



1-1-1996

Library Survey Returning Students, Fall 1996

Western Washington University. Office of Survey Research

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Recommended Citation

Western Washington University. Office of Survey Research, "Library Survey Returning Students, Fall 1996" (1996). *Office of Survey Research*. 577.

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0	0	0	0
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9

Mail tracking: do not mark here.

To begin, we would like a little background.

1. Did you enter Western as a.... Freshman Transfer with AA
 Graduate Transfer without AA

2. What is your current class standing?
 Freshman Sophomore Junior Senior Graduate

3. Do you currently have a declared or intended major?
 No → Skip to Question 6
 Yes → 3a. What is your major field? (primary major, if two) _____

4a. Last Spring quarter, how many courses did you take? 1 2 3 4 5 6

4b. How many of those were in your major? 0 1 2 3 4 5 6

5. How would you evaluate the library resources overall, in your major field?
 Excellent Good Fair Poor Don't know

Now we have some questions concerning your use of the library.

6. On average during Spring quarter, 1996, how often did you use WWU library facilities or services?
 (Mark the closest answer for each.)

	Never	1-4 times	5-9 times	Once /week	2-3 /week	Daily
a. Library materials (books, journals, videos, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The Music Library (for any purpose)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Library Information System (on-line catalog and databases) from stations <u>inside</u> the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Library Information System via computer from <u>outside</u> the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Individual study (carrels, tables, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Group study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Wilson library, overall (all uses, in the building)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. During Spring quarter, 1996, how many, if any, class assignments did you have that required library research?
 (Please mark the number of each below.)

	Number of assignments					
a. Papers that required <u>extensive</u> library research	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5+
b. Papers that required <u>some</u> library research	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5+
c. Papers that required <u>no</u> library research	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5+
d. Assignments other than papers that required some library research	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5+

8. Please think about the most recent intensive library research assignment you completed at Western. (If none, skip to question 9). For that particular project, did you engage in any activity listed below, and if so, how valuable was it (very, moderately, somewhat, or not at all)?

	Engaged in Activity?		How Valuable?			
	Yes	No	Very	Mod.	Some	Not
a. Consulted the on-line catalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Asked your professor for guidance, suggestions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Asked librarian for help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Browsed the library shelves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Visited a library other than at WWU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Requested material via Interlibrary Loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Consulted reference databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Searched on the World Wide Web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Asked fellow students for help with the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Other valuable steps you took: _____						

9. Please indicate whether you are aware of and how often you have ever used each WWU library service or facility listed below. Also, for those you have ever used, please indicate how satisfied you have been, on average, with availability and ease of use.

Service or Facility	Awareness & Frequency of Use per Quarter				Satisfaction w/ Avail., Ease of Use			
	Not Aware	Aware Not Used	Used 1-3 times/Qtr	Used 4+ times/Qtr	Excellent	Good	Fair	Poor
a. Campus History Collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Copying services from Copy Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Course reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Departmental collection outside Wilson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Government documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Interlibrary loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Library Information System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Microfilm/microfiche: view/copy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Request that items be held for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Reference services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Sun deck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Video viewing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Audio listening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Computerized reference databases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF YOU HAVE NEVER USED A REFERENCE DATABASE, PLEASE SKIP TO QUESTION 11.

11. Overall, how satisfied are you with each of the following aspects of the Western library?

	<u>Very</u>	<u>Mod.</u>	<u>Some</u>	<u>Not</u>	<u>Not Applic.</u>
a. Library Information System (on-line catalog and databases)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Library collections (books, journals, music, documents, videos, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Service from Library employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Library hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Have you ever participated in any of the following types of library instruction, and if so, how valuable was it?

	<u>Participated?</u>		<u>How Valuable?</u>			
	<u>Yes</u>	<u>No</u>	<u>Very</u>	<u>Mod.</u>	<u>Some</u>	<u>Not</u>
a. Library tours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Instruction as part of one of your courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Library 201	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Library Science 125	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Individual instruction by a librarian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Individual instruction by a professor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Individual instruction by a fellow student	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. How valuable would additional library instruction be to you?

- Very Moderately Somewhat Not at all

14. If either were possible, would you prefer to do your research in the library, or to search for materials from home via computer?

- All in library Most in library Some of each Most at home All at home

15. Do you own or have access to a computer in your residence? Yes No

16. How often do you use a computer, either at home or in campus labs, for:

	<u>Daily</u>	<u>2-3 times/wk</u>	<u>once/wk</u>	<u>Occasionally</u>	<u>Rarely</u>
a. Access to the Internet/World Wide Web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. All other uses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. How do the professors you interact with evaluate the Western library?

- Strong, a good place for research Mixed/Neutral Weak, not for serious research Don't know

18. How do the students you interact with evaluate the Western library?

- Strong, a good place for research Mixed/neutral Weak, not for serious research Don't know

***Thank you for completing this portion of the survey.
Please don't forget the attached sheet, where you can offer additional observations and where you can indicate interest in participating in focus groups this coming February.***



WESTERN
WASHINGTON UNIVERSITY

LIBRARY SURVEY
RETURNING STUDENTS -- FALL 1996
Office of Survey Research

Optional #1. If you wish, please use the space below to list up to three changes that would make the Western Library more valuable to you. (Use other side as needed)

Optional #2. Do you have any other observations or suggestions?

After the findings from this survey have been reported, the library will be conducting a series of **focus group discussions** concerning ways to improve library services and future directions for the library. If you would be willing to participate in one of these groups if called, **please list your name, address, and phone number below.** If you wish, and to protect the anonymity of your main questionnaire, you may detach this sheet and return separately to: Office of Survey Research, W.W.U., Mail Stop 9081.
Thanks.