

Appendix

2007 Customer Satisfaction Survey Questions, NIST Research Library

[A free form comment box followed questions 3-20. Responses 3-20 provided predetermined sets of choices/rankings represented by rows and columns in a response matrix.]

Demographic information

1. In what division are you currently working?
2. How many years have you been at NIST?

Library Resources

3. How often do you use the following PRINT resources and what is your level of satisfaction with them?

Journals up to 3 years old; journals 4-6 years old; journals 7-15 years old; books; conference proceedings

4. How often do you use the following ELECTRONIC resources and what is your level of satisfaction with them? (same response choices as for question #3)
5. What is your level of satisfaction with library resources in the following subject areas?

Biosciences/biotechnology; building and fire research; business/economics; chemistry; computers/information technology; electronics; engineering; global climate change; hydrogen fuels; manufacturing; materials science; mathematics; measurement/calibration; nanotechnology; physics; all other areas

6. In response to the ISD's 2001 survey, the library increased resources in several subject areas. In your opinion, how has coverage improved in the following areas since 2001?

Biological imaging; molecular biology; nuclear biology; biomechanics; surgical robots; forensics

7. How valuable are the following information resources in your field?

Journals; books; conference proceedings

8. To help assess the library's impact, please indicate how valuable the information and/or services provided by the library were in enabling you to:

Apply for a grant; publish in a refereed journal; present at a conference; publish in a NIST publication; reduce project/program completion time; make critical decisions; stimulate innovative thinking; prevent duplication of research effort

Library Services

9. How frequently do you visit the library and reading room?

Daily/ weekly; monthly; few times/year; never

10. How often do you take advantage of the following library resources or services:

NIST Virtual Library; online catalog; e-journals; interlibrary loan; document delivery; face-to-face assistance of professional librarian; information desk; computer workstations; scanner; wireless network; 24-hour access to collection; space to work with colleagues; browsing of books/journals; quiet place to think and work; training class; checkout/return/place holds on material; ISD newsletter

11. Of the following resources or services you have used, what has been your level of satisfaction? (same response choices as for question #10)

12. What is your level of satisfaction with the following customized librarian services?

Assistance in setting up alerts; in-depth literature searching; assistance in setting up publisher or other newsfeed; analysis of information (e.g., trends, roadmaps, analysis of your publications); development of a personal publication strategy; development of a work unit publication strategy; support in the publishing process; instruction in performing searches on your own; instruction in using new information delivery tools (e.g., blogs, newsfeeds); instruction in using knowledge management tools (e.g., Reference Manager)

Customers and their Preferences

13. How often do you use the following to seek information for your work:

Google; other search engine; bookmark to library web site; internet sites you have bookmarked to access journals and other e-resources

14. What has been your level of satisfaction with these methods of seeking work-related information? (same response choices as for question #13)

15. How often do you use these other resources to locate information for your work?

Consultation with colleagues; personal journal subscriptions or book purchases; resources in my work area; e-mail alerts; discussion lists; newsfeeds, blogs, or Podcasts; wikis; “social bookmarking” (e.g., CiteULike)

16. Are any of these barriers that sometimes prevent you from obtaining and applying information needed for your work? (choose all that apply)

You are not sure where to look; you are not sure how to evaluate the information you find; resources you need are not available electronically; library web site is difficult to navigate; research library is difficult to navigate; you are too busy with other work activities; research library does not have information you need; other (please specify)

17. How difficult is it to find the following:

Physical and chemical properties data; industry and market information; current in-depth scientific publications in my area of work; standards and specifications; policy and regulatory information; patents; reports from other government agencies; NIST-authored publications or NIST series publications

18. How do you currently learn about library resources and services? (choose all that apply)

Library’s print monthly newsletter; library’s electronic monthly newsletter; library web site; electronic message board; browsing collection in the library; librarian; colleagues; other (please specify)

19. By what method would you like to learn about library resources and services in the future: (choose only one)

No new method—I like the old way; email links to short notices about resources and services; email links to in-depth articles about resources and services; library blog; library podcast; library newsfeed or RSS feed; library wiki; other (please specify)

20. How are you using your wireless PDA, cell phone, or other mobile device? (choose all that apply)

I do not use any of these devices; communicate (phone, email, etc.); search for information content; monitor news; receive alerts; other (please specify)