



12-1-1996

## Library Survey, Fall 1996: Staff/Admin.

Western Washington University. Office of Survey Research

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1. On average, how often per quarter do you use the Western library?

1. Never    2. Less than once per month    3. 1-3 times per month    4. Weekly or more often

**IF NEVER: SKIP TO QUESTION 5, NEXT PAGE.**

2. Have you ever:

	<u>YES</u>	<u>NO</u>
a. Borrowed materials from the Western library?	1	2
b. Used the Music Library?	1	2
c. Used the library's online catalog from outside the library?	1	2
d. Used any of the library's computerized reference databases?	1	2
e. Requested materials via Interlibrary Loan?	1	2
f. Used the Western library during evenings or on weekends?	1	2
g. Referred students to the library?	1	2
h. Made use of another library instead of the Western library?	1	2

If YES to Q2h: Which library and why?

3. How often do you use the Western library for each reason below?

	<u>Rarely</u>	<u>1-2 times/Qtr.</u>	<u>3-6 times/Qtr.</u>	<u>Once/week</u>	<u>2+/week</u>
a. University business (part of your job)	1	2	3	4	5
b. Your own research/scholarship	1	2	3	4	5
c. Personal interest, recreation, self-development	1	2	3	4	5
d. Work for classes you may be taking	1	2	3	4	5

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

	<u>How Valuable?</u>				<u>Primary Resource?</u>	
	<u>Very</u>	<u>Mod.</u>	<u>Some</u>	<u>Not</u>	<u>Yes</u>	<u>No</u>
a. Academic/scholarly monographs and journals	1	2	3	4	1	2
b. Reference materials	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

5. Based on your own use of the library and impressions you have gained from others, how would you evaluate the library on each dimension below?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Library collections (books, journals, music, documents, videos, etc.)	1	2	3	4	9
b. Library Information System (online catalog and databases)	1	2	3	4	9
c. Services from library employees	1	2	3	4	9
d. Library hours of operation	1	2	3	4	9

6. Do any of the following prevent you from making as much use of the library as you would like?

	<u>Yes</u>	<u>No</u>
a. Lack of adequate time on your part	1	2
b. Lack of materials you want in the library	1	2
c. Difficulty accessing library materials	1	2
d. Library hours of operation	1	2
e. Other important constraint(s): _____		

7a. Do you own or have access to a computer in your residence? 1. Yes 2. No

7b. Do you have access to a computer in your office? 1. Yes 2. No

8. How often do you use a computer, either at home or at the office, for:

	<u>Daily</u>	<u>2-4 times/wk.</u>	<u>Once/wk.</u>	<u>Occas.</u>	<u>Rarely</u>
a. 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

9. What is your perception of the overall reputation of Western's library among students, faculty, and fellow employees? 1. Positive 2. Mixed/neutral 3. Negative 9. Don't know

10. Which of the following is your best source of information about the Western library?

1. Library publications
2. Campus publications (e.g., FAST)
3. Library personnel/signage/handouts
4. Online access (e.g. library home page)
5. Personal contact; word of mouth
6. Other: \_\_\_\_\_

11. Please indicate your job classification:

1. Classified staff in instructional program areas
2. Classified staff, all other areas
3. Exempt professional staff
4. Administration

*Thank you very much for participating in this important aspect of the library's planning effort.*

*If you wish to make any additional comments or observations about library-related issues, please feel free to use the back of this page or to append other sheets.*

Between February and June, 1997, the library will be engaged in large scale strategic planning and wishes to involve a variety of others in discussions.

Would you be willing to be involved if asked? If so, please include your name, campus mailing address, and phone extension on a separate sheet. You can include the sheet with your return survey, or, if you prefer, you can mail it separately to *Office of Survey Research, MS 9081.*