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Library Survey Winter '97: Off-Campus Borrowers

Western Washington University. Office of Survey Research

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Library Survey Winter '97: Off-Campus Borrowers

First, we need some basic demographic information.

1. How long have you had a courtesy card at Western's library?

Less than 1 year _____ 1-5 years _____ 5-10 years _____ 10+ years _____

2. Please indicate which category of courtesy borrower you are.

Whatcom Community College student/faculty _____	WWU alumni _____
Bellingham Technical College student/faculty _____	WWU faculty/staff spouse _____
Northwest Indian College student/faculty _____	WWU retiree _____
Western Foundation/Presidents' Club _____	SPIE employee _____
Intensive English Program/Asia University America Program student _____	Other; please specify _____

Next are some questions concerning your use of the library.

3. On average, how often do you use Western's library for each reason listed below?

	Never	Less than 1/month	1-2/month	1/week	More than 1/week
a. To use or borrow library materials (books, journals, videos, etc.)	1	2	3	4	5
b. To consult the Library Information System (online catalog and databases) from inside the library	1	2	3	4	5
c. To consult the Library Information System (online catalog and databases) via computer from outside the library	1	2	3	4	5
d. To use the Music Library	1	2	3	4	5
e. To use the Government Documents collection	1	2	3	4	5

4. Overall, how would you evaluate the library resources?

1. Excellent 2. Good 3. Fair 4. Poor 9. Don't know

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

	<u>Very</u>	<u>Moderate</u>	<u>Some</u>	<u>Not</u>	<u>Not Applicable</u>
a. Library Information System (online catalog and reference databases)	1	2	3	4	9
b. Library collections (books, journals, music, documents, videos, etc.)	1	2	3	4	9
c. Service from library employees	1	2	3	4	9
d. Library hours of operation	1	2	3	4	9

6. Have you ever received library instruction through any of the following?

	<u>Activity</u>		<u>If Yes, how valuable?</u>			
	<u>Yes</u>	<u>No</u>	<u>Very</u>	<u>Moderate</u>	<u>Some</u>	<u>Not</u>
a. Library tours	1	2	1	2	3	4
b. Instruction as part of a WWU course	1	2	1	2	3	4
c. Individual instruction given by a librarian	1	2	1	2	3	4
d. Instruction in printed or electronic format	1	2	1	2	3	4
e. Other; please specify _____	1	2	1	2	3	4

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

1. Very 2. Moderately 3. Somewhat 4. Not at all

8. How valuable is the Western library to you for each reason below?

	<u>Very</u>	<u>Moderately</u>	<u>Somewhat</u>	<u>Not at all</u>
a. An asset to your job or business related work	1	2	3	4
b. An asset to your own research/scholarship	1	2	3	4
c. A source of personal interest, recreation, self-development	1	2	3	4
d. A resource for work for classes you may be taking	1	2	3	4

9. How often do you use a computer, either at home, school, or the office, for each of the following?

	<u>daily</u>	<u>2-4 times/week</u>	<u>once/week</u>	<u>occasionally</u>	<u>rarely</u>
a. Access to Western's Library Information System	1	2	3	4	5
b. Access to the Internet/World Wide Web	1	2	3	4	5
c. All other uses	1	2	3	4	5

10. Please indicate how valuable the following Western library materials are to you and whether Western is your primary source for each.

	How Valuable?				Primary Source?	
	Very	Moderately	Somewhat	Not	Yes	No
a. Academic/scholarly monographs and journals	1	2	3	4	1	2
b. Reference materials (encyclopedias, dictionaries, etc.)	1	2	3	4	1	2
c. Popular and recreational books and magazines	1	2	3	4	1	2
d. Newspapers	1	2	3	4	1	2
e. Online reference databases	1	2	3	4	1	2
f. Videos	1	2	3	4	1	2
g. Recorded music	1	2	3	4	1	2
h. Children's literature	1	2	3	4	1	2
i. Government documents	1	2	3	4	1	2
j. Internet resources	1	2	3	4	1	2
k. Other; please specify _____	1	2	3	4	1	2

10a. What other libraries/sources do you use? _____

11. Please tell us why you use Western's library. Check all reasons that apply.

- In support of your school work as a student _____
- In support of your school work as a teacher _____
- Your past affiliation with Western _____
- Referral from your teacher _____
- Other; please specify _____
- Location of Western's library _____
- Western's library collections _____
- Western's library's atmosphere _____

12. Would you be interested in joining a Friends of the Library organization?

Yes _____ No _____

If yes, please indicate your name, mailing address, and telephone number on a separate sheet titled "Friends of the Library." You can include the sheet with your return survey, or, if you prefer, you can mail it separately to *Judith Segal, University Librarian, Western Washington University, Bellingham, WA 98225-9103.*

Thank you for completing this survey. If you wish, please use the reverse side of this page to offer additional observations or comments about Western's library.