



Library Services Survey

Welcome [firstname] [lastname],

If you are not [FIRSTNAME] [LASTNAME], please [request your unique web link](#) to this survey.

Please help the MIT Libraries assess how well we currently meet your needs and what areas we might be able to improve. In 2005, we undertook a similar survey, and the feedback received from that effort resulted in many improvements to our collections, services, and physical spaces. We ask that you assist us again. Thank you.

For your efforts you'll be entered into a lottery to win:

- iPod touch [32 GB] or \$400 in TechCASH (5 prizes awarded)
- iPod touch [16 GB] or \$300 in TechCASH (10 prizes awarded)
- iPod nano [16 GB] or \$200 in TechCASH (10 prizes awarded)
- iPod shuffle [2 GB] or \$70 in TechCASH (50 prizes awarded)

At the end of the survey, you will be able to select the type of prize (iPod or TechCASH) for which you'd like to be considered.

The survey is completely voluntary. You may answer as few or as many questions as you wish. The Office of Institutional Research will remove individual identifiers before extracting the data for analysis. The results of this study will be reported in summary form only.

The survey has multiple sections and should take about 10-15 minutes to complete. You may come back at any time and answer more questions.

Thank you for your participation.

[Begin the Survey >>](#)

If you have any questions or comments about this survey, please contact [Steven Gass](#), Associate Director for Public Services.

Library Services Survey

Note: All hot links within this survey will create a pop-up screen outside of the survey, and are included simply for your reference while answering the questions. For your convenience, all URLs are provided at the end of the survey.

Do you use the [Libraries' web site](#) or any of our electronic interfaces or subscriptions (such as [Barton](#), [Vera](#), [JSTOR](#), [LexisNexis](#), [Web of Science](#), etc.)?

- ☐ Yes
- ☐ No
- ☐ I don't know

Frequency of Use

In general, how often do you use the following library services each year?

	Frequency				
	Never	Infrequently	At least once a month	At least once a week	Daily
Print book or journal collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic book, journal, or other online collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic collections such as numeric or geospatial data, images, and other non-textual materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-Theses, working papers, and other items available in DSpace@MIT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barton , the Libraries' catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vera , the Libraries' gateway to electronic subscriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research Help services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Libraries' physical spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select Next to save your entries on this page and proceed to the next page.

Collections

The following lists some of the **collections** currently provided by the Libraries. For each item listed below, please tell us whether you were aware of **this collection** prior to the survey, and how important **each collection** is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No Opinion
Print books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Books in digital format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print journals and magazines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic journals, magazines and other textual materials (e.g., New England Journal of Medicine, Science, JSTOR , LexisNexis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your overall satisfaction with the collections in the MIT Libraries:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In your field(s) of study or research, what gaps have you noticed in the libraries' collections? What improvements would you suggest?

Select Next to save your entries on this page and proceed to the next page.

Finding and Using Library Materials

The following lists some of the **tools and methods for finding and using library materials**. For each item listed below, please tell us whether or not you were aware of **each tool or method** prior to this survey, and how important **each tool or method** is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No Opinion
Barton , the Libraries' catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vera , the Libraries' gateway to electronic journals and databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Scholar to access library subscriptions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to request delivery or holding of an MIT Libraries' item for pick-up at any MIT Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanning and delivering journal articles from storage to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining items not owned by MIT from other academic libraries on your behalf (Interlibrary borrowing/loan)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-service printing/copying/scanning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your overall satisfaction with the tools and methods for finding and using MIT library materials:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you could not find something in electronic form, but the Libraries did have it in print, what would you do? Choose one.

- ☐ Find the print version to borrow, scan or copy.
- ☐ Use the Libraries' [Web-Docs](#) service to have a pdf made for a fee.
- ☐ Find something else instead that is electronic.
- ☐ Other

Do you have any suggestions for improving [Barton](#) or [Vera](#)?

What other suggestions do you have that would improve your ability to find and use library materials?

Next >>

Select Next to save your entries on this page and proceed to the next page.

Research Help

The following lists some of the **services currently provided by the MIT Libraries to assist with research**. For each item listed below, please tell us whether or not you were aware of **each service** prior to this survey, and how important **this service** is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No Opinion
Assistance from your departmental librarian liaison (in person, via email or phone, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from library staff at a service desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from library staff through the Ask Us! email service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction by librarians on finding, using, and evaluating information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geographic Information Systems (GIS) Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Science Data Services (e.g. Statistical Consulting , help finding data)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research guides for specific subjects or courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video tutorials that explain how to use the Libraries' materials or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate your overall satisfaction with the Research Help services offered by the MIT Libraries:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which of the following current and potential ways to interact with library staff do you prefer? Select two at most.

- ☐ in person
- ☐ by email
- ☐ by phone
- ☐ via IM
- ☐ via texting
- ☐ within Facebook
- ☐ prefer online [research guides](#)
- ☐ other (please specify)

What improvements might you suggest in the way that the Libraries offer research help?

Next >>

Select Next to save your entries on this page and proceed to the next page.

Library Spaces

The following lists the **spaces** that comprise the Libraries. For each facility listed below, please tell us how **satisfied** you are with **this library's physical space**.

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable (e.g. not in a position to rate)

Aeronautics/Astronautics Library (33-111)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barker Engineering Library (10-500)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dewey Library for Management and Social Sciences (E53-100)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Humanities Library (within the Hayden Library, 14S-200)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Intersection -- Stata Center (32, Student Street)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Institute Archives and Special Collections (14N-118)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lewis Music Library (14E-109)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Storage Annex (N57-200)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lindgren Library of Earth, Atmospheric and Planetary Sciences (54-200)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rotch Library of Architecture and Planning (7-238)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rotch Visual Collections (7-304)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Science Library (within the Hayden Library, 14S-100)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If applicable, what did you do the last time you came to one of the Libraries' spaces? Select all that apply:

- ☐ individual study
- ☐ group study
- ☐ do research
- ☐ check out or return materials
- ☐ use the collection
- ☐ use equipment
- ☐ ask a question
- ☐ other (please specify)

What improvements would you suggest to the Libraries' physical spaces?

Next >>

Select Next to save your entries on this page and proceed to the next page.

Information Management and Consulting

The following lists some of the **services and tools currently provided by the MIT Libraries to assist with information management**. For each item listed below, please tell us whether or not you were aware of **each service** prior to this survey, and how important **this service** is to you for your research or coursework.

	Awareness		Importance				
	Not Aware	Aware	Not Important	Somewhat Important	Very Important	Essential	No Opinion
Bibliographic management tools (to help collect and manage your citations e.g., RefWorks, EndNote)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with copyright management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to archive your digital work (DSpace)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Support for data management and publishing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
--	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Please indicate your overall satisfaction with Information Management & Consulting services offered by the MIT Libraries:

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about the biggest challenges that you experience with managing your information, what improvements would you suggest to the Libraries' services?

Next >>

Select Next to save your entries on this page and proceed to the next page.

Innovations and Improvements

The following are areas where the MIT Libraries are considering innovations, expansions or improvements. Please indicate how important it is for the Libraries to focus on each of these areas.

	Not important	Somewhat important	Very important	Essential	I don't understand or no opinion
Acquire new books in digital format instead of in print	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collect and provide online access to the output of MIT-hosted conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide a tool for me to publish and maintain a bibliography on the web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expand support for data management (e.g., assistance in creating data management plans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Acquire and provide support for new data and knowledge management tools (as we currently do for products like ChemDraw , ArcGIS , Biobase)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain lists of library items I've checked out and returned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enable me to add tags and reviews to items in the library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A version of the MIT Libraries' web site (and catalogs: Barton/Vera/DSpace , etc.) designed for mobile phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More MIT Libraries search widgets for use in other interfaces (as we currently have for Facebook and iGoogle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Capturing of videos of MIT class lectures for replay later during the semester	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you have suggestions for other areas where the MIT Libraries should consider innovations, expansions or improvements? Please specify below, and indicate how important it is for the Libraries to focus on the area.	Not important	Somewhat important	Very important	Essential	I don't understand or no opinion
Other (1st): <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (2nd): <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next >>

Select Next to save your entries on this page and proceed to the next page.

Overall, how satisfied are you with the MIT Libraries?

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conclusion

What should the Libraries' top priority be for the next two or three years?

What would you like us to know or think about that we have not already asked?

From time to time the Libraries develop new products and services. Would you be willing to give us feedback on these? If so, please enter your email address.

Drawing

Thank you for taking the time to complete the survey. Everyone who completes the survey will be entered into a prize drawing. We'd like to know which prize you would prefer - please select one prize for each category.

1st prizes (5 prizes awarded)	<input type="radio"/> iPod touch [32 GB]	<input type="radio"/> \$400 in TechCASH
2nd prizes (10 prizes awarded)	<input type="radio"/> iPod touch [16 GB]	<input type="radio"/> \$300 in TechCASH
3rd prizes (10 prizes awarded)	<input type="radio"/> iPod touch [16 GB]	<input type="radio"/> \$200 in TechCASH
4th prizes (50 prizes awarded)	<input type="radio"/> iPod touch [2 GB]	<input type="radio"/> \$70 in TechCASH
<input type="checkbox"/> Please check if you do not wish to be entered in the drawing.		

FINISH >>

Select FINISH to save your entries on this page and complete the survey.

MIT libraries

**Library Services Survey - Thank you for your input!**

To learn about new services and MIT Libraries-sponsored events, please visit or subscribe to our [blog](#).

The following are all the pop-up links from the survey, as well as other services mentioned in the survey. Please feel free to contact us if you have any questions!

Libraries' web site

<http://libraries.mit.edu/>

ArcGIS

<http://libraries.mit.edu/gis/software/software.html>

Ask Us! email service

<http://libraries.mit.edu/ask-email>

Barton

<http://libraries.mit.edu/barton>

Bibliographic management tools

<http://libraries.mit.edu/help/bibliography>

Books24x7	http://libraries.mit.edu/get/books24x7
ChemDraw	http://libraries.mit.edu/guides/cheatsheets/chemdraw/
Copyright management	http://info-libraries.mit.edu/scholarly
Data management and publishing	http://libraries.mit.edu/data-management
Delivery or holding of item for pick-up at any MIT Library	http://libraries.mit.edu/ordering/your-account.html
Departmental librarian liaison	http://libraries.mit.edu/ask-us/experts.html
DSpace@MIT	http://dspace.mit.edu/
Early English Books Online (EEBO)	http://libraries.mit.edu/get/eebo
Electronic book, journal or other online or digital collections	http://libraries.mit.edu/vera
Geographic Information Systems (GIS) Services	http://libraries.mit.edu/gis
Google Scholar	http://libraries.mit.edu/help/google-scholar/
iGoogle	http://libraries.mit.edu/help/gadgets/google.html
Interlibrary borrowing/loan	http://libraries.mit.edu/ilb
JSTOR	http://libraries.mit.edu/get/jstor
LexisNexis	http://libraries.mit.edu/get/lexis-nexis
MIT Libraries search on Facebook	http://apps.facebook.com/mitlibraries/
Research guides	http://libraries.mit.edu/research-guides
Research Help	http://libraries.mit.edu/ask-us
Scanning and delivering journal articles from storage to you	http://libraries.mit.edu/lsa/pdf-delivery.html
Self-service copying	http://libraries.mit.edu/about/copier-locations.html
Self-service printing	http://libraries.mit.edu/about/faqs/printing.html
Self-service scanning	http://libraries.mit.edu/about/book-scanners.html
Social Science Data Services	http://libraries.mit.edu/guides/subjects/data
Statistical Consulting	http://libraries.mit.edu/guides/subjects/data/software/consultant.html
The Libraries' physical spaces	http://libraries.mit.edu/about
Vera	http://libraries.mit.edu/vera
Video tutorials	http://libraries.mit.edu/video
Web of Science	http://libraries.mit.edu/get/webofsci
Web-Docs service	http://libraries.mit.edu/docs/webdocs-mit.html

If you have any questions or comments about this survey, please contact [Steven Gass](#), Associate Director for Public Services.