

**Staff Survey**

Survey Questions		A	B	C	D	E	TOTALS
2.	<b>In your current library position, where do you serve the library patrons?</b>						
	Special Collections		2	2			4
	Email	1		1		1	3
	Serendipitous encounter			3			3
	Departmental reference service				2		2
	In departmental library				2		2
	Off-site consultations			2			2
	By appointment			1			1
	Campus mentor program	1					1
	Chat			1			1
	Circulation	1					1
	Collection Development			1			1
	Departmental meetings					1	1
	Facility operations			1			1
	Fax reference				1		1
	General information desk					1	1
	In person				1		1
	Library office			1			1
	Online service				1		1
	Reply to a problem report	1					1
	Social media	1					1
	Student orientations					1	1
	Subject guides			1			1
	Technical Services					1	1
	US mail				1		1
	Don't serve patron directly						0
3.	<b>How do you serve the patron?</b>						
	Answer questions about catalog records			2			2
	Billing questions			1		1	2
	Facility services			1	1		2
	Locate materials			1		1	2
	Receive materials				1	1	2
	Retrieve materials				2		2
	Answer questions about e-resources			1			1
	Ask-A Librarian	1					1

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Collection Development			1			1
Donation/development questions					1	1
Information literacy instruction		1				1
Interpret policies			1			1
Liaison with faculty		1				1
Library display questions					1	1
No contact				1		1
Orientation to Special Collections				1		1
Requests for books and serials					1	1
Resolve Customer complaints					1	1
Research projects				1		1
Stack directions				1		1
<b>4. Why do you think most students come into the library?</b>						
Research		1	1			2
Convenient					1	1
Eat				1		1
Email			1			1
Facebook			1			1
Individual study space					1	1
Meet friends				1		1
Multitask	1					1
Printing				1		1
Quiet study space					1	1
Resting				1		1
Study space					1	1
Tutoring		1				1
Use books in library			1			1
Use computer		1				1
Writing instruction		1				1
YouTube			1			1
<b>5. My library offers the following assistance:</b>						
Subject guides	3	3		4		10
Technology support		1			1	2
Ask-A Librarian	1					1
Bibliographic instruction			1			1
Interlibrary Loans		1				1

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Library Web site				1			1
Media technology checkout						1	1
Online style guides						1	1
RSS Feeds		1					1
Technology team rooms					1		1
YouTube		1					1
Assistance with course software (Sakai, Blackboard, etc.)							0
Online tutorials							0
<b>6. When I perform Reference services I prefer the following:</b>							
Prefer not to perform reference in Facebook, Twitter, Text or Blogs		4			3	2	9
Doesn't understand the question					1	6	7
Don't perform reference		1		1	2		4
Email			1	1		1	3
Chat				1		1	2
No experience with other options		2					2
In person				1			1
No preference					1		1
Preferences don't match library services offered		1					1
<b>7. When resources are scarce, what Reference Services do you think should be offered?</b>							
In person reference		1		4			5
Doesn't understand the question					1	1	2
By appointment				1			1
Instruction				1			1
No experience with other options		1					1
No preference					1		1
Self-help				1			1
Shift services to evening		1					1
<b>8. When you advise a patron on how to start their research, where do you begin most frequently?</b>							
Databases				3		4	7
Discovery service		2	1			3	6
Finding aids			1		2		3
Don't perform reference		1			1		2
Reference interview		1		1			2

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Consortia catalog						1	1
Subject guides			1				1
Subject librarian						1	1
9.	<b>How do you think most patrons perceive library staff in your institution?</b>						
Don't know what librarians or library staff do				2	1	1	4
Intimidating		1		1			2
Busy				1			1
Don't know		1					1
Not approachable				1			1
Don't differentiate between staff and librarian						1	1
Sources for directions					1		1
Sources for technical assistance					1		1
10.	<b>Please describe your present facility</b>						
Staffing – insufficient		7	4	15	4	4	34
Space overall (in library as a whole) – insufficient		3	13	1	5	2	24
Not clean		9	1	2	6	2	20
Computers/computer workstations – not enough		6	3	2	6	2	19
Group study space – insufficient		3	9	1	4	2	19
Individual study space / carrels – insufficient		4	4	2	7		17
Service desks poorly located		7	2		4	3	16
Not secure				8	6		14
Tables – need more				5	2	1	8
Crowded / too busy		3	2		1	1	7
Seating (overall) – insufficient		3	1		3		7
Ambience - poor					6		6
Equipment – insufficient		2		2		2	6
Furniture – deteriorating/damaged		2			4		6
Quiet space – insufficient		2			2	2	6
Outlets – insufficient			2		3		5
Bathroom problems		2			2		4
Group study rooms – not enough		4					4
Laptops – not enough			1	1	1	1	4
Collections inadequate			1		2		3
Equipment – old/outdated		1			1	1	3
Staffing – need more professionals/librarians					2	1	3

Survey Questions	A	B	C	D	E	TOTALS
Furniture – inappropriate/bad design			1		1	2
Furniture – not enough			1	1		2
Noisy	1			1		2
Computers – slow					1	1
Crowded during finals/peak times		1				1
Equipment for disabled - insufficient	1					1
Furniture - uncomfortable				1		1
Library hours insufficient			1			1
Library overall is good/much better than most			1			1
Overflow goes to other libraries	1					1
Printers – not enough					1	1
Seating – uncomfortable/need more comfy options				1		1
Staff not helpful				1		1
Staffing - too much			1			1
Ambience – good						0
Bicycle parking inadequate						0
Books/book shelves – take up too much space						0
Books/book shelves – too crowded						0
Clean/library looks good						0
Computer software - inadequate						0
Computers – pc’s vs. Apple						0
Computers – policies						0
Computers – too much security						0
Computers/computer workstations – not enough in quiet areas						0
Graffiti						0
Group study rooms – bad policy						0
Group study rooms – not clean						0
Group study rooms reservation - insufficient						0
Layout/design of library - good						0
Layout/design of library – poor						0
Lighting issues						0
Location of library – not convenient						0
Navigation problems (including can’t find books)						0
Outlets – poorly located						0
Parking (cars) inadequate						0
Quiet areas not enforced						0
Quiet space – too much						0
Rest/sleep areas needed						0

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Scanners – need more						0
Seating – need more with attached trays						0
Secure						0
Service desks – not enough						0
Service desks – not well equipped						0
Staff - rude						0
Staff does a great job						0
Supplies (staplers, pens, etc.) needed						0
Temperature problems						0
Too quiet						0
Trash cans/Recycle bins – not enough						0
Video equipment / TV's – need more						0
Visitor policy unsatisfactory						0
Wasted space						0
White boards – need more						0
17.						
<b>Does your library conduct usability testing?</b>						
Not often			7	1	1	9
Usability testing - Web pages			4	3	1	8
Don't know specifics				4		4
As needed					3	3
Don't know	1		1		1	3
Implementing	2					2
Usability testing - online tools					2	2
Patron survey	1					1
Patron usability testing					1	1
Usability testing - Catalog			1			1
LibQual						0
Regularly perform usability testing						0
18.						
<b>Does you library conduct user surveys?</b>						
Annual survey	1			3	6	10
Don't know	2	4		1	2	9
LibQual	2				7	9
Not often	3	3		2		8
Not consistently		4		2	1	7
Survey students about services and facility	1	2		3		6
Ongoing	2	1		1		4

Survey Questions	A	B	C	D	E	TOTALS
Don't know specifics				3		3
Project based					2	2
Survey students about instruction			2			2
Implementing		1				1
Survey faculty about service and facility				1		1
As needed						0
Library renovation						0
Once to twice a year						0
Results not shared						0
19. Does your library conduct focus group discussions and interviews with users?						
As needed		1		2	7	10
Project based					8	8
Not often			5	2		7
Don't know		2	1		2	5
Not consistently			2	1		3
Don't know specifics			1	1		2
Ongoing				2		2
Results not shared			2			2
LibQual		1				1
Library renovation			1			1
Website usability			1			1