

University of Connecticut Libraries
Comparative Analysis
Faculty, Undergraduate and Graduate Student Surveys
Conducted Fall 1996 – Spring 1999

Introduction

The University of Connecticut Libraries conducted system-wide surveys of faculty, undergraduate students and graduate students over a three-year period beginning Fall 1996 with the survey of faculty. The survey of undergraduate students at the Storrs campus was conducted during Fall 1997, and at the Regional Campuses during Spring 1998. Graduate students were surveyed during Fall 1998 and Spring 1999. These surveys represent the first system-wide survey of faculty and students conducted by the University of Connecticut Libraries.

The purpose of these surveys is to learn about faculty and student use of, attitudes towards, and satisfaction with the Libraries' collections, services, and facilities. The information gathered represents an important advance in our effort to better understand library use by our primary user population. This information contributes to data that will assist the Libraries in benchmarking, planning, and decision-making responsibilities as well as future data gathering efforts.

Complete survey results are available:	Faculty	http://www.lib.uconn.edu/survey/survey.pdf
	Undergraduate	http://www.lib.uconn.edu/survey/ugsurvey.pdf
	Graduate	http://www.lib.uconn.edu/survey/gsurvey.pdf

Summary

- The School of Business Administration represented the largest program affiliation for both graduate students (23.5%) and Storrs undergraduate students (20.6%) followed by the College of Liberal Arts and Sciences with graduate students (22.4%) and Storrs undergraduate students (18.7%).
- Homer Babbidge Library serves as the primary library for most faculty, Storrs graduate and undergraduate students. Trecker Library was the next highest choice of graduate students (21.3%).
- 21.2% of regional campus undergraduate students use another library more convenient than their UConn regional campus library.
- 6.2% of Storrs undergraduate students and 6.8% of regional campus undergraduate students indicated "my course work does not require library resources" as the reason for not using any UConn Library while 4.6% of graduate students chose this reason for non-use.
- Almost half of the Storrs undergraduate students (48.2%) use the Library at least once a week followed by approximately one-third of faculty, graduate and regional campus undergraduate student respondents.
- Storrs undergraduate students report accessing remote electronic databases more frequently than faculty, graduate or regional campus undergraduate students.

- For all populations surveyed, approximately two-thirds report ratings of “satisfied” to “very satisfied” and approximately one-quarter report ratings of “somewhat satisfied.”
- Faculty highest satisfaction items include: departmental liaison (4.51), Interlibrary loan (4.27), Library class instruction (4.26), Reference in person (4.21), and Course reserve – paper (4.16).
- Faculty lowest satisfaction items include: Photocopiers (2.51), Video collection (3.10), Reshelving library materials (3.11), Microfilm/fiche reader (3.15), and Journal collections (3.16).
- Graduate students highest satisfaction items include: Interlibrary loan (4.22), Reference in person (4.16), Electronic databases-library use (3.97), Course reserve-paper (3.93), and Reference collections (3.92).
- Graduate students lowest satisfaction items include: Photocopiers (2.72), Microfilm/fiche readers (3.26), Audio collections (3.38), Video collections (3.39), and Mainframe terminals (3.50).
- Storrs undergraduates students highest satisfaction items for include: SuperHOMER (3.96), Reference collections (3.88), Course reserve-paper (3.88), Reference in person (3.87), Electronic databases-library use (3.86), and Video theaters (3.86).
- Storrs undergraduate students lowest satisfaction items for include: Photocopiers (2.94), Group Study space (3.14), Reshelving library materials (3.42), Microfilm/fiche readers (3.42), and Computer workstations (3.55).
- Regional Campus undergraduate students highest satisfaction items for include: Individual study space (4.05), Reference in person (4.05), SuperHOMER (4.04), Group study space (3.97), and HOMER UCAT (3.94).
- The lowest satisfaction item for Regional Campus undergraduate students was audio collections (3.58).
- Faculty were less satisfied with book (3.35), journal (3.16), and reference collections (3.68) than graduate or undergraduate students.
- Faculty were least satisfied with reshelving library materials (3.11) than graduate students (3.60), Storrs undergraduate students, or Regional Campus undergraduate students (3.93).
- Faculty were slightly more satisfied with Reference in person (4.21), and Course reserve – paper (4.16).
- Faculty were more satisfied with Library instruction (4.26) than graduate (3.79) or Storrs undergraduate students (3.61).
- Regional campus undergraduate students were more satisfied with photocopiers (3.67) than faculty (2.51), graduate students (2.72), or Storrs undergraduate students (2.94).

Overview • Survey Results

NS indicates item Not Surveyed.

NA indicates Not Applicable.

Program Affiliation of Survey Respondents

	Faculty	Graduate	UG Storrs	UG Regionals
	%	%	%	%
College of Agriculture & Nat. Res.	6	4.7	11.5	NA
College of Liberal Arts and Sciences	59	22.4	18.7	67.9
General Studies	NA	NA	.2	22.2
School of Allied Health	3	1.6	6.4	NA
School of Business Administration	4	23.5	20.6	NA
School of Education	7	17.4	10.8	NA
School of Engineering	8	8.8	15.6	NA
School of Family Studies	1	2.0	.9	NA
School of Fine Arts	6	1.5	.7	NA
School of Nursing	3	5.1	7.2	NA
School of Pharmacy	2	.9	6.1	NA
School of Social Work	2	12.2	NA	NA

Primary Library

	Faculty	Graduate	UG Storrs	UG Regionals
	%	%	%	%
Babbidge Library	79	69	94.1	3.2
Art & Design	4	.2	.3	NA
Map & Geographic	1	.1	.3	NA
Cookson Music	2	.8	.6	NA
Dodd Research Center	2	.1	.1	NA
Pharmacy	3	.2	4.5	NA
Avery Point	3	.4	NA	13.0
Harleigh B. Trecker (Hartford)	3	21.3	NA	28.0
Jeremy Richard (Stamford)	3	7.9	NA	26.5
Torrington	0	.1	NA	12.4
Waterbury	1	.1	NA	16.8

Reasons for Not Using Primary Library

	Faculty	Graduate	UG Storrs	UG Regionals
	%	%	%	%
Use another library more convenient	.01	6.6	1.6	21.2
Work does not require library resources	.002	4.6	6.2	6.8

Use of Primary Library Collections and Services

	Faculty	Graduate	UG Storrs	UG Regionals
	%	%	%	%
Visit UConn library in person				
Once a week	31.9	37.3	48.2	36.5
Once a month	46.4	32.5	31.3	24.0
Once a semester	17.4	26.1	17.0	25.5

Use of Primary Library Collections and Services (Continued)

	Faculty	Graduate	UG Storrs	UG Regionals
	%	%		
Search HOMER from home				
Once a week	9.1	12.7	NS	NS
Once a month	12.7	16.2	NS	NS
Once a semester	7.0	11.2	NS	NS
Search HOMER from office				
Once a week	24.4	15.8	NS	NS
Once a month	30.6	16.0	NS	NS
Once a semester	12.4	7.5	NS	NS
Connect remotely to electronic databases				
Once a week	13.2	17.6	20.2	9.4
Once a month	15.3	19.2	30.0	18.0
Once a semester	11.9	11.2	27.8	20.4

User Satisfaction Measures

Ratings – On a scale of 1 (Very Dissatisfied) to 5 (Very Satisfied)

Faculty	3.67
Grad/Professional	3.70
UG – Storrs	3.47
UG – Regional campuses	3.61

	Highly Satisfied Satisfied	Neutral	Dissatisfied Highly Dissatisfied
	%	%	%
Faculty	61.0	22.0	0.0
Grad/Professional	66.9	24.5	8.7
UG – Storrs	56.1	34.8	9.2
UG – Regional campuses	61.8	29.7	8.5

Comparison of Ratings

Faculty (Fall 1996), Undergraduate (Storrs & Regional Campuses Fall 1997), & Graduate (Fall 1998) Surveys

Specific Ratings of Library Collections, Services, Equipment and Facilities

Scores indicate **means** based on a **1** (very dissatisfied) to **5** (very satisfied) scale.

NS indicates item Not Surveyed.

	Faculty <i>All Campuses</i> Mean	Graduate <i>All Campuses</i> Mean	Undergraduate <i>Storrs</i> Mean	Regionals Mean
Overall satisfaction with primary UConn library	3.61	3.70	3.47	3.61

1. Satisfaction with Library Collections

Archives & special collections	3.60	3.80	3.69	NS
Audio collections	3.10	3.38	3.58	3.58
Book collections	3.35	3.75	3.80	3.76
Electronic databases (library use)	3.90	3.97	3.86	3.90
Electronic databases (remote use)	3.65	3.65	3.75	3.85
Federal and state documents	3.68	3.85	3.69	NS
Journal collections	3.16	3.81	3.71	3.83
Map collections	3.88	3.85	3.79	NS
Microtext collections	3.60	3.68	3.62	3.80
Newspaper collections	NS	3.73	3.79	3.92
Reference collections	3.68	3.92	3.88	3.88
Video collections	3.22	3.39	3.73	3.70

2. Satisfaction with Library Services

Course reserve (paper)	4.16	3.93	3.88	3.91
Course reserve (electronic)	NS	3.85	3.75	3.86
Culpeper Microlab (Level 3)	NS	3.62	3.71	NS
HOMER UCAT (online catalog)	4.00	3.91	3.82	3.94
HOMER JREF (journal indexes)	3.81	3.81	3.82	3.93
Interlibrary Loan/Document Delivery	4.27	4.22	3.70	3.89
Library hours	3.85	3.81	3.80	3.76
Library classroom instruction	4.26	3.79	3.61	NS
Mainframe terminal Room	NS	3.50	3.47	NS
Reference (by telephone)	4.15	3.93	3.64	3.84
Reference (in person)	4.21	4.16	3.87	4.05
Reshelving of library materials	3.11	3.60	3.42	3.93
SuperHOMER	3.59	3.91	3.96	4.04
The departmental liaison librarian	4.51	NS	NS	NS
Video Theaters	NS	3.72	3.86	NS

3. Satisfaction with Library Equipment & Facilities

Computer workstations	3.43	3.60	3.55	3.85
Informational/directional signs	3.75	3.81	3.75	3.80
Microfilm/fiche readers	3.15	3.26	3.42	3.67
Public photocopiers	2.51	2.72	2.94	3.67
Study space (for groups)	NS	3.51	3.14	3.97
Study space (for individuals)	3.15	3.88	3.73	4.05