



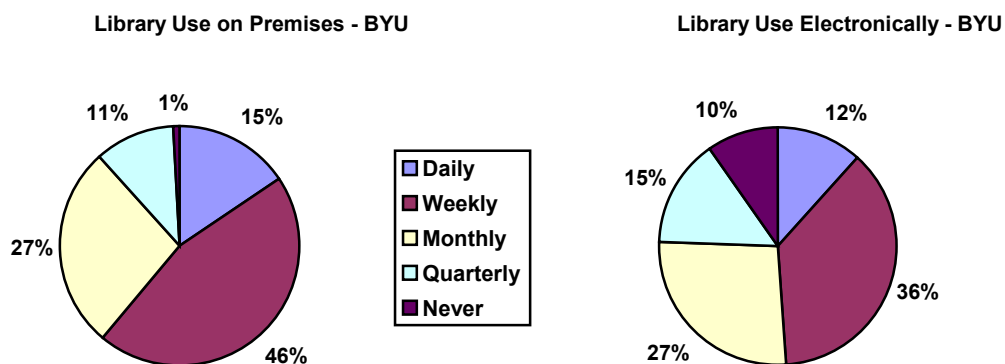
**HAROLD B. LEE**  
**LIBRARY**  
**BRIGHAM YOUNG UNIVERSITY**

**Executive Summary**  
**of LibQUAL+ 2001**

**Breakdown of Library Use Results**  
**by rank and academic discipline**

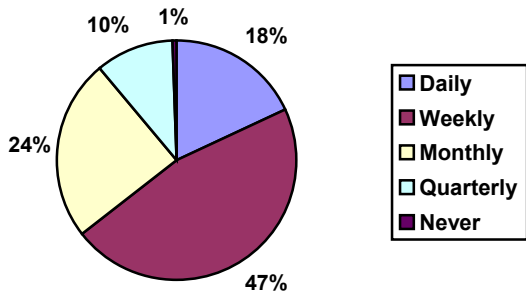
Per the request of the President's Council, the information provided in the initial Executive Summary of July 31, 2001 concerning the use of library resources on the premises vs. electronically has been broken down to examine differences between the different ranks of respondents (undergraduates, graduates, and faculty) as well as to examine some of the differences between academic disciplines at BYU. Only those disciplines that had at least 100 responses were used. This included Business, Humanities, Science, and Social Science.

In review, those surveyed were asked two questions relating to the use of library resources. First, how often they used resources on library premises; and second, how often they used electronic resources remotely. For each question they could answer daily, weekly, monthly, quarterly, or never. The pie charts below summarize the results for BYU. As with virtually every institution, BYU showed that those surveyed tended to use library resources on the premises to satisfy their needs, with some 61% doing so at least daily or once a week. In comparison 48% indicated they use electronic resources remotely at least daily or weekly. Note however that only 1% indicated they never used resources on the Lee Library premises. In contrast, as with every institution that participated in the study, BYU had a greater percentage of patrons never using electronic resources remotely.

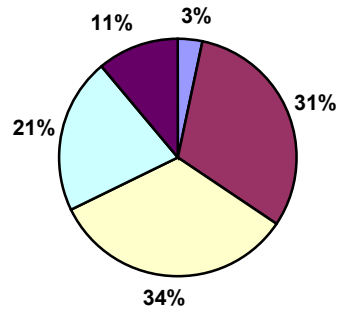


Comparisons made between the different ranks showed similar tendencies, although the tendencies there were also counterintuitive to what might be expected. The charts for Undergraduates, Graduates, and Faculty are shown below. Note that the percentages of resource use on the premises for Undergraduates and Graduates are virtually identical. For Faculty they are similar to that seen in the students; however, there is some shift in numbers between monthly and daily with Faculty less inclined to use resources daily, more inclined to use them monthly. Regardless, only 1% from any of the groups said they never use resources on the premises. In contrast, the electronic use numbers show that a greater percentage never use electronic resources remotely. But even more interesting is that the percentages of non-use decrease from Undergraduate to Graduate to Faculty. It is also interesting to note that Undergraduates use electronic resources less frequently (frequent defined as daily & weekly) than Graduates, who use them less frequently than Faculty. One would assume that the students coming to the university today would be MORE inclined to use electronic resources and on a more frequent basis, being of the generation raised on the computer so to speak. But that is not the case according to these numbers. Some of that could be due to a lack of knowledge of resources available, but regardless the numbers show interesting tendencies.

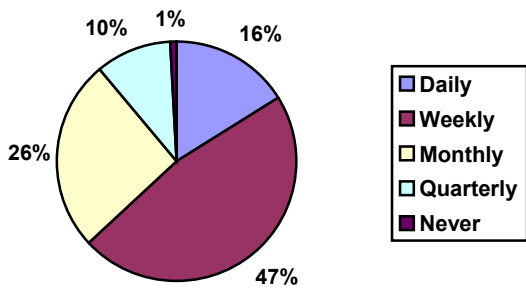
Library Use on Premises - Undergraduate



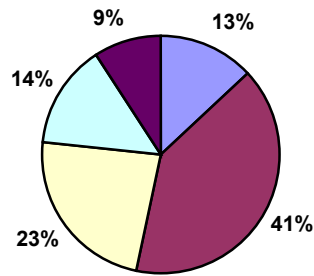
Library Use Electronically - Undergraduate



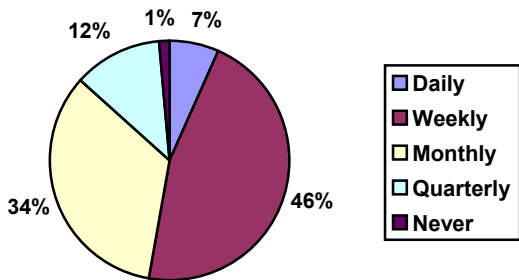
Library Use on Premises - Graduate



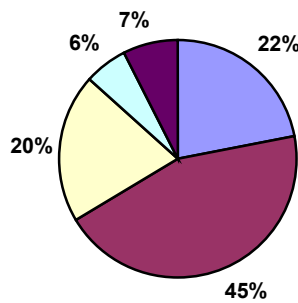
Library Use Electronically - Graduate



Library Use on Premises - Faculty



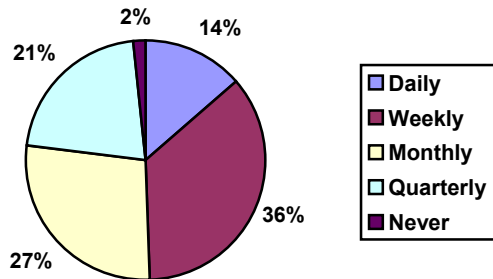
Library Use Electronically - Faculty



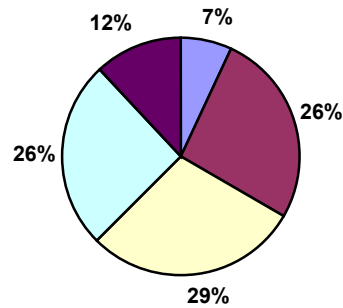
The breakdown of use by discipline has been summarized in the set of plots on the next couple pages. The tendency of the percentage of patrons that never use resources on the premises being less than those that never use electronic resources remotely is also evident within the disciplines. It is interesting to note though that Science has the smallest disparity – 1% never using resources on the premises to 2% never using electronic resources remotely. It is also interesting to note that the Science discipline is also the most consistent in the frequent use of those resources, 54% using the resources on the premises daily or weekly and 55% using electronic resources. The other disciplines show a significant drop in daily

& weekly use from on the premises to electronic. Another note of interest is that Business is consistently less in daily & weekly use of resources (premises or electronic) than any of the other disciplines.

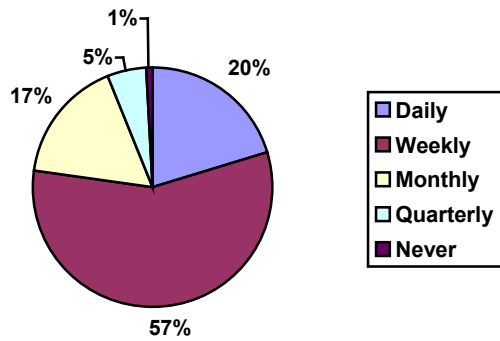
Library Use on Premises - Business



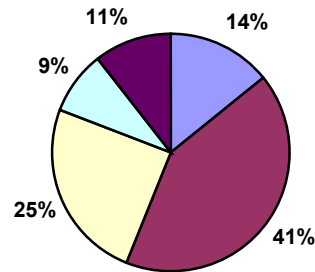
Library Use Electronically - Business



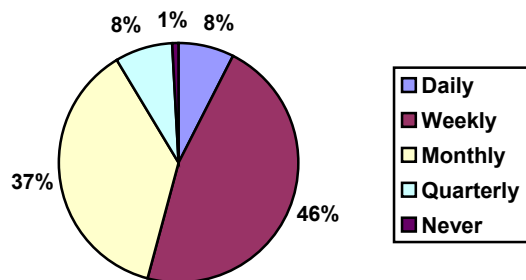
Library Use on Premises - Humanities



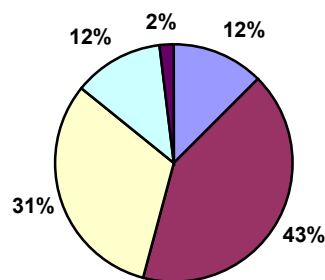
Library Use Electronically - Humanities



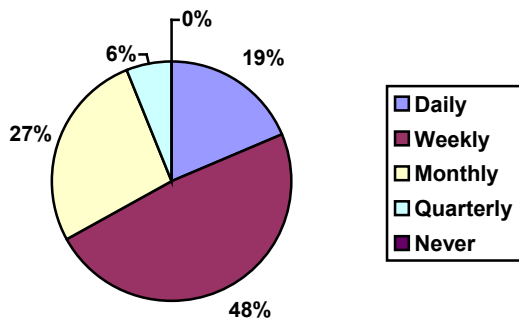
Library Use on Premises - Science



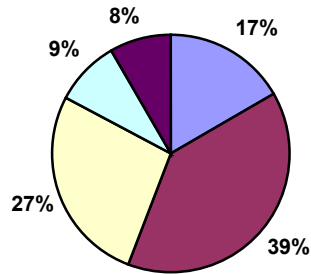
Library Use Electronically - Science



Library Use on Premises - Social Science



Library Use Electronically - Social Science



A further breaking down of the disciplines to the various sample groups (Undergraduate, Graduate, and Faculty) is possible; however, by doing so, the effective sample size is sufficiently reduced to make reliable inferences from the charts difficult. It is hoped that when BYU participates again in the survey during the spring of 2003 that the improved methodology, survey instrument, and sampling criteria will help improve the response rates so that such comparisons might be possible.