Zoomerang Survey Results

Academic Law Libraries Special Interest Section - Statistical Survey
Response Status: Completes and Partials
Filter: No filter applied
Feb 20, 2007 9:50 AM PST

1. Which of the following best describes your role in your Law Library		
Director	79	31%
Associate Director/Department Head	82	32%
Public Services Librarian	68	26%
Technical Services Librarian	18	7%
Other:	13	5%

Please indicate your level of interest in the following information being collected either for future inclusion in the ABA Annual Questionnaire or for internal comparison purposes:

2. Total number of Reference Desk Transactions		
Not Interested	28	11%
Somewhat Interested	53	20%
Interested	85	33%
Very Interested	94	36%
Comments	19	7%

3. Number of Reference Desk Transactions involving Law School Faculty & Staff		
Not Interested	28	11%
Somewhat Interested	54	21%
Interested	85	33%
Very Interested	94	36%
Comments	15	6%

4. Number of Reference Desk Transactions involving Law Students		
Not Interested	27	11%
Somewhat Interested	45	18%
Interested	80	31%
Very Interested	103	40%
Comments	11	4%

5. Number of Reference Desk Transactions involving non-law faculty, staff, students or the public		
Not Interested	30	12%
Somewhat Interested	76	29%
Interested	73	28%
Very Interested	78	30%
Comments	8	3%

6. Number of non-substantive/directional reference questions (Bathroom, circ desk, etc.)		
Not Interested	113	44%
Somewhat Interested	66	25%
Interested	53	20%
Very Interested	28	11%
Comments	10	4%

7. Time spent on Reference transactions		
Not Interested	30	12%
Somewhat Interested	64	26%
Interested	87	36%
Very Interested	63	26%
Comments	7	3%

8. Number of uses of OPAC		
Not Interested	37	15%
Somewhat Interested	77	31%
Interested	72	29%
Very Interested	59	24%
Comments	8	3%

9. Number of uses of OPAC by Law School Faculty & Staff		
Not Interested	44	18%
Somewhat Interested	69	29%
Interested	71	29%
Very Interested	56	23%
Comments	8	3%

10. Number of uses of OPAC by Law Students		
Not Interested	41	17%
Somewhat Interested	68	28%
Interested	72	30%
Very Interested	60	25%
Comments	10	4%

11. Number of uses of OPAC by non-law faculty, staff, students or the public		
Not Interested	62	26%
Somewhat Interested	89	37%
Interested	59	24%
Very Interested	30	12%
Comments	9	4%

12. Number of OPAC searches		
Not Interested	41	17%
Somewhat Interested	67	28%
Interested	85	36%
Very Interested	45	19%
Comments	4	2%

13. Number of logins to OPAC		
Not Interested	69	29%
Somewhat Interested	72	30%
Interested	61	26%
Very Interested	33	14%
Comments	5	2%

14. Number of research projects completed for Law School Faculty		
Not Interested	16	7%
Somewhat Interested	29	12%
Interested	72	30%
Very Interested	122	51%
Comments	10	4%

15. Time spent on research projects for Law Faculty		
Not Interested	22	9%
Somewhat Interested	30	13%
Interested	64	27%
Very Interested	122	51%
Comments	5	2%

16. Number of classes taught by Law Librarians		
Not Interested	7	3%
Somewhat Interested	21	9%
Interested	56	23%
Very Interested	155	65%
Comments	12	5%

17. Number of students taught by Law Librarians		
Not Interested	23	10%
Somewhat Interested	29	12%
Interested	67	28%
Very Interested	115	49%
Comments	5	2%

18. Number of hours Law Librarians spent teaching classes		
Not Interested	16	7%
Somewhat Interested	22	9%
Interested	76	32%
Very Interested	123	52%
Comments	6	3%

19. Number of hits on Law Library website		
Not Interested	19	8%
Somewhat Interested	52	22%
Interested	89	38%
Very Interested	76	32%
Comments	2	1%

20. Number of items circulated		
Not Interested	27	11%
Somewhat Interested	57	24%
Interested	103	43%
Very Interested	50	21%
Comments	4	2%

21. Number of items circulated to Law School Faculty & Staff		
Not Interested	34	14%
Somewhat Interested	53	22%
Interested	93	39%
Very Interested	56	24%
Comments	2	1%

22. Number of items circulated to Law Students		
Not Interested	35	15%
Somewhat Interested	56	24%
Interested	97	41%
Very Interested	47	20%
Comments	2	1%

23. Number of items circulated to non-law faculty, staff, students or the public		
Not Interested	63	27%
Somewhat Interested	71	31%
Interested	66	29%
Very Interested	32	14%
Comments	2	1%

24. Number of items reshelved		
Not Interested	88	38%
Somewhat Interested	62	26%
Interested	56	24%
Very Interested	28	12%
Comments	3	1%

25. Number of entries into the Law Library		
Not Interested	54	23%
Somewhat Interested	68	29%
Interested	73	31%
Very Interested	39	17%
Comments	4	2%

26. Number of registered patrons		
Not Interested	94	40%
Somewhat Interested	79	34%
Interested	44	19%
Very Interested	15	6%
Comments	9	4%

27. Number of hours of electronic resource use		
Not Interested	24	10%
Somewhat Interested	46	20%
Interested	64	27%
Very Interested	98	42%
Comments	13	6%

The following questions (28-32) would require your library to conduct user surveys in order to gather qualitative data that would be used to answer questions that may be included in a future ABA questionnaire or could be used for internal comparison purposes. Please indicate your level of interest in the following information being collected/reported:

28. Services offered/not offered by the Law Library		
Not Interested	17	7%
Somewhat Interested	32	14%
Interested	87	38%
Very Interested	93	41%
Comments	5	2%

29. Services desired but not offered by the Law Library		
Not Interested	20	9%
Somewhat Interested	35	15%
Interested	79	35%
Very Interested	94	41%
Comments	8	4%

30. Quality of service provided by the Law Library		
Not Interested	19	8%
Somewhat Interested	13	6%
Interested	71	32%
Very Interested	118	52%
Comments	15	7%

31. Adequacy of the Law Library facility		
Not Interested	14	6%
Somewhat Interested	21	9%
Interested	79	35%
Very Interested	113	50%
Comments	10	4%

32. Percentage of law school community that use the Law Library and how they use the Law Library		
Not Interested	17	7%
Somewhat Interested	24	11%
Interested	69	30%
Very Interested	117	52%
Comments	7	3%

33. Please list any other questions that you would like to see included in a Law Library user survey below:
29 Responses

LibQUAL+(TM) is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library.

34. Has your Law Library used LibQual+ to survey users?

Yes	47	22%
No	167	78%
Total	214	100%

35. Would you be interested in using a LibQUAL+ instrument for your user population, or a subset thereof?

Not Interested	34	17%
Somewhat Interested	77	37%
Interested	62	30%
Very Interested	30	15%
Comments	24	12%

36. Other than LibQual+ are there other assessment tools you would recommend to solicit, track, understand and act upon users' opinions of service quality? If so, please list them below:

19 Responses

SurveyMonkey (http://www.surveymonkey.com/) and Zoomerang(http://www.zoomerang.com) are web based programs that may be used to create Law Library surveys. The intuitive survey editors utilized by these programs allow libraries to create professional online surveys quickly and easily.

37. Has your Law Library used either SurveyMonkey or Zoomerang to develop user surveys?		
Yes	54	26%
No	155	74%
Total	209	100%

38. If no, would you be interested in using one of these programs to develop a survey for your library?		
Yes	127	80%
No	31	20%
Total	158	100%

39. Would you be willing to share surveys used by your Law Library to collect user information (SurveyMonkey, Zoomerang or otherwise) with the ALL-SIS Statistics Committee?		
Yes	154	84%
No	30	16%
Total	184	100%

40. Would you be willing to share information regarding other measures used by your library beyond that requested by the ABA, ARL, etc.?		
Yes	152	82%
No	34	18%
Total	186	100%

41. Would you be willing to share qualitative information collected by your Law Library with other academic law libraries for internal comparison purposes?		
Yes	157	84%
No	30	16%
Total	187	100%

42. Would you be interested in attending an open forum on the topic of this survey at an upcoming AALL annual meeting?		
Yes	178	87%
No	26	13%
Total	204	100%

43. Please list any other measures not included in this survey that you would like to see added to the ABA Annual Questionnaire below:
12 Responses

44. The ALL-SIS Board is particularly interested in identifying measures that will help to demonstrate that our libraries are innovative and that we effectively respond to the changing needs of our faculty, students and administrators. Which of the above listed measures do you feel would be most helpful for this purpose?
24 Responses

45. Please add any additional comments below:
18 Responses