

# Drexel University Student Use of Library Services Survey

You are invited to participate in a national study of university libraries sponsored by the Institute of Museum and Library Services, a federal agency. This survey is sent to you to learn how much you use Drexel Libraries services, the purpose of using them, and how they have helped you.

The survey will take approximately ten minutes to complete. You are not required to complete the survey; however, your participation is important to the research results. This study will receive international attention and hopefully will reflect favorably on Drexel.

You may exit the survey or leave a question unanswered at any time. There is minimal risk attached to your participation. Any details about you, your work situation, and your organization will be kept completely confidential. Any papers or conference presentations based on the collected data will contain only summary data without direct links to an individual survey response.

If you have questions at any time about the study or the procedures, (or you experience adverse effects as a result of participating in this study,) you may contact the primary researcher, Dr. Carol Tenopir (451 Communications Building, 1345 Circle Park Drive, Knoxville, TN 37996; (865) 974-7911; ctenopir@utk.edu). If you have questions about your rights as a participant, contact the Office of Research Compliance Officer at (865) 974-3466.

By proceeding, you give permission to gather and analyze the answers you give to the questions that follow

*This survey deals with Drexel Library Services by asking how many times you use each service, time spent using, and consequences of use.*

1. In the past month (30 days), approximately how many times did a librarian help you to conduct a reference search (catalog, databases, getting access, etc.)? **If no times, enter “0” and skip to question 3.**

\_\_\_\_\_

2. About how much total time did you spend working with the librarian on these searches? (If no time, please enter “0”)

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

3. In the past month (30 days), how many times did you seek assistance from a Drexel Libraries service desk or by telephone, email, text or instant messaging, etc. to answer questions about library services, circulation assistance, looking up something, troubleshooting, etc.? **If no times, enter “0” and skip to question 6.**

\_\_\_\_\_

4. How much of your total time was involved in gaining assistance in the library and/or remotely in the past month? (If no time, please enter "0")

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

5. How much time or money do you think you saved because of the library assistance?

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

OR

In dollars \_\_\_\_\_

6. In the past month (30 days), did you attend a formal class or instruction course taught by the Drexel Libraries staff?

Yes

No. **If no, skip to question 9.**

7. How much of your time did the course take? (Include class time and studying for the class.)

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

8. How important was the instruction you received to your school work?

\_\_\_ Not at all important

Somewhat important

Important

Very important

Absolutely essential

9. In the past month (30 days), did you receive any informal instruction by library staff? (e.g., in use of workstations, searching, databases)

Yes

No. **If no, skip to question 12.**

10. About how much total time did you spend with library staff members?

In minutes \_\_\_\_\_

11. How important was the instruction you received to your school work?

\_\_\_ Not at all important

Somewhat important

Important

Very important

Absolutely essential

*The Drexel Libraries provides access to Audiovisual materials such as videos, films, etc*

12. In the past year (12 months) did you use such materials?

Yes

No. **If no, skip to question 14.**

13. About how much total time did you spend getting access to the materials from the Drexel Libraries?

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

*The Drexel Libraries provides access to several types of equipment, (e.g. iPads, laptops), and accessories such as battery chargers, Internet cables, etc.*

14. In the past month (30 days), how many times have you borrowed such equipment? **If zero, please enter "0" and skip to question 18.**

\_\_\_\_\_

15. About how much time did you spend getting access to this equipment from Drexel Libraries?

In minutes \_\_\_\_\_

16. If the Drexel Libraries did not lend this equipment, would you have gotten it from elsewhere?

Yes

No **If no, skip to question 18.**

17. If the library service wasn't available, about how much would it cost you in time and / or money? (if no time or money, please enter "0")

In minutes \_\_\_\_\_

OR

In dollars \_\_\_\_\_

18. The Drexel Libraries provides access to other materials such as DVDs, leisure materials (e.g., a novel), In the past month (30 days) have you used such materials?

Yes

No **If no, skip to question 21.**

19. How often did you borrow such materials from the Drexel Libraries?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

20. About how much time did you spend getting access to such materials from the Drexel Libraries?

In minutes \_\_\_\_\_

21. The Drexel Libraries informs its users about services in many ways. Which of the following have you ever used, participated in, or read? (**Choose all that apply**)

Library tour

Exhibits and displays

Newsletter, In Circulation

Library blog, library updates via Twitter, Facebook

Open house

Librarian consultation

Other (Please specify): \_\_\_\_\_

22. In the past month (30 days), have you used library workstations in the library?

Yes

No **If no, skip to question 25.**

23. About how much time (in minutes) did you spend using those workstations in the past term? If zero, please enter "0".

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

24. For what purposes did you use the workstations? (**Choose all that apply**)

Study for class

Look up something for class

Personal purposes

Other (please specify) \_\_\_\_\_

25. On how many occasions have you used the Drexel Libraries printers, photocopiers, or scanners in the library in the last month? (**If none enter "0" and skip to question 29**)

\_\_\_\_\_

26. What type of duplication was involved the LAST TIME you used it?

Printing

Photocopying

Scanning

Other (please specify) \_\_\_\_\_

27. About how much of your time was involved in going to and from the printer, photocopier, or scanner service (in minutes)?

\_\_\_\_\_

28. Why did you choose the Drexel Libraries for your printing, photocopying or scanning?

\_\_\_\_\_

29. If the Drexel Libraries did not have any would you go elsewhere to use a printer, photocopier, or scanner?

Yes

No **If no, skip to question 32.**

30. What other service would you use?

\_\_\_\_\_  
\_\_\_\_\_

31. To print, photocopy, or scan from another source, I would expect to spend:

In minutes \_\_\_\_\_

OR

In dollars \_\_\_\_\_

32. Have you used the Drexel Libraries workspaces in the past month (30 days) for leisure or work activities?

Yes

No **If no, skip to question 35.**

33. About how much time did you spend using the workspace in the past month (30 days)?

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

OR

In days \_\_\_\_\_

34. For what reasons did you use this space? (**Choose all that apply**)

Quiet / comfortable place to relax

To meet with students

To meet with others

Other (please specify): \_\_\_\_\_

35. Have you used any library group study/conference/classrooms in the past term?

Yes

No **If no, skip to question 38.**

36. For what reasons did you use the rooms? (**Select all that apply**)

For a class

For a meeting

For a quiet place to work

For a place to work with a group on an assignment or project

Other (please specify): \_\_\_\_\_

37. How much total time did you spend using these rooms in the past month (30 days)?

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

OR

In days \_\_\_\_\_

38. Have you attended any special programs, invited speeches, etc. in the Drexel Libraries rooms in past term?

Yes

No **If no, skip to question 40.**

39. How much total time did you spend at these special programs, etc.?

In minutes \_\_\_\_\_

OR

In hours \_\_\_\_\_

## Demographics

*This section is about you. The purpose of collecting this information is to give us the opportunity to search for additional meaningful patterns in the collected data. You are almost finished!*

40. Please indicate your principal school or college:

College of Arts and Sciences

School of Biomedical Engineering

Bennett S. LeBow College of Business

School of Education - Goodwin College

College of Engineering

Drexel University College of Medicine

College of Nursing and Health Professionals

School of Public Health

The iSchool at Drexel

Earle Mack School of Law

Antoinette Westphal College of Media Arts and Design

School of Technology and Professional Students - Goodwin College

Other : \_\_\_\_\_

41. What is your academic status?

Freshman

Sophomore

Junior

Senior

Master's student

PhD student

42. What is your major?

\_\_\_\_\_

43. What is your GPA (grade point average)?

\_\_\_\_\_

44. Are you a full-time or part-time student?

\_\_\_\_\_ Full-time

\_\_\_\_\_ Part-time

45. If part-time, about what proportion?

\_\_\_\_\_ 1-25%

\_\_\_\_\_ 26-50%

\_\_\_\_\_ 51-75%

\_\_\_\_\_ 76-99%

46. About how many hours do you spend in a typical week?

\_\_\_\_\_ In class

\_\_\_\_\_ Studying in the library

\_\_\_\_\_ Studying elsewhere

\_\_\_\_\_ In other university activities (attending a scheduled event, recreational activities, athletic events, volunteer activities, etc.)

47. About how much time (in minutes) did you spend responding to this survey?

\_\_\_\_\_

48. Please indicate any comments you might have concerning the Drexel Libraries resources, services, staff or this survey.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*THANK YOU! Copies of the final report of this study will be announced and made available through the Libraries later this year.*