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HOW CAN I HELP YOU?: BECOMING USER-CENTERED IN SPECIAL COLLECTIONS

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ABSTRACT: This study reports the results of a 2008 survey of 148 users of the Special Collections and University Archives Department at the University of Illinois at Chicago (UIC Special Collections). Data are examined to determine if the quality of services provided by UIC Special Collections at the Richard J. Daley Library meets our users' expectations for services, collections, and comfort.

Results show a high level of satisfaction with the services, collections access and comfort, but also a desire for services designed to improve research productivity such as longer and more convenient reading room hours, more digitized primary sources, and faster and cheaper duplication services. The study also offers examples of new service initiatives at UIC Special Collections based on user feedback.

Introduction

Users of special collections have different experiences from users of general library collections, although the basic needs of the two groups are comparable. Like users of general collections, special collections users need to find information sources, access them, and know that the information sources are authentic. People come to special collections to use rare books, organizational records, personal papers, photographs, and memorabilia, among other types and formats of material. Because of the different formats and rarity of special collections, users of them face descriptions of collections and procedures for accessing them that differ from those of general collections.

Many special collections materials are old, fragile, and unique, and so in the past the overriding goal of special collections librarians and archivists has been to describe items or collections for intellectual and physical control and to protect them from destruction by providing stable storage and closely monitoring use. These measures led to policies and procedures that could prove daunting to users of special collections. But as special collections libraries increasingly are active in instruction and outreach, librarians and archivists need to put as much care and innovation into public services programs as they have in developing processes for description, access, and preservation. Creating a user-centered model of special collections public service for the University

of Illinois at Chicago (UIC) Library is the motivation for this survey and report. This study will share the results and outcomes of a survey of the department's on-site and remote users and make recommendations for how special collections librarians can better serve users based on survey results.

Description of the Study Library

The University of Illinois at Chicago is a public land grant university located in the heart of one of the nation's largest metropolitan areas. UIC was formed in 1982 when the University of Illinois Medical Center was consolidated with the University of Illinois at Chicago Circle (UICC). The origins of undergraduate education on a Chicago campus of the University of Illinois date to 1946, when the Chicago Undergraduate Division was constituted as a two-year college and located at Navy Pier to serve the educational needs of increased numbers of high school graduates and the influx of World War II veterans. A new four-year campus opened in 1965, built in Chicago's historic Near West Side. Today, UIC's student body is around 25,000 (roughly 60 percent undergraduate, 30 percent graduate, 10 percent professional schools) with 12,000 faculty and staff members, comprising 15 colleges.[1] UIC ranks as one of the most ethnically diverse Research I institutions in the country and consistently leads the Big Ten in minority enrollments.[2]

The UIC Library supports the teaching, research, and service mission of the University. Although its primary mission is to serve the university community, the Library is open to all users.

The Special Collections and University Archives Department (UIC Special Collections) has two sites, one at the main library, and one at the health sciences library. The department is comprised of three sections: manuscripts, rare books and printed materials, and university archives. The manuscripts section comprises around five hundred processed collections totaling around 20,000 linear feet, notably the Hull House Collection, the Chicago Urban League records, records of the Century of Progress Exposition of 1933–34, and the corporate archives of the Chicago Board of Trade. Its collecting focus is on the nineteenth and twentieth centuries, particularly the social, political, and cultural history of Chicago. The rare books collection numbers around 50,000 cataloged titles ranging from the fifteenth century to the present. The rare book collection is strong in the health sciences, Chicagoana, and houses a premier set of pre-fire (i.e., pre-1872) Chicago imprints. The university archives measures over five thousand linear feet, and includes the records of the UIC medical campus, colleges, departments, and administration, as well as selected personal and professional papers of faculty, students, and alumni.

UIC Special Collections at the main library is staffed by five professional librarians or archivists—four with faculty status: the department head, a reader services librarian who also manages the rare books collection, two archivists for manuscript collections, and an archivist/records manager for the institutional archives who splits time between the main library and the health sciences library; three paraprofessionals; and a varying number of graduate and undergraduate student assistants. One full-time

paraprofessional, a half-time librarian, as well as several graduate student assistants staff special collections at the health sciences library.

Description of UIC Special Collections Public Services and Users

UIC Special Collections offers a standard array of public services, including free and open access to cataloged collections, fee-based duplication, remote reference, online finding aids, exhibits, and digital collections. The UIC Special Collections staff is active in instruction and outreach.

On-site use of materials at the main library has remained steady over the last five years, while the number of E-mailed questions has increased significantly, from 72 in FY 2003 to 330 in FY 2008. In academic year 2005–2006, Special Collections instructional programs attracted individual students, but no classes. In 2006–2007, the unit's staff taught class sessions for courses from Urban Planning, English, History, and the Honors College, plus students from high schools and other universities. In 2007–2008, there were 619 people attending our sessions, including 218 UIC students in 11 classes. In FY 2009, the instruction and outreach program introduced UIC Special Collections to 678 students and educators, including 238 UIC students in eight classes.

Around 70 percent of UIC Special Collections users are not affiliated with UIC. Approximately 90 percent of E-mailed and telephone reference queries come from users not affiliated with UIC, and the ratio of non-UIC to UIC users of our collections on-site has increased over the last three fiscal years. In FY 2007, 46.2 percent of users were non-UIC, in FY 2008, that proportion was 49.9 percent and in FY 2009, 59.3 percent.

Typical users of UIC Special Collections are scholars and students of nineteenth and twentieth century American history. From 2005 through 2008, the most-used collections were the organizational records of Industrial Areas Foundation (Saul Alinsky), A Century of Progress World's Fair, Chicago Federation of Settlements and Neighborhoods, Hull House Collection, Hull House Association, Juvenile Protective Association, Immigrants Protective League, Chicago Urban League, Metropolitan Planning and Housing Council, as well as photographs from the Jane Addams Memorial Collection. About twice as many boxes of manuscript material as rare books circulate, and about three times as many boxes of manuscript material as university archives boxes are paged for users.

Rationale for the Study

Library literature shows that librarians should be aware of user perceptions of the profession as a first step in becoming user-centered. In her 2001 examination of several studies of user expectations and manager perceptions in the field of academic library services, Rowen Cullen suggests that "librarianship has high ideals, and these lead to a somewhat paternalistic view that we know what patrons need and want and can be trusted to deliver it. This view may be interfering with a clear focus on customer

satisfaction as a measure of service quality and may be preventing library managers from having confidence in users to decide their own needs and priorities."[3]

"Since at least the mid-1980s, archival literature has called attention to the importance of a user-centric perspective.[4] One can trace a line from Elsie Freeman's seminal 1985 Midwestern Archivist article, "Buying Quarter Inch Holes" to Mary Jo Pugh's guide, Providing Reference Services for Archives & Manuscripts. Pugh's book provides an excellent framework for developing a comprehensive reference and reader services program in archives and special collections libraries, and discusses the importance of measuring and evaluating the use of the repository, concluding, "examination of the use of archives by all archivists will contribute to the development of standards of practice for the profession."[5] Among the many user studies published over this period, Paul Conway's analysis of the use of the National Archives and Records Administration (NARA) explored the role of archivists in the research process from the user's perspective. In 1994, he wrote of the challenge of applying evaluative research data, saying "the business of studying users increases the tension between the investigator's traditional mandate to be a neutral observer and the administrator's often natural resistance to those research findings that point to the need for organization change. . . . This, too, is the challenge now faced by the National Archives, and the one we all face as professionals—to question, to learn, and to change."[6]

In the academic library field, a March 2006 survey of 123 Association of Research Libraries (ARL) members to measure public service in special collections libraries comprising rare books, manuscripts, archives, visual resources, and other primary source collections, suggests that special collections librarians still are not evaluating user services vigorously enough. The survey found that while 96 percent of the respondents collected informal feedback and general observations, less than 40 percent conducted formal user assessment in the form of comment forms (36 percent), patron surveys (30 percent), exit interviews (19 percent), and focus groups (3 percent). Around 52 percent of respondents discussed an increase in their public programming and outreach activities with a concerted effort to encourage use of rare books and archives by undergraduate students and K–12 students, audiences that traditionally were not users of special collections.[7] However, there is little published evidence that the feedback is being used to create change in services or as the motivation for outreach to new audiences.

Finding less than 40 percent of the ARL-surveyed repositories conducting formal user assessment, Turcotte and Nemmers note that "libraries are systematically gathering quantitative data to measure services, but relatively few libraries are actively assessing the quality and effectiveness of their public services" and "the passive nature of these evaluative techniques" (e.g., informal feedback) should be a point of concern in the professional community in light of efforts to engage new audiences and to develop new services.[8]

The Turcotte and Nemmers report indicates that during the five years between the Cullen study and the ARL survey, special collections librarians did not systematically assess user services and continued to rely on their perceptions of user satisfaction instead of evaluating outcomes.

As the ARL survey found to be typical, the UIC Special Collections unit long has used visitor and correspondence logs to measure use. These logs record collections

accessed, hours of visits to the reading room, users' institutional affiliation, and some information about research topics. These statistics are quantitative and give a broad demographic overview of who is using UIC Special Collections. The survey of UIC Special Collections users was conducted to accrue foundational data for measuring user satisfaction and to guide service planning and priorities.

Methodology

The survey instrument in Appendix 1 incorporated questions raised by UIC Special Collections staff and loosely adapted questions from ARL's LibQUAL+ survey. According to their Web site, "LibQUAL+ is a suite of services that libraries can use to solicit, track, understand, and act upon users' opinions of service quality" on topics of service, information control, and library as place.[9] Also helpful in constructing the UIC's survey was an on-line survey posted by the Washington State University Libraries.[10] But because neither the ARL nor Washington State surveys focused exclusively on special collections and archives, they were consulted for structural features and inspiration only. The Archival Metrics Toolkits was not available at the time of the UIC Special Collections survey, but promises to provide archivists with instruments for collecting comparative data.[11] We tested a pilot survey on a group of five UIC librarians, academic professionals, and students familiar with special collections research and the survey questions were adjusted for clarity as a result of the feedback. The study then was reviewed and approved by UIC's Institutional Review Board for protection of human subjects. The users of special collections at the main library were subjects of this study.

We sent a link to the survey, using Survey Monkey, to E-mail addresses collated from reader registers and remote reference data forms collected for 18 months between January 2007 and June 2008. Remote users contacting UIC Special Collections via the QuestionPoint "Ask a Librarian" service or through direct E-mail during the survey time period also were invited to respond to the survey. The survey was active June 18, 2008, to July 10, 2008. Of 671 invitations, 72 were rejected because of invalid E-mail addresses, nine recipients opted out, and 145 people responded for an overall response rate of 24.2 percent. Of those taking the survey, 87.6 percent completed it. The completion rates for specific questions show that respondents were selective in answering questions (see Appendix 1).

The survey respondent demographic is similar to the user demographic, with 67.5 percent of those answering the survey not affiliated with UIC (while around 69.8 percent of UIC Special Collections users are non-UIC). Eighty-three and one-half percent of respondents used UIC Special Collections five or fewer times in the two previous years.

All UIC Special Collections users, regardless of age or institutional affiliation, were invited to participate. We informed subjects that participation was voluntary and that all responses would remain confidential. Surveys from participants under the age of 18, however, were discarded because of Institutional Review Board policies requiring parental consent for the study of children, a step deemed outside the scope of this particular project. No participant was asked to provide race or gender information.

Data were stored in a password-protected on-line survey application (Survey Monkey) with no personal identification numbers or names.

Results and Discussion

The data were aggregated and presented in textual, tabular, and graph forms. Reporting was by percentage of subjects answering a particular question. Data were collated by user group, i.e., UIC and non-UIC undergraduates, UIC and non-UIC graduate students, UIC and non-UIC faculty and staff, independent researchers, and high school students (question 5), and analyzed to determine issues of primary importance to users in each group and overall. Because of the age restriction, most responses from high school students were discarded. To better serve local-area high school-aged students, a group that we identify as core constituency, a further targeted study is in order.

The survey data provided information about the needs and desires of researchers using a special collections library. Respondents indicated that librarian and archivist's instincts regarding service are, for the most part, sound. That is, a large majority of respondents reported satisfaction with the quality of research assistance (87.0 percent), access to the reading room and/or collections (66.1 percent), photo duplication and photocopying (55.4 percent), and courteousness of staff (91.5 percent).

Some of the results were used to illuminate questions of local concern, such as the comfort, lighting, and noise level of the UIC Special Collections reading room. This report highlights those findings with broader implications and applications for special collections libraries generally.

Users Want More Digital Resources

The survey asked several questions (12, 17–20, 26, 27) about electronic resources, including whether and why special collections materials such as rare books, photographs, and archives should be more widely available as digital surrogates, and whether faculty-initiated digitization of primary sources for course reserves would be useful.

More than 94 percent of respondents favored access to digitized versions of primary source materials. And while the overall interest in offering special collections materials as part of electronic course reserves was a modest 47.8 percent, 80.0 percent of undergraduates and 78.6 percent of faculty and staff reported being either somewhat or very interested in the service. These are the audiences who traditionally use course reserves. Special collections librarians have the opportunity to provide access to collections digitally for asynchronous class use and capitalize on the expertise of course reserves staff for assistance with implementation.

Users Want Longer and More Convenient Hours

At the time of the survey, UIC Special Collections offered reading room hours Monday–Friday, 10:00 AM–4:30 PM and the second Saturday of each month, 10:00 AM–2:00 PM. When asked how the department might extend hours (question 10), respondents called for later weekday hours and expanded weekend hours (Figure 1).

When asked to identify specific hours that would make their research time more convenient (question 11), respondents chose 1:00–5:00 PM Saturday as the most convenient time overall. Generally speaking, users prefer to conduct library research in the afternoon and want some "after hours" availability on weekday evenings and weekends.

Faculty and staff and undergraduate students identified 1:00–5:00 PM on weekdays as their most convenient time; independent researchers prefer 10:00 AM–1:00 PM on Mondays and Saturdays; and graduate students prefer after 5:00 PM on weekdays and 1:00–5:00 PM on Saturdays.

Comments from respondents included, "longer hours for out of town researcher would be much appreciated," "maybe a few more Saturdays during history fair (December through February)," "open on every Saturday when school is in session," "any additional opening hours would be beneficial for me. I usually only have a week or two to get as much research done in a short period," and "given the necessary slow pace of this kind of research, MOST repository hours are too short." While 67.6 percent of respondents acknowledged that the current hours were sufficient to conduct their research, respondents desired to have more hours to better accommodate their schedules. Students working under the pressure of assignment due dates and traveling researchers looking to make the most of research allowances especially felt a desire for expanded hours.

Based on user feedback, UIC Special Collections extended hours on Wednesdays to 7:00 PM, added an additional Saturday (now open the second and fourth Saturday of the month) and changed Saturday hours from 10:00 AM–2:00 PM to 12:30–4:30 PM. The addition of Saturday afternoon hours proved especially successful. The department accomplished schedule changes with existing staff and budgets and also benefited interested staff members by offering some amount of flexibility in their workweek routine.

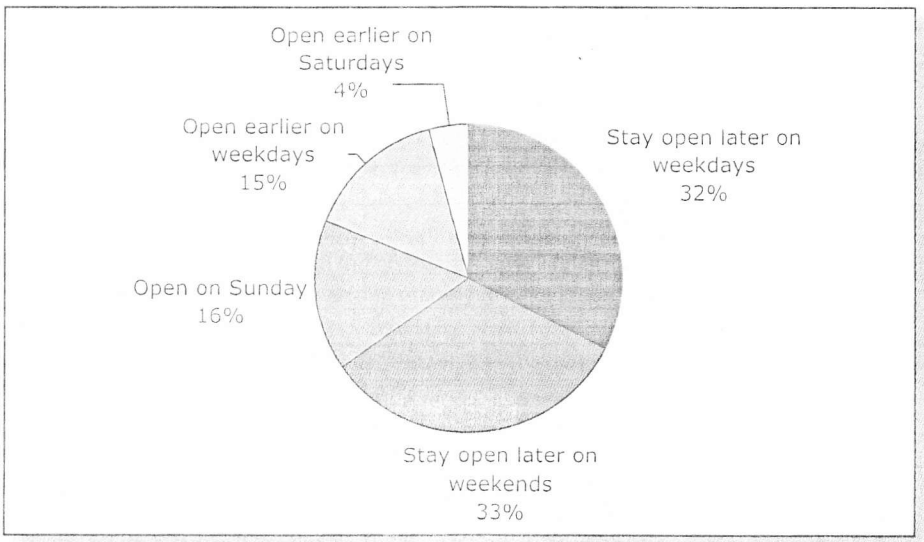

Figure 1: Preferred times for extended reading room hours.

Users Want Knowledgeable Librarians to Connect Them with the Information They Need

Most users (85.3 percent) said they were somewhat to very satisfied with the quality of reference assistance they received. One user commented on the importance of research assistance in helping to develop ideas even when a repository's collections might not contain the specific information the user seeks. This user said, "Whereas the actual data I was looking for couldn't be found, your staff (through "Ask a Librarian") found some other circumstantial information that helps me strengthen my theory." In fact, 99.2 percent of users considered it a very important (89.8 percent) or a somewhat important (9.3 percent) service to have a librarian answer questions about the collections. This finding suggests that relying too heavily on staff without a deep knowledge of the collections to cover public service areas is not wise. If such nonexpert staff must work in public service areas, they must be trained to evaluate when expert assistance is needed.

Reference service was identified as more important than having photocopying services, digital imaging and photography, or wireless Internet connections. Nevertheless, users want unmediated systems for some services: 76 percent reported interest in on-line forms for requesting photocopies or other duplication services and 77.4 percent expressed interest in on-line forms for requesting collection materials to be retrieved in advance of an on-site visit. Just as on-line finding aids have greatly increased the discoverability of collections and lead to a less librarian-mediated experience for the researcher, more routine on-line service transactions may be handled by paraprofessional or student staff, leaving professionals to concentrate efforts on in-depth research consultation, instruction, and outreach.

Users Want More Autonomy in Creating Surrogates of Collection Materials

Special Collections at UIC does not allow self-service photocopying. Users are required to fill out photocopy request flags (kept with the material within the folder) with their name, the collection name, box and folder numbers, and a brief description of the item to be copied. Photocopies cost $0.15 per page (raised to $0.25 per page in 2009) and the copies are made by student workers, usually within 24 hours.

The library houses a photographic services department that offers high-quality photo duplication services with prices ranging from $10 for a print to $145 for a high-resolution scan to be used for commercial purposes (price includes a one-time licensing fee). Scans for scholarly and nonprofit uses fall into the $20–$40 range. The photographic services department's policy is to complete orders in ten business days. Survey respondents reported a modest level of satisfaction with the prices and the turn-around time for these services: 55.4 percent were satisfied, 16.1 percent were dissatisfied, and 28.6 percent could not rate (question 14). However, if given the choice to photocopy, photograph, or scan materials themselves (question 12), 83.5 percent responded positively, with one survey respondent commenting, "easier photocopying means less time in the library—more efficient use of that time."

Based on survey results and practices becoming more widely adopted by peer institutions, UIC Special Collections now allows some self-service photography for reference or study purposes, but only after users are trained to handle the material and

sign an agreement to comply with copyright laws.[12] The department is evaluating the feasibility of providing scanning and photocopying equipment for regular patron use.

Users Want Faster Processing to Reveal "Hidden" Collections, As Well As Detailed Finding Aids and Accurate Catalog Records

When asked what are the most conspicuous barriers to conducting special collections research, both the backlog of unprocessed collections and misleading or low-quality finding aids and catalog records were the most frequently cited (question 9).

Comments such as "not knowing what the collections are," "so many special collections materials are 'hidden, uncataloged and unknown by anyone other than the archivist'," and "if something is not known to the staff or the researchers because it isn't described, it is almost nonexistent," reveal researchers' deep concern that there is a mother lode of unprocessed material locked away that would contribute to their research.

At the same time, users want to be able to identify immediately material within collections relevant to their research and to be able to use finding aids and databases to inform their research plans. In addition to the concern about hidden collections, the survey captured a sense of the difficulty researchers have finding the time and money for travel to repositories. Survey responses reveal again and again that any services that can increase the efficiency and affordability of conducting research are needed (cf. questions 8, 10 12, 16, 26, 29). Detailed finding aids and other indices allow researchers to identify remotely and prioritize relevant information.

Unfortunately, the desire for faster processing of hidden collections is at odds with the reported need for detailed finding aids and other pathfinders, and this conflict offers a most troubling conundrum for librarians and archivists. In "A Survey of Researchers Using Archival Materials,"[13] Greene and Meissner set out to discover how to process archival collections in a more timely fashion, while providing users with appropriately detailed finding aids. They posited that "more product, less process" (MPLP) should be the goal of processing archivists, concluding "in normal or typical situations the physical arrangement of materials in archival groups and manuscript collections should not take place below the series level."[14] They quoted a reference archivist, "I don't think most researchers care how a collection is arranged or described. . . . All they care about is finding the folder headings that have meaning for them."[15] When faced with processing decisions for collections that are not "normal or typical," such as personal papers of prominent people with high research or monetary value, Jeannette Mercer Sabre and Susan Hamburger made a case for applying item-level description. In some instances, this higher level of processing can reduce barriers to access and ease the workload on reference staff over time, and, therefore, may be the most cost-effective and time-efficient processing decision.[16]

Minimal descriptive standards have been implemented at the Library of Congress to expedite the reduction of rare books backlogs, as reported by Deanna B. Marcum.[17] Recommendation 2.1.2.4 in "On the Record: Report of the Library of Congress Working Group on the Future of Bibliographic Control" states "Consider different levels of cataloging and processing for all types of rare and unique materials, depending on institutional priorities and importance and potential use of materials, while still

following national standards and practices."[18] The Library of Congress recognizes that not all books or collections are created equal: some will see more use than others over time. With a goal to reveal hidden collections, and using appraisal and subject expertise, special collections librarians and archivists should apply less detailed description to those collections that are unlikely to receive higher levels of use. Of course, this begs the question of how to make such decisions about potential use.

UIC Special Collections recently has implemented a collection assessment matrix, based on the Archivists Toolkit assessment module, to systematize processing priorities based on the documentary quality and potential use of the records or papers. And while UIC Special Collections has adopted many MPLP practices, such as limiting re-foldering and creating collection-level descriptions for unprocessed, it should be kept in mind that with minimal-level processing and greater discoverability, the onus of detailed searching is on the reference archivist. The time involved in administering a collection over time should factor into processing-level decisions.

Users Want More Collaboration with Librarians to Develop Collections

Survey takers were asked to share, in their own words, their vision of an ideal special collections department (question 29). Many reiterated the importance of courteous, knowledgeable staff, digital collections, convenient hours, informative finding aids, and liberal access policies with fewer rules. Interestingly, some survey takers expressed an interest in working with librarians to develop collections. They reported that subject area strengths should be built upon to maximize the usefulness of resources. The importance of subject specialists was stressed so that those developing collections would be in tune with relevant scholarship. Collaboration between faculty, independent researchers, and librarians and archivists also would aid in identifying potential donors. User expertise could be sought formally, by inviting researchers to be part of a collections committee or advisory group, for instance. And, the potential for students and scholars contributing content and context for special collections should be explored. As stated in the Marcum report, "The results of [vendor-created metadata, social network tagging, and digital object description by amateur enthusiasts] are far more rich and robust than could be provided by any single library cataloging work. Libraries can and should take advantage of such metadata creation by other, both to avoid duplication of effort and to reduce costs."[19]

Users Do Not Want Tutorials

There was modest interest in special workshops and online tutorials (question 27). The survey asked about interest in workshops and tutorials on rare books; manuscripts and archive collections; photographs and maps; what to expect when doing research in special collections; how to use a finding aid; and how to evaluate primary sources for research value. The topic that garnered the most positive overall response—how to use a finding aid—generated only a 50 percent/50 percent split between interested and not interested.

While overall response to workshops and on-line tutorials largely was negative (Figure 2), the survey suggested selected groups might be audiences for particular types of instruction. The survey showed that the instructional interests of undergraduates

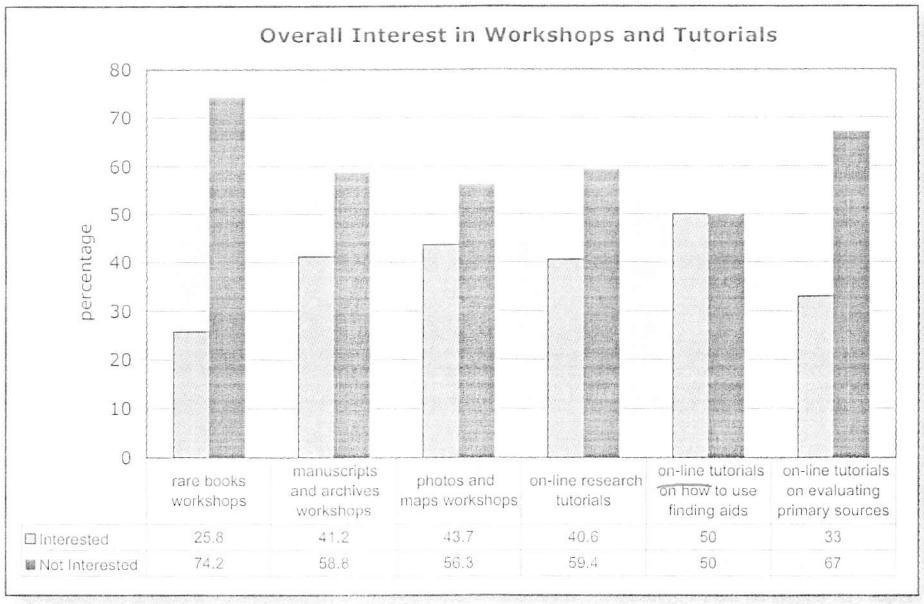

Figure 2: Overall interest in workshops and tutorials.

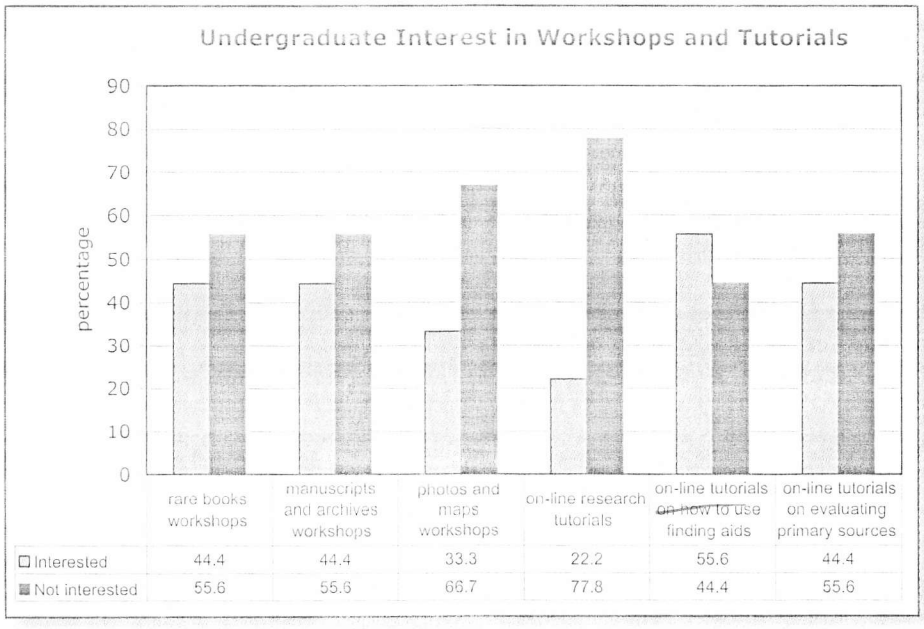

Figure 3: Undergraduate interest in workshops and tutorials.

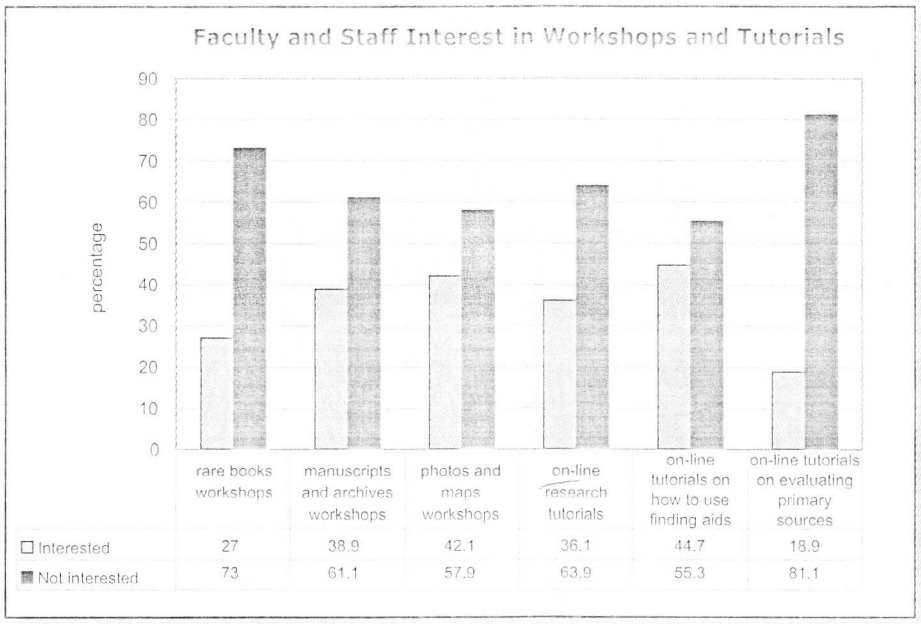

Figure 4: Faculty and staff interest in workshops and tutorials.

differ from those of faculty and staff (Figures 3 and 4). For instance, while 44.4 percent of all undergraduates (25 percent of UIC, 60 percent of non-UIC undergraduates) are interested in on-line tutorials on evaluating primary resources for research value, only 18.9 percent of all faculty and staff are interested in such tutorials. Among UIC faculty and students, there is modest interest in an on-line tutorial about using finding aids, with slightly more interest from undergraduates, who usually are less familiar with archival research than other user groups. Discovering a lack of interest in certain types of instruction will save staff from developing programming that will not attract a good audience. When considering developing tutorial programming librarians and archivists should consult with the pertinent audience about their instructional needs and specifically market that programming to the targeted users.[20]

Users Generally are Happy Working within the Physical Confines of Special Collections and Associated Policies and Procedures

Although a few comments such as, "more natural lighting would be extremely helpful," "use of power cords on floor creates fire and tripping hazards," and "could use more [outlets] for laptops," an average of 62.1 percent of respondents were very or somewhat satisfied with the lighting, temperature, noise level, furniture, and electrical outlets in the reading room.

While some respondents expressed a frustration with the number of rules or lack of understanding of the rules governing the use of special collections, the majority of respondents were comfortable with them. While 85.3 percent of respondents reported satisfaction with the assistance from staff they received, 77.4 percent would like to

have online forms for requesting materials to be retrieved in advance of a visit to the reading room in order to forgo some of the librarian-mediated procedures.

Conclusion

In the last few years, special collections librarians have made significant progress towards expanding access to collections and adopting more welcoming standards of public service. Driven by librarians and archivists intent on pushing information to the public, technology has significantly aided the mere act of discovering archival collections, which once required sophisticated research skills, access to the National Union Catalog of Manuscript Collections, or published bibliographies, and patient correspondence with repositories. Information about collections now is disseminated broadly in local library catalogs, union catalogs such as WorldCat, ArchiveGrid, and Archives USA, and discoverable through Google and other Internet search engines.

Nevertheless, in 2003 Daniel Traister wrote:

> "Many librarians suppose, or hope, that a major shift in staff attitudes has produced rare book collections and librarians far more welcoming to early twenty-first-century readers than their old, out-of-date reputation implies. Anyone who works in this field must be aware that readers have long regarded staff as major constituents of the formidability and repulsiveness of many rare book collections large and small. Nonetheless, staff nowadays prefer to believe that their own attitudes are welcoming and that readers have noticed and approve of this change."[21]

It seems then, that perhaps special collections librarians have not made enough progress in achieving the levels of service and access that users desire. Not only must special collections librarians provide user-centered services and increase access, but they also must improve customer service skills to create a truly welcoming research environment. To extend Traister's observation, librarians and archivists must reconsider all of the areas of their work, and objectively assess if the needs of users truly are being met and if systems are functioning as efficiently as possible.

By improving services based on the study of existing users' feedback, it may be possible to reduce barriers faced by current and potential audiences. For instance, based on survey results and corroborated by reading room use statistics showing high-traffic trends, UIC Special Collections expanded public hours to include one evening a week and an additional Saturday a month, ultimately increasing our open hours by 14 hours a month. This was done by shifting schedules and did not add expense, showing that small changes to improve services can be done with little or no added cost to departments. Saturday hours, in particular, have proven popular with students working on History Fair projects, genealogists, and out-of-town researchers, including an increase in first-time or one-time-only users. Anecdotal feedback has been enthusiastic, and visitor logs show that the reading room during added hours is used as heavily as the former schedule, so that use has increased instead of merely shifted.

The survey data also has led staff to explore new initiatives at UIC Library, such as the possibility of offering electronic surrogates of primary source materials via

electronic course reserves. UIC Special Collections recently has created course-specific research guides using the LibGuides content management system, to allow students and instructors ready access to tools customized to their research needs.

To respond to users' desires to have input on building collections and to have unprocessed and other "hidden" collections revealed, librarians should consider digitization projects that potentially will have the most impact on researchers' work. For instance, instead of planning digitization projects based on a collection's graphic attractiveness, librarians should evaluate overall collection use and consult with faculty or other stakeholders to develop a digitization program. Archivists and librarians from UIC Special Collections formed an ad hoc working group with the digitization librarian and metadata cataloger to prioritize series- and collection-level digitization for our most-used resources, and have been drawing on faculty and student subject expertise for metadata creation. Faculty members also are playing a larger role in prioritizing processing and cataloging decisions, to better ensure the library's role in supporting the research and teaching mission of the university.

It also is important to maintain consistent reference staffing by librarians and archivists knowledgeable about their home collections and familiar with subject research technique. This local knowledge increasingly may be important if the minimal-processing model for most collections is adopted, because the burden of identifying specific information may fall more heavily on reference staff. The benefit to researchers may be worth allocating more hours to reference as processing backlogs are reduced and basic finding aids or catalog records are put on-line. Future user satisfaction studies will show the value of new processing and service standards.

User surveys and other methods of evaluation and assessment can help special collections librarians build service models that are cost-effective and user-centered. Just as teachers assess learning outcomes by gathering data from grades, teacher evaluations, and other methods, librarians also can assess their value by asking users if they are getting what they need from the library. A good place to start is with those special collections libraries that only gather user feedback informally.[22] Special collections librarians should gather user opinions and assessment through formalized methods such as comment cards, surveys, or focus groups and have in place administrative buy-in for applying the results. On a local level, there would be tangible benefits to users. And, if special collections librarians went a step further and published the results of their user studies, the profession would benefit as a whole.

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Appendix 1—Survey Questions and Summary Results

Question 1) *Approximately how many times have you used Special Collections/University Archives in the past two years, either on-site, or remotely via E-mail or the Ask a Librarian reference service?*

145 (97.9 percent) people who started the survey answered this question.

3 (2.1 percent) skipped this question.

62 (42.8 percent) respondents reported using Special Collections/University Archives 2–5 times during the last two years.

59 (40.7 percent) respondents reported using Special Collections/University Archives just once during the last two years.

9 (6.2 percent) reported using Special Collections/University Archives 11–20 times.

8 (5.5 percent) reported using Special Collections/University Archives 6–10 times.

7 (4.8 percent) reported using Special Collections/University Archives more than 20 times.

1 (>1 percent) chose "other," writing "2 days in one week."

Question 2) *In what ways have you accessed Special Collections/University Archives? Please check all that apply.*

147 (99.3 percent) people who started the survey answered this question.

1 (>1 percent) skipped this question.

99 (67 percent) responded that they accessed Special Collections/University Archives in person.

70 (47.6 percent) responded that they access Special Collections University Archives by E-mail.

36 (24.5 percent) reported access by telephone.

23 (15.6 percent) reported access by electronic reference service such as Ask a Librarian or instant message.

5 (3.4 percent) reported access by mail.

Question 3) *Which of the [two] UIC Special Collections/University Archives Departments do you usually use for research?*

147 (99.3 percent) people answered this question.

1 (>1 percent) skipped this question.

109 (74.1 percent) reported using the department at the Richard J. Daley Library (main library).

31 (21.1 percent) responded that they were not sure, as research was transacted remotely, e.g., by E-mail or telephone.

4 (2.7 percent) reported using the department at the Library of the Health Sciences.
3 (2.0 percent) reported using both, at the Daley and Health Sciences libraries

Question 4) Are you 18 years old or older?

148 (100 percent) people answered this question.
144 (97.3 percent) answered yes and were allowed to continue with the survey.
4 (2.7 percent) answered no and were directed to the exit page of the survey.

Question 5) What is your status?

126 (85.1 percent) people answered this question.
22 (14.9 percent) skipped this question.
40 (31.7 percent) people identified themselves as an independent researcher.
23 (18.3 percent) identified themselves as non-UIC faculty or staff.
19 (15.1 percent) identified themselves as UIC faculty or staff.
17 (13.5 percent) identified themselves as a UIC graduate student.
16 (12.7 percent) identified themselves as a non-UIC graduate student.
6 (4.7 percent) identified themselves as "other," including "alumni," "emeritus faculty," and "author."
5 (4.0 percent) identified themselves as a UIC undergraduate.
5 (4.0 percent) identified themselves as a non-UIC undergraduate.
1 (>1 percent) identified themselves as a high school student.

Question 6) What is your field of study or area of interest?

130 (87.8 percent) people answered this question.
18 (12.2 percent) skipped this question.

Responses fell into the following areas:

U.S. history, general (22.3 percent); art, architecture, and urbanism (16.9 percent); race, ethnicity, immigration (10.8 percent); Chicago/local history (10.8 percent); genealogy (8.5 percent); Hull-House, Jane Addams, social work (6.9 percent); women's and gender studies (4.6 percent); other (4.6 percent); UIC history and administration (3.1 percent); transportation (2.3 percent); education (2.3 percent); literature and rare books (2.3 percent); medicine (2.3 percent); sociology (1.5 percent); political and economic history of Chicago (1.5 percent); library and information science (1.5 percent).

Question 7) In your experience, what does the UIC Special Collections/Archives Department do well?

125 (84.4 percent) people answered this question.
23 (15.5 percent) skipped this question.

Responses fell into these categories:

helpfulness or responsiveness of staff (53.6 percent); timeliness of responding to patron needs or inquiries (23.2 percent); types, quality, and affordability of services (20 percent); descriptions of and access to holdings (16 percent); quality of collections (10.4 percent); pleasantness of environment or research experience (6.4 percent); cannot evaluate (5.6 percent).

Question 8) What improvements do you think the Department could make?
104 (70.3 percent) people answered this question.
44 (29.7 percent) skipped this question.

Responses fell into these categories:

change nothing (18.3 percent); process and make accessible more collections (16.3 percent); improve facilities (11.5 percent); expand hours (9.6 percent); develop collections (6.7 percent); improve or offer more services (6.7 percent); improve timeliness of responding to patron needs or inquiries (4.8 percent); offer more digitized primary sources (3.8 percent); improve the helpfulness or responsiveness of staff (3.8 percent); cannot rate (3.8 percent).

Question 9) In your opinion, what is the single most conspicuous barrier to conducting research in special collections departments here at UIC or elsewhere?
102 (68.9 percent) people answered this question.
46 (31.1 percent) skipped this question.

Responses fell into these categories:

lack of or quality of finding aids and catalog records (16.7 percent); hours (12.7 percent); cost and time to travel (10.8 percent); none (9.8 percent); publicity and communications about collections and holdings (9.8 percent); special rules for access and use (8.8 percent); lack of digital access to primary sources (6.9 percent); no self-service photocopying or photography (5.9 percent); staff helpfulness or responsiveness (5.9 percent); cost or timeliness of photoduplication services (3.9 percent); facilities (2.9 percent); copyright and other restrictions on use (2.9 percent).

Question 10) At the Richard J. Daley Library, the Special Collections and University Archives Department's reading room currently is open to visitors Monday–Friday, 10:00 AM–4:30 PM and the second Saturday of each month, 10:00 AM–2:00 PM. If the Department were to lengthen or change the reading room hours for public use, what would be most useful for you research needs? Please choose no more than three.
93 (62.8 percent) people answered this question.
55 (37.2 percent) skipped this question.

47 (50.5 percent) responded that staying open later on weekdays would be most useful.
47 (50.5 percent) responded that staying open later on weekends would be most useful.
23 (24.7 percent) responded that being open on Sunday would be most useful.
21 (22.6 percent) responded that opening earlier on weekdays would be most useful.
6 (6.5 percent) responded that opening earlier on Saturdays would be most useful.

There were 39 comments, including:

"longer hours for out of town researcher would be much appreciated"; "I do not feel it is fair for me to answer as I am not a frequent user"; "maybe a few more Saturdays during history fair (dec–feb)"; "open on every Saturday when school is in session"; "okay for me, but probably students need longer Saturday hours"; "Any additional opening hours would be beneficial for me. I usually only have a week or two to get as much research done in a short period"; "Given the necessary slow pace of this kind of research, MOST repository hours are too short"; "As an out-of-towner, extending hours in general would obviously help me more, but shouldn't be done at the expense of basic operations"; "Cannot comment as I use your department from long distance via E-mail."

Question 11) When is the most convenient time for you to come to Special Collections/Archives?

94 (63.5 percent) people answered this question.
54 (36.5 percent) skipped this question.

An average of 19 people (25.5 percent of an average of 75 responses) chose before 10:00 AM Monday–Friday as the most convenient.
18 people (29.0 percent of 62 responses) chose before 10:00 AM Saturday as most convenient.
8 people (22.2 percent of 36 responses) chose before 10:00 AM Sunday.
An average of 30 people (40.2 percent of an average of 75 responses) chose 10:00 AM–1:00 PM Monday–Friday.
28 people (45.2 percent of 62 responses) chose 10:00 AM–1:00 PM Saturday.
16 people (44.4 percent of 36 responses) chose 10:00 AM–1:00 PM Sunday.
An average of 31 people (41.0 percent of an average of 75 responses) chose 1:00–5:00 PM Monday–Friday.
39 people (62.9 percent of 62 responses) chose 1:00–5:00 PM Saturday.
20 people (55.6 percent of 36 responses) chose 1:00–5:00 PM Sunday.
An average of 22 people (29.5 percent of an average of 75 responses) chose after 5:00 PM Monday–Friday.

8 people (12.9 percent of 62 responses) chose after 5:00 PM Saturday.
5 people (13.9 percent of 36 responses) chose after 5:00 PM Sunday.

The most convenient time reported was 1:00–5:00 PM Saturday, with 39 people choosing this time.
The top four most convenient times Monday–Friday are
1:00–5:00 PM Monday (32 chose this);
10:00 AM–1:00 PM Tuesday (31);
10:00 AM–1:00 PM Wednesday (31); and
1:00–5:00 PM Wednesday (31).

Question 12) Thinking about your FUTURE research needs, how interested are you in the following?

125 (84.5 percent) people responded to this question.
23 (15.5 percent) skipped this question.

More on-line primary resources:
113 people of 120 respondents (94.2 percent) said they would be somewhat to very interested, while 7 (5.8 percent) said they were either not interested or felt the question did not apply.
On-line class reserves of primary source material:
43 of 90 respondents (47.8 percent) said they would be somewhat to very interested, while 47 (52.2 percent) were either not interested or felt the question did not apply.
Permission to photocopy, photograph, or scan materials yourself:
96 of 115 respondents (83.5 percent) said they would be somewhat to very interested, while 19 (16.5 percent) were either not interested or felt the question did not apply.

Question 13) How satisfied are you with the comfort of the reading room?

111 (75.0 percent) people responded to this question.
31 (25.0 percent) skipped this question.

Lighting:
79 of 111 respondents (71.2 percent) were somewhat to very satisfied, 8 (7.2 percent) were somewhat to very dissatisfied, while 24 (21.6 percent) could not rate.
Temperature:
73 of 111 respondents (65.8 percent) were somewhat to very satisfied, 13 (11.8 percent) were somewhat to very dissatisfied, while 25 (22.5 percent) could not rate.
Noise level:
78 of 109 respondents (71.6 percent) were somewhat to very satisfied, 7 (6.4 percent) were somewhat to very dissatisfied, while 24 (22.0 percent) could not rate.
Furniture:
70 of 110 respondents (63.6 percent) were somewhat to very satisfied,

13 (11.8 percent) were somewhat to very dissatisfied, while 27 (24.5 percent) could not rate.

Electrical outlets:

41 of 107 respondents (38.3 percent) were somewhat to very satisfied 11 (10.3 percent) were somewhat to very dissatisfied, while 55 (51.4 percent) could not rate.

Question 14) How satisfied are you with our photoduplication services?

117 (79.1 percent) people responded to this question.
31 (20.9 percent) skipped this question.

Price for photocopies ($0.15/page):

65 of 114 respondents (57 percent) said they were somewhat to very satisfied, 11 (9.6 percent) said they we somewhat to very dissatisfied, while 38 (33.3 percent) could not rate.

Timeliness of photocopy order fulfillment (usually available by next business day): 63 of 114 respondents (55.3 percent) said they were somewhat to very satisfied, 12 (10.5 percent) said they were somewhat to very dissatisfied, while 39 (34.2 percent) could not rate.

Price for photographic/digital image reproductions ($20–$30 for UIC community, $30–$155 for non-UIC users): 32 of 113 respondents (28.3 percent) were somewhat to very satisfied, 15 (13.3 percent) were somewhat to very dissatisfied, while 66 (58.4 percent) could not rate.

Timeliness of photographic/digital imaging order fulfillment (usually within 10 business days): 37 of 114 respondents (32.5 percent) were somewhat to very satisfied, 11 (9.6 percent) were somewhat to very dissatisfied, while 66 (57.9 percent) could not rate.

Question 15) How satisfied are you with these aspects of conducting your research in Special Collections/Archives?

118 (79.7 percent) people responded to this question.
30 (20.3 percent) skipped this question.

Reading room hours of operation:

63 of 116 respondents (54.3 percent) said they were somewhat to very satisfied, 27 (23.3 percent) were somewhat to very dissatisfied, and 26 (22.4 percent) could not rate.

Ease of finding materials:

74 of 117 respondents (63.2 percent) said they were somewhat to very satisfied, 22 (18.8 percent) were somewhat to very dissatisfied, and 21 (17.9 percent) could not rate.

Assistance from reference staff:

99 of 116 respondents (85.3 percent) said they were somewhat to very satisfied, 10 (8.6 percent) were somewhat to very dissatisfied, and 7 (6.0 percent) could not rate.

Speed of material retrieval by staff:

92 of 115 respondents (80.0 percent) said they were somewhat to very

satisfied, 8 (7.0 percent) were somewhat to very dissatisfied, and 15 (13.0 percent) could not rate.

Access to computers (1 public terminal in reading room, plus wireless network connection): 36 of 113 respondents (31.9 percent) said they were somewhat to very satisfied, 14 (12.4 percent) were somewhat to very dissatisfied, and 63 (55.8 percent) could not rate.

Access to the wireless network:

24 of 112 respondents (21.4 percent) said they were somewhat to very satisfied, 15 (13.4 percent) were somwhat to very dissatisfied, and 73 (65.2 percent) could not rate.

Question 16) ***Currently, we are open to users from 10:00 AM to 4:30 PM on weekdays, and 10:00 AM to 2:00 PM on the second Saturday of the month. Were these hours sufficient to conduct your research?***

100 (67.6 percent) people responded to this question.
48 (23.4 percent) people skipped this question.

Yes: 67 (67 percent)
No: 33 (33 percent)

34 respondents (34 percent) commented on the hours, with 20 people (58.8 percent) requesting that the reading room be open additional hours to make research more convenient and productive, even if the existing hours were sufficient to conduct their past research projects. Comments included, "[It would] be better if you were open past 4:30. I expect to be using multiple archives and if they all have the same 10–4 hours it will be hard to get to them all," "I had to miss work to do research within these hours," "As a student the hours were ok, but 10 AM is a little late to open and 4:30 was too early to close. More weekend time than just one Saturday would be desired," and "Sufficient? Yes. Convenient? Not always. Researchers must adapt to library policies. You can't be open 24 hours a day, seven days a week, but I wish you could."

Question 17) ***Before you last used (on-site or via phone, E-mail, etc.) Special Collections/Archives had you viewed our Web pages?***

121 (81.8 percent) people responded to this question.
27 (18.2 percent) people skipped this question.

Yes, I looked at the Web pages and determined that you had the information I was looking for: 72 people (59.5 percent) chose this answer.

Yes, I looked at the Web pages but could not find the information I was looking for: 17 people (14.0 percent) chose this answer.

No, I looked for the Web pages, but was not able to locate them: 3 people (2.5 percent) chose this answer.

No, I did not look at the Web pages: 29 people (24.0 percent) chose this answer.

Comments:

"I looked at the Web pages to see what exactly the SC/A were, that I have been referred to in my research," "I found the Ask the Librarian E-mail

address," "sometimes I find, sometimes I don't," "and then I E-mailed the reference librarian." "I found some information," "I knew you had something I could use, but didn't know the extent. [I] just assumed, given you house the Hull House materials."

Question 18) What general information on the Special Collections/Archives homepage do you seek?

118 (79.7 percent) people responded to this question.
30 (20.3 percent) skipped this question.

About the department: 11 of 104 people (10.6 percent) responded Frequently, 57 (54.8 percent) responded Occasionally, 36 (34.6 percent) responded Never.

Location and hours: 23 of 106 people (21.7 percent) responded Frequently, 56 (52.8 percent) responded Occasionally, 27 (25.5 percent) responded Never.

Visitor information: 21 of 107 people (19.6 percent) responded Frequently, 51 (47.7 percent) responded Occasionally, 35 (32.7 percent) responded Never.

Staff directory: 8 of 102 people (7.8 percent) responded Frequently, 38 (37.3 percent) responded Occasionally, 56 (54.9 percent) responded Never.

Ask a Librarian (electronic reference): 9 of 114 people (7.9 percent) responded Frequently, 55 (48.2 percent) responded Occasionally, 50 (43.9 percent) responded Never.

To summarize, location and hours were the most sought after of the general information about the department, while the staff directory was the least sought after.

Question 19) Do you use these Web pages [about the collections]?

119 (80.4 percent) people responded to this question.
29 (19.6 percent) skipped this question.

Manuscripts: 11 of 109 people (10.1 percent) responded Frequently, 54 (49.5 percent) responded Occasionally, 44 (40.4 percent) responded Never.

University Archives: 13 of 110 people (11.8 percent) responded Frequently, 59 (53.6 percent) responded Occasionally, 38 (34.5 percent) responded Never.

Rare Books: 10 of 109 people (9.2 percent) responded Frequently, 39 (35.8 percent) responded Occasionally, 60 (55.0 percent) responded Never.

Photographic Collections: 8 of 114 people (7.0 percent) responded Frequently, 55 (48.2 percent) responded Occasionally, 51 (44.7 percent) responded Never.

To summarize, University Archives pages were reported as the most used, and Rare Books pages were reported as the least frequently used.

Question 20) What other features of the Web site do you use?

113 (76.4 percent) people responded to this question.
35 (23.5 percent) skipped this question.

Permissions and Fees:

7 of 109 people (6.4 percent) responded Frequently, 45 (41.3 percent) responded Occasionally, 57 (52.3 percent) responded Never.

News:

2 of 104 people (1.9 percent) responded Frequently, 28 (26.9 percent) responded Occasionally, 74 (71.2 percent) responded Never.

Online Exhibits:

5 of 110 people (4.5 percent) responded Frequently, 39 (35.5 percent) responded Occasionally, 66 (60.0 percent) responded Never.

In summary, of these choices, Permissions and Fees was the most frequently used, and News was the least frequently used, although Never was by far the most popular response to all three.

Question 21) If you have used a collection, did you know what collection you wanted to use before you came?

122 (82.4 percent) people responded to this question.
26 (17.6 percent) skipped this question.

Yes: 83 (68 percent)
No: 23 (18.9 percent)
Not applicable: 16 (13.1 percent)

Question 22) Finding aids list the contents of boxes and folders in archival collections, but there are other ways of discovering sources. Before you came [to Special Collections/Archives], did you know what boxes or folders you wanted to examine?

116 (78.4 percent) people responded to this question.
32 (21.7 percent) skipped this question.

27 of 116 people (23.3 percent) responded Frequently,
51 (43.9 percent) responded Occasionally, 3
8 (32.8 percent) responded Never.

Question 23) Has your research at UIC led you to material that you did not know we had?

116 (78.4 percent) people responded to this question.
32 (21.6 percent) skipped this question.

Yes: 74 (63.8 percent)
No: 33 (28.4 percent)
No, I had a feeling there was more, but didn't know how to find it: 9 (7.8 percent)

Comments included: "Whereas the actual data I was looking for couldn't be found, your staff (thru 'Ask a Librarian') found some other circumstantial information, that helps me strengthen my theory," and "As more of the inventories are put on-line, I have found interesting connections for my research with collections that I did not have prior information about."

Question 24) Did you find the information you were looking for?

115 (77.7 percent) people responded to this question.
33 (22.3 percent) skipped this question.

I found the exact piece of information that I was looking for:

58 of 106 people (54.7 percent) responded Yes,
37 (34.9 percent) responded Sometimes,
11 (10.4 percent) responded No.

I found related material, but not exactly what I needed:

27 of 84 people (32.1 percent) responded Yes,
43 (51.2 percent) responded Sometimes,
14 (16.7 percent) responded No.

I learned that the collection did not contain the information I needed:

19 of 72 people (26.4 percent) responded Yes,
23 (31.9 percent) responded Sometimes,
30 (41.7 percent) responded No.

Comments included:

"It seems like I never find exact material. This is a problem with my topic not the archive," "Folder-level descriptions somewhat limited," and "Sometimes things looked juicy in the finding aid but turned out empty in reality: but that's the nature of research."

Question 25) What services are important to you?

118 (79.7 percent) people responded to this question.
30 (20.3 percent) skipped this question.

Librarian to answer questions about the collection:

106 of 118 people (89.8 percent) responded Very Important,
11 (9.3 percent) responded Somewhat Important,
1 (0.8 percent) responded Not Important.

Photocopying:

91 of 111 people (82.0 percent) responded Very Important,
15 (13.5 percent) responded Somewhat Important,
5 (4.5 percent) responded Not Important.

Digital images/photography:

64 of 108 people (59.3 percent) responded Very Important,
26 (24.1 percent) responded Somewhat Important,
18 (16.7 percent) responded Not Important.

Wireless connection [in the reading room]:

26 of 101 (25.7 percent) people responded Very Important,
39 (38.6 percent) responded Somewhat Important,
36 (35.6 percent) responded Not Important.

Comments included:

"I didn't use wireless on my last visit but it's generally become indispensible," "Easier photocopying means less time in the library—more efficient use of that time," and "Digitized archives available on-line, and searchable finding aids of materials that can be requested by mail or E-mail [are important]."

In summary, having a librarian available to answer questions was deemed almost unanimously an important service, while access to a wireless connection was deemed of least importance of the choices, but still highly valued.

Question 26) What is your interest in the Special Collections and University Archives Department providing the following reference services?

112 (75.7 percent) people responded to this question.
36 (24.3 percent) skipped this question.

Improved on-line research assistance, including instant messaging with Special Collections and University Archives staff:
Interested: 73 of 108 people (67.6 percent)
Not Interested: 35 (32.4 percent)

Individual face-to-face research consultation:
Interested: 71 of 105 people (67.6 percent)
Not Interested: 34 (32.4 percent)

On-line forms for requesting materials to be retrieved prior to your visit to the Department:
Interested: 82 of 106 people (77.4 percent)
Not Interested: 24 (22.6 percent)

On-line forms for requesting photocopies or other duplication services:
Interested: 79 of 104 people (76.0 percent)
Not Interested: 25 (24.0 percent)

Other: "On-line finding aids!," "On-line research assistance is more than adequate already," "Thorough on-line finding aids. I should be able to tell exactly what folder I want before I arrive."

Question 27) What is your interest in the Special Collections and University Archives Department providing the following research workshops and tutorials?

107 (72.3 percent) people responded to this question
41 (27.7 percent) skipped this question.

Specialized research workshops about rare books:
Interested: 25 of 97 people (25.8 percent)
Not Interested: 72 (74.2 percent)

Specialized research workshops about manuscripts and University Archives collections:
Interested: 40 of 97 people (41.2 percent)
Not Interested: 57 (58.8 percent)

Specialized research workshops on photographs, maps, and other audio/visual resources:
Interested: 45 of 103 people (43.7 percent)
Not Interested: 58 (56.3 percent)

On-line tutorial on what to expect when doing research in Special Collections/Archives:
Interested: 41 of 101 people (40.6 percent)
Not Interested: 60 (59.4 percent)

On-line tutorials on how to use a finding aid:
Interested: 52 of 104 people (50.0 percent)
Not Interested: 52 (50.0 percent)

On-line tutorials on how to evaluate primary resources for research value:

Interested: 33 of 100 people (33.0 percent)
Not Interested: 67 (67.0 percent)

In summary, people generally are not interested in tutorials and workshops, and specifically, they are least interested in workshops about rare books, and most interested in an on-line tutorial about how to use a finding aid.

Question 28) Overall, how satisfied are you the UIC Special Collections/Archives services?

117 (79.1 percent) people responded to this question.
31 (20.9 percent) skipped this question.

Quality of research assistance:

100 of 115 people (87.0 percent) are satisfied,
10 (8.7 percent) are dissatisfied,
5 (4.3 percent) cannot rate.

Access to the reading room and/or collections:

72 of 109 people (66.1 percent) are satisfied,
19 (17.4 percent) are dissatisfied,
18 (16.5 percent) cannot rate.

Photo duplication and photocopying:

62 of 112 people (55.4 percent) are satisfied,
18 (16.1 percent) are dissatisfied,
32 (28.6 percent) cannot rate.

Courteousness of staff:

107 of 117 people (91.5 percent) are satisfied,
8 (6.8 percent) are dissatisfied,
2 (1.7 percent) cannot rate.

Comments included: "Staff has always been most helpful," "The staff was courteous enough, they just couldn't offer even primary assistance with a search," and "Some staff members are very friendly, others not so much."

Question 29) What is your vision of the perfect Special Collections/Archives?

71 (48.0 percent) people answered this question.
77 (52.0 percent) skipped this question.

Responses fell into the following categories: knowledgeable, courteous staff (17 responses along these lines); more collections digitized for remote access and preservation of originals (12 responses along these lines); convenient, long hours (11); cheap, fast, and easy purchase of reproductions including self-service photocopying (11); detailed finding aids and a well-organized Web site with good collection information (11); fewer rules and liberal access policies (10); comfortable facilities conducive to long days of research (8); good collections with thoughtful collecting policies (6); new collections made available faster (5); good collaboration between librarians/archivists and researchers (3); exhibits (1)

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19. Ibid., 3.
20. A system for developing services for specific user groups is suggested in Geoffrey Yeo, "Understanding Users and Use: A Market Segmentation Approach," *Journal of the Society of Archivists* 20:1 (2005): 25–53.
21. Daniel Traister, "Public Services and Outreach in Rare Book, Manuscript, and Special Collections Libraries," *Library Trends* 2:1 (2003): 88.
22. Turcotte and Nemmers, *SPEC Kit 296*: 14.