

SYRACUSE UNIVERSITY UNIVERSITY LIBRARY UNDERGRADUATE STUDENT USE AND READERSHIP SURVEY

This is an appropriate time to examine current library use—physical and virtual--by faculty, students and staff to ensure that the Syracuse University Library continues to meet the needs and requirements of its constituents. This survey is an important element toward achieving this objective. Because of the importance of the survey to the University community, we need a high response rate.

Some of the questions involve a “critical incident” method for establishing information seeking and reading patterns, in which we ask about the last time you used the library—virtually or physically. This last use may not be typical, but when combined with other responses, will give us the range and combination of patterns that exist and should be considered. This method provides a powerful decision-making tool that has been used to analyze nearly 25,000 survey responses from scientists, other faculty and other professionals on use of information resources over the years.

Your answers are extremely important to the library and, ultimately, to you. Your responses will be kept confidential and reported only in an aggregated manner.

If you have any questions or comments about the survey, please contact Associate Provost Bruce Kingma (443-7170) or survey staff at [Insert contact information](#).

SECTION I: UNDERGRADUATE STUDENT LIBRARY USE

Survey questions ask about not only your physical use of the library but also your use of online resources including the library website and virtual links to online journals and resources.

1. In the last 30 days, approximately how many times did you physically use any of the libraries that are part of the University Library including Bird, Math, Law, etc for research, using a journal or book, the library café, library commons, library instruction, special collections, interlibrary loan, or to work with a professional librarian? (if zero, write 0) _____
2. In the last 30 days, approximately how many times did you virtually use the University Library online resources including using the library website, online journals or book, electronic reserves, or email an inquiry to a professional librarian? (if zero, write 0) _____
3. In the last 30 days, approximately how many articles have you retrieved and read from the University Library during a physical visit*? _____ How many articles online? _____ Of these, how many did you photocopy or print? _____

*Articles can include those found in journal issues, web sites, or separate copies such as preprints, reprints, and other electronic or paper copies. Reading is defined as going beyond the table of contents, title, and abstract to the body of the article.

4. In the last 30 days, approximately how many books did you retrieve and read during a physical visit? _____ How many e-books? _____

*Books can be read in whole or in part including a single chapter, in print or virtually as a chapter or an entire book.

5. In the last 30 days, approximately how many times did you physically use special collections*? _____ How many times did you use special collections online? _____

*The Special Collections Research Center (SCRC) maintains and provides access to distinguished collections of rare books, manuscripts, and other archival materials. Syracuse University students, faculty, staff, and other scholars have available to them more than 100,000 printed works and 2,000 archival collections, including important editions, manuscripts, documents, letters, diaries, drawings, photographs, and memorabilia. Syracuse University collections include the Belfer Audio Archive; works of Gutenberg, Galileo, and Newton; papers of Joyce Carol Oates, photojournalist Margaret Bourke White, painter Grace Hartigan, architects Marcel Breuer and William Lescaze, illustrator N.C. Wyeth, sculptor Anna Hyatt Huntington, and Norman Vincent Peale among other items.

6. In the past 30 days, approximately how many times did you use the library commons area*? _____ What was the general purpose of your use of the library commons areas?

Library common areas include the café and public spaces for meeting, research, using technology, or other purposes.

7. In the past 30 days, approximately how many times did you work with a professional librarian, including for reference, interlibrary loan, placing or retrieving materials from reserves, or other purposes during a physical visit to the library? ____ Online? ____
8. In the past 30 days, approximately how many times did you attend a library instructional course during a physical visit to the library? ____ Online? ____
9. In the past 30 days, approximately how many visits did you physically use the library for other purposes? ____ Use the library online? ____

Please describe what other purposes.

The following questions refer to the MOST RECENT PHYSICAL USE of the university library. Note that this last use may not be typical, but will help us establish the range of patterns of library use.

10. During your most recent physical use of the library which of the following activities did you engage in? Please estimate the time (in minutes) spent on each of these activities. Leave blank all activities you did not engage in.

Activity	Time in Minutes
Searched the online databases or used the online catalogue	
Retrieved an article	
Did you print or photocopy the article?	
Did you download the article?	
Retrieved a book	
Used the library's special collections	
Used the library common areas including the café, workstations, or other public spaces	
Worked with a professional librarian, answering a reference question, interlibrary loan, etc.	
Attended an instructional course at the library taught by a member of the library staff	
Used the library for another purpose	
I have never used the University Library	

11. Thinking back to your most recent physical use of the library—retrieving an article or using the common areas--please describe what you would have done had the library not provided this resource for you. Would you have sought the information from another source or used another resource on campus?

I would not have obtained the information from or sought it from another source or used another resource on campus. True/ False

I would have obtained the information from or used another resource on campus (please specify source or resource):

In order to obtain the same resource from the source, I would expect to spend ____ minutes of additional time and/or \$ ____

12. When you visited the library, how did you get there?

I walked ____ minutes to get to the campus library.

I drove ____ minutes to get to the campus library.

I took public transportation and it took me ____ minutes to get to the campus library.

I took another form of transportation (please identify) _____ and it took me ____ minutes to get to the campus library.

The following questions refer to the MOST RECENT ELECTRONIC USE of the library website, databases, or online journals. Note that this last use may not be typical, but will help us establish the range of patterns of library use.

13. During your most recent use of the library online from a computer outside of the library which of the following activities did you engage in? Please estimate the time (in minutes) spent on each of these activities. Leave blank all activities you did not engage in.

Activity	Time in Minutes
Searched the library databases or used the online catalogue	
Retrieved an article	
Did you print the article?	
Did you download the article?	
Retrieved an e-book	
Used the library's special collections	
Worked with a professional librarian or library service online, answering a reference question, interlibrary loan, etc.	
Used the library website for another purpose (please identify: _____)	
I have never used the University Library online	

14. Thinking back to your most recent use of the library online, please describe what you would have done had the library not provided this resource for you. Would you have sought the information from another source or used another resource on campus?

I would not have obtained the information from or sought it from another source or used another resource on campus. True/ False

I would have obtained the information from or used another resource on campus (please specify source or resource):

In order to obtain the same resource from the source, I would expect to spend ____ minutes of additional time and/or \$ ____

SECTION 2: OPEN COMMENTS

15. Please give us any comments on your use of the library in support of your teaching or research.

SECTION 3: DEMOGRAPHICS

16. What year are you in school?

- Freshman1
- Sophomore2
- Junior3
- Senior4

17. What is your major? _____

18. How many credit hours did you take in the Fall Semester (2010)? _____ hours

19. Approximately what is your GPA? (indicate if unknown) _____

20. Gender/sex: Male.....1 Female.....2

21. Where do you live?

- On campus1
- Within one mile of campus2
- More than one mile from campus3

Please return to your professor/teacher at the end of class.

THANK YOU!!