

**University of Maryland University College
Fall 2001**

Student Survey of Library/Information Needs

1. What is your student status?

1. Undergraduate
2. Graduate
3. Other (Please specify below):

2. Please put an "X" next to the specialization, major, or track (select only one) that matches yours most closely:

Undergraduate:

Majors:

1. Accounting
2. Communication Studies
(including, journalism, business,
speech, or technical communications)
3. Mathematics/Science
4. Computer and Information science
5. Computer Information Technology
6. Computer Science
7. Computer Studies
8. Criminal Justice
9. English
10. Environmental
Management
11. Fire Science
12. General Studies
13. History
14. Human Resource
Management
15. Humanities
16. Information Systems
Management
17. Legal Studies
18. Management Studies
19. Marketing
20. Psychology
21. Social Science

Specializations:

22. Business/Management
23. Mathematics/Science
24. Information Science/Comp Studies
25. Humanities/Social Sciences

Graduate:

Tracks:

26. Doctor of Management
27. Master of Business Administration
28. Master of Distance Education
29. Master of Education
30. Master of Interntl Management
31. MSM in Computer Systems
Management
32. MSM in Environmental
Management
33. MSM in Information
Technology
34. MSM in Management
35. MSM in Telecommunications
36. Master of Software Engineering
37. Executive Management Programs

3. How do you take most of your courses?

1. ___ In a classroom
2. ___ online via WebTycho
3. ___ Interactive Televideo (ITV)
4. ___ Other (please specify below):

4. If/when you take courses in a classroom, at which site do you take most of those courses?

- | | |
|---------------------------|---|
| 1. ___ College Park | 4. ___ Waldorf Center |
| 2. ___ Shady Grove Center | 5. ___ Other site (Please specify): _____ |
| 3. ___ Annapolis Center | 6. ___ Not applicable |

5. During a semester, how often do you visit a library to complete course-related assignments?

1. ___ Frequently (three times per month or more)
2. ___ Often (at least once per month but less than three times per month)
3. ___ Seldom (less than once a month)
4. ___ Never (skip to Question 8)

6. When you do visit a library, which library do you visit most often to complete course-related assignments?

1. ___ McKeldin or other library on the College Park campus
2. ___ Another University System of Maryland (USM) library (please specify): _____
3. ___ Other academic library (please specify): _____
4. ___ Public library (please specify): _____
5. ___ Company (corporate) library (please specify): _____
6. ___ Other (please specify): _____

7. Please rank the quality of library services and materials in the library you visit most often below:

1. ___ Excellent
2. ___ Good
3. ___ Fair
4. ___ Poor

8. Keeping in mind the library you visit most often, please use the scale below to respond to the following statements.

- | | | | | |
|------------|----------|------------|------------|----------|
| <u>0</u> | <u>1</u> | <u>2</u> | <u>3</u> | <u>4</u> |
| No Basis | Strongly | Moderately | Moderately | Strongly |
| For Answer | Disagree | Disagree | Agree | Agree |

- a. ___ Libraries are overwhelming because of the quantity of information they contain.
- b. ___ Libraries are overwhelming because of computers and electronic databases.
- c. ___ Books are seldom on the shelves.
- d. ___ It is too time consuming to use libraries.
- e. ___ Locating books and/or journal articles is difficult.
- f. ___ Libraries are ideal places to study.
- g. ___ The librarians are helpful.

9. Using the scale below, please indicate the usefulness of the following services provided by UMUC in assisting you to complete library-related assignments:

<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
Not aware	Not	Somewhat	Useful	Very Useful
Of	Useful	Useful		

- a. ____ Instruction in the use of library resources, including how to locate information in specific subjects in any library.
- b. ____ Access to UMUC library staff in-person to assist with research needs.
- c. ____ Access to UMUC library services and staff via telephone, electronic mail, chat, or computer-based conferencing.
- d. ____ Off-campus access to VICTORWeb, the online library catalog of the USM.
- e. ____ Off-campus access to library resources via MdUSA for journal citations, and abstracts.
- f. ____ Off-campus access to library access via MdUSA to full-text journal articles.
- g. ____ The ability to place holds on USM books and have them delivered to any USM library, select UMUC teaching location, or to my work or home (NOTE: home delivery is only available for students outside the State of Maryland).
- h. ____ Interlibrary loan and document delivery for books and/or articles not owned by the USM.
- i. ____ Other (please specify):

10. During a semester, how often do you use electronic resources available through UMUC such as VICTORWeb or MdUSA for course-related assignments?
1. ____ Frequently (three times per month or more)
2. ____ Often (at least once per month but less than three times per month)
3. ____ Seldom (less than once a month)
4. ____ Never
11. During a semester, how often do you use resources available on the “free Web” or Internet for course-related assignments?
1. ____ Frequently (three times per month or more)
2. ____ Often (at least once a month but less than three times per month)
3. ____ Seldom (less than once a month)
4. ____ Never
12. During a semester, how often do you use electronic resources such as VICTORWeb, MdUSA, the Internet, or World Wide Web from off-campus (e.g., home, work)?
1. ____ Frequently (three times per month or more)
2. ____ Often (at least once per month but less than three times per month)
3. ____ Seldom (less than once a month)
4. ____ Never

13. Using the scale below, please rank the way(s) you would like to receive instruction in the use of library resources and services:

<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
No Basis	Not	Somewhat	Useful	Very
For Answer	Useful	Useful		Useful

- a. ___ Web-based tutorials or guides.
- b. ___ A for-credit course (online).
- c. ___ A for-credit course (in a classroom).
- d. ___ A non-credit mini-workshop (online).
- e. ___ A non-credit mini-workshop (in a classroom).
- f. ___ Videotapes.
- g. ___ Handouts.
- h. ___ Other (please specify below):

14. Using the scale below, indicate the usefulness of the following library information in helping you complete library-related assignments:

<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
No Basis	Not	Somewhat	Useful	Very
For Answer	Useful	Useful		Useful

- a. ___ UMUC's Web-based guides to libraries in the D.C. metropolitan area and/or other guides in Maryland available on the UMUC library's Web page.
- b. ___ Web-based instructions for accessing VICTORWeb, the online catalog.
- c. ___ Web-based instructions on how to searching MdUSA, the UMUC library's online database system.
- d. ___ The UMUC library's web-based library handbook.
- e. ___ The UMUC library's Web-based tutorials.
- f. ___ Other (please specify): _____

15. Please use the scale below to rate statements a-f below:

<u>0</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
No Basis	Strongly	Moderately	Moderately	Strongly
For Answer	Disagree	Disagree	Agree	Agree

I would use libraries and information resources (online or in a library) more often if:

- a. ___ I was given more assignments that required me to do so.
- b. ___ An appropriate academic library were closer to my home or place of employment.
- c. ___ Library research was easier.
- d. ___ I felt more confident using electronic resources.
- e. ___ Library research was less time consuming.
- f. ___ More information was available full-text on the Web.

16. Please list below any comments or concerns you have about UMUC's library services that might assist us to meet your information needs better:

17. Which of the following is the best way for you to find out about new library services, workshops, databases, or resources? Please rank your responses using the scale below:

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
Poor	Fair	Better	Best

- a. _____ Student publications such as News@UMUC
- b. _____ Direct mail
- c. _____ UMUC's instructors
- d. _____ Information in area libraries or at UMUC teaching sites
- e. _____ Online information from UMUC's library home page
- f. _____ Other (please specify below):

Thank you!