1. Introduction and Purpose

The purpose of this survey is to gather information on your research habits as a graduate student and on York University Libraries, so that we can better understand your needs and improve services. The survey consists of 19 questions and should take approximately 10-15 minutes to complete. Please take the time to complete this brief survey. Your answers will remain anonymous.

At the end of the survey you will have the opportunity to enter your name into a draw for 1 of 5 print/copy cards valued at $20.

This survey will be open from Thursday, September 27th to Sunday, October 7th, 2007.

Thank you!

Mark Robertson & Adam Taves
416-736-2100

2. Basic Demographic Information

First we'd like to learn a bit about you...

1. What level of graduate studies are you currently working on?

ʄ Masters

ʄ Doctorate

2. Which general disciplinary area are you in?

[▼]

Other (please specify)

[   ]

3. How many years have you been in your current graduate program at York?

[▼]

3. Research Process

We would like to know more about how you typically conduct research. Please note the frequency of the following activities in your typical research process.

* 4. When you have a topic to research, how often do you typically do the following activities in the process of your research?

	always	often	sometimes	rarely	never	N/A
Read material assigned by professor (either in class or in course outline)	jn	jn	jn	jn	jn	jn
Discuss material or subject with professor outside of class or with other students	jn	jn	jn	jn	jn	jn
Begin drafting paper, report or presentation	jn	jn	jn	jn	jn	jn
Read material suggested by other students or by professor outside of class	jn	jn	jn	jn	jn	jn
Research via a library or archives (including library databases or library website)	jn	jn	jn	jn	jn	jn
Research via the Internet (ie. Google)	jn	jn	jn	jn	jn	jn
Discuss material or subject with librarians	jn	jn	jn	jn	jn	jn

4. Principle Resources and Services Used for Research

Please think about the resources and services you typically use when you need to obtain information for your research needs. These could be resources such as a website or services such as the Research Questions Desk.

* 5. Which _resources_ do you typically use when you research? (Please check all that apply)

- Google (or other search engine)
- Wikipedia
- Subject specific website
- Library databases
- Library catalogue
- Library website (not including databases or catalogue)
- Statistical databases (e.g., E-Stat)
- Reference works (e.g., encyclopedias, dictionaries, bibliographies)
- Key journals in subject area
- Do not know
- Other (please specify)

6. Which library _services_ are you aware of? (Please check all that apply.)

- Reference desk (aka. Research Questions Desk)
- Virtual (chat) reference
- Email reference
- Phone reference
- Consultation with a subject specialist librarian
- Drop-in library research workshops
- Graduate student reading room (Scott Library)
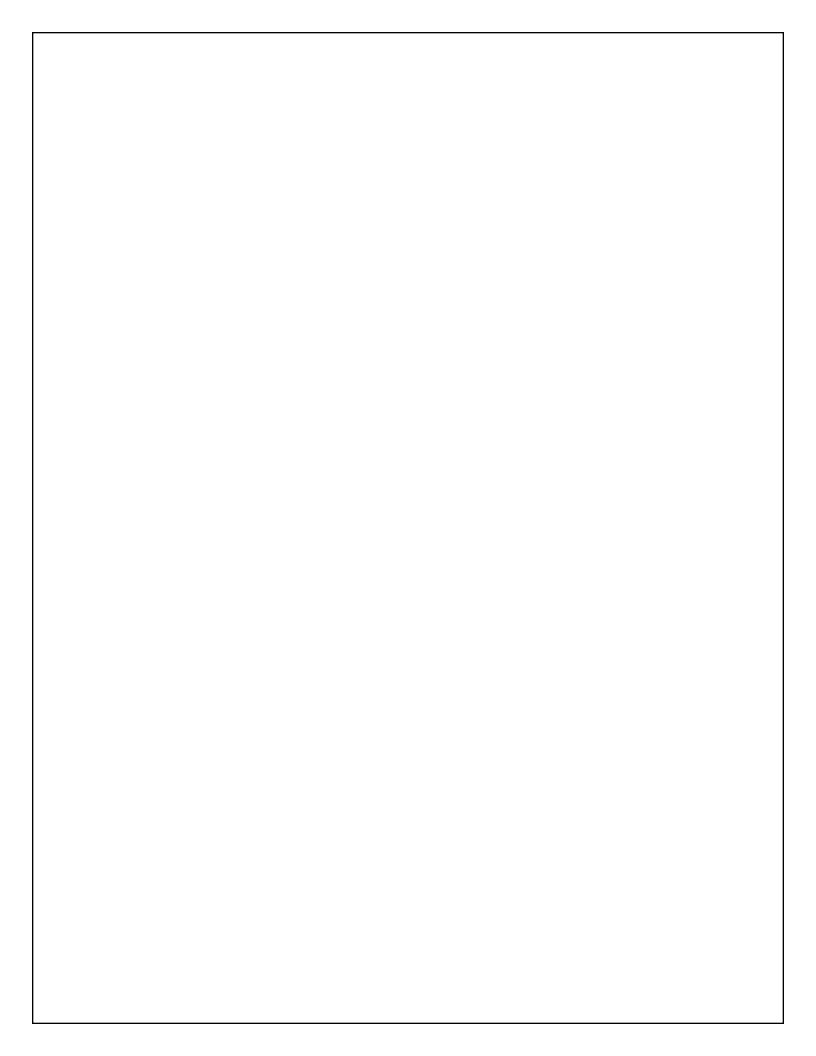- Other (please specify)

* 7. Which _services_ do you typically use when you research? (Please check all that apply.)

- Reference Desk (aka. Research Questions Desk)
- Virtual (chat) reference
- Email reference
- Phone reference
- Consultation with a subject specialist librarian
- Online guides and tutorials
- Library study space
- None of the above
- Other (please specify)

5. Recommended Resources and Services

Please think about when you discuss your research needs with your professor or supervisor and the types of resources or services that he or she has suggested.

* 8. Which _resources_ does your professor or supervisor typically recommend when you discuss your research needs? (Please check all that apply)

- Google (or other search engine)
- Wikipedia
- Subject specific website
- Library databases
- Library catalogue
- Library website (not including databases or catalogue)
- Statistical databases (e.g., E-Stat)
- Reference works (e.g., encyclopedias, dictionaries, bibliographies)
- Key journals in subject area
- Do not know
- Not applicable
- Other (please specify)

* 9. Which _services_ does your professor or supervisor typically recommend when you discuss your research needs? (Please check all that apply)

- Reference desk (aka. Research Questions Desk)
- Virtual (chat) reference
- Email reference
- Phone reference
- Consultation with subject specialist librarian
- Online guides and tutorials
- Not applicable
- Other (please specify)

6. Frequency of Visits to York University Libraries and its Resources

This section asks you to think about the frequency of your visits to the library and your use of its resources and services within an academic year.

* 10. On average, how often do you enter one of the York University Libraries during the academic year?

- ◯ Never
- ◯ Less than once a semester
- ◯ One to three times a semester (less than once a month)
- ◯ Once a month
- ◯ One to three times a month (less than once a week)
- ◯ Once a week
- ◯ Two to five times a week
- ◯ Daily
- ◯ More than once a day
- ◯ Do not know

* 11. On average, how often do you access the York University Libraries website (www.library.yorku.ca) during the academic year?

- ◯ Never
- ◯ Less than once a semester
- ◯ One to three times a semester (less than once a month)
- ◯ Once a month
- ◯ One to three times a month (less than once a week)
- ◯ Once a week
- ◯ Two to five times a week
- ◯ Daily
- ◯ More than once a day
- ◯ Do not know

* 12. On average, how often do you access the library catalogue during the academic year?

- ◯ Never
- ◯ Less than once a semester
- ◯ One to three times a semester (less than once a month)
- ◯ Once a month
- ◯ One to three times a month (less than once a week)
- ◯ Once a week
- ◯ Two to five times a week
- ◯ Daily
- ◯ More than once a day
- ◯ Do not know

* 13. On average, how often do you access a library database (PsycINFO, Scholars Portal, etc.) to search for journal articles or information during the academic year?

- Never
- Less than once a semester
- One to three times a semester (less than once a month)
- Once a month
- One to three times a month (less than once a week)
- Once a week
- Two to five times a week
- Daily
- More than once a day
- Do not know

* 14. On average, how often have you accessed the services of a York Librarian, either through a consultation appointment, lecture, workshop, by telephone, email, virtual (chat) reference or at the reference desk (Research Questions Desk) during the academic year?

- Never
- Less than once a semester
- One to three times a semester (less than once a month)
- Once a month
- One to three times a month (less than once a week)
- Once a week
- Two to five times a week
- Daily
- More than once a day
- Do not know

7. Value of Service

* 15. On a scale of 1 to 5 (with five being the best service and one being the worst service) please rate the overall quality and helpfulness of the _services_ provided by the York Libraries, including the Research Questions Desk, consultation services, virtual (chat) reference and instructional classes.

　ʝŊ 1 (Worst)　　　　　ʝŊ 2　　　　　　ʝŊ 3　　　　　　ʝŊ 4　　　　　　ʝŊ 5 (Best)

* 16. On a scale of 1 to 5 (with five being the best resources and one being the worst resources) please rate the overall quality of the _resources_ that York University Libraries provides, including books, ebooks, periodicals (journals and magazines) and databases.

　ʝŊ 1 (Worst)　　　　　ʝŊ 2　　　　　　ʝŊ 3　　　　　　ʝŊ 4　　　　　　ʝŊ 5 (Best)

8. How can we improve?

We would like to know more about how we can improve our resources and services at York University Libraries.

* 17. Overall, York University Libraries offers the type of resources and services that I need for my research.

- ◉ Strongly agree
- ◉ Agree
- ◉ Neither agree nor disagree
- ◉ Disagree
- ◉ Strongly disagree

* 18. Please check any York University Libraries _service_ that needs to be improved.

- ◉ More drop-in workshops
- ◉ Improve drop-in workshops (quality of service)
- ◉ More class-integrated workshops and lectures
- ◉ Improve class-integrated workshops and lectures (quality of service)
- ◉ More special topic workshops (e.g., Google, British Parliamentary Papers)
- ◉ Longer hours for the Research Questions Desk
- ◉ Longer hours for virtual (chat) reference
- ◉ Improve quality of reference service
- ◉ Extend library hours
- ◉ More library study space
- ◉ Quieter library study space
- ◉ Nothing needs to be improved
- ◉ Do not know
- ◉ Other (please specify)

* 19. Please check any York University Libraries _resource_ that needs to be improved.

- ◉ More books in general
- ◉ Added copies of key books
- ◉ Online copies of key books
- ◉ Online access to more journals
- ◉ More journal databases
- ◉ More computers
- ◉ More quiet study space
- ◉ Nothing needs to be improved
- ◉ Do not know
- ◉ Other (please specify)

9. York University Libraries Strengths

We would like to know what you like best about York Univeristy Libraries.

* 20. Please check any and all _resources_ that you like _most_ about York University Libraries.

- Library website (not including the catalogue)
- Library catalogue (to search and locate books)
- Library databases
- Books (print)
- eBooks (electronic)
- Journals (print)
- Electronic journals
- Statistical databases (e.g., E-Stat)
- Reference Collection - Encyclopedias and Dictionaries (print)
- Reference Collection - Encyclopedias and Dictionaries (electronic)
- Library computers with MS Office Suite software etc.
- Computers, printers and photocopiers (equipment)
- Quiet study space
- Do not like anything about York University Libraries
- Other (please specify)

* 21. Please check any and all _services_ that you like _most_ about York University Libraries.

- Research Questions Desk (Reference)
- Email reference
- Virtual (chat) reference
- Consultations with subject specialist librarians
- Drop-in workshops
- Class integrated workshops and lectures
- Special topics workshops (e.g., Google, British Parliamentary Papers)
- Online guides and tutorials
- Do not like anything about York University Libraries
- Other (please specify)

10. York University Libraries Weaknesses

We would like to know more about what you like least about York University Libraries.

* 22. Please check any and all _resources_ that you like _least_ about York University Libraries.

- ∈ Library website (not including the catalogue)
- ∈ Library catalogue (to search and locate books)
- ∈ Library databases
- ∈ Books (print)
- ∈ Online books
- ∈ Journals (print)
- ∈ Online journals
- ∈ Reference Collection - Encyclopedias and Dictionaries (print)
- ∈ Reference Collection - Encyclopedias and Dictionaries (online)
- ∈ Library computers with MS Office Suite software etc.
- ∈ Computers, printers and photocopiers (equipment)
- ∈ Quiet study space
- ∈ I like everything about York University Libraries
- ∈ Other (please specify)

* 23. Please check any and all _services_ you like _least_ about York University Libraries.

- ∈ Research Questions desk (Reference)
- ∈ Email reference
- ∈ Virtual (chat) reference
- ∈ Consultation with subject Specialist librarians
- ∈ Drop-in workshops
- ∈ Class integrated workshops and lectures
- ∈ Special topics workshops (e.g., Google, British Parliamentary Papers)
- ∈ Online guides and tutorials
- ∈ I like everything about York University Libraries
- ∈ Other (please specify)

11. Other Comments Are Welcome!

24. If you have other comments pertaining to themes addressed in this survey that you would like to share with us, please enter them in the box below.

12. Enter Name and Email Address for Draw to Win

If you would like to have your name placed in the draw for a chance to win one of five print/copy cards valued at $20, please provide us with your name and email address. Please note that this information will be kept separate from your answers to ensure your anonymity.

Winners will be contacted on Friday, Oct. 5th.

25. Please provide us with your name and email address to be entered into the draw. Please note that if you do not wish to provide us with this information, you may leave the field blank.

13. Thanks!

York University Libraries and Scott Library thank you for your feedback and contribution. The information we gather from this survey will help to inform us of ways we can improve our collections and services to better support the educational and research needs of our students. If you have any questions please do not hesitate to contact us.

Thank you!
Mark Robertson & Adam Taves
416-736-2100
(On behalf of York University Libraries)