

# MnDOT Library Survey 2013

MnDOT Library is surveying our customers about our resources and services to learn what we are doing well and where we need to improve. Your feedback will be included as part of a larger evaluation of the library.

The survey has been designed so that all answers are anonymous. A report will be available when the project is completed.

We appreciate your taking 5-10 minutes out of your busy day to assist us.

For technical assistance with the survey, please contact Marilee Tuite at [Marilee.Tuite@state.mn.us](mailto:Marilee.Tuite@state.mn.us) or 651-366-3797.

For questions about the survey, please contact Sheila Hatchell, MnDOT Library Director, at [Sheila.Hatchell@state.mn.us](mailto:Sheila.Hatchell@state.mn.us) or 651-366-3733.

## MnDOT Library Resources

### 1. What information resources do you need and/or use in your work? (Check all that apply.)

- Data
- Statistics
- Handbooks and manuals
- Standards and specifications (Ex: AASHTO, ASTM, MnDOT, etc.)
- Magazines/Newspapers
- MnDOT publications
- Other state or federal DOT publications
- Research reports
- Trade catalogs
- Exam Certification/Test Prep (Ex: PMBOK, PE, etc.)
- Historical materials
- Other (please specify):

### 2. Where do you usually find these sources? (Check all that apply.)

- My own collection
- Co-worker's collection or collection in our unit or section
- Internet
- MnDOT Library
- University of Minnesota Library
- Public library
- Another state agency library
- Other (please specify):

### 3. How do you usually learn of new publications in your field? (Check all that apply.)

- Internet
- Colleagues
- Professional organizations (listservs, magazines, email ads)
- MnDOT Library email notifications of New Library Materials
- Other (please specify):

### \*4. How have you used MnDOT Library since the library remodel in 2010? (Check all that apply. \*Response is required.)

- Visited MnDOT Library
- Called MnDOT Library
- Accessed MnDOT Library's online resources
- Submitted a request via e-mail
- Submitted a request via MnDOT Library's website
- I have not used MnDOT Library at all since the library remodel in 2010.

**NOTE:** If someone checks any of boxes 1-5, then survey logic would take them to question #6, which would be renumbered as #5 in the online interface. If someone checks the 6th box ("I have not used..."), then survey logic would take them to question #5.

**\*5. If you have not used MnDOT Library since the library remodel in 2010, why not?**  
**(\*Response is required.)**

- No need to use the library
- Did not know the library existed
- Did not think the library could offer the type of information I needed
- Did not think the library could offer the type of service I needed
- Inconvenient location
- Other (please specify):

After answering this question, survey logic would take the person to the final three questions in the Demographics section.

## MnDOT Library Services

### 6. What are your main reasons for using MnDOT Library? (Check all that apply.)

- To do research
- To ask for a librarian's help with research
- To check out library materials (Ex: books, technical reports, Kindles)
- To have access to magazines and newspapers
- Quiet place for reading, writing and breaks
- Wi-Fi access
- To use a library computer
- Small group meetings
- Events (Ex: book discussions, open house)
- Free book exchange
- Preparation space for job interview candidates
- Other (please specify):

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**7. For each of the library's services below, click on the appropriate button:**

**1 = I have used this service**

**2 = I did not know this service existed**

**3 = I have not needed this service**

**4 = Other reason for not having used this service**

	1	2	3	4
Phone or e-mail the library with a question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone or e-mail the library to get an item from the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit the library in person with questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit the library to find/borrow resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommend resources to add to library collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Borrow materials from other libraries (Interlibrary loan/ILL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magazine routing service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notifications and research updates in areas of interest (Ex: DIALOG or Google Alerts)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you checked **4=Other reason for not having used this service** for any of these online services, please provide a reason for not using these services.

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**8. The following *online* services are available to you via MnDOT Library's website. For each service below, click on the appropriate button:**

**1 = I have used this online service**

**2 = I did not know this service existed online**

**3 = I have not needed this online service**

**4 = Other reason for not having used this online service**

	1	2	3	4
Used the "Ask a Librarian" feature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Request materials online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Magazines and journals lists, including full-text access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MnDOT Library <i>New Library Materials</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Links to other resources, forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you checked **4=Other reason for not having used this online service** for any of these online services, please provide a reason for not using these services.

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## User Ratings

### 9. Please indicate the response that reflects your experience since the library remodel in 2010:

	Always	Frequently	Sometimes	Rarely	Never
When I am using the library or its services, I can easily find what I'm looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The MnDOT Library usually provides the information I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 10. Indicate your agreement with the following statements:

#### Information provided by MnDOT Library...

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know
Helps me in my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saves me time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps me strengthen my skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is information that I probably would not have found elsewhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Informs decisions that decreased projects' costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contributes to transportation projects' effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contributes to transportation system safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contributes to increased mobility in the transportation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitates innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contributes to MnDOT's transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contributes to MnDOT's use of research-based industry practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## 11. If MnDOT Library services were *not* available, how convenient would it be to access the following information and services *from other sources*?

	Very convenient	Convenient	Somewhat convenient	Somewhat inconvenient	Inconvenient	Very inconvenient	Don't know
<b>Information resources</b> (Ex: Reading and checking out materials, finding information through databases)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Staff services</b> (Ex: staff to research your questions, find information, deliver documents, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 12. In general, how would you rate the help you have received from MnDOT Library staff since the library remodel in 2010?

- Very good
- Good
- Fair
- Poor

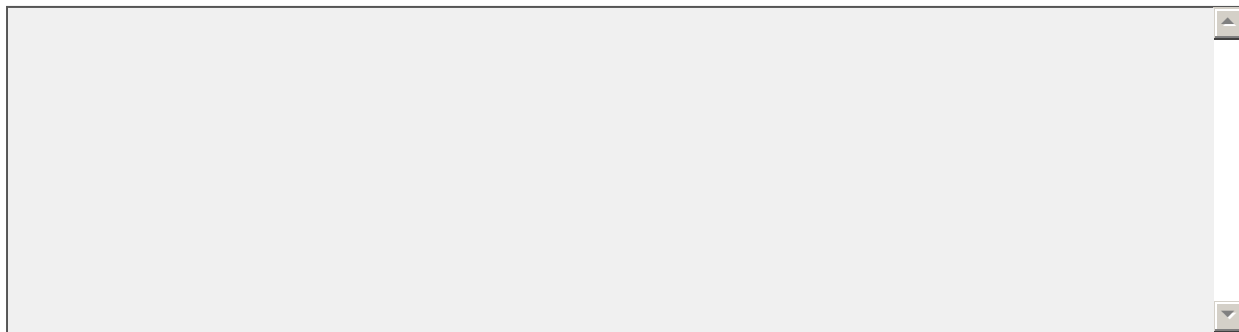
Comment (optional):

## 13. Indicate your agreement with the following statements:

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree
Service provided by MnDOT Library exceeds my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would refer colleagues to MnDOT Library to find resources or research assistance for their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 14. What do you value most about MnDOT Library? Please comment.

**15. In what area would you like MnDOT Library to improve? Please comment.**



## Demographics

Please provide the following information to help us better analyze and make use of the survey responses. All responses are anonymous.

### 16. In which Division do you work?

- Commissioner's Office (includes Commissioner and Deputy Commissioner/Chief Engineer, Transportation Ombudsman, Communications, Customer Relations, Audit, Government Affairs, Chief Financial Officer, Chief Counsel, Chief Risk Officer)
- Policy, Safety & Strategic Initiatives
- Employee & Corporate Services
- Modal Planning & Program Management
- Engineering Services
- State Aid
- Operations

### 17. In what physical office or district do you work? (Note: Metro District and Districts 1-8 include all locations and all truck stations.)

- Central Office (includes Aeronautics, Arden Hills Training Center, Bridge Office, Ft. Snelling, Materials and Road Research, MnROAD, St. Croix River Crossing Office, Traffic Safety & Technology)
- Metro District (includes RTMC, Electronic Communications)
- District 1
- District 2
- District 3
- District 4
- District 6
- District 7
- District 8

### 18. How long have you worked for MnDOT?

- Less than 2 years
- 2-9 years
- 10-19 years
- 20 or more years

## Thank you

Thank you for participating in our survey. If you would like further information about MnDOT Library or its services, please visit our website at [www.mndot.gov/library](http://www.mndot.gov/library).