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.