

University of Tennessee, Knoxville Libraries

2000 Library User Survey

Report of Results

1999-2000 Planning Subgroup

2000 Library User Survey

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Summary

The University Library is committed to providing excellent collections and services. To develop and maintain a library that meets the needs of the university community, the University Library seeks an on-going dialog with its users. The Planning Subgroup conducted a mail user survey as one tool for eliciting specific information on user preferences and satisfaction with library services.

The importance of online library services continues to grow and 98.7% of respondents report having Internet access and using the World Wide Web. Use of the Library Webpage, with its rich array of information and services, is approaching one-third of all reported library "visits". Catalog and database searching are the dominant uses of the Library Webpage. Nearly 70% of online users find that electronic journals are often a suitable substitute for print-on-paper.

Graduate students, a group with diverse information needs, have been the least satisfied group of users since data was gathered in 1994. By 2000, graduate students are frequent and satisfied users of online databases and full-text of journal articles. As a group, they are heavy users of most library services and report average or higher satisfaction levels.

Undergraduates remain infrequent library users, with the exception of Course Reserves and Audiovisual materials. Undergraduates make little use of the book and journal collections and check out the fewest materials. While they report high levels of Internet and World Wide Web use, undergraduate students are not frequent users of the Library Webpages. Undergraduates report being less comfortable using the Library Web pages than either the faculty or graduate students. Only 20% of undergraduates who use online library resources report frequently finding what they need, compared with 55% of faculty. Undergraduates report in greater numbers that they would rather visit the library than use online library materials. Undergraduates do make use of the computers and printers provided by the library, although often for general Internet access and printing class materials.

The faculty are the most frequent users of the full range of library services and collections, both traditional and online. They are generally well satisfied with the UT Libraries. Faculty are somewhat less satisfied with the Libraries' collections, particularly the journal collection, and its ability to support research. Faculty increasingly rely on online library materials. Faculty, more than any other group, report that they are visiting the library less and using more online services.

Respondents were asked to agree or disagree with a series of statements about their current and future use of the Library. Most users are comfortable using the Library's Webpages, although a significant minority of humanists not as comfortable online. In general, users are not willing to pay for services. Students in particular are not eager to pay for printing and several cited the Technology Fee as the appropriate funding source for printing costs. Respondents were quite willing to use self-service checkout as an alternative to waiting in line. Over 80% of faculty agreed that if an item were available within 48 hours, their needs would be met. Users are largely neutral about replacing online services with trips to the library. It is clear that many users rely heavily on the Library's online offerings instead of visiting the library, but few users see this as a problem. Undergraduate students are the most likely to value visits to the library and many mention the need for more study space.

Data Gathering

Questionnaire

The questions on use and satisfaction parallel those used in earlier surveys to allow some comparisons with data over time. The questionnaire asks for information on the frequency of library use and levels of user satisfaction in several primary areas: library locations, staff, facilities, collections and services.

A special set of questions was formulated to gather information about the use of online library collections and services. Users were asked about their frequency of online use, comfort level with online activities and their need for online assistance.

The questionnaire layout was printed on a single large sheet, folded to 8.5" by 11". There were no loose pages or second sheets to become lost. Every questionnaire returned was intact. Each questionnaire was accompanied by a letter from Aubrey Mitchell, Interim Dean of Libraries, explaining the purpose of the survey. Prepaid return envelopes were also included with all first class mailings.

Sample

The Planning Subgroup determined that the survey should focus on the libraries' primary academic users -- those who use the libraries for teaching, learning, and research support. The sample represents UT employees with academic faculty titles, including full time teaching faculty, adjunct professors, instructors, emeritus professors, and part-time faculty whether they are located on the Knoxville campus or not. Staff, administrators, librarians, UT Hospital staff and doctors, and agriculture experiment station staff were excluded.

All enrolled Knoxville students were eligible for inclusion. The sample represents residential, non-residential, and distance students. All levels of students, both full and part-time, from first year undergraduates through post-doctoral fellows are included. Although staff were not included, graduate teaching and research assistants were sampled.

The sample was drawn from the library's patron file, a comprehensive list of persons affiliated with the Knoxville campus. Although faculty make up only 6.5% of the people eligible for the survey, they are extremely active library users. The Planning Subgroup opted to over-sample faculty to insure that a wide variety of faculty opinion was gathered. Since faculty make up about one-third of the library's active users, the group hoped to have one-third of the returns from faculty. Based on past experience, faculty were expected to return the survey at a substantially higher rate (27%) than students (12%).

Using a fixed interval method for choosing the sample, every 9th faculty name and every 18th student name was selected. The resulting file consisted of name, local address, email address, and in the case of faculty, department name. The final list had a total of 1,460 names of which 290 were faculty and 1170 were students. Questionnaires were mailed on March 10, 2000.

Returns were accepted through the end of the spring term. About 5% of the questionnaires were not deliverable. Three email messages were sent to those in the sample with current email addresses. An introductory message explaining the survey and two follow-up messages encouraging participation were sent during a four-week period.

Demographic data

University Status of Respondents:

<i>Category</i>	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Faculty			67	26.4%
Staff			12	4.7%
Administrators			1	0.4%
Masters	31	12.2%		
Doctoral	21	8.2%		
Unknown	17	6.7%		
Graduate Students Total			69	27.2%
First year	20	7.9%		
Sophomore	18	7.1%		
Junior	29	11.4%		
Senior	31	12.2%		
Unknown	7	2.8%		
Undergraduates Total			105	41.3%
Total			254	100.0%

The sample was drawn to take into account the higher return rate of faculty experienced in past surveys. This sample represents a better balance of faculty and student opinion than in the 1998 survey. The aggregate data for this survey is a reasonable balance of faculty and student experiences and points of view.

Age and Length of Time at the University

These two items are highly correlated. They are also related to status, with faculty making up most of those who are over 50 years old and have been at the University for 15 years or more. Undergraduates are generally less than 23 years old and have been at UT six years or less. There are exceptions. More than 20% of undergraduates are 23 to 35 years old. Almost 29% of faculty have been at UT six years or less.

<i>Age</i>	<i>Faculty</i>	<i>Grads</i>	<i>Ugrad</i>
0 - 22 years	0.0%	1.5%	69.7%
23-35 years	15.0%	62.7%	21.2%
36-50 years	45.0%	28.4%	8.1%
Over 50 years	40.0%	7.5%	1.0%
<i>Total</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>

<i>Years at UT</i>	<i>Faculty</i>	<i>Grads</i>	<i>Ugrad</i>
0-6 years	28.8%	86.5%	98.9%
7-15 years	32.7%	13.5%	1.1%
Over 15 years	38.5%	0.0%	0.0%
<i>Total</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>

Those in the sciences tend to be older on average than other disciplines. 52.3% of scientists are over 36 years old compared with 35.3% of social sciences and 32.6% of humanists. 19% of humanists have been with UT 15 years or more, compared to 17% in the sciences and 7% in the social sciences.

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Use of Technology

- **Use the Internet and World Wide Web.** 98.7% of all respondents report that they use the Internet and/or the World Wide Web, up from 89.1% two years ago. Of those using the Internet, 95% of faculty and 66% of graduate students have access in their offices. 40% of the students living on campus have Internet access in their dorms up from 10% two years ago. 81% of all groups report having Internet access at home. Those in the sciences are more likely to have access in their offices or labs with 75% reporting office access compared to 58% in the humanities and 59% in the social sciences. Undergraduates in the social sciences living on campus are significantly more likely (23%) to set up dorm access than those in the sciences (9%) or humanities (4%).
- **Do you use a university account as your primary Internet/e-mail account?** 45% of graduate students, 30% of undergraduates, and 10% of faculty favor non-university network accounts. This has implications for delivering library services across a variety of non-UT service providers and authenticating the appropriate users.
- **Do you access the library from a laptop computer?** 24% of faculty, 21% of graduate students, and only 12% of undergraduates use laptop computers to access online library services.
- **Wireless digital devices** are only marginally used for access to online library services at this time.
- **Do you take or teach a class using CourseInfo?** Since its introduction in 1999, CourseInfo has been used to some degree by 18% percent of the faculty. Nearly 30% of graduate students and 26% of undergraduates report taking a class that is supported by CourseInfo. Social science classes are slightly more likely (30.3%) to use CourseInfo than the sciences (20.3%) and humanities (20%).

Colleges and Disciplines Represented

	1998		2000	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Agriculture Science	19	7%	14	5.5%
Architecture & Planning	11	4%	10	3.9%
Arts & Science (no Dept. given)	15	6%	14	5.5%
Sciences (Arts & Science)	29	11%	23	9.1%
Humanities (Arts & Science)	39	14%	45	17.7%
Social Science (Arts Science)	38	14%	20	7.9%
Business	24	9%	29	11.4%
Communication	18	7%	12	4.7%
Education	15	6%	25	9.8%
Engineering	23	8%	17	6.7%
Human Ecology	13	5%	16	6.3%
Information Science	2	1%	3	1.2%
Law			5	2.0%
Nursing	4	2%	8	3.1%
Social Work	10	4%	6	2.4%
Veterinary Medicine	6	2%	6	2.4%
Undecided major	2	1%		
Administration	3	1%		
Missing	6	1%	1	.4%
<i>Total</i>	<i>277</i>	<i>100%</i>	<i>254</i>	<i>100%</i>

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The colleges were grouped into major discipline areas for further analysis. A majority of student majors are clustered in the social sciences, which includes the professional schools, while the faculty are more evenly distributed across the disciplines.

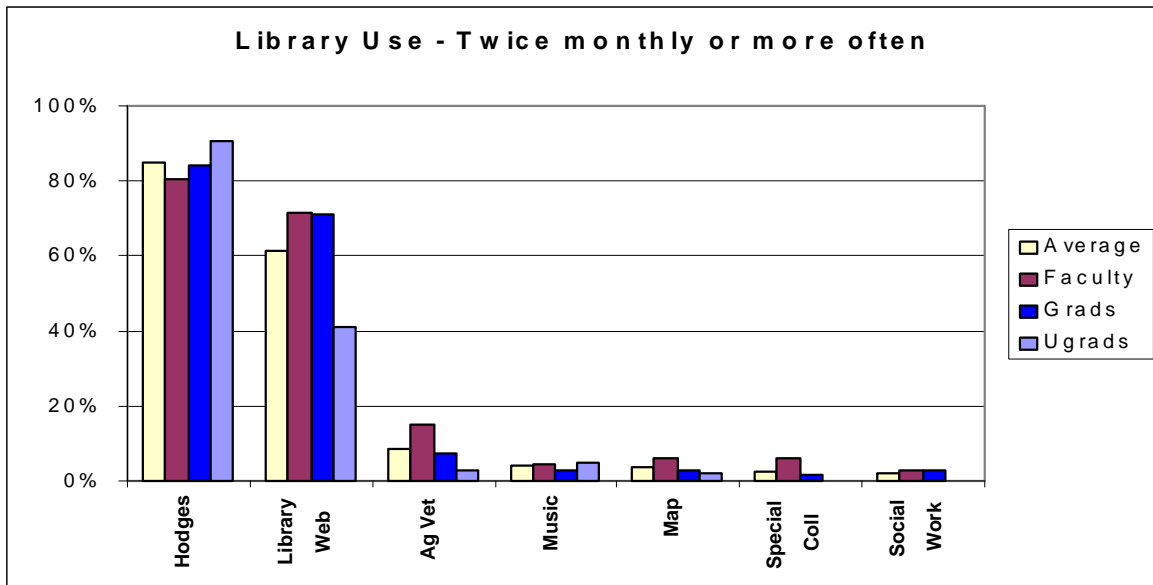
	<i>Faculty</i>	<i>Grads</i>	<i>Ugrad</i>
Humanities	27.7%	14.5%	19.1%
Science	36.9%	26.1%	21.3%
Social Science	35.4%	59.4%	53.5%
<i>Total</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>

Distance from Campus

31.3% of faculty live off campus but within 5 miles and 92.5% live within 20 miles of UT. 90% of graduate students also live off campus. They are spread over a greater distance with 10% living between 21 – 50 miles away and 13.4% over 50 miles from campus. Undergraduates are clustered closer to UT with 43% living on campus and another 27% within 5 miles of UT. It appears that undergraduates in the humanities are significantly more likely to live off campus, although they are more likely to live within 5 miles.

Use of University Library Locations

The chart below shows the percent of users who report that they use library facilities or the library website twice a month or more often.



Hodges Library is used by almost all of the respondents. Only 3% of the total sample have never used the building or its services. Use is frequent, with 56.7% using Hodges services weekly or more often. This is down only slightly from two years ago (59%). Undergraduates report using the library more often than other groups. Given their light use of many library services, undergraduates continue to enjoy the library as a preferred study space.

The Library Website is now the second most frequently used "library". About one third of both the faculty (38.8%) and the graduate students (33.3%) use the Library Website more than once a week, while only 3% of undergraduates use it at same level. 59.1% of undergraduates report rarely or never using the Library Website. Only 14.4% of faculty and 13.4% of graduate students have never used it. There is little difference in use of the Library Website across the disciplines with slightly less frequent use by the social sciences.

The Agriculture - Veterinary Medicine Library is used by 24% of the sample, with 14.6% of users reporting infrequent use. Of those who use the library more often, faculty continue to be the most frequent users.

The Music Library is used by 22.4% of the respondents with 4.5% using it twice a month or more often. Among these more frequent users, undergraduates (4.76%) use the Music Library slightly more often than faculty (4.48%) with graduate students trailing at 2.9%

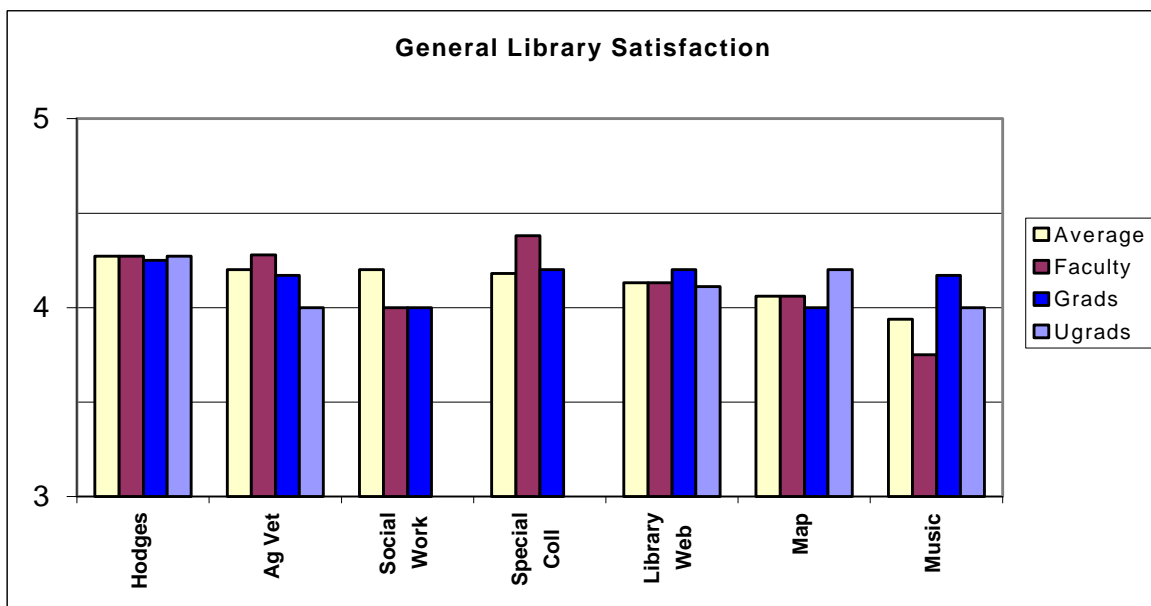
17.8% of the sample report ever using the **Map Library**, this is up from 13% two years ago. A significantly larger number of faculty (34.3%) use the Map Library than other groups, but their use is infrequent.

Special Collections and Archives have a similar pattern. While 13.7% of the total sample have ever used Special Collections, over 25% of faculty have used it. Humanists are somewhat more likely than other disciplines to use Special Collections, although this use is infrequent.

The Social Work Library is used by 3% of the sample. This branch is located in Nashville and is used by students and faculty across the state.

General Satisfaction with University Libraries

The chart below shows the average satisfaction ratings for all library locations, including the website. Respondents were asked to rate satisfaction on a five-point scale from 1 (low) to 5 (high). Ratings of 1 or 2 represent some level of dissatisfaction, while 4 and 5 indicate some level of satisfaction. Users continue to express high levels of satisfaction with the libraries.



Hodges Library

Of the total sample, 89.1% are satisfied or somewhat satisfied with Hodges Library. This is an increase over the 1998 rating (82.8%). No faculty or graduate students rated the Hodges Library lower than the midpoint (3) and only one undergraduate assigned a lower rating (2).

Of those who use the **Agriculture - Veterinary Medicine Library**, 76.3% are satisfied or somewhat satisfied with its services in general. This is an increase of 8% over the 1998 rating. No respondents rated the library below the midpoint (3). The faculty remain the most satisfied users although graduate student satisfaction has risen significantly. In 1998, only 35.7% of graduate students assigned one of the top two ratings compared with 74% in 2000.

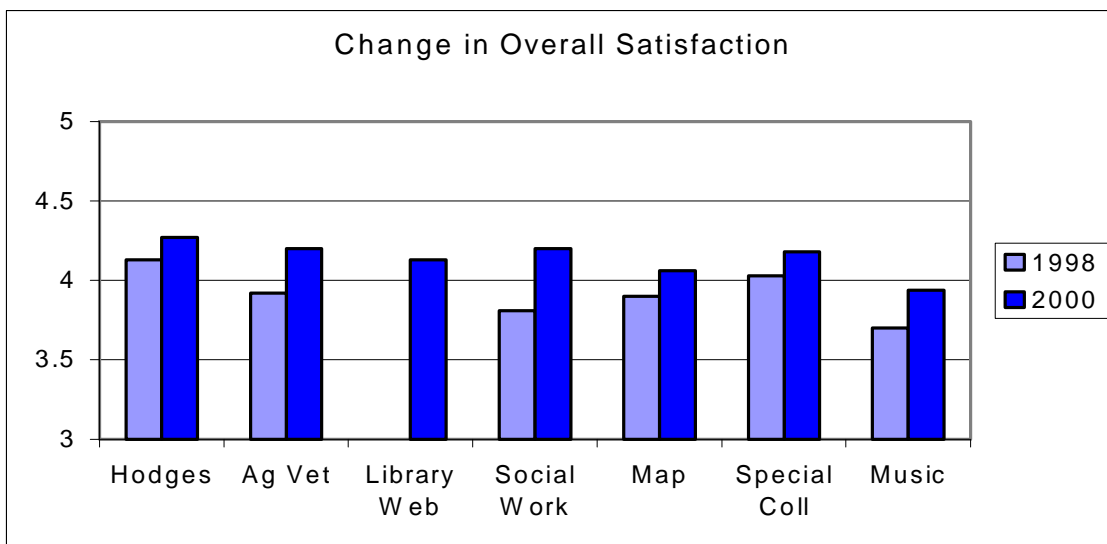
84.7% of those who use **Special Collections and Archives** are satisfied or somewhat satisfied (4 and 5) with its services and no user assigned low satisfaction ratings (1 and 2). This is an 11% increase in satisfaction over 1998.

Of **Music Library** users 69.7% are satisfied or somewhat satisfied with its services, an increase of over 15% in two years. The faculty remain the least satisfied among the Music Library's users.

Map Library has also seen an increase in satisfaction. Of those who use the Map Library, 76.5% are satisfied or somewhat satisfied with its services up from 69% in 1998.

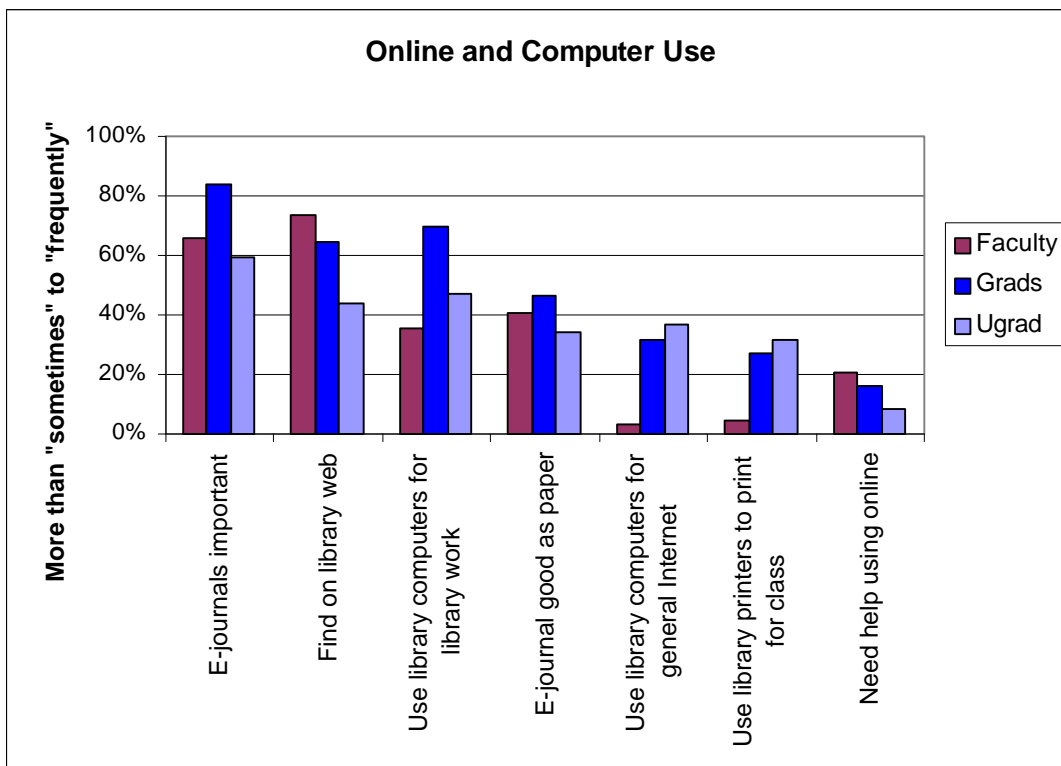
Of those who use the **Social Work Library**, 60% are relatively satisfied. No users assigned either of the lowest ratings.

Satisfaction levels have increased for all library locations over the last two-year period. Users feel that their general library needs are being met to a very high degree. These increases in already high satisfaction ratings are one indication of the success of the libraries' continued focus on excellence in service.



Use of Online Services and Computers in the Libraries

Users of information technology were asked to describe their typical experiences with using online library services and computers provided by the library. They were asked to indicate how often the following applied on a five-point scale from "frequently" to "never". Graduate students are the most active users of the Library's online services, while undergraduates are the heaviest users of the computers in the various library locations.



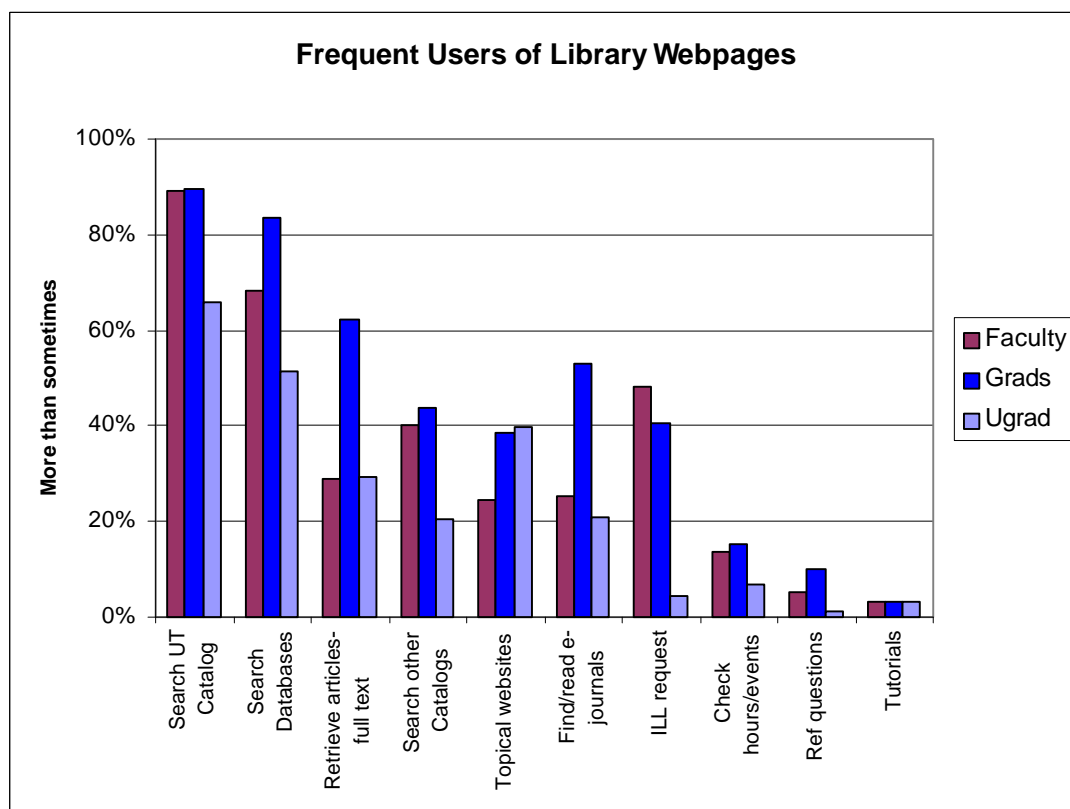
- Are users finding what they need on the Libraries' webpages?** Nearly 55% of faculty report that they frequently find what they need on the Library Webpages. Only 20% of undergraduates have the same experience with 45% reporting that they find what they need no more often than "sometimes" (the midpoint). 74% of faculty and 65% of graduate students find what they need on the library webpages more often or frequently. Those in the sciences report finding what they need more often than other disciplines. 74.2% find things often or frequently, compared with 54% of social sciences and 50% of humanities.
- The importance of Web access to journal literature.** Graduate students are nearly twice as likely as either faculty or undergraduates to find web access to journals important for their field of study. While all groups find online journal access is important sometimes or more often, 66% of graduate's students frequently find e-journals important to them. Among the disciplines, the sciences report heavier use of online serials. 82.3% report more frequent use, compared with 65% of social sciences and 59% of humanities.

- **Access to journals on the Web is an acceptable substitute for print-on-paper journals.** Graduate students find electronic journals an acceptable substitute more often than others. 34% of graduate students frequently find e-journals a good substitute, compared to 16% of faculty and 18% of undergraduates. All groups find them acceptable sometimes or more often: 69% faculty, 76% undergraduates, and 78% graduate students. There is little different among the disciplines with acceptance of online journals as a substitute for paper, although the sciences are slightly more likely to think the online journal is acceptable.
- **Using Computers in the Library.**
 - Accessing library resources: 70% of graduate students report that they often or frequently use library computers for access to library resources, compared with 47% of undergraduates and 35% of faculty. Among the disciplines, the sciences report significantly lower use of computers in the library.
 - General Internet access: Undergraduates are slightly more likely to use library computers for general web activities than graduate students. 93% of faculty rarely or never use library computers in this way.
 - Printing materials for class: Both graduate students and undergraduates report printing for class work. 20% of graduate students and one third of undergraduates report printing "sometimes" (midpoint) while 26.8 % of graduate students and 31% of undergraduates print for class more often.
 - I Need Assistance Using Online Library Services. Less than 10% of any group reported frequently needing help online. About 20% report never needing online help. On the other hand, humanists report needing help more often than other disciplines. 13.3% report needing help frequently, compared with 7.8% in social sciences and 1.5% in sciences.

Library Webpage Use

Those who use the library's online collections and services were asked to indicate their frequency of use of ten items. Among those using online services more than sometimes (midpoint), searching the library catalog and the databases is the most frequent activity. Asking online reference questions or using online tutorials are the least used services.

- More than 70% of faculty and graduate students report searching the catalog frequently, compared to 40% of undergraduates. Humanists search the catalog for items held at UT significantly more often, with 74.5% reporting searching at the highest frequency level compared with 63% of scientists and 55% of social scientists.
- The second most frequent use of the library web is to search databases. Graduate students are the most frequent users of the library databases with 84% using them often or frequently. 68% of faculty and 52% of undergraduates also use them often or frequently.
- Finding and reading electronic journals is a moderate activity on average, although graduate students are much more likely to use the library web to find and read journals online. More than half of the graduate students report e-journal access activities often or frequently. Among the disciplines, scientists are again the most frequent users of online journals.
- Retrieving articles in full text is the third most frequently used feature of the library webpages. Again graduate students dominate the activity. 62% of graduate students report often or frequently retrieving full text, compared with 29% of faculty and 29.4% of undergraduates.

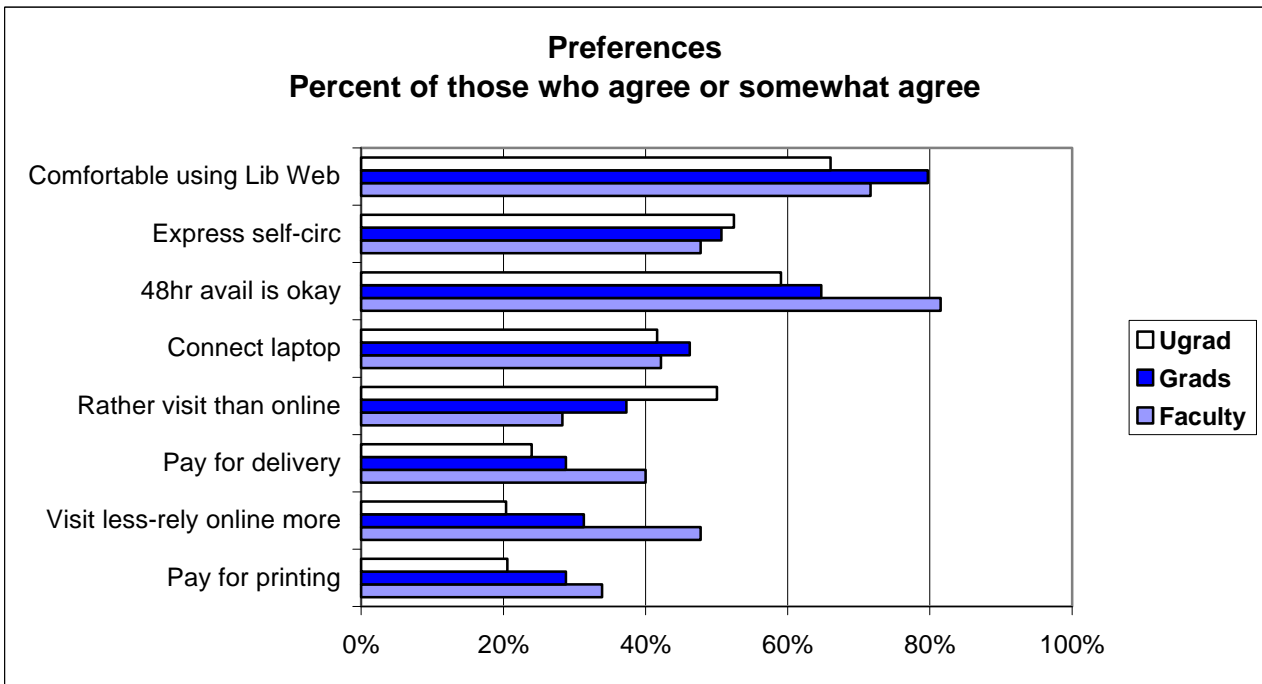


- Use of the Library Web page to request items through ILL is not a high use activity overall, however, it is the third most frequent use by faculty. Nearly half of faculty report submitting online ILL requests often or frequently. Social scientists report a lower frequency of online ILL requesting with 22% reporting often or frequency use compared to more than a third of humanists and scientists.
- Requesting items through the Library Express service was cited by two faculty members as an additional feature of the Library web pages that they use frequently.

User Preferences

Respondents were asked to agree or disagree with a series of statements about their current and future use of the library.

- **I am comfortable using the Library's webpages.** This statement had the highest level of agreement. More graduate students, nearly 60%, than other groups indicated the highest agreement. Although humanists generally report a high level of comfort with web use, there is a significant minority (14.6%) that are not comfortable compared with 1.4% in the sciences, and 2.5% in the social sciences.
- **If an item is available within 48 hours, that meets most of my needs.** This statement got the second highest level of agreement on average. However, undergraduates agreed much less often. Only 25.4% of undergraduates agreed or somewhat agreed compared to 64.7% of graduate students and 81.5% of faculty.



- **I would prefer to check out books myself if an express self-service terminal was made available.** More than a third of users in all categories highly agree with this statement. Only 12.3% of faculty, 16.4% of graduate students, and 6.8% of undergraduates disagreed even somewhat.
- **I would like to have a place in the library to connect my laptop to the campus network.** Almost one third of all users highly agreed, while 40% were neutral.
- **I would rather visit the library in person than use online library services.** Almost 40% of users in all categories were neutral to this statement. Undergraduates are somewhat more likely to want to come to the library in person and indeed they are not heavy online users of library services. Those in the humanities are somewhat more likely to prefer to visit the library (48%) than others (sciences 30% and social sciences 41%). One fourth of the scientists completely disagree and prefer online library services.
- **I am willing to pay a nominal fee to have materials delivered to me on campus.** Users are generally not eager to pay for services. Faculty are only slightly more likely to agree.
- **I find that I visit the library less often and rely more on online library services.** On average, users are neutral about replacing online services with visits to the library. However, 48% of faculty agree or somewhat agree that they rely more on online services, compared with 30% of graduate students and 20% of undergraduates. Among the disciplines, the sciences are somewhat more likely to agree that they rely on online services more often (42%), while humanists would rather visit the library (41.3%).
- **To keep printing available, I am willing to pay the same per sheet as for photocopies.** This statement received the lowest level of agreement, although not as low as expected. Undergraduates are much less willing to pay for printing with nearly 60% disagreeing or somewhat disagreeing, compared to 30% of faculty and 47% of graduate students. Students are

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the heaviest users of library provided printing for a variety of purposes. When considered by discipline, 53% of the social sciences somewhat or completely disagree compared with 45% of those in humanities and 34% of sciences. Surprisingly, 14.5% of those in the social sciences strongly agree that they would pay for printing, slightly more than any other discipline.

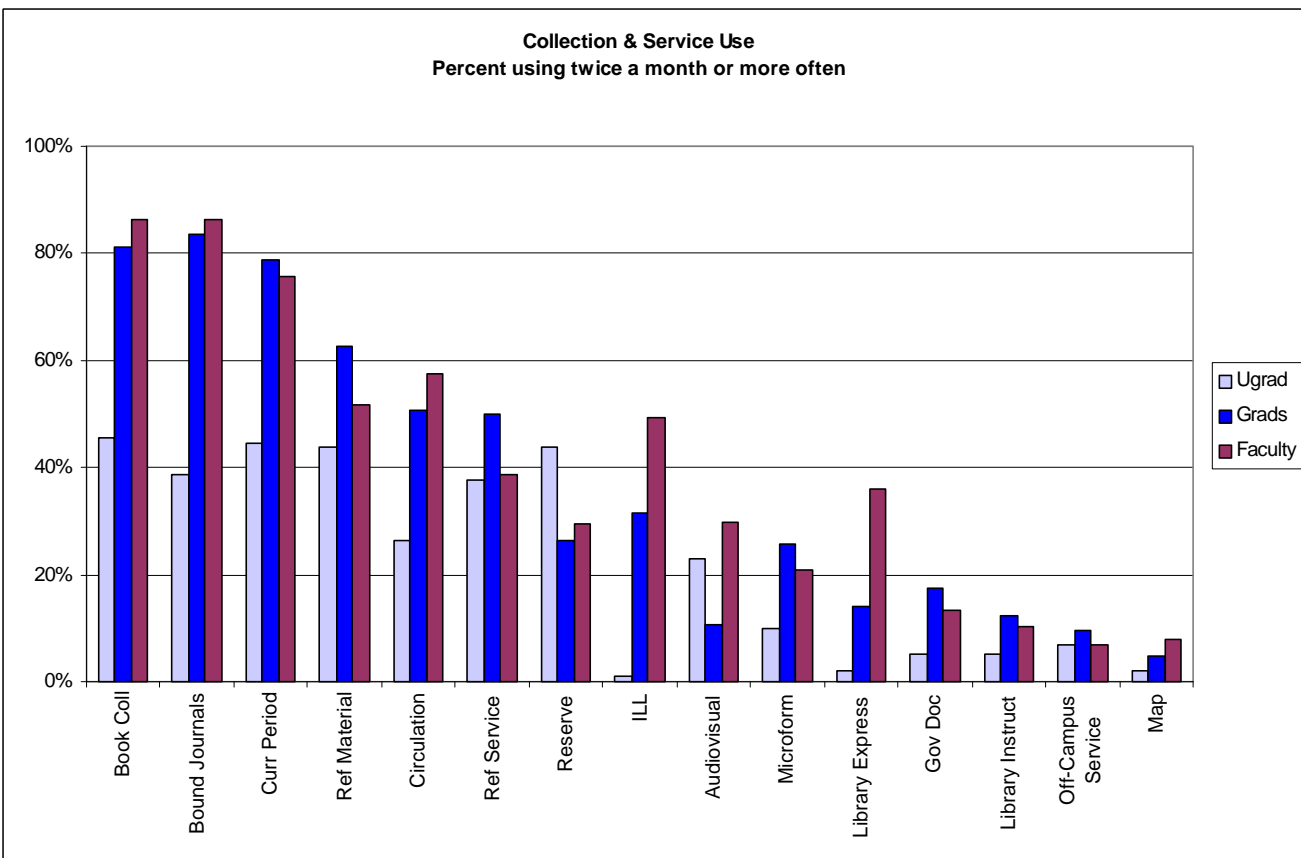
Use of and Satisfaction with Collections & Services

The most frequently used collections are the book and serial collections. Almost 92% of the sample have made use of both the book and periodical collections. The Reference Collection and the Bound Journals are used at almost the same level. Government documents, audiovisual materials, and maps are the least used. Reference services are used by over 82% of respondents, while InterLibrary Services, Library Express, and Off-campus Services reach a smaller user population. On average, more respondents report using library collections and services than in 1998, although much of this use is infrequent.

Percent of those who report any use of library collections and services:

<i>Collection/Service</i>	<i>% Who Have Used It</i>	<i>Change from 1998</i>
Books	91.9%	6.9%
Current Periodicals	91.8%	7.8%
Reference Material	89.2%	12.2%
Bound Journals	89.0%	(-1.0%)
Reference Service	82.6%	9.6%
Circulation Services	74.2%	7.2%
Reserve	72.1%	10.1%
InterLibrary Services	55.0%	17.6%
Microforms	53.6%	17.4%
Government Documents	45.1%	12.1%
Audiovisual	44.0%	(-2.0%)
Library Instruction	41.9%	18.9%
Library Express	29.4%	2.4%
Maps	23.3%	N/A.
Off-Campus Services	18.2%	N/A.

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Among those who are more frequent users of the libraries' collections and services, a similar pattern of use emerges. In an analysis of collection and service use among these groups, a few statistically significant differences were found:

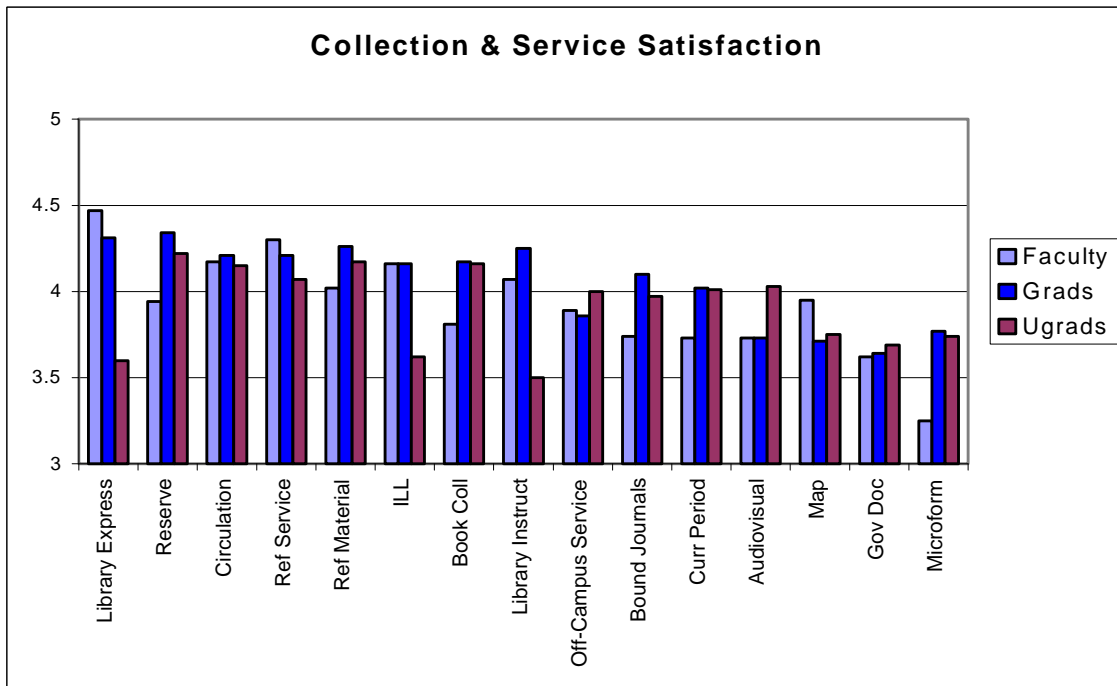
- Undergraduates continue to be the least active users of the book collection. Only 10.7% of undergraduates use the book collection weekly, down from 16.3% in 1998. More than half of undergraduates report that they rarely or never use the book collection, although this is the collection they use most often.
- Humanists use the book collection at significantly higher rates; with more than half (53.2%) reporting use weekly or more often compared to 22% of those in the sciences and 26% of those in the social sciences.
- The bound journal collection is the second most heavily used set of materials by those who use the library frequently. 40% of graduate students report using the collection weekly or more often. Half of the faculty use the collection at least twice a month, with 35% using it weekly or more often. More than 60% of undergraduates report rarely or never using bound journals.
- The pattern of use of current periodicals is nearly identical to that of bound journals. Current periodical use is consistent across the disciplines, although those in the humanities are less satisfied than other groups.

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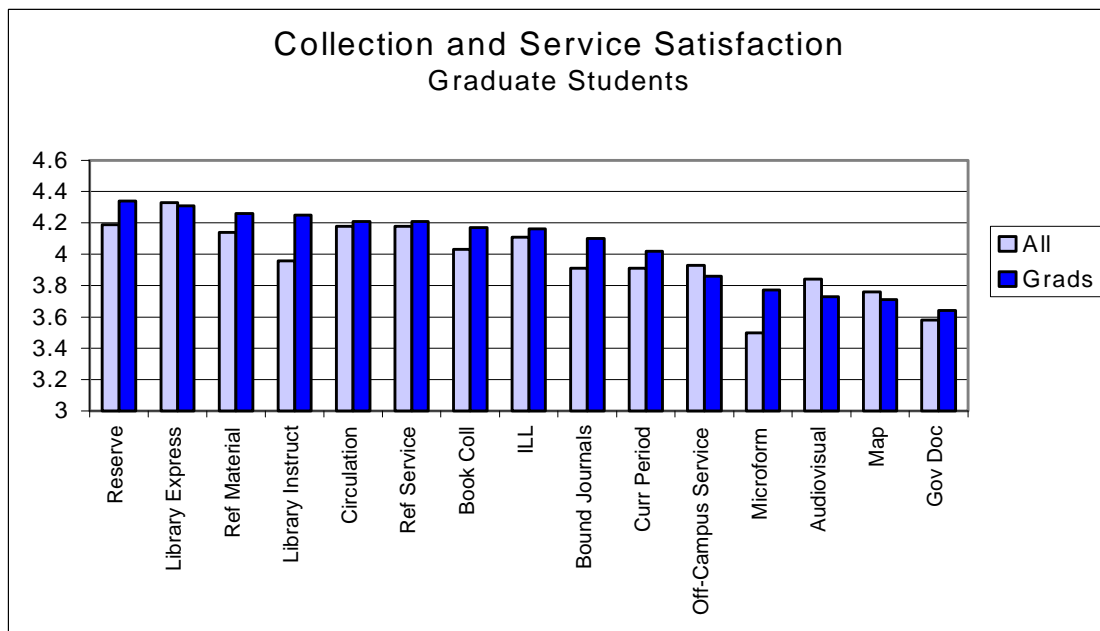
- The government document collection is not used frequently by any group. However, those in the humanities report slightly higher usage and significantly higher satisfaction with document collections and services.
- Maps are the least used type of material included in the questionnaire. 15% of undergraduates report any map use and it is infrequent. Of those, nearly 80% report using map materials in the Hodges Library while slightly over 20% report using the Map Library.
- Humanists consult reference materials significantly more often than those in other disciplines with 29% using the reference collection weekly or more often compared with 14.4% of those in the social sciences and 7.5% of scientist. Humanists give the collection slightly lower satisfaction ratings than less frequent users.
- Reference services are more heavily used by graduate students in all locations except the Agriculture - Veterinary Medicine Library, where faculty are the heaviest users. Undergraduates reporting any level of use of reference services used the Hodges location exclusively. Humanists are slightly more frequent users of reference services and are the most highly satisfied among the disciplines. 64.7% of humanists give the highest rating compared with 37.4% of those in the sciences and 29.6% of those in the social sciences.
- Students are the primary users of course reserves, and this is one of few collections or services with frequent use by undergraduates. 44% report using reserves twice a month or more often with 15% using reserves weekly. The humanities make greater use of reserves than other disciplines.
- Faculty check out materials and use other circulation services at a higher rate than students. Only 8% of faculty report never having used circulation, while over 20% of graduate students and nearly 38% of undergraduates have never used circulation. Over one third of faculty report using circulation services more than once a week compared with 17.5% of graduate students and 5% of undergraduates. Humanists are the heaviest users of circulation services. Less than 10% report never using these services, compared with 29.5% of scientists and 28.6% of those in the social sciences. Humanists are also more satisfied with circulation service with 50% assigning the highest rating.
- Interlibrary Services is used almost exclusively by faculty and graduate students. Frequent users (weekly or more often) are divided equally between those two groups, with faculty making slightly more use of ILS on a monthly bases. Satisfaction with interlibrary loan is high among those who use it with only 6% rating the service below the midpoint. The few undergraduates who use the service rate it only slightly less satisfactory and none gave it a rating below the midpoint. The sciences and humanities make moderate use of interlibrary loan, while social sciences use the service significantly less often with 53% reporting that they had never used it. Those in the sciences tend to rate their satisfaction with ILL slightly lower than other disciplines.
- Library Express continues to have the highest satisfaction rating of all collections and services. 87.5% of faculty and 81.3% of graduate students who use Library Express give it a high or highest rating. The service is used frequently by a small portion of users (10% faculty and 1.6% graduate students). Those in the social sciences are somewhat less satisfied than others. Those in the sciences appear to make the most frequent use of this service.

Satisfaction with Library Collections and Services

General satisfaction with library collections and services has been and continues to be quite high, with little variation in the ratings across the items.

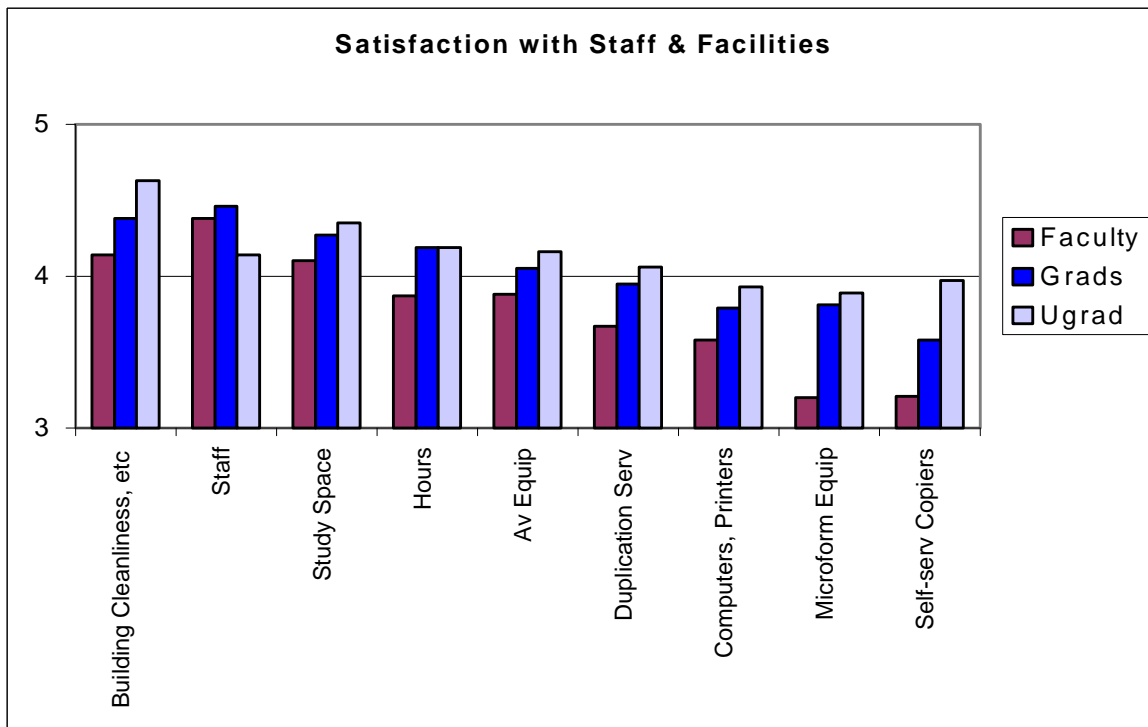


In 1998, graduate students reported more dissatisfaction than other groups. In 2000, graduates students are notably more satisfied. Graduate students are near or above the average rating of all collections and services.



Satisfaction with Library Staff, Hours, and Facilities

Although library facilities, equipment, operating hours, and staff effectiveness are occasionally the subject of user complaints, respondents continue to report high levels of satisfaction.



5 = High Satisfaction

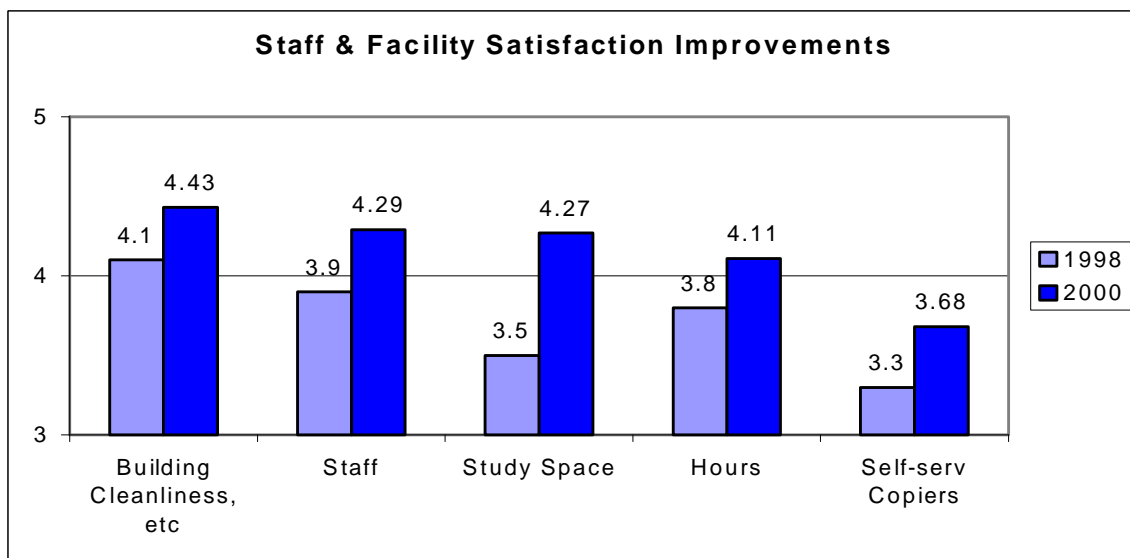
1 = Low Satisfaction

- Overall, the various library buildings received the highest satisfaction rating in this section of the questionnaire. 94% of undergraduates, 90% of graduate students, but only 75% of faculty assigned building maintenance a high or highest rating. Undergraduates rated building maintenance and study space as more satisfactory than did other groups.
- Library staff received the second highest rating in this category. Undergraduates are slightly less satisfied than others with 37.3% assigning the highest rating compared to more than 50% of both faculty and graduate students.
- Undergraduates report the highest satisfaction levels in all categories except staff assistance.
- Graduate students are the most satisfied with the performance of library staff and the level of assistance they receive.
- 91.5% of those in the social sciences and 91.2% of those in the sciences rate their satisfaction with the assistance they receive from staff as high or highest compared with 82% of those in the humanities.
- All students report slightly higher satisfaction with library operating hours than faculty. This is the reverse of the situation two years ago.

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- Satisfaction with the computer equipment in the library is highest among those in the humanities with 77.7% assigning a high or highest rating.
- The lowest satisfaction ratings were given to microform reader/printers and self-service copy machines. Faculty are significantly less satisfied than students. This item generated a large number of negative comments.

Improvements in user satisfaction are reported for each item with corresponding data from the 1998 survey. Although some of these improvements are small, they do indicate that users are generally more satisfied than in the recent past.



Comments

The survey invited respondents to make comments. They were asked specifically to make comments on how well the Library meets their needs and on the adequacy of the Libraries' facilities and staff. They were also encouraged to include comments on any area of library operation of concern to them. The comments are grouped below, but have not been subject to any analysis. Each comment is the expression of a single user.

General Comments: How well do the Libraries' services and collections meet your needs?

Collections

- Would like to see at least one periodical written in Italian and with current issues and trends. (Sophomore - Business)
- I have a hard time locating certain materials sometimes, esp. articles about work of literature or criticisms. - (Junior - English)
- Overall I find the library useful. It would however be nice if some of the very old books be replaced with more up to day publications. (Senior - Human Ecology)
- Well, but some important journals are no longer carried. (Senior - Psychology)
- There should be more African American periodicals. There should be a place to drop off books - parking is so difficult. - (Graduate Student - Education)
- The libraries' collections seem fairly up to date and expansive. - (Graduate Student - Nursing)
- Need more classics. (Graduate Student - Philosophy)

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- I really enjoy Hodges, the study areas and the floor maps. I would like to see either more Brazilian magazines or newspapers. (Masters Student - Information Science)
- Well. Nice size and assortment of collections. - (Masters Student - Nursing)
- Mostly good, but the reduction in journal and periodical subscriptions is a problem. The library needs to subscribe to many, many, many journals or make more available via the Internet. - (Masters Student - Ornamental Horticulture and Landscape Design)
- The book collection is adequate, but the planning collection needs help. More books across the board and online journal access is my suggestion. Please modify online search screens to instruct. - (Masters Student - Planning)
- Fairly well. There are some journal that I could really use that we don't have. Fortunately interlibrary loan is good. (Ph.D. Student - Ecology, Evol. Biology)
- Periodical collection more inadequate with the lack of funding. The services are generally good, but the collection is inadequate with too much competition for certain books. It seems that those materials with a high demand could have more than one copy. The library needs a read budget to avoid a third rate status. (Ph.D. Student - Education)
- I would like to have the library buy more books in my field of Ecohydrology. (Ph.D. Student - Engineering)
- Having to wait for a journal that has been put in storage is a real problem for me. I live 1.5 hours from campus, am not on campus regularly and can not wait a few hours or until the next day for it to be retrieved. (Ph.D. Student - English)
- Very inadequate holdings. Hard to access what is in library. Online catalog is hit or miss - can't rely on it or staff for help. Better to go to some distant library to find what you need - then return to UT to see if you can find it. (Professor - Arts & Sciences)
- Some intelligent books on tape would be nice. (Professor - Communication)
- Well to very well. But not in my field, India, but library should not build a collection of India materials (you get enough) for me and Jos. Fitzgerald. (Professor - Economics)
- Collections of books are two years behind and journal collections is thin. (Professor - Education)
- Need more journals. We need to reclaim lost journals and add to subscriptions - I know this is difficult. (Professor - English)
- Hodges is better on Japanese books and journals than it used to be. Of course, UTK is no Harvard. But with my personal collection and interlibrary loan, things are okay. (Professor - History)
- Because of inter-library loan, very well. Many journal articles I need have to be requested. This prevents perusing issues though for free-range reading! (Professor - Human Ecology)
- More subscriptions of electronic journals are better. Cross reference of book collections can be better. (Professor - Human Ecology)
- Occasionally I would like to use the library on Friday evenings. I think we are falling behind in our reference and monograph collections, but the library staff does well with the resources it has. (Professor - Modern Foreign Languages)
- Would like to see more recently published books in scientific areas such as computers, numerical analysis. (Research Assistant - Chemistry)
- Current periodicals include too few in my field. In the past I have had difficulties to access journal issues during the too-extended period when they were being bound. Personnel are mostly quite helpful. (Professor - Botany)

Delivery and Access

- I wish there were some way to get books from Preston Library online or delivered or something. (1st Year - Arts & Sciences)
- For my work I have had to ILL many books and articles. This process can be VERY slow. (Masters Student - Information Science)
- Many journals must be obtained from ILS - some full-text articles do not include accompanying figures and tables. (Masters Student - Information Science)
- ILL and Library express are very good. (Professor - Animal Science)
- Library Express is great for me and my staff - enhances efficiency. Keep it if at all possible. (Professor - Ecology, Evol. Biology)
- Library Express is a great service - saved me lot's of time. (Professor - Education)
- Library Express orders are sometimes fouled up; too many volumes missing from library collection that I must make too many ILL requests. ILL and LE are sometimes slow. I don't like it that my new journal subscription requests have all been rejected. (Professor - Education)

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- The worst service I've ever received at Hodges library was in dealing with interlibrary loan in 1996 + 1997 over a rush ordered book that was totally messed up and took longer (2 weeks) than any other think I requested through book loan. Error was due to one of the staff who passed the buck to someone else!!! (Professor - Philosophy)
- The Library Express is great. - (Staff - Animal Science)
- Most of the time. The only problem would be in the delay to get the articles, especially if they are not published in an U.S. journal. (Staff - Plant & Soil Science)

Online Services

- I think email notices should be sent about overdue books. (1st Year - Engineering)
- AV screens, etc. are too small. This may not be possible to fix. Sometimes I have problems doing a library search from my personal computer - the screen reads search error for every entry. (Undergraduate Student - College Scholars)
- I do not like the current catalogue screen (grey and orange) I will only use the older grey and blue system. (Senior - English)
- Web database services are not user friendly. (Masters Student - Education)
- I find your new periodical reference computer access very confusing - and your staff have not been very helpful. (Ph.D. Student - Human Ecology)
- Would be helpful to have online collections (I.e. PsychInfo) available off-campus from non-UT account. It may be - I just need to check into it. (Ph.D. Student - Human Ecology)
- Online catalog can be very poor, relative to what it could be (e.g. it is too frequently unavailable, it is erratic in finding materials, it is not as user friendly as it could be), although even with flaws it is invaluable. The library databases, especially Web of Science and Current Contents are great and easy to use. (Professor - Botany)
- Because the reserve desk lagged in going online, I haven't bothered to try to put items on reserve in over a year. Is it online now? Another problem is that although the library's web interface has improved, it is still a bit clunky. My biggest complaint is that when the catalog is down, you get an error message rather than a simple message that the catalog is unavailable. It is VERY irritating to get a message no such items in the collection after a keyword search rather than being told to try later. (Professor - Ecology, Evol. Biology)
- Much better databases on current periodicals, journal contents. (Professor - Art)
- Seems to be a problem with library home page on Unix/Netscape. Menu in center which appears when you point to a main category rarely works/comes up. (Professor - Chemical Engineering)
- The library's online catalogue is the poorest one I know of. For instance, the Acorn system is far superior and would have been less expensive. (Professor - Religious Studies)

Other Services

- Looking in architecture periodicals is somewhat confusing and frustrating. Also there is never anyone on the forth floor to ask for help. (Sophomore - Architecture)
- Audiovisual is a good service, but they need to upgrade the headphones. Also we need the control at the desk because I don't want to waste my time watching the previews. (Sophomore - Business)
- I love our library! However, we pay enough for tuition and the technology fee! I do not want to pay for anything else, but occasionally I am required to get info from the net, and I can't afford to pay per page. (Junior - Education)
- Very well. Books checked out to graduate students should not be checked out as long. I am a grad student, and I do not need them for 4 months or a semester. It's frustrating to have to recall a book. (Graduate Student - Law/Business)
- If they don't have it, Elsie Petris gets it ASAP. But usually we don't have it & accessing the article online is most efficient. (Masters Student - Social Work)
- I feel my needs have been met on an exceptional basis. My problems has only been that overdue notices are mailed 3 - 5 days after the book is due back. (Masters Student - Human Ecology)
- Books are frequently not where they're supposed to be, yet not checked out. I don't think I'm aware of many services. (Ph.D. Student - Education)
- It would be nice to be able to look at ERIC documents where you are not on campus and if you do not own a computer. (Ph.D. Student - Education)
- I like the library services and appreciate it. I am hoping the audiovisual service improved by making some videos/tapes available for checking out. In addition, it may be good to design a link in UTK

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library website for announcement, such as book sale, new books, new services. (Ph.D. Student - Human Ecology)

- Many of the books I need are checked out/misplaced - multiple copies aren't available - periodical/journal subscriptions are poor. (Professor - Architecture)
- Very well. Only difficulty is being unable to locate periodicals on shelves. (Professor - Human Ecology)

Simple, short responses

- Overall, I am very satisfied with service I have received from Hodges Library. (Undergraduate Student - Chemistry)
- Very well. (Undergraduate Student - Sociology)
- Great (Undergraduate Student - Wildlife & Fisheries)
- Pretty well. (1st Year - Arts & Sciences)
- Fairly well. (1st Year - Business)
- Fine. I just haven't really needed to use the library that often since I have a computer in my dorm room. (1st Year - Business)
- Very well. (1st Year - Communication)
- They need my needs quite well, I just find Hodges library system extremely confusing. (1st Year - Education)
- All of my needs are met. (1st Year - Engineering)
- Usually they are satisfactory and user friendly. (1st Year - English)
- Typically, my needs are met very well. (Sophomore - Communication)
- So far, so good (Sophomore - Computer Science)
- Pretty well all around (Junior - Education)
- They meet all the needs I have needed during my 3 years at UT. (Junior - Pre-Pharmacy)
- Okay (Junior - Psychology)
- I have not used them enough to make any comment yet. (Junior - Wildlife & Fisheries)
- They meet my required needs most of the time. (Senior - Engineering)
- For my purposes and needs, the libraries do very well. (Senior - English)
- Pretty well. (Senior - English)
- Excellent (Senior - Ecology, Evol. Biology)
- I used to use the library everyday when I first started at UT. I have always appreciated the library we have at UT. (Senior - Human Ecology)
- Fairly well. (Senior - Journalism)
- Very well. - (Graduate Student - Education)
- Very good - (Graduate Student - Engineering)
- The music library is extremely helpful, efficient. I enjoy doing my research there. - (Graduate Student - Music)
- Very well! (Masters Student - Education)
- It is all wonderful. I have no complaints. Reference workers (esp. Anne Bridges) are very knowledgeable and helpful. (Masters Student - History)
- Overall I am generally pleased. (Masters Student - Music)
- Half (Ph.D. Student - Chemistry)
- They meet most of my needs most of the time. (Ph.D. Student - Chemistry)
- Very well. (Ph.D. Student - Education)
- I would say GOOD since what we don't have I can get on loan. (Ph.D. Student - Modern Foreign Languages)
- Very well (Ph.D. Student - Psychology)
- Very well. (Professor - Chemistry)
- Okay (Professor - Economics)
- I'm satisfied with the library service. My graduate students used the service more than I do. They would have a better perspective than I. (Professor - Engineering)
- Very well. (Professor - Journalism)
- Very well. (Professor - Philosophy)
- Very good (Professor - Physics)
- Generally, very good service. (Professor - Planning)
- Very well. (Staff - Agriculture Science)
- Overall - well (4-5) (Staff - Computer Science)

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General Facilities and Staff

- I am very impressed with the facility as a whole. The building is very nice and comfortable and offer a broad range of services. (Undergraduate Student - chemistry)
- Study room is a pit. Undergrad students need more upstairs (floors 3,4,5) study rooms. (Undergraduate Student - College Scholars)
- My experiences have been positive ones, and the facilities and staff are great. (1st year - Engineering)
- I take advantage of the after-hours study areas frequently. (Junior - Communication)
- Smoking space in Hodges could be better, maybe with a window view. (Junior - Business)
- Facilities are well maintained with the exception of the restroom on the main floor. This rest room unfortunately is found to be in need of trashcans being emptied and floors picked up more often. (Junior - Art)
- Cannot use MATLAB to print from last time I was there. Duplication service too expensive. Everything should be free for what I am paying. (Senior - Engineering)
- Don't like library closing on football Saturdays; Need much more quiet study area and enforced somehow. (Senior - English)
- Finding items in the periodicals sections is a nightmare. (Senior - Architecture)
- It is not a peaceful environment, there is always a tour or some event passing through when I am there. (Senior - Business)
- It would be helpful if the library would offer a course (non-credit, voluntary) on how to use what is in the library." (Senior - Journalism)
- Need more study areas and MANY more photocopiers (Senior - History)
- The library (Hodges) needs more open computers/study space after 12 midnight, maybe until 2 am." (Senior - Psychology)
- When leaving Hodges one time the alarm went off. I was late for a class I was supposed to teach and they went through my bag 3 times and still couldn't figure out what made it beep. I wasn't happy with these circumstances and I think a different method might be better. (Graduate Student - Music)
- The layout there stinks. It's like a maze without any real purpose. (Masters Student - Political Science)
- (Soc. Work Nashville) hours aren't broad enough to accommodate working students (evening and weekend hours) Computers are old and slow. Staff is great. (Masters Student - Social Work)
- Need more one day classes for new students. Staff assumes we know how to use library at times. (Masters Student - Education)
- Snack-study area too small. Not enough quiet study areas. Microform readers awkward to use for long periods of time. Too few computers and printers. Too few copiers, quality often poor. Staff helpful and friendly." (Masters Student - Information Science)
- We need full weekend access, more computers, cheaper copies and cleaner space in the study area. (Masters Student - Planning)
- Women's bathroom on 2nd floor is often very dirty. (Masters Student - History)
- Good. (Ph.D. Student - Chemistry)
- Seeing as I hardly ever visit the libraries any more, I can't comment on most items. (Professor - Ecology, Evol. Biology)
- Self-checkout opens the way for robbers. Believe me! (Professor - Economics)
- I find the stairways in the library between the floors to be unswept and unclean and sometime the bathrooms. (Professor - Philosophy)

Online System

- The library system itself is incredibly hard to get used to. (1st year - Education)
- I find the computer program for finding topic references very tedious. The card catalog was easier to use than the computer program for searching for a topic and related issues. (Professor - Vet Medicine)
- It has been for several months: not easy to search or print patents. Some problems in that data bank. (Professor - Human Ecology)

Staff

- Excellent at the Ag Vet library (Undergraduate Student - Wildlife & Fisheries)
- The staff is generally helpful and polite. I've encountered a rude staff worker in duplication. (Undergraduate Student - College Scholars)
- Helpful, friendly and they do a hell-of-a-job! (1st year - Communication)

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- Staff is real helpful (1st year - Arts & Sciences)
- The faculty is really helpful. (1st year - Education)
- They help a lot. (1st year - Arts & Sciences)
- Staff is generally very pleasant and helpful (Sophomore - Architecture)
- I am very pleased w/ the staff's assistance and willingness to help. Their help encourages me to pursue other methods in obtaining material needed. (Junior - Biochemistry)
- Overall nice staff. (Junior - Education)
- The staff is extremely helpful and considerate. (Junior - Art)
- The check-out folks are so friendly and sometimes I have questions. (Senior - English)
- Reserve is great but people (workers) there are very rude. (Senior - History)
- Staff extremely helpful. Library should be open earlier on Sundays. (Senior - Speech Communication)
- They've always been very helpful. (Senior - Engineering)
- With specific regard to the staff of reference and periodicals. I am always given the impression that they do not wish to be bothered by students in need of help. (Senior - Human Ecology)
- Everyone is very friendly and helpful. (Graduate Student - Education)
- Excellent (Graduate Student - Education)
- The staff are usually helpful - example Lana Dixon is very helpful and patient. (Graduate Student - Nursing)
- Our librarian in Nashville is very helpful and pleasant. (Graduate Student - Social Work)
- The staff at the Law Library, Jean Moore and Steve Thorpe in particular are outstanding. (Graduate Student - Law)
- Always very helpful! (Masters Student - Nursing)
- I have found all staff extremely helpful and very service oriented. (Masters Student - Social Work)
- Margaret Casado is extremely helpful. (Masters Student - Human Resource Development)
- Quit getting online journals and hire real people - the staff is very knowledgeable. (Masters Student - Political Science)
- I love this library and I want to complement the staff enthusiastically - they should all get raises!! (Masters Student - Planning)
- I have always found the staff very helpful. (Ph.D. Student - Modern Foreign Languages)
- Students have trouble even knowing where to direct you - not enough professional help. (Ph.D. Student - Education)
- Some of the reference librarians seem to be doing one a favor when I ask for help, which I do politely. The other day, one seemed perturbed that she had to discontinue a conversation with another reference librarian to help me. No other student was needing help at the time. The circulation people are nearly always pleasant and efficient. (Ph.D. Student - English)
- Very good and professional (Ph.D. Student - Human Ecology)
- VERY helpful (Ph.D. Student - Human Ecology)
- Ann Viera is GREAT! (Professor - Animal Science)
- Excellent. (Professor - Architecture)
- Great staff - especially K. T. Bailey in interlibrary services. (Professor - Math)
- I have always experienced the staff as helpful, sometimes devoting considerable time and energy to solve a problem. (Professor - Human Ecology)
- Staff in Hodges does not even know holdings. Poor desk assistance - cataloging the worst I've ever seen. (Professor - Arts & Sciences)
- Staff is exceptionally helpful. (Professor - History)
- Super helpful staff like Alan Wallace. ILL staff is great. (Professor - Education)
- The reference room staff is wonderful. The reserve room, ILL and current periodical staffs are also fine. (Professor - Philosophy)
- We are fortunate to have such a facility as Hodges and a staff there who are so helpful. (Professor - Education)
- You need more staff. (Professor - English)
- Staff is real helpful (Research Assistant - Agricultural Sciences)

Equipment

- More photocopiers (1st year - Business)
- There need to be more copy machines available, especially since they are so prone to being out-of-order sometimes. (1st year - English)
- The copiers are archaic and slow. (Junior - Psychology)

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- More copiers in the reserve room would be helpful. Sometimes there is a very long wait.
- (Senior - Business)
- Need more computers during peak hours - microform readers and AV equipment needs updating. (Senior - History)
- Need more personal vcrs in audiovisual; newer, easier microfiche; printers always broken, photocopiers always broken. (Senior - English)
- Computer labs could be better maintained. Toner for printers are not always changed in a timely manner. Computer lab assistance could use more technical training. (Graduate Student - Law/Business)
- Need more available computers. (Graduate Student - Nursing)
- More computer terminals would be nice so you don't have to wait. (Masters Student - Ecology, Evol. Biology)
- More terminals are needed on 3 - 6 floors to access the OAC (Masters Student - Information Science)
- Need more computers and printers (Masters Student - Education)
- Photocopiers often leave streaks/marks; have never seen a working stapler near the photocopiers. (Masters Student - Philosophy)
- The copiers in the periodicals are severely outdated and do not make quality copies. (Masters Student - Human Ecology)
- It seems the copiers on the different floors are always broken. (Ph.D. Student - Engineering)
- Microfilm facilities are not adequate. (Ph.D. Student - Education)
- Need more and better quality photocopiers (Ph.D. Student - Education)
- The library (Hodges, gov doc) needs more and better microfilm copying machines." (Ph.D. Student - History)
- Photocopiers: sometimes they linger for hours with a paper jam. On weekends they can almost all be down. As a person who finds walking and carrying books very painful, this is infuriating. Computers: limit email monopolization! Control use by trolls looking at women online. Filthy (unbathed) men surfing for sex chat in a university library should not be a free speech issue. I have nothing against porn, but this is different. (Professor emeritus - French/Medieval Studies)
- Computers are obsolete, do not run library software very well. Copies are poor quality, difficult to access - especially current periodical room where it is most needed." (Professor - Botany)
- Computers are SLOW and always seem to lock up when you try to use them. (Professor - Engineering)
- Microfilm readers are old and broken. Some readers are old and tricky to use and give poor copies (Professor - Vet Medicine)
- I hope there are more Xerox machines on each floor (Professor - Modern Foreign Languages)
- I work with some microforms that are hard to read on the present equipment. I don't know whether more (greater magnification) is possible or whether the quality of the microfilm is so bad that nothing more could be done. (Professor - Modern Foreign Languages)
- If you simply want to do a search to get the call number of a book or journal you can never find a free computer for all the students checking mail and running Netscape/internet. (Professor - Chemical Engineering)
- Need more photocopiers on 3rd and 4th floors. (Professor - Economics)
- Some computers should be set aside for library access; general internet access should be limited to certain machines. I use the library web page for library express orders. (Professor - Chemical Engineering)
- Photocopiers are often broken and are so over used one usually has to wait in line to use one! (Professor - Arts & Sciences)
- Quality is a problem on photocopies. Get better microfilm readers, they give poor copies and are archaic. Professor - Vet Medicine)
- Quality of copies from microfilm readers is poor - usually dark and not true to grid indicators. (Professor - Nursing)

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Hours

- I wish the stacks in Hodges were open all night. I am pleased that reserve is now open all night. The people in AV services are great. (Undergraduate Student - Sociology)
- I really think that a major university library should open before 1:00 on the weekends. (Senior - English)
- I would like if you opened at 6 am instead of 8 a.m. (Senior - Business)
- Need to open earlier on Sat. & stay open later. (Masters Student - Education)
- My greatest need is to have the library open past midnight. I have evening classes and clinical hours so if the library were open till 2 am it would be very helpful. (Graduate Student - Nursing)
- The only time the library has not been open when I've liked it to be is Friday evenings - perhaps remain open until at least 7:00 p.m. (Graduate Student - Business)
- Extend Sat. hours to 10 or 11 hours (Masters Student - Education)
- I wish the (Music) library were open on Saturdays. It is crowded too, but everyone (students and staff) are very accommodating. (Masters Student - Music)
- The weekend hours are very limited. I made a trip to the library on Saturday morning at 9 a.m. and the library was not open. (Staff - Animal Science)
- Hours during the term are OK, but intersession and summer less good." (Professor - History)
- I would like to have the vet med library open earlier on the weekends (around 10 am or so). (Professor - Vet Medicine)
- It would be great to have the library open earlier on Saturdays - 10:00 is late. (Professor - Education)
- Library hours at Hodges should be extended on Friday afternoon and Saturday. (Professor - Physics)
- Should open the library earlier on Sunday and try to be open 24 hours during the semester. (Professor - History)

And Parking...

- There needs to be a reserved place for students to park on game days. Education first! Athletics second! (Masters Student - Ornamental Horticulture and Landscape Design)
- I would like to see some sort of short term parking arrangement for those who are not 20 years old to check out and/or drop off large quantities of books. Sometimes I need to check out a couple of dozen books, but it can be difficult to carry such a load for a mile or so even though I am in good shape for my age. (Ph.D. Student - Education)

Other Comments and Margin Notes

- The Library is a critical component of the university, both from teaching and research. It needs to be a very high university priority to keep it as functional as possible. If UT is to be a top 25 institution, we need a library that is in the top 25 to get there. (Professor - Botany)

Retrieve articles in full text

- I wish. (Graduate Student - Philosophy)

Search databases for articles or data

- This does not work well. (Professor - Art)

Web access to journals and articles in my field is important

- If complete! I also use the Library Webpages to make library express requests. (Professor - Education)
- I have not gotten into this enough (Professor - Modern Foreign Languages)
- DUH! (Masters Student - Political Science) *This student also commented that the library should get fewer electronic resources and more real people.*

Pay for print

- Activities fee should cover printing and campus delivery (Senior - Business)
- 5 cents (Senior - Literature)
- Why not use recycle paper for printing? Could use back side that is usually clean. (Professor - Human Ecology)
- Technology fee (Senior - English)

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Self-service checkout

- How would this work? (Staff - English)

Online use

- Mostly I just do not understand these things (b. 1925). (Professor - Economics)
- I would like to access electronic journals. If I understood the UT website better, I would visit the library less often. (Masters Student - Education)
- I am just starting to understand the ins and outs of online information, though my students and colleagues seem to heavily rely upon the Internet and Web access. (Professor - Philosophy)

I visit the library less often and rely more on online services

- I use microfilm and these visits are very important. (Professor - Vet Medicine)

1999-2000 Planning Subgroup

This report is also available on LibLink, the University Libraries' webpage. It can be found in the "About UTK Libraries" menu selection, under "Planning and Policies" (www.lib.utk.edu/about/plan.html). The raw data and output from cross tabulations are available for further analysis. Please contact Tamara Miller for more information on the dataset and statistical output.

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