

Instrument: SurveyMonkey

Instructions:

Why is the Boulder Labs Library sending this survey?

The Boulder Labs Library would like to know more about how you work and how you use the physical library spaces. This is part of our Strategic Review of Boulder Labs Library, conducted on behalf of the DOC Boulder Board of Directors and the NOAA Boulder Directors Council.

What is in this survey?

This 22-question survey asks questions about how you find information, how you use it, and what library services are valuable to you in the course of your work here at DOC Boulder.

How will these answers be used by the Boulder Labs Library?

The answers from this survey will be used to improve current services, to inform decisions about physical space, collections and staffing, and to identify potential programs to be offered in the future.

Why is your participation important?

That's easy! The more of you who take this survey, the more reliable and robust our data will be. Boulder Labs Library is here to serve you. This survey is the most useful and quantifiable way to share your opinions and needs with us. We're counting on your input.

Thank you in advance for your time!

Boulder Labs Library Survey 2025

Questions

1. Agency Affiliation:
 - NOAA
 - NIST
 - NTIA
2. Employment Type
 - Federal
 - Cooperative Institute (Full or Part Time)
 - Contractor
3. Career tenure
 - 0-5 years
 - 6-10 years
 - 11-20 years
 - 21-30 years
 - More than 30 years
4. My primary function is
 - Researcher
 - Manager
 - Support Staff (e.g. administrative, IT, etc.)
 - Other
5. When you need information, where do you generally go to find it? (check all that apply)
 - Boulder Labs Library subscribed database (Web Of Science, IEEE Xplore, etc.)
 - Boulder Labs Library catalog
 - NOAA Central Library
 - Non-Boulder Labs Library database (university or public library)
 - Google or other web browser
 - Google Scholar
 - Boulder Labs Librarian
 - Agency colleagues
 - Non-agency colleagues
 - Other
6. How important are library resources to your professional success?
 - Extremely important/Essential
 - Very important
 - Moderately important

- Neutral
 - Slightly important
 - Low importance
 - Not at all important
7. Is the Branch Library located in Room 2C407 in NOAA DSRC essential to your work?
- Yes, and I rely on it remaining in NOAA DSRC.
 - Yes, but I would not be bothered if its collection moved to the Main Library.
 - I find it beneficial to my work, but not essential.
 - I use the space but do not consider it important to my work.
 - No, I never use this location.
8. Do the Library's collections meet your information needs?
- Always
 - Mostly
 - Sometimes
 - Rarely
 - Never
 - I don't have any need for library services.
9. What journal or journals are significant to you? Please list the titles. (Open text box)
10. How do you access journals?
- i. Boulder Labs Library subscription database
 - ii. Personal subscription
 - iii. University of Colorado Boulder Libraries
 - iv. Other - please specify (Open text box)
11. Have you used Interlibrary Loan/Document Delivery?
- Yes, and my needs are met through Boulder Labs Library
 - Yes, through another institution that supports my ILL needs (not BLL)
 - No, but I am aware of the service
 - I am unfamiliar with this service
12. I use the following Boulder Labs Library services (check all that apply):
- Circulation–Print Collection
 - Interlibrary Loan/Document Delivery
 - Reference or Research Assistance
 - E-resources (databases, e-journals, e-books)
 - Citation Management Software
 - Research Impact Reports
 - Meeting Spaces
 - Other (please describe)
 - I don't use any library services.

13. Are your research needs supported by another institution?
- ☐ Yes, fully - please specify. (Open Text Box)
 - ☐ Yes, partially - please specify. (Open text box)
 - ☐ No, I rely on BLL for all my research information needs.
14. Which services do you have access to through another source besides Boulder Labs Library, at a level that fully meets your needs? (check all that apply)
- ☐ Circulation – Print Collection
 - ☐ Interlibrary Loan/Document Delivery
 - ☐ Reference or Research Assistance
 - ☐ E-resources (databases, e-journals, e-books)
 - ☐ Citation Management Software
 - ☐ Research Impact Reports
 - ☐ Meeting Spaces
 - ☐ Other - please describe (Open text box)
 - ☐ None
15. When you are looking for information, which of the following factors are problems or obstacles in your work? (check all that apply)
- ☐ I cannot immediately download PDF/Full text
 - ☐ The information I need is hard to find
 - ☐ I need training in how to use a research resource or tool
 - ☐ I need questions answered during non-business hours
16. How easy is it to find the information you need on the Boulder Labs Library website?
- ☐ Very difficult
 - ☐ Difficult
 - ☐ Neutral
 - ☐ Easy
 - ☐ Very easy
17. How do you typically learn about library resources and services (check all that apply)
- ☐ Library news emails
 - ☐ Library website
 - ☐ Word of mouth
 - ☐ Other
18. What is your preferred method of communication with the library?
- ☐ In Person
 - ☐ Email
 - ☐ Phone
 - ☐ Chat

19. How satisfied are you with the customer service you receive from the Boulder Labs Library Team?
- ☐ Very Dissatisfied
 - ☐ Dissatisfied
 - ☐ Neutral
 - ☐ Satisfied
 - ☐ Very Satisfied
20. How satisfied are you with the study and meeting spaces in Boulder Labs Library?
- ☐ Very Dissatisfied
 - ☐ Dissatisfied
 - ☐ Neutral
 - ☐ Satisfied
 - ☐ Very Satisfied
21. What could the Boulder Labs Library do to better support your specific research needs or interests?
(Open text box)
22. Are there any additional comments or suggestions you would like to share about your experience with the Boulder Labs Library? (Open text box)

Public Burden Statement

A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0690-0030. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Fionna Matheson at Fionna.Matheson@noaa.gov.