

LibQUAL+ 2005

*Summary Results from the Faculty Survey in Spring 2005 Regarding the VT Libraries
With Some Comparisons to VT Graduate and Undergraduate Responses on LibQUAL+ 2004
and
Overall Results from Other Research Libraries Participating in LibQUAL+*

Summary Report Completed Spring 2006

University Libraries, Virginia Tech
Blacksburg, VA

Background on the LibQUAL+ Survey

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Each year since 2000, the University Libraries have participated in LibQUAL+, a research and development project to measure perceptions of library service. The instrument is an internationally used survey tool developed by the Texas A&M University Libraries in partnership with the Association of Research Libraries (ARL). In 2005 we measured faculty perceptions with this tool.

The goals for participating in the LibQual+ survey are to enable the University Libraries to:

- Foster a culture of excellence in providing library service
- Help the library better understand user perceptions of the quality of library services
- Collect and interpret library user feedback over time
- Provide the library with comparable assessment information from peer institutions
- Respond positively to user needs and expectations
- Identify best practices in library services

LibQUAL+ gauges library respondents' perceptions of the minimum level of library service, the delivered level of library service, and the desired level of library service across three dimensions. For each dimension there are several queries. For each query the participant is asked to note, on a scale of 1-9, the minimum level of service they would find acceptable, the perceived level of service they associated with the item, and finally the desired level of service for the item. Respondents are also asked to give overall satisfaction scores and to comment if they wish on library services.

The three dimensions and the 22 associated items to be scored included:

Affect of Service	Information Control	Library as Place
Employees who instill confidence in users	Dependability in handling users' service problems	Library space that inspires study and learning

Giving users individual attention	Making electronic resources accessible from my home or office	Quiet space for individual activities
Employees who are consistently courteous	A library Web site enabling me to locate information on my own	A comfortable and inviting location
Readiness to respond to users' questions	Printed library materials I need for my work	A getaway for study, learning, or research
Employees who have the knowledge to answer user questions	The electronic information resources I need	Community space for group learning and group study
Employees who deal with users in a caring fashion	Modern equipment that lets me easily access needed information	
Employees who understand the needs of their users	Easy-to-use access tools that allow me to find things on my own	
Willingness to help users	Making information easily accessible for independent use	
	Print and/or electronic journal collections I require for my work	

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Additionally, the survey includes three general satisfaction questions and solicits information about frequency of library use. The survey allows the local library to pick several additional questions from a larger list to include on their survey. Finally, the survey allows for free-form comments when the survey is completed.

In 2005, there were 255 national and international libraries recorded as participating in LibQUAL+. While faculty, graduate and undergraduate students, and staff may be surveyed using LibQUAL+, in 2005 the Virginia Tech Libraries surveyed faculty only. There were 265 VT faculty respondents to the LibQUAL+ survey. Overall, for the subset of participating libraries included as members of the Association of Research Libraries, the survey results shown here for VT are contrasted with those noted for the average of all 3,993 faculty participants from ARL libraries.

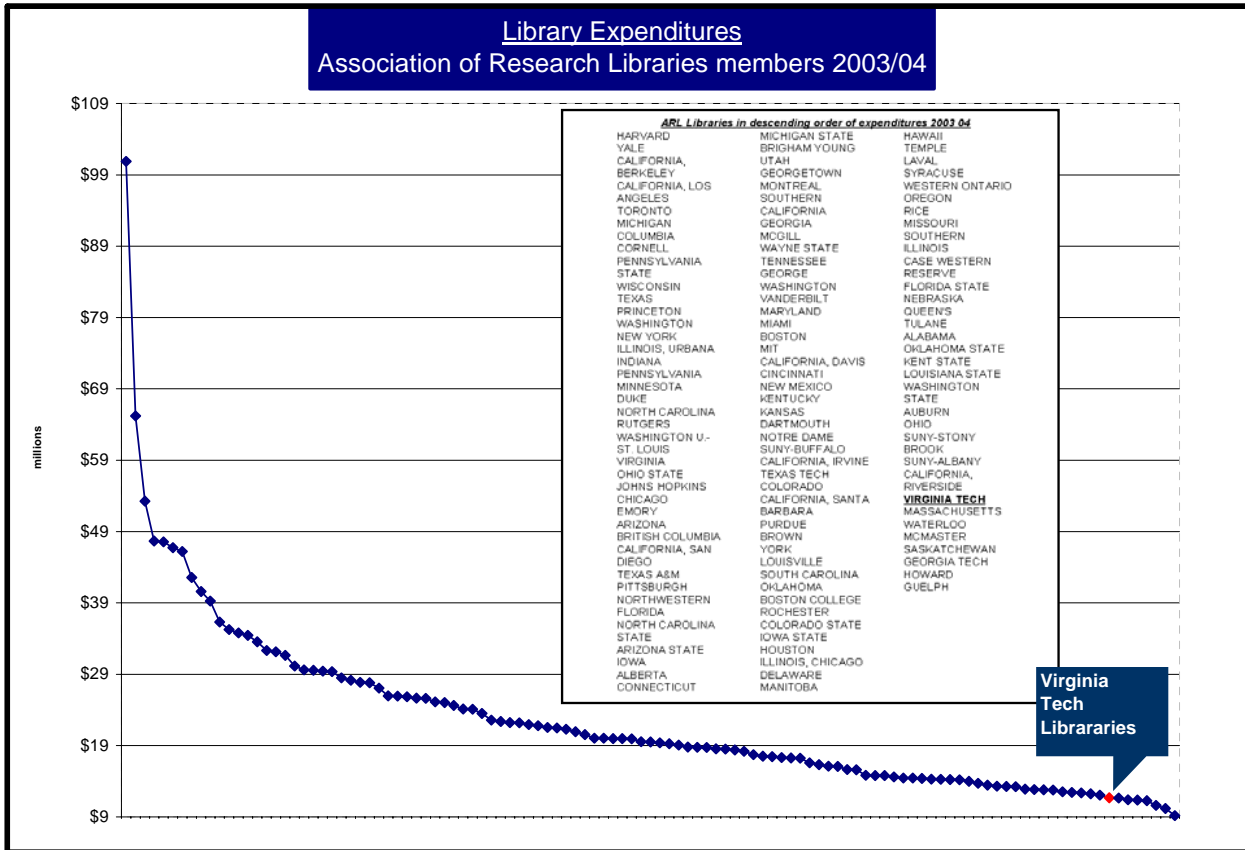
Our earlier review of graduate and undergraduate responses (Spring 2004 survey) is noted on our web page.

For each of the 22 items the respondent was asked to score, on a 1-9 scale, their minimum level of service, the perceived level of service, and the desired level of service. This allows the comparison of both actual scores – perceived delivery – and the establishment of how much on or off the mark the library is as it estimates the difference between the perceived level and the desired level of delivery (a service gap). For our purposes we have established items with service gap scores of 1 or more, as being most significant to faculty respondent needs.

Overall mean perceived scores offer one method for comparing with the other research libraries participating in the survey. Gap scores are more locally associated with the particular values of the institution doing the survey.

Context for Comparing with Other Research Libraries

When we compare faculty assessments of the Virginia Tech Libraries and faculty assessments at other research libraries the comparisons might be enhanced by considering them in the context of funding available to VT and to other research libraries to buy or lease content, to provide staff in support of services, and to address the physical environment.



Funding isn't everything but it is certainly part of the framework for considering what can be delivered to the user community. This chart shows library expenditures for the VT Libraries when compared with the other research libraries in the ARL community.

Benchmarking with faculty responses at other research libraries in 2005

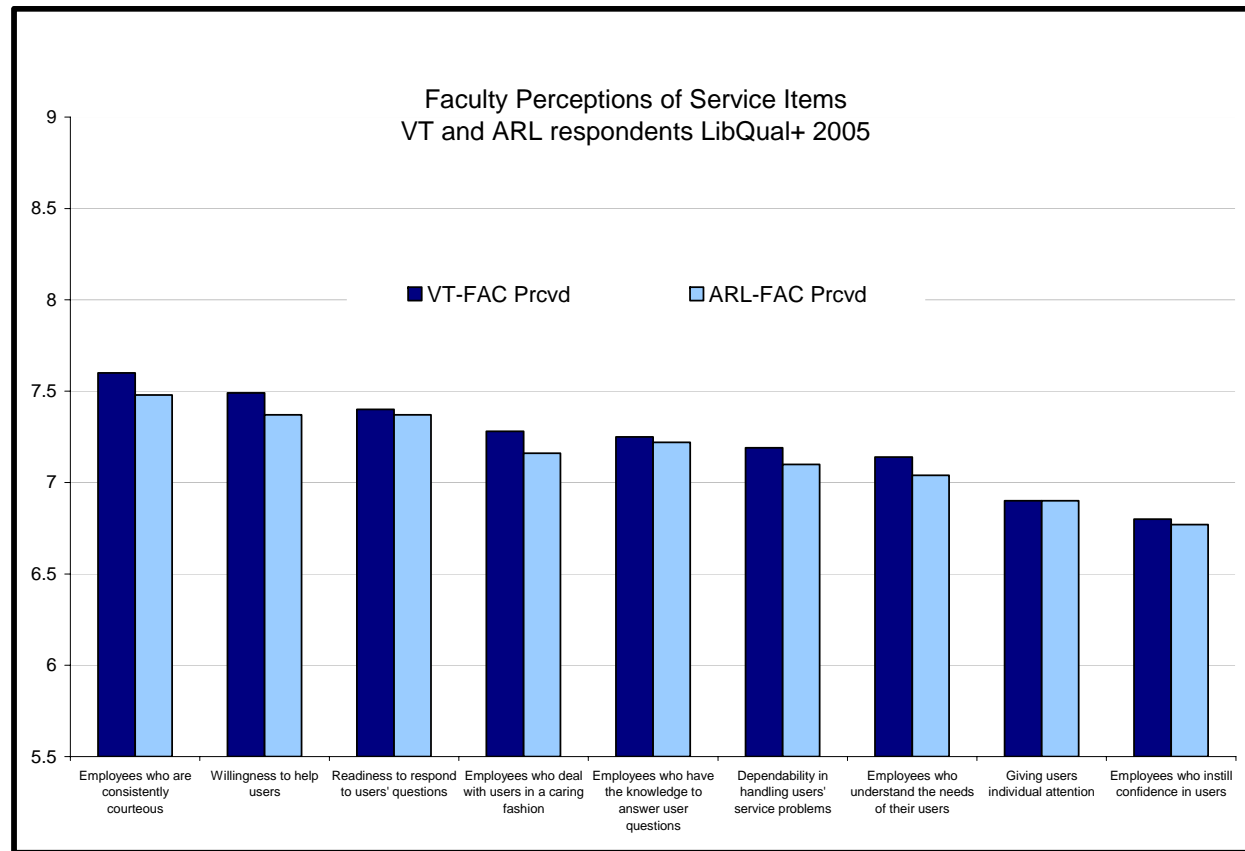
Many of the following charts show VT faculty average scores in comparison to the average score for all ARL faculty participants in LibQUAL+ 2005. LibQUAL+ participants have agreed not to identify school to school comparisons (VT with Named other school) although more specific comparisons can be made if the names of the school are not identified (e.g., the average of the other land-grant schools, or the average of those schools which are also VT peers)

The LibQUAL+ Association of Research Libraries (ARL) schools participating in 2005 included:

Auburn University	University of Arizona Library
Brown University Library	University of California, Los Angeles
Cornell University Library	University of Cincinnati Libraries
Duke University Libraries	University of Florida, George A. Smathers Libraries
Emory University	University of Guelph
Iowa State University Library	University of Houston Libraries
McGill University Libraries	University of Maryland Libraries
Ohio State University Libraries	University of Oklahoma Libraries
Ohio University Libraries, Athens Campus	University of Oregon Libraries
Purdue University	University of Pittsburgh
Rutgers, the State University of New Jersey	University of South Carolina - Columbia
Syracuse University	University of Southern California
Texas A&M University, College Station	University of Texas at Austin
Texas A&M University, Galveston	UNM Libraries
Université Laval	Virginia Polytechnic Institute and State University
University of Alabama	Wayne State University
University of Alberta Libraries	

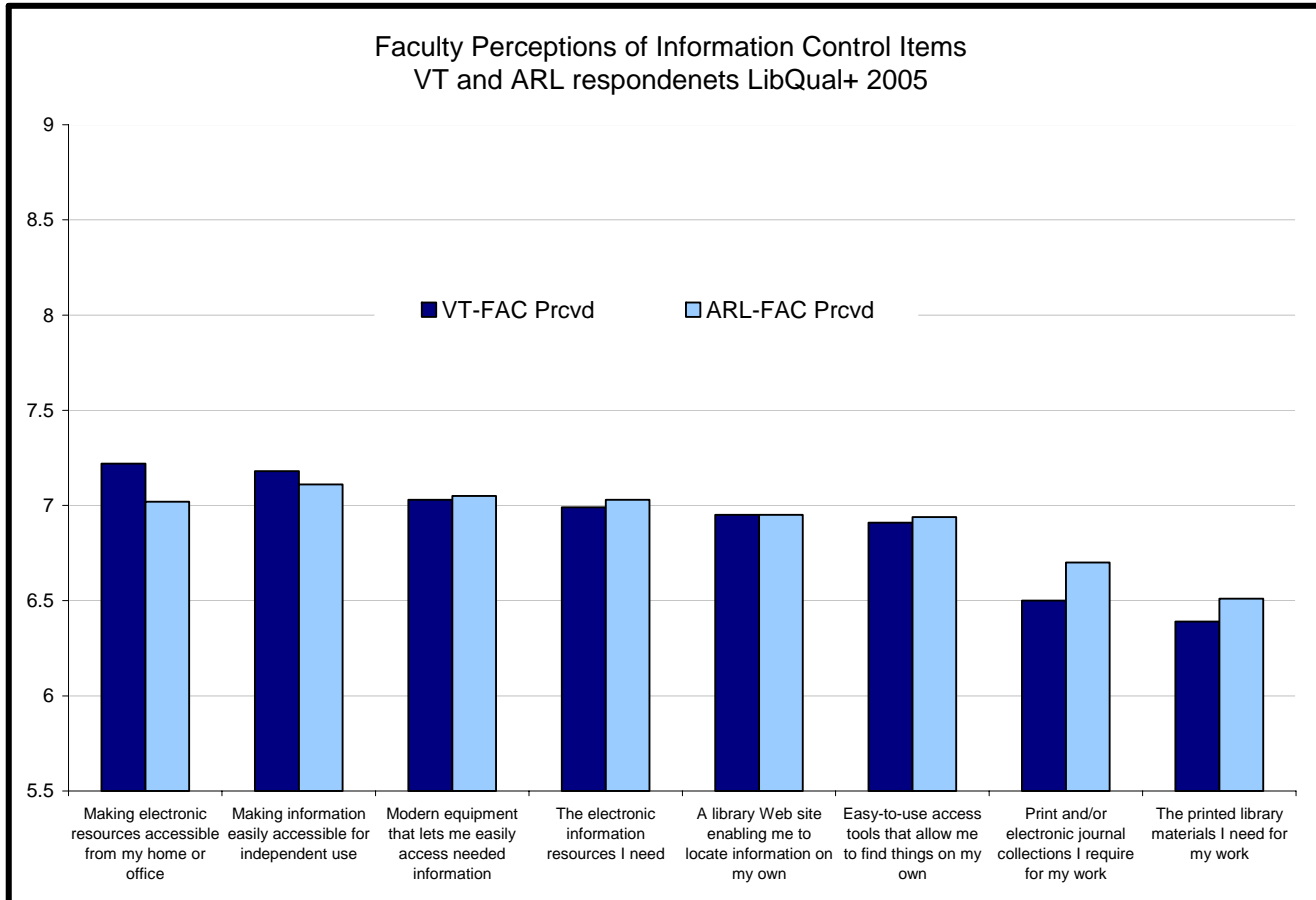
Faculty Perceptions of Service

On the nine questions of the service dimension Virginia Tech faculty rate the library marginally better or at least as well as do the research library faculty participating in LibQUAL+ in 2005.



Faculty Perceptions of Information Control

The Information Control dimension considers how well the library is at supplying information materials –the content- and how it makes it accessible to users. For the 8 questions in this section, the VT Libraries are rated somewhat better at technology and



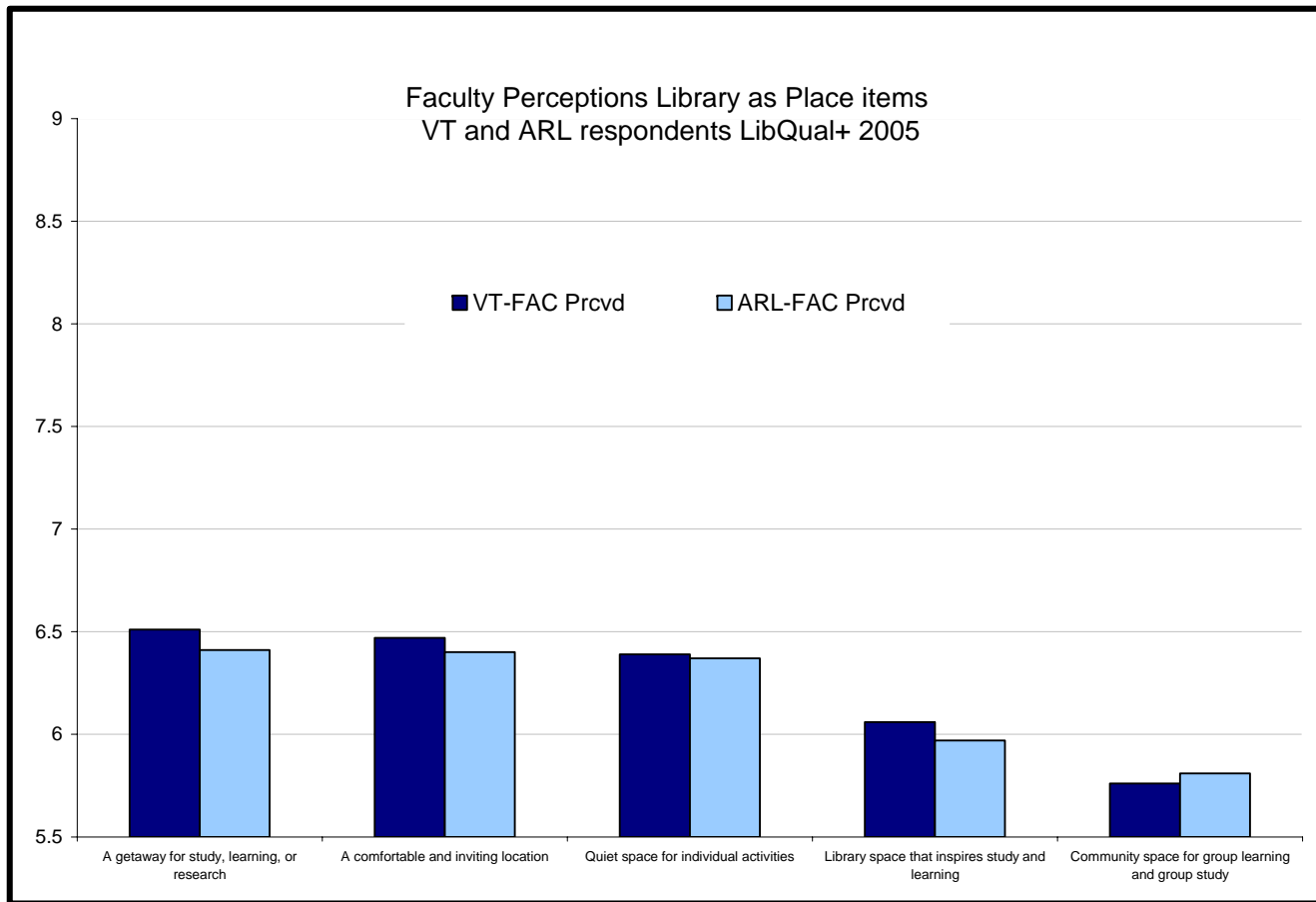
accessibility issues than other research libraries, and somewhat worse on those issues of overall material content – the availability of print and electronic materials.

Later though, as we look at the gap between minimum expectations and perceived, we will see that there is less of a gap for VT faculty on the issue of printed library materials, and that VT faculty and ARL faculty are similar in indicating a gap between minimum and perceived expectations on the issue of print

Faculty Perceptions of Library as Place

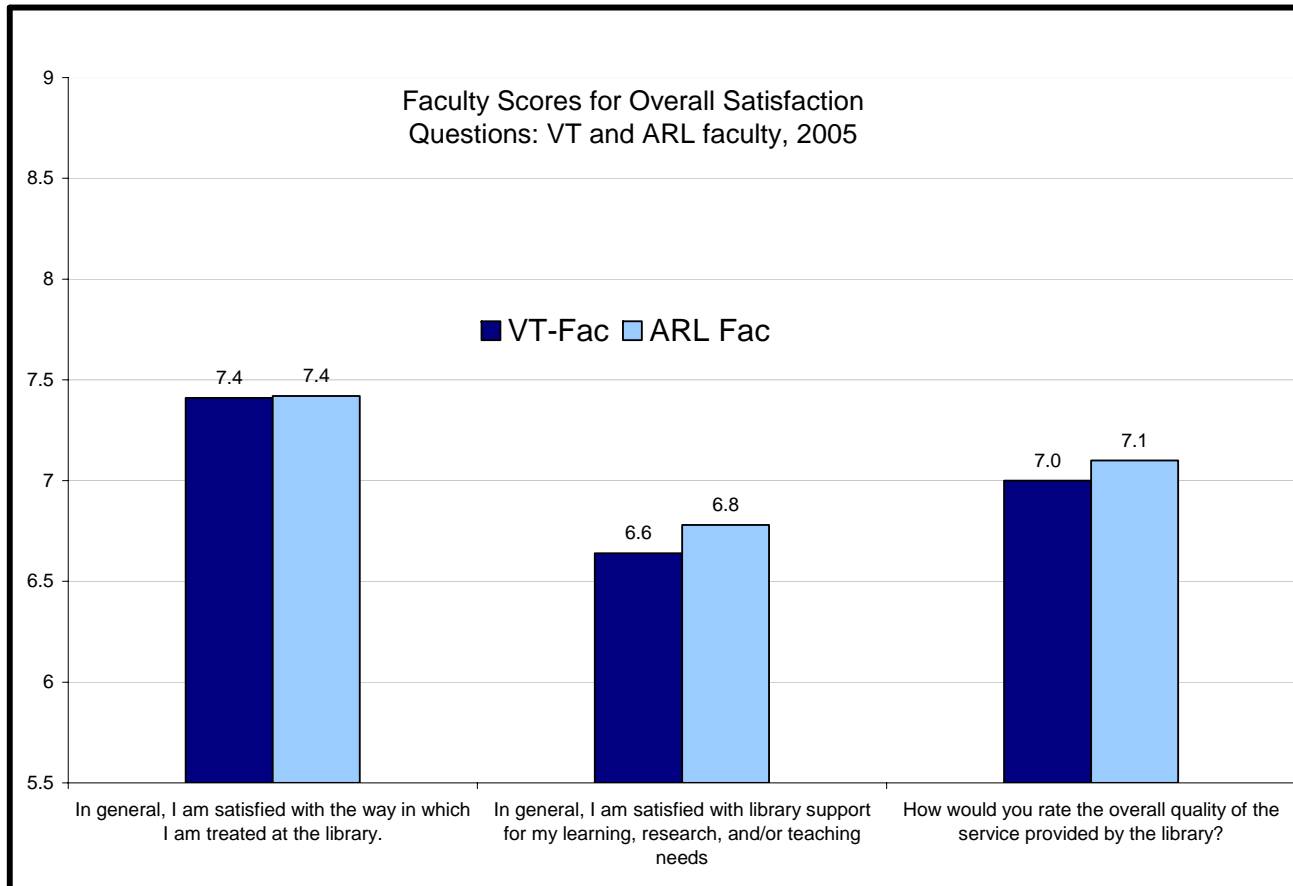
There were 5 questions regarding the library as place. VT and other research library faculty do not perceive the libraries as

delivering this service as well as they do the other two dimensions – the overall scores are lower. But as we will see later as we examine the gaps between what is perceived and what is desired, the library as place is not the issue for faculty that in earlier surveys we found it to be for undergraduate students. In other words students care about the physical environment, while generally, faculty care less.



Faculty Overall Satisfaction Questions

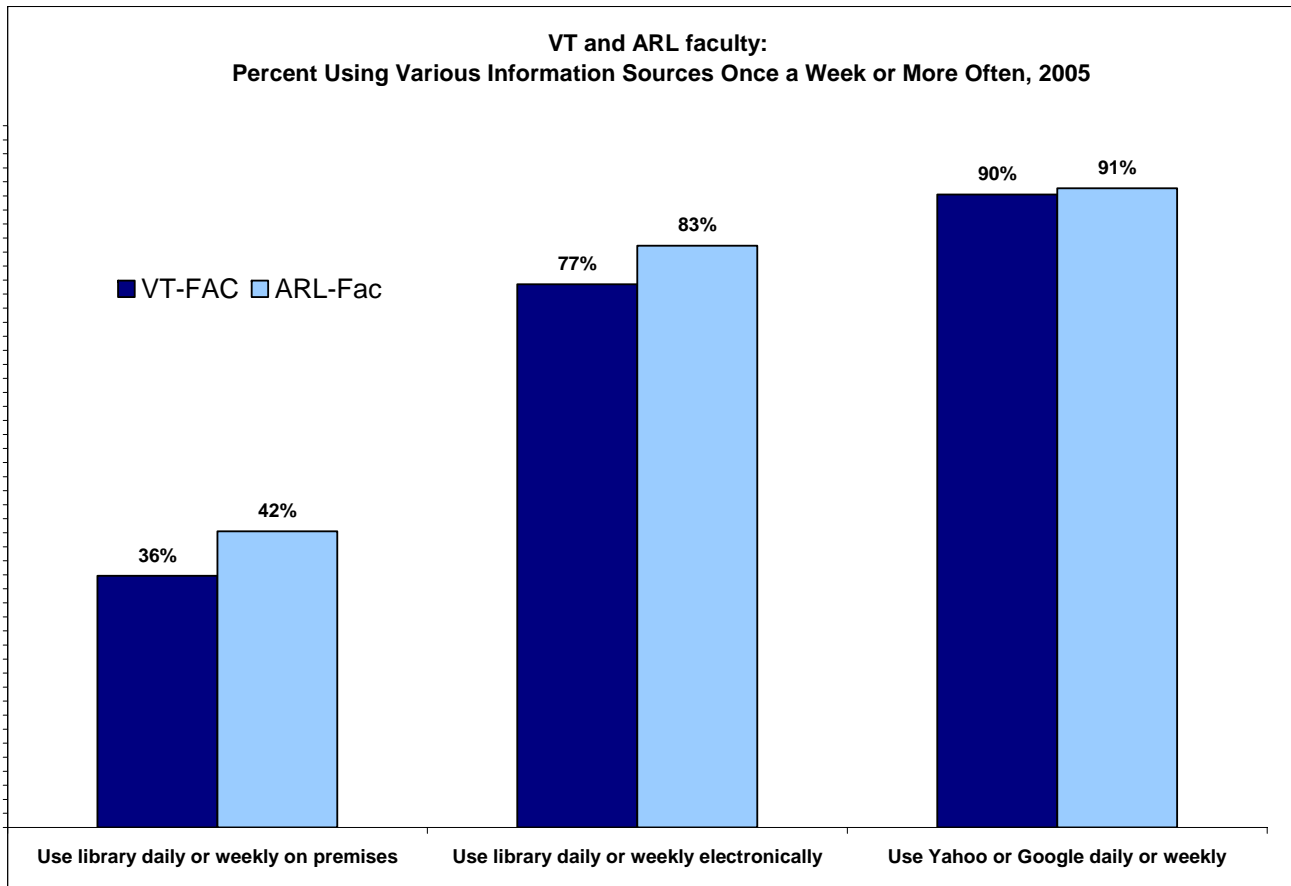
The survey included three general questions to examine overall satisfaction; satisfaction with library support for learning, research, and teaching; and the overall quality of library services.



There are no major differences between scores given by VT faculty and the average for all other ARL research faculty participants. Both groups score the issue of providing support for research and teaching lower than the other areas. VT and other research library participants score the same for overall satisfaction. VT faculty score overall quality in the near range of the score given by other research faculty, and a bit less than other research faculty when they score the question regarding support for research and teaching.

Faculty Frequency of Library Use

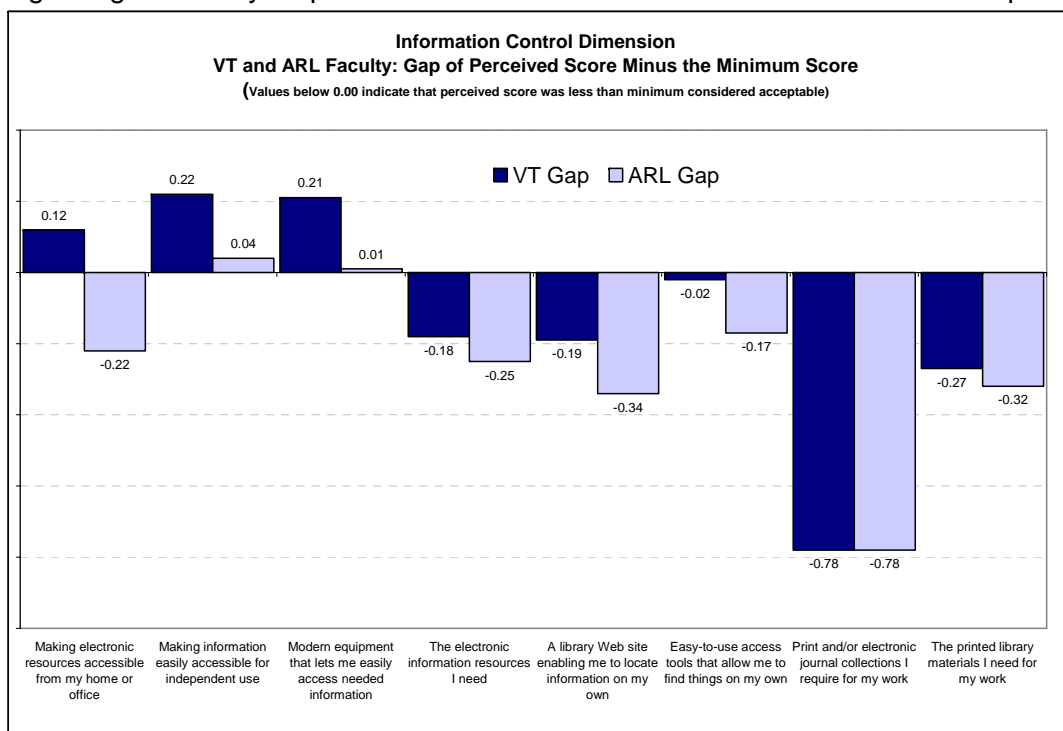
Respondents were asked how frequently they used various information sources –the physical library; the library’s electronic resources; or Google, Yahoo, and the like.



VT faculty use both kinds of library resources, physical or electronic on a daily or weekly basis somewhat less frequently than did faculty at other research libraries. They showed comparable frequency of use of Google and similar services.

Faculty Gap Analysis – Gaps between Minimum and Perceived Scores

While the charts so far have shown faculty perceptions of the level of service delivered on various issues, it is also appropriate to consider whether the VT Libraries are at least meeting minimum expectations, i.e., are there any areas where the perceived score is less than the minimum that faculty would expect us to deliver on that concept. For the eight questions regarding service there are no scores indicating that the Libraries were not at least meeting minimum expectations. The same is true for the four questions regarding the library as place—the VT Libraries at least meet the minimum expectations held by faculty. The ARL faculty scores



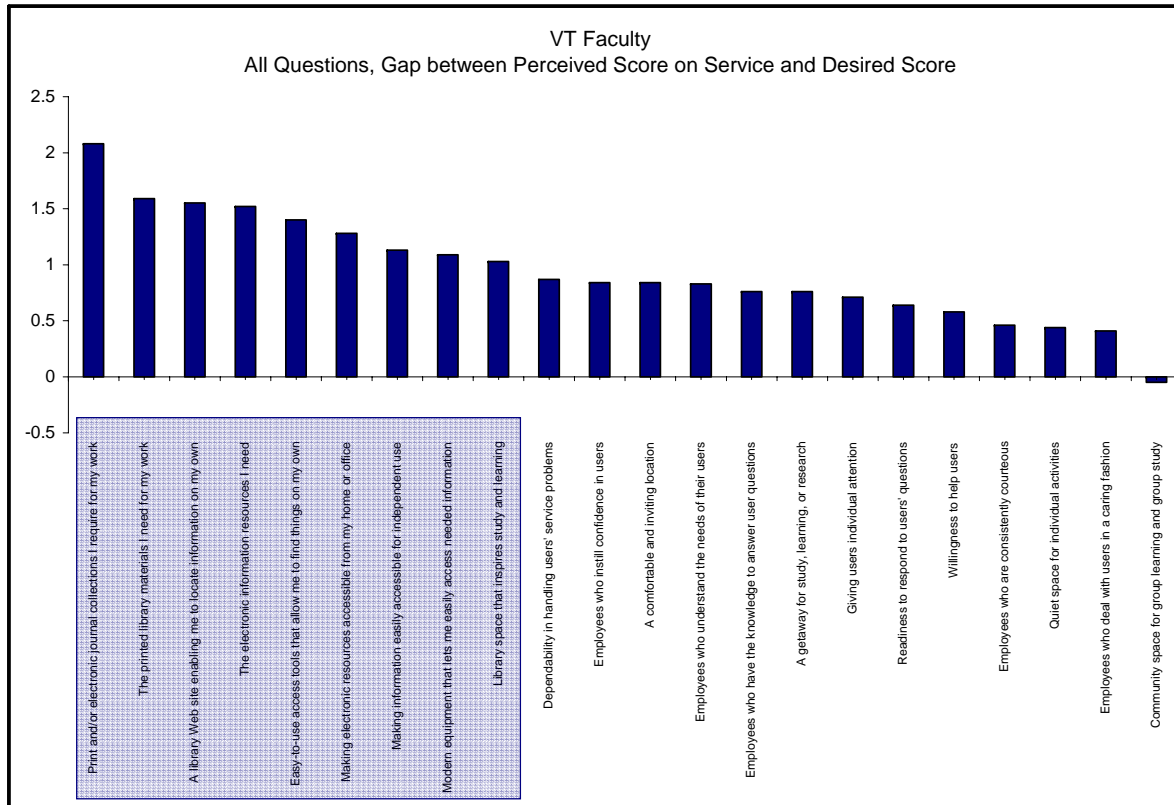
also show no negative gaps between minimum and perceived scores on these two dimensions.

Both VT and ARL faculty note concerns about some issues included in the information control dimension. VT and ARL faculty both give negative scores on five concepts, electronic information resources needed, library web site, easy-to-access tools, print and electronic journal collections, and printed library materials, but on 4 of those five issues VT faculty indicate somewhat less of a negative gap than do ARL faculty.

At VT the Libraries have worked to make resources accessible, anytime, anyplace, and this appears to have been successful. VT faculty note no negative gap between minimum and perceived scores on the issue of making electronic resources accessible from home or office. They also show no negative gap on making information easily accessible for independent use, and having modern equipment available.

Faculty Gap Analysis – Gaps between Perceived Scores and Desired Scores – Where Faculty Would Like Us To Be

Perhaps the best analysis to do for understanding what the Libraries might first examine for “fixes” as a result of this survey would be those areas that measure the differences between where our faculty perceive us to be- and the score that they give on the same issue for where they desire us to be. The minimum gap determines whether you meet minimal expectations. This gap might be



seen as showing the difference between what is, and what could be.

Concepts with scores >1 between perception and the desired service are noted under the blue block. These are areas that can most productively be looked at for “fixes” to improve user perceptions of the library. Many are dependent on having the financial resources to build and sustain collections, or the staff to focus on specialized services like the library web.

Comments from Faculty

Many of our respondents chose to comment as they completed the survey. Their comments, and where appropriate a response from the Libraries, follow:

Affect of Service		
Comment:	Response:	Discipline:
Service and friendliness is better than most other libraries. ILL requests that are closed in less than 30 minutes because all possibilities are exhausted shows a great response time to the query but not a lot of exhaustive effort to fill the request.	We search WorldCat for libraries that report owning an item requested through interlibrary loan. If an ILL request was canceled after 30 minutes it implies that few, if any, libraries owned the item, and perhaps that their policies show that they will not lend a particular work or type of work. It is also the case that we can get responses from possible lenders in a very short time. Indeed, the fact that lenders can supply items within the same day demonstrates that a lender that declines to lend can respond very quickly to a request. This is obviously very general. If I knew what item was involved I could give a more specific response.	Agriculture/Environmental Studies
I very much appreciate the service provided by the interlibrary loan group.	We are delighted that ILLiad services are working well for you.	Agriculture/Environmental Studies
I have found the ILL group to be wonderful! They find most obscure items for me. I love them.	We are delighted that ILLiad is working well for you.	Other

<p>You must do a better job in managing the library, expanding your collections, and most importantly lobbying the University for more funding.</p>	<p>It's true that in recent years we have not kept up with our peer institutions. Some one-time funds have been helpful in improving the building and in buying new resources like EndNote, historical newspapers, Geoscience World, and the Safari online books, but we need enhanced and more predictable funding. We are working on this constantly. We do spend a higher percentage of our total budget on subscriptions and materials than nearly all our peers, so we hope that at least with the budget we have, our priorities are right.</p>	<p>Humanities</p>
<p>A more conscious awareness of current books in the fields of the arts and humanities would be useful.</p>	<p>Thanks for your comment. We recently added a number of publishers to our approval plan, which was already bringing the monographs of all university presses and about 100 "trade" publishers. We also amended the plan to start bringing all books in numbered series. These changes should help, but for anything we don't get, please don't hesitate to suggest specific titles.</p>	<p>Humanities</p>
<p>In general I think the library is run very efficiently and does a very good job with limited funds. The librarians are very dedicated and knowledgeable. Two improvements I would like to see are (1) a decrease in the amount of time it takes to reshelve books</p>	<p>We constantly try to speed up the shelving turnaround time. It's a real problem at the end of each semester when the demand (book returns) picks up and the supply (of student shelvees) crashes all at the same time. The new online catalog gives an estimated shelving time which should at least give users more of a sense of when to expect to find materials. Thanks for your thoughts.</p>	<p>Business</p>
<p>The library is fortunate to have such a dynamic leader who always seems to be pushing for improvements and innovative ways to attain materials with a less than adequate budget.</p>	<p>We certainly appreciate that sentiment. We're working with the administration to improve funding for positions, the building, and library materials.</p>	<p>Communications/Journalism</p>

Given the economics, keep up the great work.	We certainly appreciate that sentiment. We're working with the administration to improve funding for positions, the building, and library materials.	Engineering/Computer Science
The library is woefully underfunded and the library administration seems unconcerned about responding to the needs of different kinds of information users.	It's true that in recent years we have not kept up with our peer institutions. Some one-time funds have been helpful in improving the building and in buying new resources like EndNote, historical newspapers, Geoscience World, and the Safari online books, but we need enhanced and more predictable funding. We are working on this constantly. We do spend a higher percentage of our total budget on subscriptions and materials than nearly all our peers, so we hope that at least with the budget we have, our priorities are right.	Humanities
Information Control:		
<i>Comment:</i>	<i>Response:</i>	<i>Discipline:</i>
Because I am stationed off-campus, I do not visit the library on a regular basis. However, the access to electronic journals and availability of reprints through ILLiad are invaluable to me. I wish that the library had the capacity to scan journal articles that could then be emailed to me rather than being sent through snail mail. This would speed delivery, save on paper and reduce mailing expenses.	We are hoping that the next version of ILLiad to be installed in the next month or two will simplify the scanning process so that it will be possible to deliver locally owned materials electronically.	Agriculture/Environmental Studies
As a faculty member of CALS stationed off campus, I have been very pleased with the interlibrary loan service's delivery of requested literature.	We are delighted to know that ILLiad services are working well for you.	Agriculture/Environmental Studies

I would like to see the library create an easier access point for ILL. The Ohio System enables users to access ILL from the equivalent of our Addison. If the library doesn't have the item, all you should have to do is hit a hyperlink that begins the ILL process. Whether we can have access to as sophisticated a system as OhioLink, we should be able to move to the ILL gateway from Addison.

I think you are referring to the OhioLINK feature that allows you to search the catalogs of many Ohio libraries simultaneously and then request the item from whatever library in Ohio owns the item. I believe that system does not handle periodical articles, only books. The capability is available in Ohio because the state legislature mandated that all libraries should use the same catalog system. Thus, there is one giant shared catalog for all the academic libraries, and each institution is treated like a branch library of a single total system. At Virginia Tech you can get a more comprehensive search by using WorldCat to find books in any library no matter where it is located. Then when you click on the External Resources: View Full Text Options you will link to a Tech web page that will inform you about ways to get the item. These page includes a link to ILLiad that will copy the WorldCat information into your ILLiad request form.

Humanities

The availability of electronic modes of delivery, plus the eJournals initiative, has greatly improved over the last couple of years. I am specially impressed at the speedy (generally two-day) delivery of books to the Northern Virginia region (PLEASE PLEASE PLEASE, let's not call it NOVA anymore as that is the abbreviation used for the Northern Virginia Community College!), along with delivery to home or work addresses.

I'm pleased that delivery to northern Virginia is working properly. But I do think that Northern Virginia Community College is referred to as NVCC. The generic NOVA refers to northern Virginia in general.

Engineering/Computer Science

<p>My disappointment has been that the library has dated material in the field that I am working in and have not always been able to get me the information that I need through interlibrary loan.</p>	<p>Your interest in recently published material can present a problem for interlibrary borrowing at times. Many libraries will not lend recent imprints. Also, very recently published materials may not yet be available in more than a few libraries.</p>	<p>Other</p>
<p>I am located off-campus, so my contact with the library is electronic. I have received good service on the requests I have submitted through ILIAD.</p>	<p>We are pleased to know that ILLiad is working will for you.</p>	<p>Science/Math</p>
<p>I am thrilled with the ez proxy on-line journals. I frequently use the service of getting books from Newman sent to NoVA, and am delighted with that as well.</p>	<p>We are pleased that the ILLiad service is working well for you.</p>	<p>Humanities</p>
<p>This library is totally unsuitable for a research institution, and is a major drag on Virginia Tech's growth as a center of learning. If Tech has any hope of becoming a top 30 institution first priority should be given to a massive upgrade of the library's collections, policies,</p>	<p>It's true that in recent years we have not kept up with our peer institutions. Some one-time funds have been helpful in improving the building and in buying new resources like EndNote, historical newspapers, Geoscience World, and the Safari online books, but we need enhanced and more predictable funding. We are working on this constantly. We do spend a higher percentage of our total budget on subscriptions and materials than nearly all our peers, so we hope that at least with the budget we have, our priorities are right.</p>	<p>Humanities</p>

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this is a problem of resources

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Humanities

Electronic articles are incomplete: often the year I need is just below the availability cutoff

Most of the big publishers in science and technology initially offered their journals only from 1995 or so forward. They are starting to offer sets of journals (we can't pick specific titles). We will spend about \$200,000 this year to add volume 1 - 1994 content to hundreds of our e-journals. It would take about a million dollars to do this for everything that's available for purchase and even that's not comprehensive. We participate in nearly all the JSTOR collections, which provide serial backruns in many fields.

Science/Math

I get frustrated by how often I have to request older journals from storage

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Other

I think that library services needs improvement in its support of research in the Arts and Humanities. I think that some of the databases need to be upgraded to higher quality services. For Instance, the MLA International Bibliography is through another web-interface (Info-Track; Ingenta). The MLA database through OVID is MUCH more user friendly and accurate in pulling up refereed sources and books. For students doing research through this interface, this kind of medium is essential. I also think the library could do a better job of updating its book resources and expanding its holdings. Many of the books I need have to be ordered through interlibrary loan. The webpage is not user-friendly. The search engine is a pain to use and the webpage is always slow. The webpage needs to be redesigned. Finally, I think that a link to newly acquired books and resources would be an invaluable feature to improving library sources so that researchers can know what is now available to them.

This past year we've spent a lot trying to upgrade our humanities resources. Examples of very expensive new resources we hope will help you include the Early English Books, the ProQuest Historical Newspapers, and the (London) Times Digital Archive. The MLA comes to us through the Virtual Library of Virginia, which based its switch to InfoTrac on a combination of price and service considerations. We've expanded the humanities portion of our approval plan and hope this makes a difference. Please don't hesitate to suggest new titles to your college librarian, though. New books can be tracked at <http://www.lib.vt.edu/services/newbooks/newbooks.php>, which you might want to bookmark. There are a variety of other ways you can set up alerts for newly published materials in your field. These include search alerts on the new library system and table-of-contents or subject-term alerts to the periodical literature through services such as ingenta. Please contact your college librarian for help in taking advantage of these possibilities.

Humanities

Printed materials, particularly books, are still vital, yet receiving less attention. Too much material is in storage. The circulation policy is overly restrictive--not in line with our peer research institutions, much less the top 30. I end up buying many of the books I need because the library doesn't have them. And finally, this survey is the most cumbersome survey instrument I have ever used.

Thanks for your thoughts. We are still spending over \$1 million/year on books and receive many of the most important current publications automatically. If you do see gaps, please let your College Librarian know, not just so we can get those titles but as a diagnostic for any areas we're overlooking. We can't fit any of the stored items in Newman right now but have requested a more nearby and faster form of storage. Meanwhile we're buying journal backsets that should make a growing percentage of our older serials available online.

Humanities

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Library as Place

Comment:	Response:	Discipline:
physical support for study (it is not a good place to sit and work)	We understand the limitations of our current facility. The renovation plans which we will do in phases should provide a more comfortable learning environment.	Education
The Tech Library is what makes Blacksburg a good place to live.	Thank you for your positive comment.	Science/Math
Library space is uncomfortably and poorly lit. How can a research institution not offer carrels?	We plan to address these issues as we move forward with plans for renovation of the library.	Humanities
I am very concerned about my physical safety and the safety of all library patrons. It just feels "not secure"	Newman is a large building with lots of areas that have nooks and crannies. We encourage anyone who does not feel comfortable in some of the less public areas to stay around the areas that are staffed. Users should always report anything that is suspicious or unusual behavior to the Circulation or Reference staff who will immediately call campus security.	Other
Very good physically in the library.	Thank you for very positive comment.	Agriculture/Environmental Studies
Love the library...please make it awesome!	Thank you for very positive comment and we are working to making it awesome!	Communications/Journalism
Need a massive upgrade of the library's facilities	We agree and that is why we are diligently working to get funding for major renovation that will include more comfortable and inviting spaces for students and faculty to study and conduct research..	Humanities
Questions # 3, 10, 14, 21 above (referring to space availability, etc.) are not applicable to me, as my total involvement with the library is via the web and ILL.	I am pleased to hear that you do use the library and hope you will have the opportunity to visit the "real" library sometime.	Veterinary Medical Sciences

I visit Newman Library only a few times per year. Use Vet Med Library often.	I hope we will be able to surprise you with your visits with some great new changes with your visits to Newman. I am pleased that Vet med is serving your library needs.	Veterinary Medical Sciences
If the library is short on resources to improve journal subscriptions and book purchases, why is such a large amount of money being spent on remodeling the facility just to improve the appearance?	We have been conducting this survey with graduate and undergraduates for several years and a constant theme has been to improve the physical facility as well as collections and services. The funding we have spent has been designated development funding. For example, the group study rooms we added this past summer, were funded by the University parent fund. And I will add, that in all student surveys, students commented that they wanted group student facilities.	Science/Math
Library needs quiet areas reserved just for graduate student study.	We hope to address this problem as we continue to renovate the building.	Science/Math
I'm very happy with the library here.	Thank you for your vote of confidence and very positive comment.	Engineering/Computer Science
As a research faculty member, I feel that the library system is geared toward meeting the needs of the teaching faculty. In general there is a movement to shift researchers to the CRC and away from the main campus (which is where my office is located).	Our goal is to serve all the faculty. As we move toward electronic based resources these are available 24-7 regardless of where faculty are located.	Engineering/Computer Science
You are certainly aware that the work space available within the library has eroded over the years. Desks along the outside windows near the QA books on the 4th floor would be great. Signs encouraging users, visitors, and employees to maintain quiet are needed. There are people who are unaware how annoying their conversations are.	Your point is well taken about quiet areas but monitoring is a problem. To some extent self-monitoring helps maintain a quiet atmosphere. We have posted signs that designate "quiet" areas and that users should use cell phones only in stairwells.	Science/Math

<p>There needs to be more group study areas where food is allowed (many students bring food into the library - it would be nice to have areas designated where this is acceptable).</p>	<p>We have added three group study rooms this past summer that was made possible from funding from the Parents Funding. We do not discourage food in the library as long as it is in closed containers and is handled properly.</p>	<p>Business</p>
<p>As my office is over in the Vet School, I use Newman library as my meeting place with my students. I am concerned that after the current renovations I will be left with no convenient place to meet them that is readily accessible, visible and also conducive to studying/tutoring. (Currently I use the tables on the fourth floor near the entrance to Torgerson Bridge).</p>	<p>I think you will find meeting places even more convenient and comfortable to meet students. The area you refer to on the fourth near the entrance to Torgerson Bridge has been converted to a comfortable lounge/study area that is ideal for that sort of arrangement with students.</p>	<p>Health Sciences</p>
<p>Virginia Tech requires a world class library. Give it more funding!</p>	<p>We certainly applaud that and thank you for your support.</p>	<p>Engineering/Computer Science</p>
<p>The reading room is the only inviting place to read and study. I have given up trying to concentrate in this beautiful room. The other tables around the library for reading are depressing places.</p>	<p>We plan to address more inviting, comfortable study areas with the proposed renovation of the building.</p>	<p>Social Sciences/Psychology</p>
<p>Library hours on Saturday are too short. The library should be open until midnight on Saturdays.</p>	<p>We base our weekend hours on data that we have collected over the years on use of the library during the weekend. That data shows that few people use the library after 6:00pm on Saturday and not before noon on Sunday.</p>	<p>Education</p>
<p>Small group study, research and discussion areas at off campus locations and on campus with connectivity for groups to use multiple laptops would enhance our research, teaching and learning.</p>	<p>We will pass along your comment to the appropriate facilities managers.</p>	<p>Other</p>

Parking near or really anywhere close to Newman is often impossible when classes are in session. Is there anything parking services could do to improve our physical access to the materials available in the library?

With our centralized campus, parking close to major service buildings is indeed a problem. However, we have seen some conceptual plans for the future regarding increased parking spaces. The Blacksburg Transit does operate all the hours the library is open and there's a convenient stop at the doors of the library.

Other

I think the library is great; but i still value a clean, quite and attractive in-house experince on the rare occasions that i enter the building.

Thank you for positive comment. I am not sure whether the other part of the comment is indicating that the building is not clean, quiet, and attractive so let me take each one and deal with it. We are very fortunate to having a dedicated housekeeping staff who do keep this very large building clean that sees over a million people come through the doors each year. We are working on establishing quiet areas and have recently posted signs throughout several parts of the library to make people aware that areas are designated as places for study and research. As we move forward with our renovation/moderaization plan, we do intend to make the library more attractive.

Science/Math

Some additional comments from the Libraries

Many of the survey questions are redundant

The survey tests a variety of dimensions of library service, each represented by multiple (and seemingly redundant) questions. The use of multiple/redundant questions allows analysis of the validity of each dimension through statistical means.

More books, journal subscriptions, electronic access

We know that databases, journals, and books are important to you and that most people want to see more of them in the library. The best way to describe where we are, where we'd like to be, and why we aren't completely there is to divide this subject into its key components: money, electronic databases including journals, and books.

Money

We spend a greater proportion of our budget for library materials than does the average research library, but our overall budget is at a level that causes the VT Libraries to rank 93 out of the 113 (2003-2004) academic libraries in the Association of Research Libraries. Our funding for materials has been essentially static since FY97. We're fortunate that we've been able to acquire some strong new resources and to have avoided for seven years the massive serial cancellations that were a way of life for us in the 90's.

Databases and electronic journals:

Thanks in part to **VIVA** (the Virtual Library of Virginia, a state-supported initiative for higher education libraries) and in part to the priority we place on electronic resources, we have most of the standard abstracting and indexing databases. And thanks to emerging technologies applied with lots of backroom work on our part, these indexes increasingly link directly to the content in the journal itself. What we don't have can largely be attributed to our budget or to the uneven pace of conversion to electronic publication within the scientific and scholarly communities. Some societies and publishers still haven't offered electronic versions of their journals.

We look as proactively as we can for these but are always glad to learn of opportunities we may have missed to switch to electronic format. If you discover that something is now available electronically, please tell us. We do offer over 6,000 full text electronic journals, with selected content from a larger number of publications available in various aggregations like InfoTrac, Lexis, or Factiva. One piece of good news is that, thanks to creative thinking and a willingness to enter new partnerships on the part of both our Collection Management and Acquisitions units, we are participating in a number of ad hoc consortia and deals with various publishers that give us electronic access to well over 1,500 important new journals to which we did not have previous subscriptions, and for prices comparable to the subset that we have always subscribed to. The addition of new digital resources from critical societies and other publishers was the main emphasis identified in the VT Information Needs Project we undertook with the cooperation of all eight colleges during the spring of 2005 and remains our highest priority.

Books:

We're very aware that book buying in recent years has been off our past standards and that it shows: we have too few recent editions, too few copies of high use items, too few specialized monographs and proceedings. We do have a fairly large approval plan that brings us most of the monographic publications of university presses and a large number of mainstream societies and trade publishing houses, but these titles need constantly to be supplemented by discretionary purchases that fill in the gaps. We've been able to increase funding for such items in the current fiscal year and are using the opportunity to make up lost ground, but our ability to sustain this level of investment is a year-to-year hostage to the larger budgetary picture..

Library needs renovating

The library does need updating and modernizing. In July 2000, we worked with the University to develop a *Modernization Master Plan* to bring the library facility into the 21st century. This plan calls for improved comfort for our users as well as new spaces for collections and conducting research. Renovation is a costly process and unfortunately we will be able to implement the modernization plan only as funding becomes available, which, so far has been primarily through donor gifts. However, our users will begin to see some results of our implementation process of the plan this spring term when we expand our Special Collections/Digital Library space. We are also planning phase 2, which will include a café in the remaining space of the current lobby area and additional space for Special Collections.

Addison, online catalog

Addison, the web-based public interface of the University Libraries catalog since 1998, debuted a new look in August 2005. The new Addison offers more powerful searching options and a more intuitive interface.

When searching, patrons can now limit their searches to items in a particular location (e.g., the Art + Architecture Library), to particular types of items (e.g., DVDs), to available items (items that are not currently checked out), and to items in a particular language (e.g., French).

Search results now include pictures of book jackets when available. When patrons click on a book jacket, they are taken to further information about the book, often including a summary and table of contents. Patrons may now also sort their search results by date, title or relevance.

Addison's new features include the ability to save and e-mail results for future reference. Requesting books that are checked out and requesting books from storage have become much easier processes as they have been integrated into Addison.

Through the My Library Record page, Addison has empowered patrons to take more control over their library activities. Patrons may view their checked out books and renew their books online. They may also see the status of their book requests. Patrons may now also save searches as preferred searches, and mark them for e-mail notification – when the library receives new books that match a preferred search, Addison will notify the patron through twice-monthly e-mails.

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