

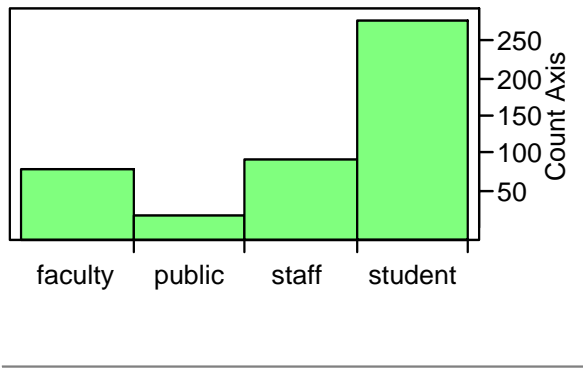
Health Sciences Library and Informatics Center

HSLIC Spring 2002 (April 9th – April 21st) Online Survey Results

Five hundred and thirty-two (532) usable responses were received during the survey administration period. Analysis excludes those responses made by HSLIC employees (N=15) and those in which the demographic information was not properly coded. Demographic descriptions of respondents appear on pages 1 – 2. Individual survey questions (1-12) do not include non-response or “do not use service”. A Likert-type scale of 1 – 5 was used for Questions 1 – 10, with 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree; see pages 3 – 5.

A comment density analysis was conducted on the responses received to Questions 11 and 12 and responses were categorized into 20 topical categories; see page 6. Question 11 received 338 comments and Question 12 received 352 comments

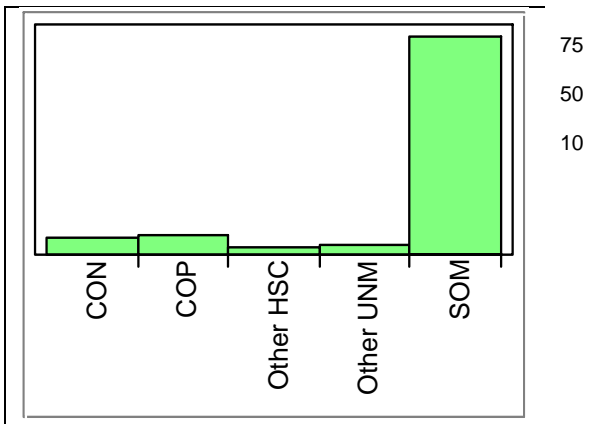
<p>You are primarily affiliated with:</p> <p> <input type="checkbox"/> School of Medicine <input type="checkbox"/> College of Nursing <input type="checkbox"/> College of Pharmacy <input type="checkbox"/> HSLIC <input type="checkbox"/> UNM Hospitals <input type="checkbox"/> Other HSC dept <input type="checkbox"/> Other UNM dept (not HSC) <input type="checkbox"/> No UNM affiliation </p>																																												
<p>All Survey Respondents by Department</p> <table border="1"> <caption>Data for All Survey Respondents by Department (Bar Chart)</caption> <thead> <tr> <th>Dept</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>CON</td><td>65</td></tr> <tr><td>COP</td><td>83</td></tr> <tr><td>Other HSC</td><td>45</td></tr> <tr><td>Other UNM</td><td>68</td></tr> <tr><td>SOM</td><td>206</td></tr> <tr><td>UH</td><td>31</td></tr> <tr><td>public</td><td>34</td></tr> </tbody> </table>	Dept	Count	CON	65	COP	83	Other HSC	45	Other UNM	68	SOM	206	UH	31	public	34	<p>All Survey Respondents by Department</p> <table border="1"> <thead> <tr> <th>Dept</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>CON</td><td>65</td><td>12.2</td></tr> <tr><td>COP</td><td>83</td><td>15.6</td></tr> <tr><td>Other HSC</td><td>45</td><td>8.4</td></tr> <tr><td>Other UNM</td><td>68</td><td>12.7</td></tr> <tr><td>SOM</td><td>206</td><td>38.7</td></tr> <tr><td>UH</td><td>31</td><td>5.8</td></tr> <tr><td>public</td><td>34</td><td>6.3</td></tr> <tr><td>Total</td><td>532</td><td>1.00000</td></tr> </tbody> </table>	Dept	Count	Percentage	CON	65	12.2	COP	83	15.6	Other HSC	45	8.4	Other UNM	68	12.7	SOM	206	38.7	UH	31	5.8	public	34	6.3	Total	532	1.00000
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<p>You are:</p> <p> <input type="checkbox"/> Staff <input type="checkbox"/> Faculty <input type="checkbox"/> Student <input type="checkbox"/> General public </p>																																												
<p>All Survey Respondents by Affiliation</p>	<p>All Survey Respondents by Affiliation</p>																																											



Affiliation Count Percentage

faculty	96	18
public	34	6.3
staff	108	20.3
student	294	55.2
Total	532	1.00000

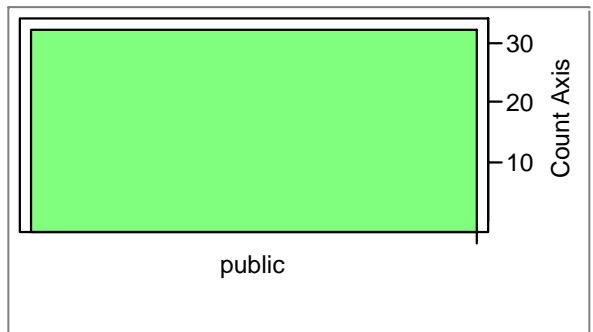
Faculty Distributions by Department



Faculty Distributions by Department

Department	Count	Percentage
CON	6	6.25
COP	7	7.3
Other HSC	3	3.1
Other UNM	4	4.1
SOM	76	79
Total	96	1.00000

Public Distributions



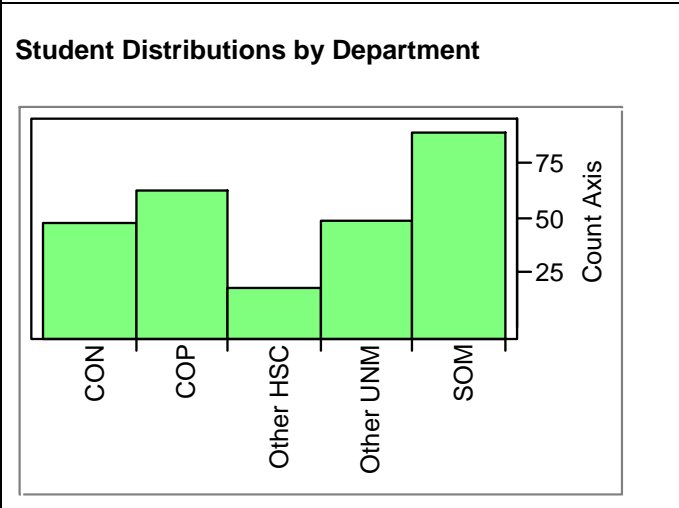
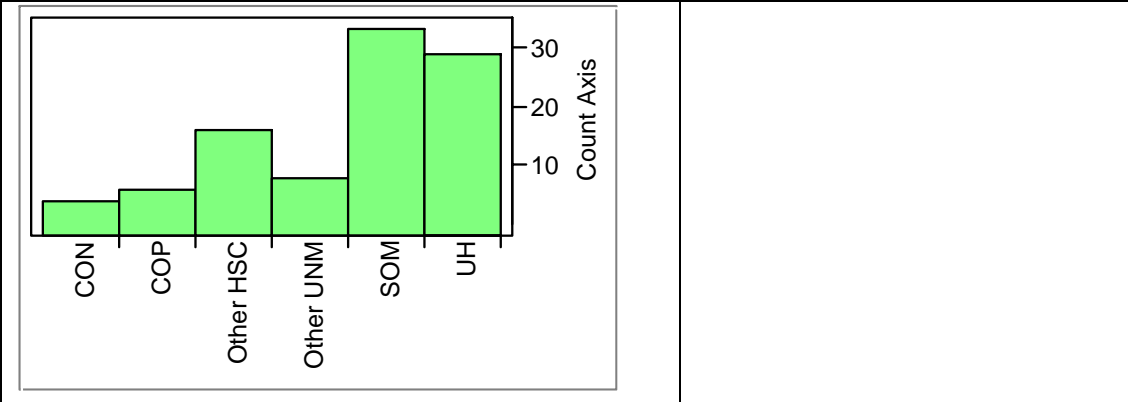
Public Distributions

Department	Count	Percentage
public	34	100
Total	34	100

Staff Distributions by Department

Staff Distributions by Department

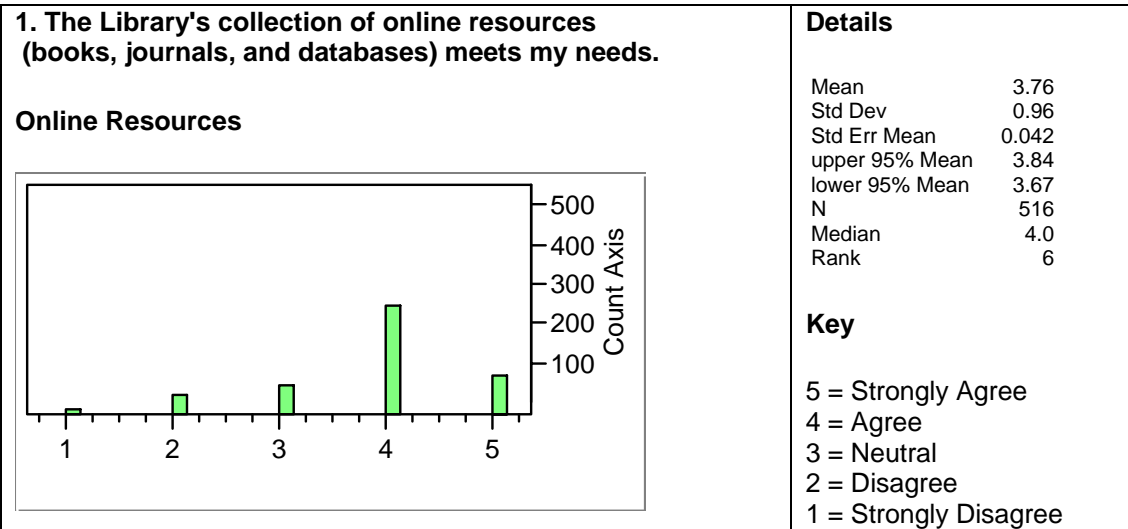
Department	Count	Percentage
CON	6	5.5
COP	8	7.4
Other HSC	18	16.6
Other UNM	10	9.2
SOM	35	32.4
UH	31	28.7
Total	108	1.00000



Student Distributions by Department

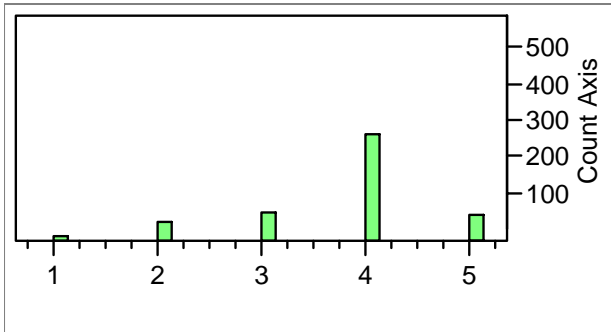
Department	Count	Percentage
CON	53	18.0
COP	68	23.1
Other HSC	24	8.1
Other UNM	54	18.3
SOM	95	32.3
Total	294	1.00000

Survey Questions 1-10



2. The Library's collection of print resources (books, journals, and indices) meets my needs.

Print Resources



Details

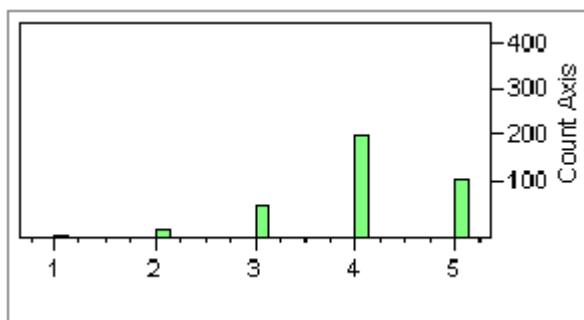
Mean	3.69
Std Dev	0.93
Std Err Mean	0.041
upper 95% Mean	3.77
lower 95% Mean	3.61
N	514
Median	4.0
Rank	8

Key

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neutral
- 2 = Disagree
- 1 = Strongly Disagree

3. A computer workstation is usually available when I need one in the Library.

Workstation



Details

Mean	4.02
Std Dev	0.83
Std Err Mean	0.039
upper 95% Mean	4.09
lower 95% Mean	3.94
N	443
Median	4.0
Rank	4

Key

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neutral
- 2 = Disagree
- 1 = Strongly Disagree

4. The Library faculty and staff have the knowledge to answer my questions.

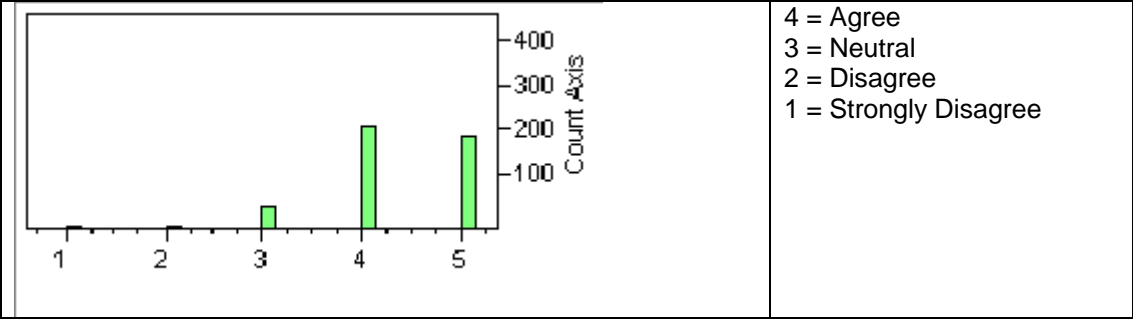
Knowledge

Details

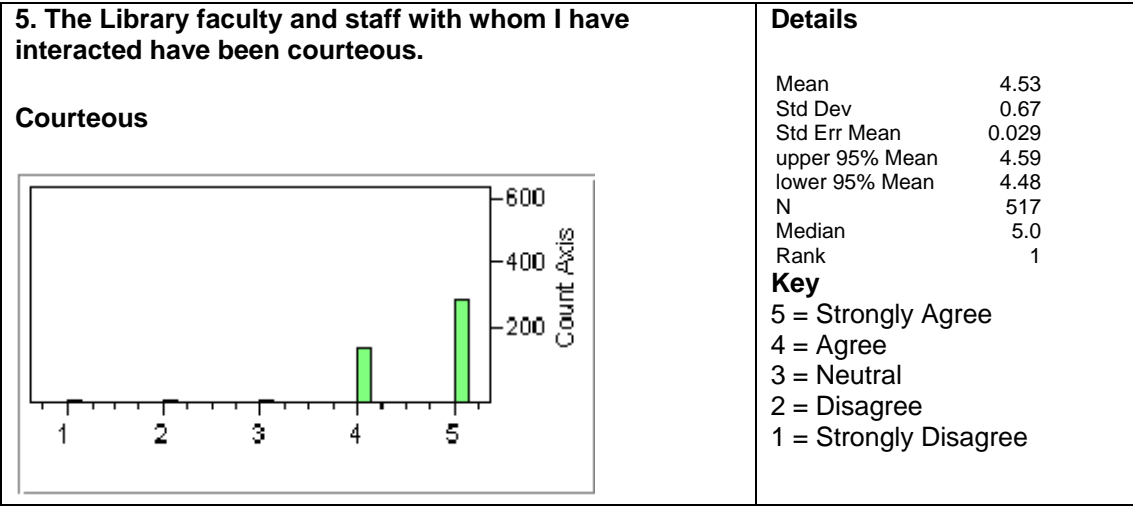
Mean	4.28
Std Dev	0.70
Std Err Mean	0.031
upper 95% Mean	4.34
lower 95% Mean	4.22
N	504
Median	4.0
Rank	2

Key

- 5 = Strongly Agree



4 = Agree
 3 = Neutral
 2 = Disagree
 1 = Strongly Disagree

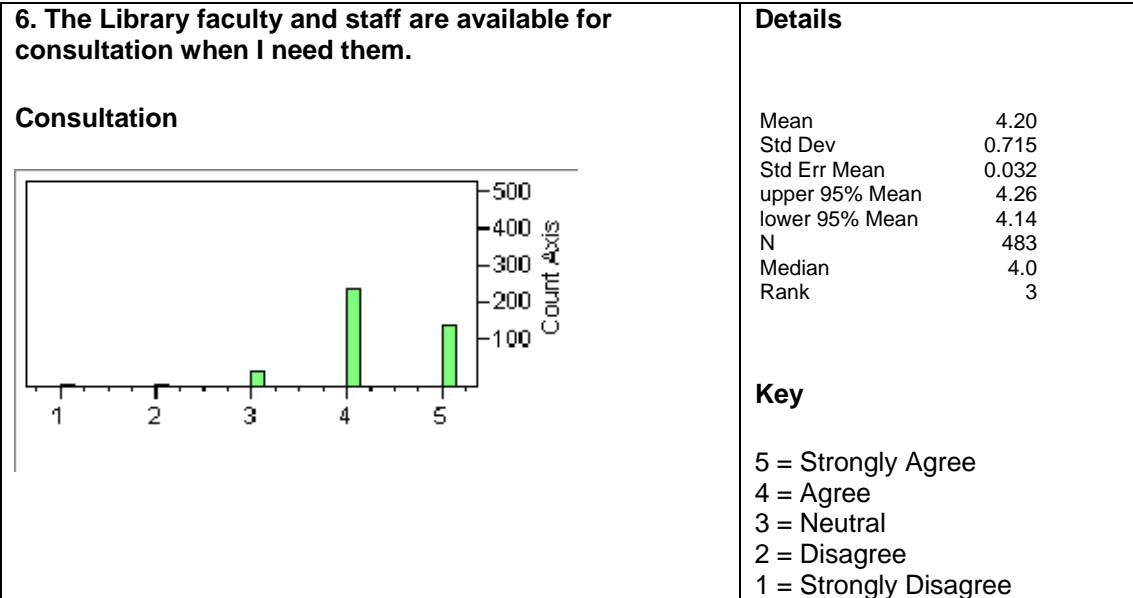


Details

Mean	4.53
Std Dev	0.67
Std Err Mean	0.029
upper 95% Mean	4.59
lower 95% Mean	4.48
N	517
Median	5.0
Rank	1

Key

5 = Strongly Agree
 4 = Agree
 3 = Neutral
 2 = Disagree
 1 = Strongly Disagree



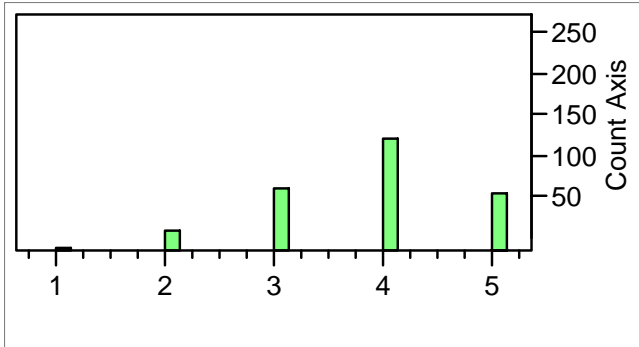
Details

Mean	4.20
Std Dev	0.715
Std Err Mean	0.032
upper 95% Mean	4.26
lower 95% Mean	4.14
N	483
Median	4.0
Rank	3

Key

5 = Strongly Agree
 4 = Agree
 3 = Neutral
 2 = Disagree
 1 = Strongly Disagree

7. I receive requested document delivery and interlibrary loan materials within the time frame I need.
Document Delivery / Interlibrary Loan



Details

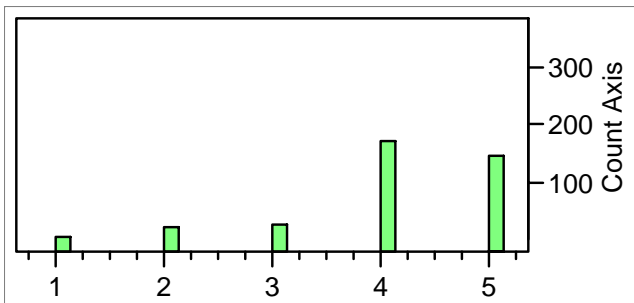
Mean	3.76
Std Dev	0.948
Std Err Mean	0.053
upper 95% Mean	3.86
lower 95% Mean	3.65
N	316
Median	4.0
Rank	7

Key

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neutral
- 2 = Disagree
- 1 = Strongly Disagree

8. I can access the Library's online resources (catalog, journals, databases and indices) from remote locations outside the library building.
Remote Access

Remote Access



Details

Mean	3.89
Std Dev	1.14
Std Err Mean	0.052
upper 95% Mean	4.00
lower 95% Mean	3.79
N	482
Median	4.0
Rank	5

Key

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neutral
- 2 = Disagree
- 1 = Strongly Disagree

9. The Library's collection of audiovisual materials (models, computer software, and videotapes) meets my needs.
Audiovisual

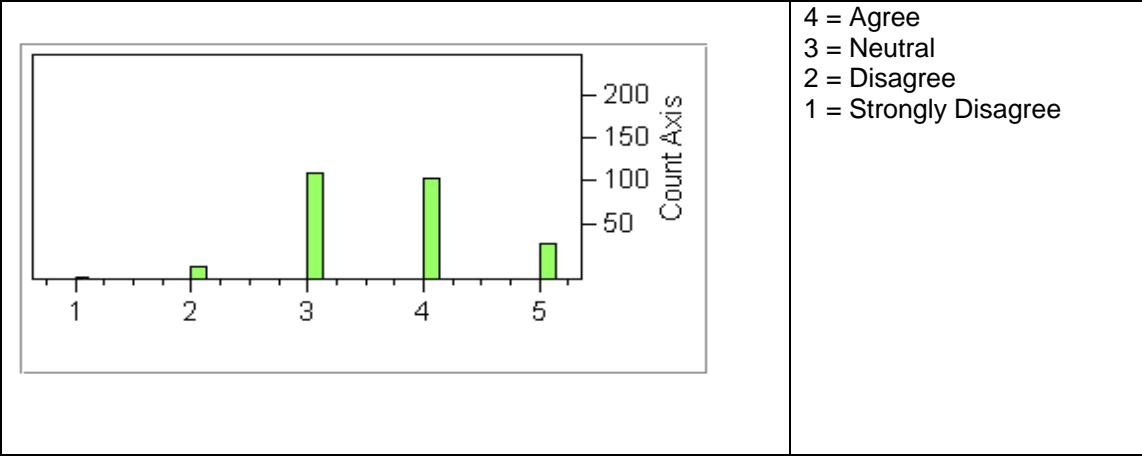
Audiovisual

Details

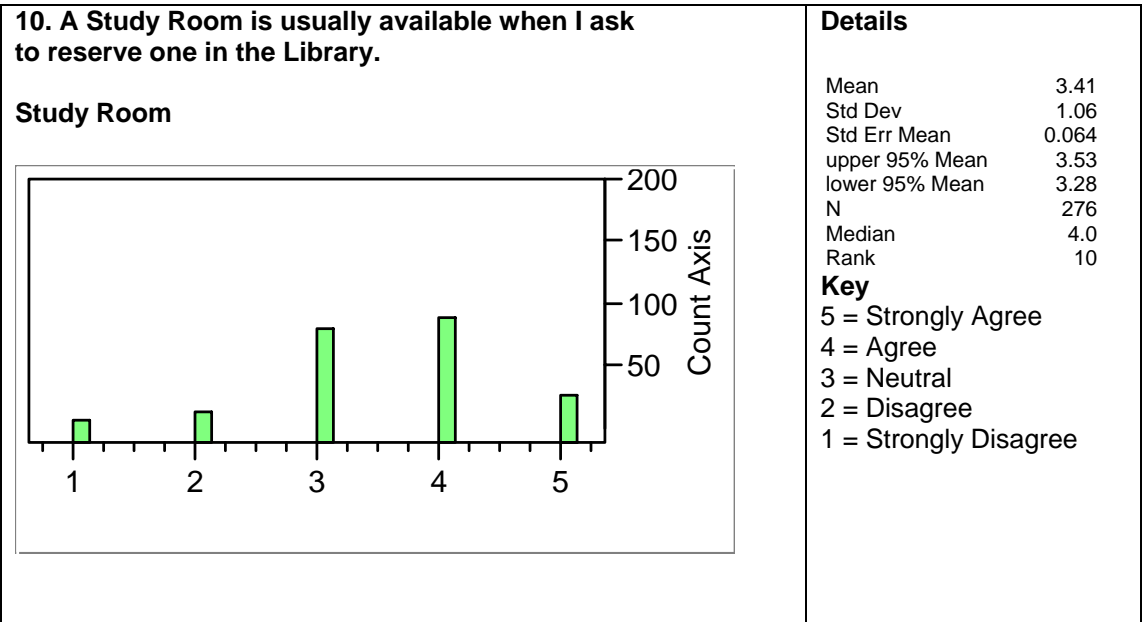
Mean	3.62
Std Dev	0.801
Std Err Mean	0.046
upper 95% Mean	3.71
lower 95% Mean	3.53
N	301
Median	4.0
Rank	9

Key

- 5 = Strongly Agree



4 = Agree
 3 = Neutral
 2 = Disagree
 1 = Strongly Disagree



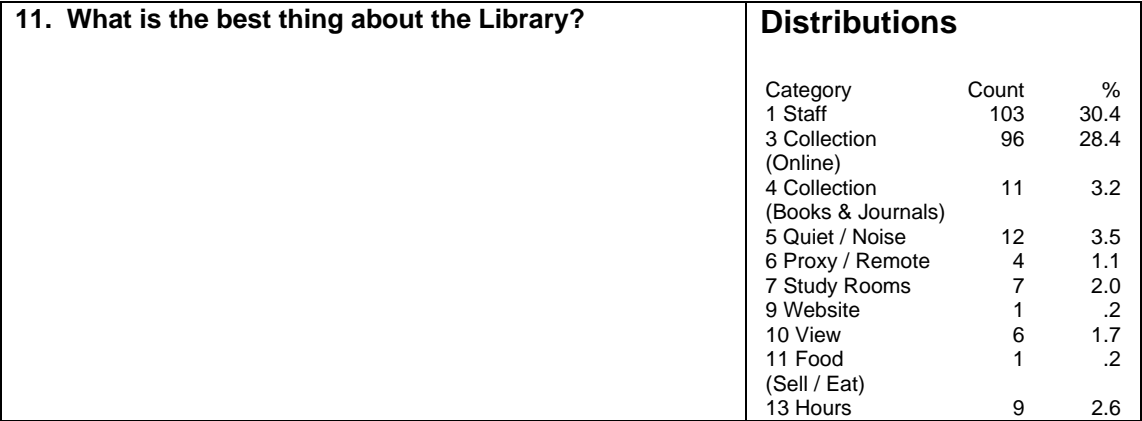
Details

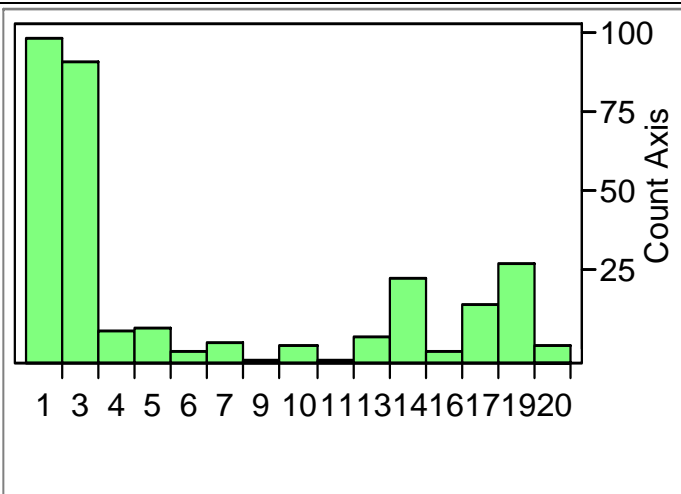
Mean	3.41
Std Dev	1.06
Std Err Mean	0.064
upper 95% Mean	3.53
lower 95% Mean	3.28
N	276
Median	4.0
Rank	10

Key

5 = Strongly Agree
 4 = Agree
 3 = Neutral
 2 = Disagree
 1 = Strongly Disagree

Survey Questions 11& 12





Key for Recode Response Categories

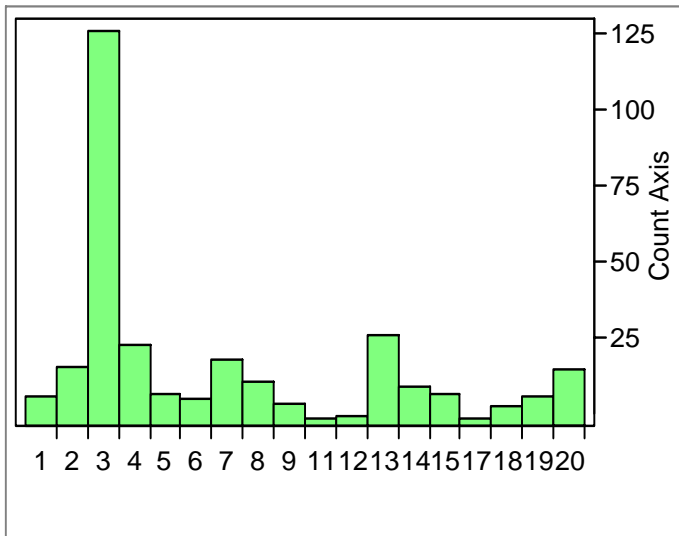
- 1 Staff
- 2 Xerox
- 3 Collection (Online)
- 4 Collection (Books & Journals)
- 5 Quiet / Noise
- 6 Proxy / Remote
- 7 Study Rooms
- 8 HVAC
- 9 Website
- 10 View
- 11 Food (Sell / Eat)
- 12 Circulation Period
- 13 Hours
- 14 Computers
- 15 Free Printing
- 16 Network
- 17 Environment
- 18 DD / ILL
- 19 General (about library)
- 20 Other (non-library)

14 Computers	27	7.9
16 Network	4	1.1
17 Environment	19	5.6
19 General (about library)	32	9.4
20 Other (non-library)	6	1.7
Total	338	100

12. What is the one thing you would change about the Library?

Distributions

Category	Count	%
1 Staff	10	2.8
2 Xerox	20	5.6
3 Collection (Online)	130	36.9
4 Collection (Books & Journals)	27	7.6
5 Quiet / Noise	11	3.1
6 Proxy / Remote	9	2.5
7 Study Rooms	22	6.2
8 HVAC	15	4.2
9 Website	8	2.2



Key for Recode Response Categories

- 1 Staff
- 2 Xerox
- 3 Collection (Online)
- 4 Collection (Books & Journals)
- 5 Quiet / Noise
- 6 Proxy / Remote
- 7 Study Rooms
- 8 HVAC
- 9 Website
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- 17 Environment
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- 19 General (about library)
- 20 Other (non-library)

11 Food (Sell / Eat)	3	.8
12 Circulation Period	4	1.1
13 Hours	30	8.5
14 Computers	13	3.6
15 Free Printing	11	3.1
17 Environment	3	.8
18 DD / ILL	7	1.9
19 General (about library)	10	2.8
20 Other (non-library)	19	5.3
Total	352	100