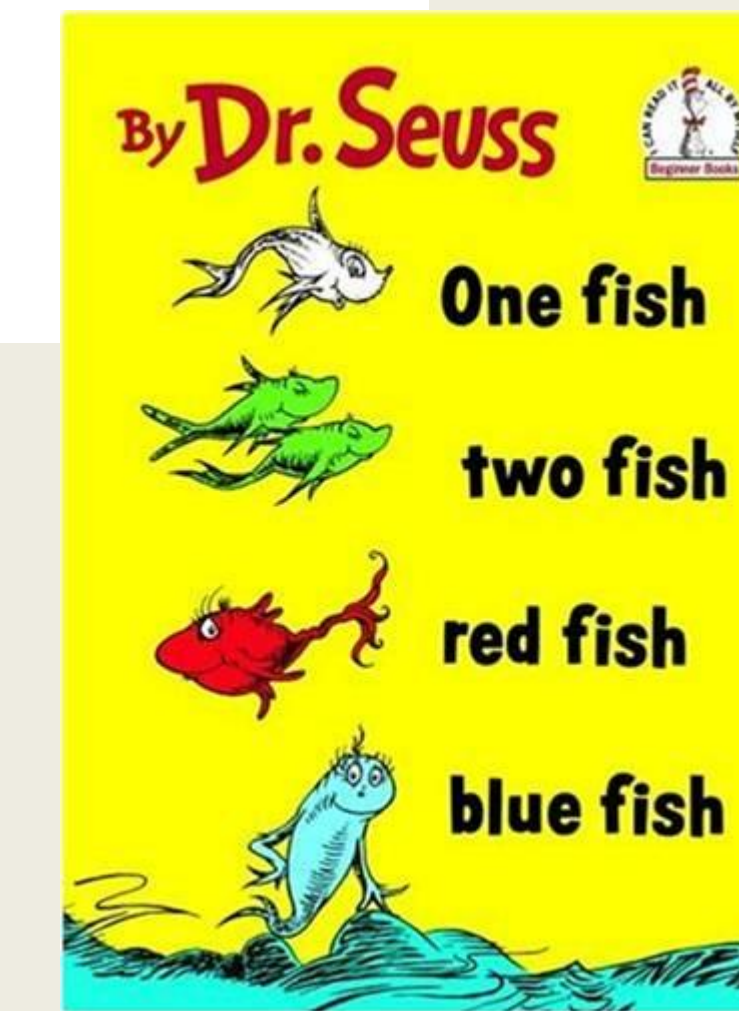
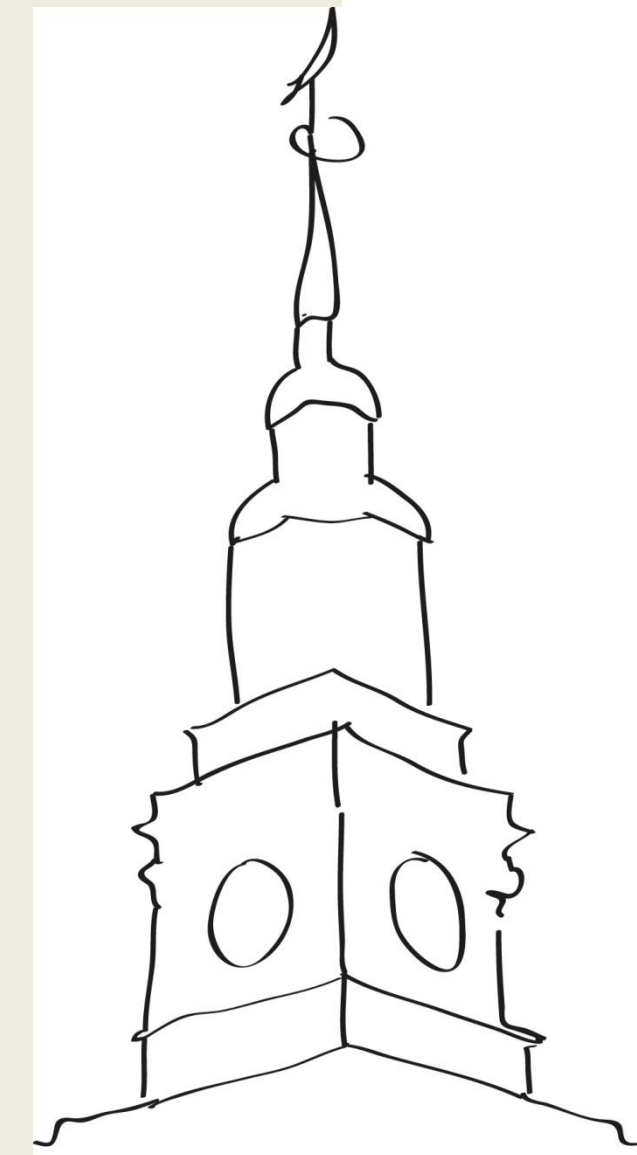


Dartmouth College Library

Triennial Survey



How important are the following ... to your research and work?

- Very important
- Important
- Somewhat important
- Not important
- Do not use

"importance" Top 5				
#	undergrad	grad	faculty	staff (non-library)
1	Printing and scanning	Electronic journals	Electronic journals	Electronic journals
2	Library space/facilities	Off-campus access to Library resources	Interlibrary loan/DartDoc/Borrow Direct	Off-campus access to Library resources
3	Electronic journals	Electronic databases	Electronic databases	Electronic databases
4	Library Catalog	Printing and scanning	Off-campus access to Library resources	Library website
5	Material check-out (e.g., books, videos)	Library space/facilities	Library Catalog	Library Catalog

Response Rates - Comparison			
	LibQUAL + 2008	User Services Group 2010	Triennial 2011
undergrad	4%	18%	21%
grad	5%	28%	24%
faculty	5%	14%	18%
staff (non-library)	9%	22%	11%
total	6%	20%	18%

To what extent do the following ... meet your needs?

- Completely meet needs
- Mostly meet needs
- Somewhat meet needs
- Rarely / never meet needs
- Do not use

"meet needs" Top 5				
#	undergrad	grad	faculty	staff (non-library)
1	Material check-out (e.g., books, videos)	Interlibrary loan/DartDoc/Borrow Direct	Interlibrary loan/DartDoc/Borrow Direct	Interlibrary loan/DartDoc/Borrow Direct
2	Library computers	Material check-out (e.g., books, videos)	"Ask Us!" - online chat or text	Material check-out (e.g., books, videos)
3	"Ask Us!" - online chat or text	Reference/research assistance	Material check-out (e.g., books, videos)	Reference/research assistance
4	Reference/research assistance	Library Catalog	"Ask Us!" - email	Video editing assistance
5	Video editing assistance	Library website	Subject librarian or liaison for your academic area	Library space/facilities

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