and abstract of the document.)	No. of Readings/Uses

	in Past Month
Scholarly or professional journal articles	••
Trade journals, bulletins, non-technical magazines, newsletters, etc	• • ———
Scholarly, text, or professional books	• •
External reports (e.g., government documents, etc.)	• •
Reports and other formal documents prepared at UTK	•• ———
Other professional materials (e.g., patents, standards, regulations,	
conference proceedings, etc.)	• •
Talevision or multi-media programs or films	• •
Substantive electronic documents not included above (e.g., listserv, bulletin board, etc.)	



### SECTION 2 DOCUMENT READING

All questions in this section refer to the document that you read most recently (related to your work or to professional development). Please note that it does not matter how long ago this last document was read.

3.	What type of document did you most recently read for work-related purposes? (Circle THE ONE most appropriate code.)
•	Scholarly or professional journal articles
	Trade journals, bulletins, non-technical magazines, newsletters, etc
	C. beleate toxt or professional books
	Entered capacity (e.g., government documents, etc.)
	Reports and other formal documents prepared at UTK
	Other professional materials (e.g., patents, standards, regulations,
	conference proceedings etc.)
	Talayisian or multi-media programs or films
	Substantive electronic documents not included above (e.g., listserv, bulletin board, etc.)
4.	What was the approximate title or topic of this last-read document? If the document was a journal article, please give the article title or topic, not the journal name.
5	Was this document provided to you in electronic format (medium)?
J.	No [circle 1 and skip to Question 6] 1 Yes 2
	What was the source? (Circle ONE.)
	Lietear
	Bulletin Board
	Online Database
	CD-ROM Database
	Other (specify) 5
	b. In what format(s) did you read the document?
	Computer screen
	Print-out
(	ANSWER ONLY IF THE LAST-READ DOCUMENT WAS A JOURNAL ARTICLE; otherwise, skip to Question 7. Approximately how many articles have you read from the journal containing this article in the last year (12 months)?
	7. Is this the first time you have read this particular document?
	No 1 Yes 2
	8. Did you know about the information reported or discussed in this document prior to reading about it?
	No 1 Yes 2
	9. In about what year was this particular document published or written?



10. How thoro	ighly did you read this document?
With g	reat care
With	ttention to the main points
Just to	get the idea
11. What is the	approximate time in hours or minutes that you most recently spent reading this document?  Hours or Minutes
12. How did y	ou initially find out about this last document? (Circle THE ONE most appropriate code.)
Found	while browsing:
•	A personal copy or subscription
•	UTK Libraries copy
Search	ned UTK catalog in library
Searci	hed CD-ROM database in library
Searc	hed external databases or catalogs via OLIS (Internet/Gopher) in library
Searc	hed UTK catalog from office or home
Searc	hed CD-ROM database in OLIS from office8
Seam	hed external databases or catalogs via OLIS (Internet/Gopher) from office or home
Sugg	ested by UTK Libraries staff
From	another person, the author, etc
Onlin	ne bibliographic database search (e.g., Dialog)
Print	ed index or abstract publication
Othe	r (specify) 14
13. From wh	at source did you obtain this last-read document? (Circle THE ONE most appropriate code.)  urnal subscription or document that I personally paid for
A jo	urnal subscription or document that UTK purchased or obtained for my personal use:
A jo	Purchased by the UTK Libraries
•	Purchased by the UTK Libraries
	• Purchased by my department or unit, under grant, etc
A de	ocument located at the UTK Libraries (i.e., riouges and branches)
A de	ocument located at another UTK library (e.g., College of Law, UT Hospital, etc.)
A d	ocument located in a shared department or unit collection
A d	ocument located at an external library (e.g., public, academic, etc.)
Ac	olleague, co-worker, or author
	er (specify)9
ucaful i	ould not have used the source specified above, where would you have obtained the document or equally a formation? (Circle ALL that apply.)
Ιw	ould not have obtained the document or information
Fro	m a collegue or author
Fro	m a consultant
Fre	am another library (specify)
Fre	om my own collection
Ιw	ould have bought it
Oti	ner (specify)



# SECTION 3 PURPOSES AND CONSEQUENCES OF THIS LAST READING OF A DOCUMENT

The library staff are interested in knowing how faculty and researchers communicate and how the Libraries can facilitate communication in the future, particularly as new technology begins to affect information-seeking behavior and use. This section deals with the variety of ways in which you identify, gain access to, and use information found in books, journals, etc. We also address the usefulness and outcomes of using this information.

The questions below continue to deal with the most recently read document reported in Section 2, Question 3.

15.	annly \						(Circle ALL that
	Teaching	and related acti	vities (e.g., advi	sing)			1
	Research						
	Administr	ation					3
	Other wor	rk-related purpo	ose				4
	Current a	wareness/keep	up				
	Continuin	g education for	self				6
	Drenare a	formal nublica	ation (article, boo	ok, etc.)			7
	Dranara a	formal talk or	nresentation				8
	Other (en	anifu)	prooud				9
	Clas Revi Adv Curi Prac	s preparation lew for reading ising students riculum or sylla ticum developr	assignment				
	b. How im	portant is the in	nformation conta	ined in this docur	nent to achieving	your teach	ning objectives?
	Not at All Important			Somewhat Important			Absolutely Essential
_	1	2	3		5	6	7



h objectives!
h objectives.
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7
ead

A great deal is being said about electronic publishing and the UTK Libraries staff are concerned about how they can best facilitate your use of such new technologies. The questions below relate to your potential use of these technologies for the document you last read.

Woul to be	ld it affect the read on a scr	een or print	ted out?					
1	No 1	Yes	2					
1	If "yes," pleas	e specify th	ie ways you be	lieve usefulness n	night be affec	ted.		
Pleas	se indicate y	our prefere	nce for readi	ng this documen	in electron	ic format	(including	print-out
work	kstation) or tra	aditional par	per format by	rating from 1 to 7	•			
Mu	uch Prefer lectronic						Trad	Prefer tional
	Format			Neutral			Paper	Format
<b>a.</b>	If you prefer quickly when	to receive needed, etc	the electronic c.).	file format, pleas	5 e indicate rea	6 sons why (		7 enient, ge
<b>a.</b>	If you prefer	to receive	the electronic	·				•
	If you prefer	to receive needed, etc	the electronic c.).	·	reasons why	(e.g., grap)	(e.g., conv	enient, ge
	If you prefer	to receive needed, etc	the electronic c.).	file format, pleas	reasons why	(e.g., grap)	(e.g., conv	enient, ge
	If you prefer	to receive needed, etc	the electronic c.).	file format, pleas	reasons why	(e.g., grap)	(e.g., conv	enient, ge
	If you prefer	to receive needed, etc	the electronic c.).	file format, pleas	reasons why	(e.g., grap)	(e.g., conv	enient, ge



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# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

## NON-UTK-AFFILIATED LIBRARIES USERS

#### SECTION 1 CURRENT USE OF LIBRARIES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library. Please do not write in darkened areas.

Type of Library	(A) Visits in Last Month	(B) Additional Uses in Last Month	(C) Distance to Library You Use (Minutes)
Hodges (Main) Library			
Other UTK Libraries branch library			
Other libraries at UTK (e.g., College of Law, UT Hospital, etc.) (please specify)			N/A
Other academic library			N/A
Public library			N/A
Other (please specify)			N/A

_	Approximately how much time did you spend in the Hodges Library on this visit?	minute
2.	Approximately now much time did you spend in the 110-got and 110-g	



3. This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Important - 1 and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

			.0100		:	A TOWN IF VALL Have EVER Used	Have EVER Used
	Not	Not Aware	Aware of	e of		Service	rice
	2 20	Vervice	130	2	Approximate		
Service	Have A	Have No	Have	Have	Number of	(i) Importance Rating	(11) Satisfaction Rating
	Need for Service	Service	Used	Used	Last Year	(1 [low] - 5 [high])	(1 [low] - 5 [high])
		3/64 877		7> 3.% io			T.,
Collections							
Rook collection	·-	N/A	3	4			
		N/A	3	ヾ			
Journal collection		N/A	3	4			
Reference collection				,		-	
Government documents collection		N/A	6	4			
A T. instant collection		N/A	3	4			
Audiovisual Concentra		MIA	3	4			
Circulation		S.M.					-
Reference Services							
The reference material to answer questions		2	3	4			
	-	2	3	4			
Assistance of reference staff with questions	•						
Assistance of reference staff with CD-ROM		7	m	4			
searching	-					1	

#### Satisfaction Rating (1 [low] ~ 5 [high]) Answer Only If You Have EVER Used Service Importance Rating (1 [low] - \$ [high]) Approximate Number of Uses in Last Year Y X Have Used 4 4 4 4 4 4 4 4 Aware of Service Have Never Used 3 3 3 3 3 3 3 Have No Need For Service ~ ~ ~ ~ 7 ~ ~ ~ ~ Not Aware of Service Have A Need for Service Searching of CD-ROMs on library network Assistance of reference staff with database Library Guides on specific topics (multi-Assistance of reference staff with using OLIS access to external databases and performed by reference staff for a fee) Photocopying by yourself using coin-Database search services (searches colored, single-page handouts) Online Information System (OLIS) catalogs via Internet/Gopher Service Self-Service Photocopying Searching of Internet Search UTK catalog operated machines Library publications search services Internet

ERIC Full Text Provided by ERIC

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4. This question deals with the purposes for which you last used the materials or services in the library.

		How did/will this information help you in this activity? (Circle ALL that apply)			
For what activity did you need the information/materials you sought in the UTK Libraries?	Circle ALL Purposes for Last Visit	Absolutely required/ could not do activity otherwise	Save time or money	Perform activity better	Comple activity much faster
To meet education/training needs					1
School work (student)	11	11	2	3	4
School work (teacher)	2	1	2	3	4
College work (student)	3	1	2	3	4
College work (teacher)	4	1	2	3	4
Profession-related (e.g., keep up with literature)	5	1	2	3	4
Retirement	6	1	2	3	4
To meet writing needs involving a:		·	1	7 <u>77</u>	1
Book	7	1	2	3	4
Article	8	11	2	3	4
Other (please specify)	9	1	2	3	1 4
To meet work-related information needs involving	g:	<del></del>	<del> </del>	/////// 638 T	<del></del>
Science or engineering	10	1	2	3	4
Management	11	1	2	3	4
Business information	12	1	2	3	4
Legal work	13	1	2	3	4
Social research/study	14	11	2	3	4
Other (specify)	15	1	2	3	4
To meet personal information needs:			<u> </u>		
General recreational reading	16	1	2	3	4
Hobby (e.g., carpentry, needlework, cooking, etc.)	17	1	2	3	4
Solve day-to-day problems (e.g., travel, shopping, etc.)	18	1	2	3	4
Address a crisis (e.g., illness, alcohol/drug job, etc.)	19	1	2	3	4
Other (specify)	20	1	2	3	4

o do	would like to give you the opportunity to comment on various aspects of information services, if you wish so. Please make any suggestions that occur to you or note any strengths or weaknesses about which you to comment.
	Suggestions for additional information services (e.g., CD-ROM products on Local Area Network/LAN dial access, etc.)
2.	Communication concerning services (e.g., are you made aware of availability of services, notified about new services or modifications, given the opportunity to discuss difficulties, etc.)
3.	Collection (e.g., currentness, comprehensiveness, availability of books, journals, reference materials, et
4.	Reference and research services (e.g., responsiveness, competence of staff, etc.)
5.	Information systems (e.g., compatibility of interface, accessibility, etc.)
6.	Equipment (e.g., number, quality, availability of terminals, microform viewers, photocopying equipmetc.)
7.	Staff (e.g., helpfu ness, attitude, competence, friendliness, etc.)
8	. Other



# SECTION 2 DEMOGRAPHICS

In this section we ask you to provide personal information that may affect library use. Again, these data are all confidential and will be presented only in an aggregated form.

Age:
Under 18
18.24
25–44
45-64
65 or over
Education (highest level achieved):
Elementary
Secondary
College/University3
Advanced Degree
What best describes your work or life role?
Student
Homemaker
Employed by:
Small business (less than 50 employees)
Other company
Government agency
Other (please specify)6
Consultant
Author8
Seeking employment
Seeking employment

## THANK YOU VERY MUCH!!!



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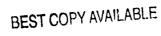
# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

#### **GRADUATE STUDENTS**

#### SECTION 1 CURRENT USE OF LIBRARIES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library.

(A) Visits in Last Month	(B) Additional Uses in Last Month	(C) Distance to Library You Use (Minutes)
		The second secon
		100 11
		N/A
Circle ALL that ap	pply.)	
	visits in Last Month  in the library on the	Visits in Last in Last Month  Last Month





# SECTION 4 COMMENTS AND SUGGESTIONS

to do	would like to give you the opportunity to comment on various aspects of information services, if you wish o so. Please make any suggestions that occur to you or note any strengths or weaknesses about which you is to comment.
1.	Suggestions for additional information services (e.g., CD-ROM products on Local Area Network/LAN, dial access, etc.)
2.	Communication concerning services (e.g., are you made aware of availability of services, notified about new services or modifications, given the opportunity to discuss difficulties, etc.)
3.	Collection (e.g., currentness, comprehensiveness, availability of books, journals, reference materials, etc.)
4.	Reference and research services (e.g., responsiveness, competence of staff, etc.)
5.	Information systems (e.g., compatibility of interface, accessibility, etc.)
6.	Equipment (e.g., number, quality, availability of terminals, microform viewers, photocopying equipment etc.)
7	. Staff (e.g., helpfulness, attitude, competence, friendliness, etc.)
8	. Other



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# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

#### **GRADUATE STUDENTS**

#### SECTION 1 CURRENT USE OF LIBRARIES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library.

	Type of Library	Visits in Last Month	in Last Month	You Use
1.	Hodges (Main) Library			
?.	UTK Libraries branch library:			
	Map (CIC in Hoskins Building)			· .
	Music (Music Department)			
	Agriculture/Veterinary Medicine			
	Special Collections (e.g., rare books, manuscripts, etc.)			
	University Archives			<b></b>
3.	Other libraries at UTK (e.g., College of Law, UT Hospital, etc.) (specify)			
4.	Collections in a UT academic department (specify)			
5.	Other library (academic, public, etc.) (specify)			N/A
	Approximately how much time did you spend in  For what purpose is this visit to the library? (C	Circle ALL that ap	oply.)	minutes
	Research			
	Study			
	Return books			
	Recreational			



# SECTION 4 COMMENTS AND SUGGESTIONS

to d	would like to give you the opportunity to comment on various aspects of information services, if you wish o so. Please make any suggestions that occur to you or note any strengths or weaknesses about which you a to comment.
1.	Suggestions for additional information services (e.g., CD-ROM products on Local Area Network/LAN, dial access, etc.)
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5.	Information systems (e.g., compatibility of interface, accessibility, etc.)
6.	Equipment (e.g., number, quality, availability of terminals, microform viewers, photocopying equipment etc.)
7	Staff (e.g., helpfulness, attitude, competence, friendliness, etc.)
8	. Other



# SECTION 3 SUGGESTED LIBRARY SERVICES

- 6. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle Unsure if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

		A		9	· · ·				B (ii)
Service	Do You Favor This Service? Circle Y, N, or U(nsure)			Likely Uses Per Month (Circle Appropriate Number)					Rating of Importance (1 [low] - 5 [high])
Access to Online Library Information System (	OLIS	)							
Availability of additional databases via OLIS/Internet/Gopher	Y	N	บ	<1	1	2-5	6-10	> 10	
Better help screens in OLIS	Y	N	บ	<1	1	2-5	6-10	>10	
Printed Library Guides online via OLIS	Y	N	U	< 1	1	2-5	6-10	>10	
Single, integrated online catalog of all materials on campus, whether held by the Libraries or by individual departments	Y	N	บ	<1	1	2-5	6-10	> 10	
User Instruction		i skur		1000			ug ála	ÇÇ.	
Availability of a short course offered instructing graduate students in library and information techniques and skills	Y	N	U			N/A			
Availability of a credit course offered instructing graduate students in library and information techniques and skills	Y	N	υ			NIA			
Instruction on use of the Internet	Y	N	U			N/A			
Ability to place requests for Interlibrary Services (ILS) and reference assistance in electronic form	Y	N	U	<1	1	2-5	6-10	>10	



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## SECTION 3 SUGGESTED LIBRARY SERVICES

- 6. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle Unsure if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

		A				B (ü)			
Service	Do You Favor This Service? Circle Y, N, or U(nsure)			Likely Uses Per Month (Circle Appropriate Number)					Rating of Importance (1. [low] = 5 [high])
Circulation									
Discontinue circulation of bound volumes of journals	Y	N	υ			N/A			
Circulate bound volumes of journals more than 10 years old	Y	N	υ	<1	1	2.5	6-10	>10	
Other Services								1000	
Self searching of online databases	Y	N	U	<1	1	2-5	6-10	>10	
Requirement that all UTK-prepared research, technical, and other reports be held at UTK Libraries	Y	N	υ			N/A			
CD-ROM Services				200					
Remote (dial-up) access to CD-ROM databases at UTK Libraries	Y	N	U	<1	1	2.5	6-10	>10	
Access to additional bibliographic databases on CD-ROM (circle the field of study or specify discipline.) Humanities, Social Science, Science, Engineering, Business,	Y	N	υ	<1	1	2-5	6-10	>10	
Access to non-bibliographic data (e.g., full text of journal or newspaper articles, statistical/demographic data, industry/corporate financial information) on CD-ROM or via OLIS	Y	N	U	<1	1	2-5	6-10	>10	
Access to Document Delivery Services for Copies	of An	icles	1		<u> </u>				
Articles delivered full-text to PCs	Y	N	U	<1	1	2-5	6-10	> 10	



#### SECTION 3 SUGGESTED LIBRARY SERVICES

- 6. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle Unsure if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

	Do You Favor This Service? Circle Y. N, or U(nsure)			977X			B (ii)			
Service					ikely U (Circle	Rating of Importance (1 [low] - 5 [high])				
Access to Online Library Information System (OLIS)										
Availability of additional databases via OLIS/Internet/Gopher	Y	N	U	<1	1	2-5	6-10	> 10		
Better help screens in OLIS	Y	N	U	<1	1	2-5	6-10	>10		
Printed Library Guides online via OLIS	Y	N	υ	<1	1	2-5	6-10	>10		
Single, integrated online catalog of all materials on campus, whether held by the Libraries or by individual departments	Y	N	U	< 1	1	2-5	6-10	> 10		
User Instruction		<b>L</b>		•——			<b></b>		· _	
Availability of a short course offered instructing graduate students in library and information techniques and skills	Y	И	υ			N/A				
Availability of a credit course offered instructing graduate students in library and information techniques and skills	Y	N	υ			N/A				
Instruction on use of the Internet	Y	N	U		N/A					
Ability to place requests for Interlibrary Services (ILS) and reference assistance in electronic form	Y	N	υ	<1	1	2-5	6-10	> 10		



# SECTION 5 DEMOGRAPHICS

In this section we ask you to provide personal information that may affect library use. Again, these data are all confidential and will be presented only in an aggregated form.

8. V	What is your student status at UTK? (Circle ONE.)									
	Full-time graduate student									
	Part-time graduate student	)								
	Please indicate at what level. (Circle ONE.)	_								
	Masters (M.A., M.S., M.B.A., or equivalent)	l -								
	Doctorate (Ph.D., M.D., or equivalent)									
	Other (specify)									
9. Y	With which UTK academic department or program are you associated?	-								
	Do you use or have personal access to a terminal or microcomputer capable of communicating with remot computers?	е								
	No [circle 1 and skip to Question 11] 1 Yes 2									
	If "yes," how often do you (or someone on your behalf) use it?									
	More than once a day	1								
	1 to 5 times per week	2								
	Less than once a week									
	Never4									
	Please indicate your current Grade Point Average (GPA). Check here if you do not know your current GPA and skip to Question 12.	nt								
	GPA (known) GPA (approximate)									
12.	How many credit hours are you carrying this semester?hours									
13.	Have you received any recognition for scholarly accomplishment at UTK?									
	No1 Yes2									
	If yes, specify	_								
14.	Did you receive any of the following types of library instruction? (Circle Y or N)									
	Summer orientation Y	N								
	Taped tour	N								
	Library instruction as part of a course:									
	• taught by a librarian Y	N								
	If yes to "taught by a librarian," at what level was the course?									
	100 200 300 400 500									
	• taught by course instructor	N								
	If yes to "taught by course instructor," at what level was the course?									
	100 200 300 400 500									
	English Class 102	N								
	Graduate School of Library and Information Science (GSLIS) Class 310 Y	N								
	Other (specify)									



15.	How well do you feel you were prepared to use the library collection and services prior to coming to UTK?  (Circle ONE)							
	Not at all prepared							
	Some minimal knowledge							
	Well prepared							
	Extremely well prepared4							
16.	How well prepared do you feel now? (Circle ONE)							
	Not at all prepared							
	Some minimal knowledge							
	Well prepared							
	Extremely well prepared4							
17.	Please rate the importance of various means used to prepare yourself for life-long learning using information, libraries, and information tools.							
	IMPORTANCE RATINGS: Very Little Importance — 1 to Very Important — 5  Enter N/A if not applicable/never used.							
	My own efforts							
	Help from library staff							
	Summer orientation							
	Taped tour							
	Library instruction as part of a course:							
	• taught by a librarian							
	• taught by course instructor							
	English Class 102							
	Graduate School of Library and Information Science (GSLIS) Class 310							
	Other (specify)							

THANK YOU VERY MUCH!!



# SECTION 2 BARRIERS IN USING LIBRARY AND ITS SERVICES

This section looks at instances in which you have found difficulty in using the Hodges Library or its services.

If "yes,	how many times in the last month have you encountered a difficulty?
If "yes, difficul	" what was/were the difficulty/ies? (Circle ALL that apply for the LAST TIME you ty.)
2.	I was unable to find a book or other material even though I had the title, author, or of information about the material
	If "no," skip to item (b) below. If "yes," what type of material was involved?
	Book
	Inumal
	AV material
	Government document
	Other (specify)
	What did you do? (Circle ALL that apply.)
	I asked circulation desk staff for help
	I asked reference desk staff for help
	I asked another staff member for help
	I browsed through stacks looking for it
	I searched OLIS
	I searched a CD-ROM database
	I used the serials holding (Orange) book
	I gave up
	Other (specify)
	What was the outcome of this difficulty? (Circle ALL that apply.)
	Problem was not resolved
	Problem was completely resolved
	Problem was resolved, but not completely satisfactorily
ŧ	If the problem did not involve a book or other material, please indicate what the other problems/were:
	I needed help in using OLIS
	I needed help in using a CD-ROM database
	I needed help in searching an online database



I

Physical layout of stacks in library is confusing		. 1	14
could not reach the person I needed		. <b>Y</b>	N
No one answered my E-mail message		. <b>. Y</b>	N
Other (specify)		. <b>Y</b>	N
se indicate what you did to resolve this difficulty/problem. (Circle ALL that ap			
Asked library staff for help			1
Used Library Guide (multi-colored, single-page handout in reference departmen	t)		2
Referred to signs in library			3
Asked another patron			4
Other (specify)		<u> </u>	5
at was the outcome of this difficulty? (Circle ALL that apply.)			
Problem was not resolved			1
Problem was completely resolved			2
Problem was resolved, but not completely satisfactorily			3
ou did not ask library staff for help, why not? (Circle ALL that apply.)			
I didn't need their help			1
I didn't think they could help			2
They were too busy	. <b></b>		3
I was uncomfortable about asking			4
I have had previous bad experience with staff	. <b></b>		5
I could not find staff who could help			6
Other (specify)			
· · · · · · · · · · · · · · · · · · ·			



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This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it;

Circle 2 if you were not aware of the service and have no need for it;

Circle 3 if you were aware of the service and have never used it;

Circle 4 if you were aware of the service and have ever used it.

If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you (Very Little Importance - I to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - I to Very Satisfied - 5). Please do not write in darkened

	Not	Not Aware	Aware of Service	Service		Answer Only If You Have EVER Used	You Have EVER Used Service
Service	Have A Need for	Have No Need For Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(1) Importance Rating (1 [low] - 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Deference Services	3						
Use of reference material to answer	_	2	3	4			
questions Deference service by telephone	-	2	3	4			
Assistance of reference staff with questions	-	2	3	4			
Searching of CD-ROMs on library network	-	2	3	4			
Ability to download from CD-ROMs	-	2	3	4			
Assistance of reference staff with CD-ROM	_	2	3	4			
Database search services (searches	-	2	3	4			
Assistance of reference staff with database		2		4			
Searching of the Internet	-	2		4			

	Not.	Not Aware of Service	Aware of Service	Service	o posti Acade V	Answer Only If You Serv	Answer Only If You Have EVER Used
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(0) Importance Rating (1 [low] • 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Assistance of reference staff with using Internet	-	2	3	4			
Serials Holdings List ("Big Orange Book")	1	2	3	4			
Reference staff general knowledge and efficiency			N/A	: ****			
Service attitude of reference staff (helpfulness, friendliness)	20.		N/A				
Availability of reference staff			N/A	\$ 50° m			
Hours of reference service			N/A				
Online Library Information System (OLIS)							
In-library OLIS access to UTK catalog	1	2	3	4			
Currency of UTK catalog			N/A				
Access to OLIS from home or office	-	2	3	4			
OLIS access to external databases and catalogs via Internet/Gopher		2	æ	4			
Ease of use			N/A				
Collection Development Service							
Availability of material ordering suggestion box (at Hodges circulation desk)	-	7	ъ	4			
Duplication Service on First Floor		2	3	4			
Price of duplication service			N/A				
Adequacy of number of photocopy machines			N/A				
Reliability of photocopy machines			N/A				
Quality of photocopies		-	N/A				
4 17 14							

	Not Aware of Service	Aware of Service	l Service	Anproximate	Answer Only If You Have EVER Used Service	ı Have EVER Used rice
Service	Have A Have No Need for Need For Service Service	Have Never Used	Have Used	Number of Uses in Last Month	(f) Importance Rating (1 [low] - 5 [high])	(ii) Satisfact on Rating (1 [low] - 5 (high])
Service attitude of staff (helpfulness, friendliness)		N/A				
Knowledge and efficiency of staff		V/N	\$			
Hours of service		N/A	\(\frac{1}{2}\)			
Self-Service Photocopying			2.3			
Photocopying by yourself using coin- operated machines	1 2	3	4			
Adequacy of number of photocopy machines		N/A				
Reliability of photocopy machines		N/A				
Quality of photocopies		N/A				
Reader/Printer Copying in Documents/Microforms						
Microform reader/printers provided	1 2	3	4			
Adequacy of number of reader/printers		N/A				
Reliability of reader/printers		YIN				
Quality of printer copies		N/A				
Quality of reader		N/A				
Knowledge and efficiency of staff		N/A				
Service attitude of staff (helpfulness, friendliness)		N/A				
Hours of service		YX				



This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or zervice attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened areas.

		Not of Se	Not Aware of Service	Aware of Service	Service			Answer Only If You Have EVER Used Service
·	Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(f) Importance Rating (f [low] - 5 [high])	Satisfaction Rating (1 [low] - 5 [high])
වී	Collections		***					
	Book collection	1	2	3	4			
	Journal collection in stacks and microform (including magazines, newspapers, etc.)	1	2	3	4			
	Journal collection in Current Periodicals (including magazines, newspapers, etc.)	1	2	3	4			
	Reference collection	-	2	3	4			
	Government documents collection	1	2	3	4			
	Reserve collection	1	2	3	4			
<u> </u>	Audiovisual collection	1	2	3	4	·		
ਹ	Circulation	7	N/A	3	4			
<u> </u>	Knowledge and efficiency of staff			N/A				
	Service attitude of staff (helpfulness, friendliness)			N/A				
1	Sixed of processing transactions			N/N				
4/4					BEST (	BEST COPY AVAILABLE		175

	Not Aware of Service	ware vice	Aware of Service	Service	Approximate	Answer Only If You Have EVER Used Service
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	Importance Raving Satisfaction Rating (1 [low] - 5 [high]) (1 [low] - 5 [high])
Circulation borrowing period at Hodges			NIA			
Ability to renew materials by telephone	<b>X</b>	N/A	3	4		
Ability to place holds and recalls by telephone		2	3	4		
Ability to check out bound periodicals	1	2	3	4		
Hours of service			N/A			
Reserve						
Knowledge and efficiency of staff			N/A	N/A		
Service attitude of staff (helpfulness, friendliness)			N/A			
Reserve loan periods			N/A			
Speed of processing transactions			N/A			
Hours of service			N/A	, v. 1987 V. 1987 V. 1987		
Current Periodicals A War War Contract						
Knowledge and efficiency of staff					-	
Service attitude of staff (helpfulness, friendliness)			NA			
Speed of processing transactions			A/N			
Information about latest periodical issues received	-	2	3	4		
Hours of service			N/A			
Government Documents/Microform Service						· · · · · · · · · · · · · · · · · · ·
Physical access to government documents	-	2	3	4		
Face of use of government documents			Y/Z			
Law vi will vi bet time.						

	Not.	: Aware Service	Aware of Service	Service	Approximate	Attswer Only If You	Answer Only If You Have EVER Used Service
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have	Number of Uses in Last Month	(1 [low] - 5 [high]	Satisfaction Ruting (1 [low] - 5 [high])
Searching of U.S. Government CD-ROMs (census, NTDB, etc.)	-	2	3	4			-
Physical access to all microforms		2	3	4			
Ease of use of microforms			2				
Knowledge and efficiency of staff			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A				
Hours of service							
Interlibrary Services (ILS)							
Borrow book or obtain article from nearly any library in the world	-	2	3	4			
Ability of ILS to fill your requests			N/A				
Turnaround time in filling your ILS requests			800 No 4000 No.			1 33 3	
Knowledge and officiency of ILS staff			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A	A-10 € 1			
Hours of service			V/Z				
Audiovisual Services						22.	<b>)</b>
Convenience of using AV facilities	-	2	3	4	-\\.\.\.\.\.		
Quality of equipment			N/N				
Knowledge and efficiency of staff			NA				
Service attitude of staff (helpfulness, friendliness)			NA				
			N/A	¥.;			

 $\infty$ 



4. This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

	Not	ot Aware	Aware of Service	Service		Answer Only If	Xou Ha	Answer Only If You Have EVER Used	
	of Se	of Service		41 10 10 11	Approximate		Service	~	-
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have	Number of Uses in Last Month	(0) Importance Rating (1 [low] • 5 [high])		(ii) Satisfaction Rating (1 [low] - 5 [high])	<del></del>
Library Publications									7
Library Guides on specific topics (multi-colored, single-page handouts)	_	2	3	4					
Library News (monthly, multi-colored, single-page publications on service	1	2	8	4					
Library and Information Instruction									
Library instruction in English 102 class	-	2	3	4					$\neg$
Library information covered in course	38		N/A				-		$\overline{}$
Quality of instruction concerning			N/A						
Usefulness of information to complete			N/A				<del></del>		
course assignment									

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	2,	t Aware	Aware of Service	Survice		Answer Only If Yo	Answer Only If You Have EVER Used
	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(i) Importance Rating (I [low] + 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Library instruction by a librarian as part of course other than English 102 (if had, specify Department)		2	8	4 .			
Library information covered in course			NIA				
Quality of instruction concerning library services			N/A				·
Usefulness of information to complete course assignment			N/A				
Undergraduate information course in Graduate School of Library and Information Science (310)	-	5	3	4			
Library-related information covered in course			N/A				
Quality of instruction concerning library services			N/A				·
Usefulness for educational purposes			N/A			700 000 000	Copyring Cop
General Library Facilities							
Placement of services in building			N/A				
Directional, informational, and other signs			Y/N				
Shelving arrangement			N/A				
Division of periodicals among floors			N/A				
Parking for library visits		N/A		4			
Hours that Hodges is open			V/N		A STATE OF THE STA	i.a-z	

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# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

### **UNDERGRADUATE STUDENTS**

### SECTION 1 CURRENT USE OF LIBRARIES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library.

oskins Building) Department) erinary Medicine ions (e.g., rare books, c.)			
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erinary Medicine ions (e.g., rare books,			
ions (e.g., rare books,			
c.)			
hi			
IIIAC2			
TK (e.g., College of Law, UT ify)			
academic department (specify)			
emic, public, etc.) (specify)			NIA
i:	is this visit to the library? (Ci	v much time did you spend in the library on this this visit to the library? (Circle ALL that ap	



### SECTION 2 BARRIERS IN USING LIBRARY AND ITS SERVICES

This section looks at instances in which you have found difficulty in using the Hodges Library or its services.

5.	Have you ever experienced difficulty in using the Hodges Library or any of its services?	
	No scircle 1 and skip to Question 6 on Page 7]	
	Yes	
	If "yes." how many times in the last month have you encountered a difficulty? times in the last month	
	If "yes," what was/were the difficulty/ies? (Circle ALL that apply for the LAST TIME you had difficulty.)	
	a. I was unable to find a book or other material even though I had the title, author, or other information about the material	,
	If "no," skip to item (b) below. If "yes," what type of material was involved?	
	Book	
	Journal	
	AV material	}
	Government document	
	Other (specify)	)
	What did you do? (Circle ALL that apply.)	
	I asked circulation desk staff for help	1
	I asked reference desk staff for help	2
	I asked another staff member for help	3
	I browsed through stacks looking for it	4
	I searched OLIS	5
	I searched a CD-ROM database	6
	I used the serials holding (Orange) book	7
	I gave up	8
	Other (specify)	9
	What was the outcome of this difficulty? (Circle ALL that apply.)	
	Problem was not resolved	1
	Problem was completely resolved	2
	Problem was resolved, but not completely satisfactorily	3
	b. If the problem did not involve a book or other material, please indicate what the other problem was/were:	(s
	I needed help in using OLIS	ľ
	I needed help in using a CD-ROM database Y	Ì
	I needed help in searching an online database	l
	I didn't know where to go in the library to find needed service Y	,



Physical layout of stacks in library is confusing		• '	Y	N	l
I could not reach the person I needed		•	Y	N	Į
No one answered my E-mail message		•	Y	N	Į
Other (specify)			Y	N	Į
Please indicate what you did to resolve this difficulty/problem. (Circle ALL that appl	y.)				•
Asked library staff for help					1
Used Library Guide (multi-colored, single-page handout in reference department)				:	2
Referred to signs in library					
Asked another patron					
Other (specify)					
What was the outcome of this difficulty? (Circle ALL that apply.)					
Problem was not resolved					1
Problem was completely resolved					2
Problem was resolved, but not completely satisfactorily					
If you did not ask library staff for help, why not? (Circle ALL that apply.)					
I didn't need their help					1
I didn't think they could help		٠.			2
They were too busy					
I was uncomfortable about asking					
I have had previous bad experience with staff					
I could not find staff who could help					
Other (specify)					
• • • • • • • • • • • • • • • • • • • •			_		

# SECTION 4 COMMENTS AND SUGGESTIONS

	would like to give you the opportunity to comment on various aspects of information services, if you wish so. Please make any suggestions that occur to you or note any strengths or weaknesses about which you to comment.
	Suggestions for additional information services (e.g., CD-ROM products on Local Area Network/LAN, dial access, etc.)
2.	Communication concerning services (e.g., are you made aware of availability of services, notified about new services or modifications, given the opportunity to discuss difficulties, etc.)
3.	Collection (e.g., currentness, comprehensiveness, availability of books, journals, reference materials, etc.)
4.	Reference and research services (e.g., responsiveness, competence of staff, etc.)
5.	Information systems (e.g., compatibility of interface, accessibility, etc.)
6.	Equipment (e.g., number, quality, availability of terminals, microform viewers, photocopying equipment etc.)
7.	Staff (e.g., helpfulness, attitude, competence, friendliness, etc.)



# SECTION 5 DEMOGRAPHICS

In this section we ask you to provide personal information that may affect library use. Again, these data are all confidential and will be presented only in an aggregated form.

8.	What is your student status at UTK? (Circle ONE.)
	Full-time undergraduate student
	Part-time undergraduate student 2
9.	With which UTK academic department or program are you associated?
10.	Do you use or have personal access to a terminal or microcomputer capable of communicating with remote computers?
	No [circle 1 and skip to Question 11] 1 Yes 2
	If "yes," how often do you (or someone on your behalf) use it?
	More than once a day
	1 to 5 times per week
	Less than once a week
	Never4
11	. Please indicate your current Grade Point Average (GPA). Check here if you do not know your current GPA and skip to Question 12.
	GPA (known)
	GPA (approximate)
	2. How many credit hours are you carrying this semester? hours  3. Have you received any recognition for scholarly accomplishment at UTK?  No 1 Yes 2  If yes, specify
1.	4. Did you receive any of the following types of library instruction? (Circle Y or N)
7.	Summer orientation Y N
	Taped tour
	Library instruction as part of a course:
	• taught by a librarian Y N
	If yes to "taught by a librarian," at what level was the course?
	If yes to taught by a notatian, at what level was the course.
	100 200 300 400 500
	100 200 300 400 500
	• taught by course instructor Y N
	• taught by course instructor
	• taught by course instructor
	<ul> <li>taught by course instructor</li></ul>
	<ul> <li>taught by course instructor</li></ul>



15.	How well do you feel you were prepared to use the library collection and services prior to conting to UTK?  (Circle ONE)
	Not at all prepared
	Some minimal knowledge
	Well prepared
	Extremely well prepared4
16.	How well prepared do you feel now? (Circle ONE)
	Not at all prepared
	Some minimal knowledge
	Well prepared
	Extremely well prepared4
	libraries, and information tools.  IMPORTANCE RATINGS: Very Little Importance — 1 to Very Important — 5  Enter N/A if not applicable/never used.
	My own efforts
	Help from library staff
	Summer orientation
	Taped tour
	Library instruction as part of a course:
	• taught by a librarian
	• taught by course instructor
	English Class 102
	Graduate School of Library and Information Science (GSLIS) Class 310
	Other (specify)

THANK YOU VERY MUCH!!



# UNIVERSITY OF TENNESSEE, KNOXVILLE, LIBRARIES SURVEY OF LIBRARY USE AND NEEDS

### **STUDENTS**

June 15, 1994

Dear University of Tennessee Student:

The UTK Libraries is undertaking an in-depth study to help serve students more effectively. The questionnaire below is an integral part of this study. The Libraries staff and I ask you to take time to fill out this brief questionnaire and to return it within one week. A self-addressed postage-paid envelope is enclosed for your convenience.

This brief questionnaire will serve as a statistical estimate of the universe of students who use libraries at various levels. Thus, your response to this survey is vital to the success of the study.

Thank you very much for your participation.

Sincerely,

Paula Kaufman Dean, UTK Libraries

### SECTION 1 CURRENT USE OF LIBRARIES

1. For each library below that you have used in the LAST MONTH, please indicate (A) the number of visits, including visits made by others for you; (B) number of additional uses (by calling, OLIS, etc.), including uses made by others for you; and (C) distance you are (in minutes) from the library when you normally visit it.

Type of Library	(A) Visits in Last Month	(B) Additional Uses in 1st Month	(C) Distance to Library You Use (Minutes)
1. Hodges (Main) Library		,	
2. UTK Libraries branch library:			
Map (CIC in Hoskins Building)			
Music (Music Department)		<u> </u>	
Agriculture/Veterinary Medicine			
Special Collections (e.g., rare books, manuscript etc.)			
University Archives			

2.	If y	you have	NEVER	used the	Hodges	(Main) Lil	orary, please	check here:	
۷.	**	YOU MAYO	140 4 PV	uscu uit	nouges	(IMIRIDI) DI	nary, picasc	CHOCK HOLD.	



### SECTION 2 DEMOGRAPHICS

In this section, we ask you to provide personal information that may affect library use. These data are all confidential and will be presented only in an aggregated form.

3.	What is your student status at UTK? (Circle ONE)
	Full-time undergraduate
	Part-time undergraduate
	Full-time graduate
	Part-time graduate4
	If a graduate student, please indicate your highest earned degree. (Circle ONE)
	Bachelor's (B.A., B.S., or equivalent)
	Master's (M.A., M.S., M.B.A., or equivalent)
	Doctorate (Ph.D., M.D., or equivalent)
	Other (specify) 4
	In what year did you receive your last/highest degree?
4.	With which UTK academic department or program are you associated?
5.	How many credit hours are you carrying this semester? hours
6.	Please indicate your current Grade Point Average (GPA). Check here if you do not know your current GPA.
	GPA (known)
	GPA (estimated)
7.	Have you received any recognition for scholarly accomplishment at UTK?
	Yes1
	No
	If yes, please specify

THANK YOU VERY MUCH!



This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

Answer Only If You Have EVER Used	Satisfaction Rating (1 [low] - 5 [high])										
Answer Only If Yo	(i [low] - 5 [high])										
Annovimote	Number of Uses in Last Month										-
Service	Have Used		4	4	4	4	4	4	4	4	4
Aware of Service	Have Never Used		3	3	3	3	3	e.	3	3	6
	Have No Need For Service		2	2	2	2	2	2	2	2	2
Not Aware of Service	Have A Need for Service		1	1	1	1	1	-	1	1	
	Service	Reference Services	Use of reference material to answer questions	Reference service by telephone	Assistance of reference staff with questions	Searching of CD-ROMs on library network	Ability to download from CD-ROMs	Assistance of reference staff with CD-ROM searching	Database search services (searches performed by reference staff for a fee)	Assistance of reference staff with database search services	Searching of the Internet



### \*\* Satisfaction Rating (1 [low] - S [high]) Answer Only If You Have EVER Used Ξ Service Importance Rating (1 [low] - 5 [high]) Uses in . Last Month Approximate Number of Aware of Service Have Desg 4 4 4 寸 4 . N/A Have Never Used N/A ¥X Z V/X ¥ Z N/A YX Y/N **4**2 NIA ~ 3 Have No Need For Service Service ~ 2 ~ ~ ~ ~ Not Aware of Service Have A Need for Service Availability of material ordering suggestion box (at Hodges circulation desk) Serials Holdings List ("Big Orange Book") Assistance of reference staff with using Reference staff general knowledge and Online Library Information System (OLIS) In-library OLIS access to UTK catalog OLIS access to external databases and Adequacy of number of photocopying Access to OLIS from home or dorm Collection Development Service Reliability of photocopy machines Service attitude of reference staff Duplication Service on First Floor Availability of reference staff catalogs via Internet/Gopher Price of duplication service Hours of reference service (helpfulness, friendliness) Currency of UTK catalog Service Quality of photocopies Ease of use efficiency machines Internet

	Not ,	Not Aware of Service	Aware of Service	Service		Answer Only If You Have EVER Used	Have EVER Used
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(f) Importance Rating (1 [low] - \$ [high])	(ii) Satisfaction Rating (I. [low] = 5 [high])
Service attitude of staff (helpfulness, friendliness)			NA			·	
Knowledge and efficiency of staff			N/A				
Hours of service			N/A				
Self-Service Photocopying							
Photocopying by yourself using coin- operated machines	-	2	т	4	:		
Adequacy of number of photocopy machines			N/A				
Reliability of photocopy machines			NIA				
Quality of photocopies			N/A				
Reader/Printer Copying in Documents/Microforms							41.
Microform reader/printers provided	1	2	3	4			
Adequacy of number of reader/printers			NIA				
Reliability of reader/printers			NIA				
Quality of printer copies			NIA				
Quality of reader			N/A				
Knowledge and efficiency of staff			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A				
Hours of service			N/A				

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4. This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 2 if you were not aware of the service and have no need for it; Circle 1 if you were not aware of the service and have a need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened

Service  Collections  Book collection  Journal collection in stacks and microform (including magazines, newspapers, etc.)  Journal collection in Current Periodicals (including magazines, newspapers, etc.)  Reference collection  Government documents collection  Reserve collection  Audiovisual collection	Not Of Service	Not Aware of Service for Need For ice Service  2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Aware of Service    Have   Have   Wedd   Used	Service Haye Used 4 4 4 4 4 4 4 4	Approximate Number of Uses in Last Month	Answer: Only If Yo Ser (1) Importance Rating (1 [low] - 5 [highl)	Answer Only If You Have EVER Used  Service  (i)  nportance Rating [low] - 5 [high])  (1 [low] - 5 [high])
Circulation Knowledge and efficiency of staff			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A				
Speed of processing transactions			N/A	BEST C	BEST COPY AVAILABLE	193	
					]		

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the first of the first of the section of the first of the		************					
	Not .	Not Aware of Service	Aware o	Aware of Service	Annovimote	Answer Only If Yo Ser	Answer Only If You Have EVEK Used Service
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(f) Importance Rating (1: [low] + 5 [high])	(ii) Satisfaction Rating (1 [low] - S [hlgh]
Circulation borrowing period at Hodges			N/A				
Ability to renew materials over telephone		N/A	3	4			
Ability to place holds and recalls by telephone	1	2	3	4			
Ability to check out bound periodicals	1	2	3	4			
Hours of service	7 7 1.0 1.0 7		N/A		% () w		
Reserve							
			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A				
Reserve loan periods			N/A				
Speed of processing transactions			N'A				
Hours of service			N/A				
Information about latest periodical issues recieved	-	2	3	4			
Current Periodicals							
Knowledge and efficiency of staff			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A				·
Speed of processing transactions			N/A				
Hours of service			N/A				
Government Documents/Microform Service				82 80 80 10 11			
Physical access to government documents	1	2	3	4			
Ease of use of government documents			N/A				

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	Not	Vot Aware				Answer Only If You	Answer Only If You Have EVER Used
	S Jo	of Service	Aware of Service	Service	Approximate	Service	ice
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Number of Uses in Last Month	(f) Importance Rating (f. [low] - 5 [high])	(ii) Satisfaction Rating (1 [low] = 5 [high])
Searching of U.S. Government CD-ROMs (census, NTDB, etc.)	1	2	3	4			
Physical access to all microforms	1	2	3	4			
Ease of use of microforms			N/A		T :		
Knowledge and efficiency of staff			N/A				
ervice attitude of staff (helpfulness, friendliness)			NIA				
Hours of service			N/A				
Interlibrary Services (ILS)							
Borrow book or obtain article from nearly any library in the world	1	2	3	4			
Ability of ILS to fill your requests			N/A				
Turnaround time in filling your ILS requests			N/A				
Knowledge and efficiency of ILS staff			N/A				
Service attitude of staff (helpfulness, friendliness)			N/A				
Hours of service			N/A				
Audiovisual Services 200 Control of the Control of							
Convenience of using AV facilities	1	2	3	4			
Quality of equipment			N/A				
Knowledge and efficiency of staff			NIA				
Service attitude of staff (helpfulness, friendliness)			N/A				
Hours of service			N/A				

4. This question deals with your awareness and use of the Hodges Library's collections and services. Even though you are a library user, you may not be aware of or use some of these services.

For each collection or service listed below, please:

Circle 1 if you were not aware of the service and have a need for it; Circle 2 if you were not aware of the service and have no need for it; Circle 3 if you were aware of the service and have never used it; Circle 4 if you were aware of the service and have ever used it.

not in the last month). Also, if you have ever used the service, please rate (i) the importance of the service or service attribute to you [Very Little Importance - 1 to Very Important - 5) and (ii) your satisfaction with it (Very Dissatisfied - 1 to Very Satisfied - 5). Please do not write in darkened If you have used the service, please indicate the approximate number of uses in the last month (put zero if you have used the service at some time, but

Not Aware Aware of Service Aware of Service Service	Have A Have No Have Number of (i) (ii)  Need for Need For Used Used Last Month (I [low] - 5 [high]) (I [low] - 5 [high])		1 2 3 4	3 4		1 2 3 4	N/A N/A	NA	N/A
	Service No S	Library Publications	Library Guides on specific topics (multi- colored, single-page handouts)	Library News (monthly, multi-colored, single-page publications on service counters)	Library and Information Instruction	Library instruction in English 102 Class	Library information covered in course	Quality of instruction concerning	Usefulness of information to complete course assignment

2

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	Not of S	Vot Aware of Service	Aware of Service	Service		Answer Only If You Have EVER Used Service	Have EVER Used
Service	Have A Need for Service	Have No Need For Service	Have Never Used	Have Used	Approximate Number of Uses in Last Month	(f) Importance Rating (f. [low] - 5 [high])	(ii) Satisfaction Rating (1 [low] - 5 [high])
Library instruction by a librarian as part of course other than English 102 (if had, specify Department)	-	2	ю	4			
Library information covered in course			N/A				
Quality of instruction concerning library services			NIA				
Usefulness of information to complete course assignment			N/A				
Undergraduate information course in Graduate School of Library and Information Science (310)	-	2	3	4			
Library-related information covered in course			N/A				
Quality of instruction concerning library services			N/A				
Usefulness for educational purposes			N/A				
General Library Facilities							
Placement of services in building			N/A				
Directional, informational, and other signs			N/A				
Shelving arrangement			N/A				-
Division of periodicals among floors			N/A				
Parking for library visits	4	N/A	3	4			
Hours that Hodges is open			N/A				



# SECTION 3 SUGGESTED LIBRARY SERVICES

- 6. In this section we list a number of potential new UTK Libraries services or changes in old ones that have been suggested by patrons.
  - A. For each service we ask you to indicate whether you would favor the service (circle Y) or would not favor the service (circle N). Please circle Unsure if you are uncertain whether you favor the service.
  - B. If you are likely to use the service, (i) indicate your likely uses per month by circling the appropriate number and (ii) note the level of importance of the service to you.

IMPORTANCE RATING: VERY LITTLE IMPORTANCE - 1 to VERY IMPORTANT - 5

Service	Far Sc Circ	A  o Yo  vor T  ervice  cle Y  U(nsi	his ? N	I	ikely ( (Circle		opriate		B (ii)  Rating of Importance (1. [low] - 5 [high])
Access to Online Library Information System (	OLIS	;)							
Availability of additional databases via OLIS/Internet/Gopher	Y	N	υ	<1	1	2-5	6-10	>10	
Better help screens in OLIS	Y	N	υ	<1	1	2-5	6-10	>10	
Printed Library Guides online via OLIS	Y	N	U	<-1	1	2-5	6-10	>10	
Single, integrated online catalog of all materials on campus, whether held by the Libraries or by individual departments	Y	N	υ	<1	1	2-5	6-10	>10	
User Instruction		8;	V 9/						•
Availability of a short course offered instructing undergraduate students in library and information techniques and skills	Y	N	U			N/A			
Availability of a credit course offered instructing undergraduate students in library and information techniques and skills	Y	N	Ū			N/A			
Instruction on use of the Internet	Y	N	υ			N/A	Terred.		
Ability to place requests for Interlibrary Services (ILS) and reference assistance in electronic form	Y	N	υ	<1	1	2-5	6-10	>10	



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IMPORTANCE RATING: VERY LITTLE IMPORTANCE - 1 to VERY IMPORTANT - 5

Service	This Cir	A You F s Serv cle Y U(nsu	ice? N,		(Circl		r Mont	<b>b</b>	B (ii)  Rating of Importance (1 [low] = 5 [high])
Circulation									
Discontinue circulation of bound volumes of journals	Y	И	υ			N/A			
Circulate bound volumes of journals more than 10 years old	Y	И	υ	<1	1	2-5	6-10	>10	
Other Services	Service of the servic				jy, s				
Self searching of online databases	Y	И	υ	<1	1	2-5	6-10	>10	
Requirement that all UTK-prepared research, technical, and other reports be held at UTK Libraries	Y	И	υ			N/A	1.00		
CD-ROM Services					4		; 4	- <u>'</u>	
Remote (dial-up) access to CD-ROM databases at UTK Libraries	Y	N	υ	<1	1	2-5	6-10	>10	
Access to additional bibliographic databases on CD-ROM (circle the field of study or specify discipline.) Humanities, Social Science, Science, Engineering, Business,	Y	И	υ	< 1	1	2-5	6-10	>10	
Access to non-bibliographic data (e.g., full text of journal or newspaper articles, statistical/demographic data, industry/corporate financial information) on CD-ROM or via OLIS	Y	N	υ	<1	1	2-5	6-10	>10	
Access to Document Delivery Services for Copies	of Art	icles	· ·		<del></del>	1	<u> </u>	<b>1</b>	· .
Articles delivered full-text to PCs	Y	N	U	< 1	1	2-5	6-10	> 10	<u> </u>



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		A				B (i)	2 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 / 1 /		B (ii)
Service	Fav Se Circ	o Yo or T rvice le Y, U(nsu	his ? N,		ikely U (Circle N		priate	h A	Rating of Importance (1 [low] - 5 [high])
Access to Online Library Information System (	OLIS	) 💥	/ , Š			72×2	(1) (4,0)		
Availability of additional databases via OLIS/Internet/Gopher	Y	N	บ	<1	1	2-5	6-10	> 10	
Better help screens in OLIS	Y	N	บ	< 1	1	2-5	6-10	>10	
Printed Library Guides online via OLIS	Y	N	U	<1	1	2-5	6-10	> 10	
Single, integrated online catalog of all materials on campus, whether held by the Libraries or by individual departments	Y	N	υ	<1	1	2-5	6-10	>10	
User Instruction							1, 1		
Availability of a short course offered instructing undergraduate students in library and information techniques and skills	Y	N	υ			N/A			
Availability of a credit course offered instructing undergraduate students in library and information techniques and skills	Y	N	U			N/A			
Instruction on use of the Internet	Y	N	υ	\ \(\frac{1}{2}\)		N/A	1: -3 - 5 - 7		
Ability to place requests for Interlibrary Services (ILS) and reference assistance in electronic form	Y	N	U	<1	1	2-5	6-10	> 10	

