
A Bibliography of Community Analyses for Libraries

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COMMUNITY ANALYSIS FOR libraries is as large and varied a subject as the public served and the services offered. A large part of the thought, research and planning in library and information science involves some form of community analysis. This bibliography is meant to be representative of the interesting variety of purposes, publics studied and approaches used. It is neither comprehensive nor selective, since both terms imply complete control of a literature as broad as library science itself. The projects described range from massive to slight, major studies to obscure reports, and national to local in scope. Most are user/nonuser surveys, but a number of experimental studies and examples of theoretical applications are included.

Since this issue deals with *community* analysis, the single special requirement for inclusion in this list is that a study consider the entire community or population of potential users, not just the community segment already using the library or service. This bibliography is limited to English-language materials (although considerable work in the area appears in German and Russian), and to publication since 1970, in order to supplement the more comprehensive bibliography by Atkin, cited below.

References were compiled from several sources. The largest number of citations came from a systematic search under several headings in *Library Literature*. Narrower searches were conducted in *Library and Information Science Abstracts*, *Research in Education* and *Index to Current Urban Documents*. The nearly annual sections on "Information Needs and Uses" of the *Annual Review of Information Science and Technology* were scanned, as well as the library science listings in *Dissertation Abstracts International*, several areas of the shelf list of the University of Illinois library science library, and recent issues of major journals

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productive in this area. Additional leads came from footnotes, references, personal suggestions and, of course, serendipity. Various appearances of similar or identical material are noted when known, but no systematic effort has been made to identify such occurrences. Annotations are brief and descriptive; nearly all material has been examined, except for some theses which have been annotated from abstracts.

RECENT REVIEWS AND BIBLIOGRAPHIES

Atkin, Pauline. "Bibliography of Use Surveys of Public and Academic Libraries. 1950-Nov. 1970," *Library and Information Bulletin* 14:1-82, 1971.

"Information Needs and Uses." In Carlos A. Cuadra, ed. *Annual Review of Information Science and Technology*. Washington, D.C., American Society for Information Science, 1966-1972, 1974.

International Federation for Documentation. Study Committee Information for Industry. *Index to Users Studies*. The Hague, Netherlands, F.I.D., 1974, 103p. (FID 515)

Slater, Margaret. "User and Library Surveys." In H.A. Whatley, ed. *British Librarianship and Information Science, 1966-1970*. London, The Library Association, 1972, pp. 232-56.

Tobin, Jayne C. "A Study of Library 'Use Studies,'" *Information Storage and Retrieval* 10:101-13, March-April 1974.

Wood, D.N. "User Studies; A Review of the Literature from 1966 to 1970," *Aslib Proceedings* 23:11-23, Jan. 1971.

BIBLIOGRAPHY OF COMMUNITY ANALYSES

Adams, Golden V., Jr. "A Study: Library Attitudes, Usage, Skill and Knowledge of Junior High School Age Students Enrolled at Lincoln Junior High School and Burns Union High School, Burns, Harny County, Oregon 1971-72." Research report submitted to the Graduate Department of Library and Information Sciences, Brigham Young University, Provo, Utah, 1972. 114p. (ED 077 538) Grade levels, sex, grade-point averages, formal library science classes, and reading achievement levels of junior high school students were studied in relation to library attitudes, usage, skills, and knowledge.

Allen, Kenneth W. *Use of Community College Libraries*. Hamden, Conn., Linnet Books, 1971, 159p.

A study (from a dissertation) to identify student and faculty attitudes

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toward, and determine faculty and student utilization of, the community college library. Questionnaires were administered to randomly selected classes, all full-time faculty, and to all library users during a selected week at three Illinois community colleges. Statistical data on library use and attitudes are presented and several research hypotheses considered.

Amundson, Colleen C. "Relationships Between University Freshmen's Information-Gathering Techniques and Selected Environmental Factors." Ph.D. thesis submitted to the Library School, University of Minnesota, Minneapolis, 1971. 248p.

A random sample of 49 of 317 freshmen in a communication course was surveyed by questionnaire and interview about information gathering procedures in preparing a required 2,500-word term paper. Information gathering data were based on reported use of eleven sources and nine agencies during three defined phases of the term-paper process. Data on prior library instruction were taken but no related differences were found in library skills or approaches. It was found that students took little advantage of librarians and official library resources.

Ash, Joan, *et al.* "A Prediction Equation Providing Some Objective Criteria for the Acquisition of Technical Reports by the College or University Library," *Library Resources & Technical Services* 17:35-41, Winter 1973.

Regression techniques were used to derive a prediction equation for the number of technical reports which should be collected by college or university libraries. The data used came from published sources and from questionnaires sent to 94 libraries. Four variables were found to be significant: volume size, number of full-time engineering faculty, number of doctoral candidates in engineering, and number of engineering researchers.

Bandy, Gerald R., and Bykoski, Louis M. *Extending Library Services to Economically Disadvantaged Residents Served by the Palm Beach County Library System* (Report 243). Lexington, Mass., Spindletop Research, 1971.

Two approaches were used in this project. Interviews were conducted with officers of agencies serving the disadvantaged. A survey was made of the disadvantaged to determine their needs and desires for library services and their preferences concerning delivery systems. Extension of library service was found to be feasible and desired by the target group, 82.1 percent of whom do not use public libraries. Sixty percent of the nonusers did express interest in library service.

Benford, John Q. "The Philadelphia Project," *Library Journal* 96:2041-47, June 15, 1971.

The objectives of the project were: (1) to determine the actual requirements for library resources of elementary and secondary students and evaluate existing library resources in terms of both student needs and national standards; and (2) on the basis of this information, to outline the respective roles of the school libraries and the public libraries in providing needed resources and developing joint planning. The students themselves provided most of the data on library resource requirements through questionnaires and checklists administered to sample groups of students in even-numbered grades, two through twelve in public, parochial and independent schools.

Benjamin, Aleta S. *The Relationship Between Selected Personal Factors and Knowledge of the Public Library of Selected Adults in Ventura County, California*. 1974. 55p. (ED 090 943)

Ten percent of the registered voters of Camarillo, California, were surveyed by questionnaire to determine what personal factors were correlated with knowledge of library services and facilities. Returns were tabulated from 357 citizens and indicated that knowledge about the library was highly correlated with library use, and that both occupation and distance from the library were related to knowledge about the library. No relation of library knowledge to age, sex, marital status, duration of residence, income, or level of education was found.

Blazek, Ronald D. "Teacher Utilization of Nonrequired Library Materials in Mathematics and the Effect on Pupil Use." Ph.D. thesis submitted to the Graduate School of Library Science, University of Illinois, 1971. 272 p.

A test of the relationship of teacher encouragement to exploit library resources to actual student use. It was hypothesized that the relationship will vary directly because of the student's wish to emulate the teacher as a subject matter authority and/or to seek to please him. An experimental group/control group design was followed with the experimental group receiving "a great deal of attention from the teacher in its course-related bibliographic pursuits." Student use of the library was determined from circulation records. A significant increase in library use was found during the test period; however, reversion to previous patterns was noted in the post-test period.

Bowen, Ada M. "The Florida Library Survey: Implications of Library

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Use and Identification of the User." In Ruth H. Rockwood, ed. *Urban Change and Public Library Development; Selected Papers*. Tallahassee, Florida State University, School of Library Science, 1972, pp. 41-55.

As part of an international study of leisure activities sponsored by UNESCO, the Center for the Study of Leisure at the University of South Florida is studying the effects of the development of Disney World on surrounding communities in west-central Florida. Libraries are included as an "intellectual" leisure activity. The purpose of the Florida Library Survey was to study the leisure use of libraries and to identify the users. Descriptive statistical analysis of use is presented and the implications for nonuse is considered as well.

Bowron, Albert. *A Partnership for Development; Public Libraries in Greater Vancouver*. Toronto, Information, Media and Library Planners, 1971. 99p (ED 063 959)

Twenty recommendations for a five-year plan are developed from an analysis of the Vancouver area, its rapid growth, political structure, and structure of library services. The plan is designed to mesh with a province-wide program for British Columbia.

Burns, Robert W., and Hasty, Ronald W. *A Survey of User Attitudes Toward Selected Services Offered by the Colorado State University Libraries* (Occasional Paper No. 122). Champaign, University of Illinois Graduate School of Library Science, 1975.

An attempt "to discover patterns of use as well as attitudes toward and level of awareness that faculty and students demonstrate toward services offered them by the library." A sixteen-item questionnaire was administered by teaching faculty in the classroom. There was particular interest in the activities of the science reference desk. A demographic cross-section of users/nonusers is presented showing "habits, preferences, likes and dislikes as they relate to the library."

Cameron, Kenneth J. "The Open University Student as Library User: The Facilities Available to Him and His Use of Them," *Library Association Record* 75:23-24, Feb. 1973.

A survey by questionnaire of students at the annual Open University Summer School at the University of Stirling (England) in 1972. The importance of libraries, kinds of libraries used, materials utilized, and methods of identification and retrieval were queried. A high percentage expressed satisfaction with available library resources.

Chen, Ching-Chih. "How Do Scientists Meet Their Information Needs?" *Special Libraries* 65:272-80, July 1974.

A class at the Simmons College School of Library Science surveyed

information use patterns and communication practices of 500 academic physicists and chemists in the greater Boston area. Questions were included on library use, as well as an opportunity for open-ended comments on libraries and librarians.

Childers, Thomas. "Information Needs of Blue-Collar Adults." (In press.)

Under a grant from the Division of Library Programs, U.S. Office of Education, Childers and his associates at Drexel University's Graduate School of Library Science have reviewed and synthesized existing studies relating to the blue-collar adult's information needs, information-seeking behavior, and information use. The final product will be a review essay with recommendations and a comprehensive bibliography. Source: *Information: News and Sources* 6:291, Dec. 1974.

Childers, Thomas, and Post, Joyce A. *The Information-Poor in America*. Metuchen, N.J., Scarecrow Press, 1975. 182p.

The final report of a study begun in 1972 entitled "Knowledge/Information Needs of the Disadvantaged." The method was to consolidate and synthesize what had already been published on the information needs of adults with various disadvantages: age, poverty, physical handicap, racial or cultural discrimination, unemployment, and undereducation. An extensive bibliography is appended.

Coggins, Andrew. "A Study of Public Library Users in the City of Bath," *Library Association Record* 74:115-17, July 1972.

A geographical survey of Bath Municipal Library users was conducted for both adult and junior members. Socioeconomic factors were studied for their influence on library membership. The library membership density maps prepared should be useful in extending library service to new areas. A related survey of public library use by students in higher education is also described.

Coleman, Pat, and Yorke, David. "A Public Library Experiments with Market Research," *Library Association Record* 77:107-09, May 1975.

In an effort to discover the kind of library services desired from a new branch, the Manchester (England) Public Library conducted two surveys. The first was in the form of a short interview using a quota sample of individuals in the district. The second survey was directed toward representatives of local organizations.

Colorado State Library. *Survey of the Attitudes, Opinions and Behavior of Citizens of Colorado with Regard to Library Services*. 5 vols. Denver, Colorado State Library, 1973-74.

Bibliography

Personal interviews were conducted with a cross-section of the state's population according to an area probability sample of 1,006 individuals to determine: (1) the information needs of the people of Colorado, (2) the use and nonuse of library services in the state, (3) the availability and evaluations of public libraries and particular library services, either currently existing or proposed, and (4) the general attitudes toward libraries and the purposes Coloradans feel they should serve.

Deasy, Bolling and Bill, A.I.A., Architects. *The Community Responsive Program for the Los Angeles Public Library System*. Los Angeles, Deasy, Bolling and Bill, 1975. 144p.

This research was prompted by the common problems of urban libraries—a general decline in circulation and a great disparity in use from branch to branch. The hypothesis behind the study was that policies and programs successful in some branches but not in others are not responsive to the needs of each community being served. The purpose was to determine what unique combination of services, activities and facilities would motivate greater use in each neighborhood. Four branch library neighborhoods representing Black, Mexican-American, and middle-income suburbs in general were studied. Three approaches were used: observation of use in each branch, a questionnaire survey of library staff, and 500 extensive interviews with a random sample of area residents, both library users and nonusers. These interviews covered library use, awareness of the library and its services, convenience of facilities, problems and recommendations, leisure activities, other sources of information, and demographics. Recommendations of the report range from "community liaison" to "the design of book shelves." A one-year test of a prototype branch library in one of the branches studied is suggested as a further study.

Dougherty, Richard M., and Blomquist, Laura L. *Improving Access to Library Resources: the Influence of Organization of Library Collections, and of User Attitudes Toward Innovative Services*. Metuchen, N.J., Scarecrow Press, 1974. 180p.

An investigation of document delivery systems as an alternative to dispersion of university library collections in departmental libraries. Faculty attitudes toward library effectiveness were surveyed on one campus with a delivery system and one without. Faculty attitudes in both situations were also correlated with distance from needed materials and collection dispersion factors affecting accessibility.

Dover, P. A. "Massey University Library User Survey," *New Zealand Libraries* 35:174-79, June 1972.

To obtain feedback about user satisfaction with the library, the Market Research Centre at Massey University (New Zealand) surveyed a quasi-random sample of 643 students obtaining 493 usable responses on usage, attitudinal patterns toward the library, and students' pre- and extrauniversity library experience. Follow-up surveys and an extension to include extramural students and academic staff were recommended.

Eastlick, John T. *Management Survey of the Pueblo Regional Library, Pueblo, Colorado; With Recommendations for a Twenty-Year Development Program*. Denver, University of Denver, Graduate School of Librarianship, Center for Communication and Information Research, 1971. 88p.

Growth and development patterns, population analyses and projections, and other educational agencies in the Pueblo, Colorado, area were studied, yielding five objectives as twenty-year guidelines for regional library development.

Economic Growth Institute. *Broome County Library Consolidation*. Binghamton, State University of New York, 1973. 46p.

This study was directed at the problem of nonresident use of several metropolitan area libraries in Broome County, New York. Nonresident use was shown to be a substantial cost. Regression analysis of demographic data indicated that nonresident use of core area facilities is likely to increase as the ability of the cities to support these facilities diminishes. Several possible solutions were discussed, and county reimbursement for nonresident use was recommended.

Ekechukwu, Myriette R. G. "Characteristics of Users and Nonusers of Elementary School Library Services and Public Library Services for Children." Ph.D. thesis submitted to the School of Librarianship, University of Washington, Seattle, 1972. 216p.

Twenty-one hypotheses were tested in an attempt to determine the characteristics of fifth-grade users and nonusers of school and public library services, and the reasons for their use or nonuse. A thirty-three-item questionnaire was utilized.

Ernst & Ernst. *Clevelanders' Opinions and Use of the Branch System, Cleveland Public Library; A Documented Survey with Recommendations*. 2 vols. Cleveland, Ernst & Ernst, 1972.

Over 8,000 nonrandom responses to questionnaires administered in branch libraries and public schools, and interviews in various locations in the city were analyzed. Opinions were solicited from user

Bibliography

and nonuser adults, parents of preschoolers, teens, and students. Franklin, Hardy R. "The Relationship Between Adult Communication Practices and Public Library Use in a Northern, Urban, Black Ghetto." Ph.D. thesis submitted to the Graduate School of Library Science, Rutgers University, 1971. 176p.

"This study was designed to identify and describe the prevailing communication practices of a sample of residents of the urban, black ghetto community of Bedford Stuyvesant in Brooklyn, New York, and to determine the relationship, if any, between communication practices and use of the public library. In addition, age, sex, marital status, income, education, and occupation variables were analyzed independently to discover their relationship, if any, to communication practices and use/non-use of the public library."

Freebairn, Mark R., and Palmer, Rita. "A Survey and Analysis of Reading Habits and Library Use Patterns of the Central City Residents of Salt Lake City, Utah." M.L.S. thesis submitted to the Graduate Department of Library and Information Sciences, Brigham Young University, Provo, Utah, 1972. 168p. (ED 066 189) A questionnaire was distributed to a random sample of 250 residents of the Central City area of Salt Lake City. Data were analyzed and compared with other similar surveys to provide insight into social factors, reading patterns, and library use.

Freeman, James E., et al. *Public Library Use in Denver; An Analysis of Denver Citizen, Business, and Government Use of a Community Information Resource*. Denver, Denver Urban Observatory, 1974. 171p. (ED 101 691)

This study was conceived as a kind of "market analysis" for library services to meet the information needs of Denver households, business firms, and the city government and its agencies. Specific objectives were: (1) to determine current use and nonuse by the three groups, (2) to assess their awareness of and attitudes toward the Denver Public Library system, (3) to identify their information needs and problems, and (4) to formulate actions to improve library service to them. Each segment of the population was surveyed with these goals in mind. Personal interviews were conducted with a random block-sample of 475 Denver households. A questionnaire mailed to a random, stratified sample of commercial firms yielded 142 responses to 165 questionnaires. Ninety-five percent of the government agencies and quasi-public institutions returned their mail surveys. Recommendations dealt mainly with raising the low

library awareness in the community and with the possible introduction of new services.

Friedlander, Janet. "Clinician Search for Information," *Journal of the American Society for Information Science* 24:65-69, Jan.-Feb. 1973.

A questionnaire using the critical-incident technique was sent to 615 physicians on the faculty of the School of Medicine at Case Western Reserve University. Each respondent was asked to recall the last time he needed an item of information and the way he satisfied this need. The use made of the information, the formal or informal channels used, and the type of work involved were analyzed. The results yield several recommendations for improved library service to this university community.

Giles, Arlo, et al. *A Survey of the Use of the Springfield Public Library*. Eugene, University of Oregon School of Librarianship, 1971. 52p. (ED 065 137)

Separate questionnaires were directed to users and nonusers. A user was defined as a resident holding a library card. User questionnaires focused on materials read and knowledge of various library services. A random, proportional cluster sample of blocks was combined with a random sample of people on the blocks to select nonusers to be interviewed. Demographic data were included on both questionnaires for correlation with the library-related information.

Governor's Task Force to Study Library Services in Maine. *Widening the Circle; Libraries for Tomorrow. Interim Report*. Augusta, Governor's Task Force, 1971. 33p.

To complement a study of library resources, Arthur D. Little, Inc., conducted a survey of public library users and nonusers in order to determine what people think of their libraries. The study showed that many people who use the library have very little idea of what it offers and are not particularly interested in it, and that libraries are becoming less relevant to the evolving interests and needs of users. "Alienation from the library is not only a fact, but also a trend."

Groark, James J. "Utilization of Library Resources by Students in Nonresidential Degree Programs," *The Bookmark* 34:14-17, Sept.-Oct. 1974.

"The purpose of this study was to collect and analyze data concerning library utilization by students enrolled in non-residential degree programs." Students enrolled at the SUNY Empire State College, in the New York State Regents External Degree Program, and in the Adult Degree Program of Goddard College (Plainfield, Vermont) were selected for the population of this study. Usable

Bibliography

mailed and personally administered questionnaires were obtained from 254 students. Heavy reliance on public libraries—61 percent reported using public libraries “almost always” or “frequently”—suggests the need for greater cooperation between nonresidential degree programs and public libraries.

Hall, Angela M. *Comparative Use and Value of INSPEC Services*. London, Institution of Electrical Engineers, 1972. 49p. (OSTI No. 5145; ED 071 709)

Subscribers to various INSPEC services were polled as to method of dissemination within their organizations, reasons for choosing to subscribe, the relative value to their organizations of each service, and other services received.

_____. *User Preference in Printed Indexes*. London, Institution of Electrical Engineers, 1972. 97p. (OSTI No. 5131; ED 071 708)

Library and information staff and the scientific and technical staff of various types of academic and industrial organizations were surveyed to determine their use and attitudes toward different abstracts and index services. Data on use and opinions of specific features of the indexes are presented.

Hall, Angela M., et al. *The Effect of the Use of an SDI Service on the Information-Gathering Habits of Scientists and Technologists*. London, Institution of Electrical Engineers, 1972. 177p. (OSTI No. 5146)

An experiment with control group was conducted to see the effect of an SDI service on the current awareness activities of scientists and technologists. A questionnaire was sent to groups of subscribers and nonsubscribers before and two years after the introduction of the SDI service. The results showed improved confidence in literature coverage, less scanning of journals, and time freed for in-depth study of useful articles.

Hiland, Leah F. “Information Needs and the Use of Information Systems by Social Studies Teachers in Six Secondary Schools.” Ph.D. thesis submitted to the Graduate Library School, Indiana University, Bloomington, 1973. 171p.

“The purposes of this exploratory study were to identify the kinds of information, and to test the relationship of selected variables of information systems and channels teachers use to find information, and to determine the relationship of selected variables and the use of information systems by the teachers.” Personal interviews were conducted with thirty-five social studies teachers in Indiana and Illinois, and school and media center data checklists were completed during the visits. It was found that social studies

teachers use a variety of information from a variety of sources, but none of the variables tested showed a significant relationship to the use of information systems.

Hutchins, William J., et al. *The Language Barrier; A Study in Depth of the Place of Foreign Language Materials in the Research Activity of an Academic Community*. Sheffield, England, University of Sheffield Postgraduate School of Librarianship and Information Science, 1971. 306p. (OSTI No. 5090)

An effort to investigate the nature and extent of foreign languages as a barrier to the use of research material at the University of Sheffield. Structured interviews, library use records, and citation analyses of published materials were used to establish researchers' usage of foreign-language materials. In addition, the foreign-language materials available were surveyed, and associated costs of acquisition and maintenance estimated. Finally, a broad mail survey of journal editors was made on language problems, and of librarians on translation policy and for further suggestions. Serious underutilization of potentially important foreign-language materials was found and several recommendations were made to improve the situation. See also ————. "University Research and the Language Barrier," *Journal of Librarianship* 3:1-25, Jan. 1971.

Jacobson, Nancy. "The Junior High Years; A Profile." 1974. 24p. (Processed) (ED 101 665)

A survey conducted in 1970 in a suburban junior high school in order to determine the reading, listening and leisure habits of students. A series of charts depict student leisure activities, reading habits, and library use. Suggestions for improving the school library were also solicited.

Jordan, Casper L. *A Call to Excellence and Innovation: A Survey of the East Saint Louis, Illinois, Public Library*. Springfield, Illinois State Library, 1972. 87p.

A comprehensive survey of this depressed city was conducted to provide insight needed to extend library service to a larger portion of the community. Much social data was gathered and other recent surveys were consulted. A survey was made of users and of the more general population at shopping centers. In-depth interviews were conducted with a small group of citizens as well as with the usual business, library, school and church leaders. Recommendations for action were made in several areas.

Kronus, Carol L. "Patterns of Adult Library Use: A Regression and Path Analysis," *Adult Education* 23:115-31, Winter 1973.

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A multiple regression and path analysis of survey data from a clustered area probability sample of 2,031 adults in Illinois revealed three principal clusters as factors predicting library use: education, family life cycle, and environment. Education was by far the most powerful predictor. Traditional determinants such as age, sex, race and economic level had no direct influence. Most significantly, all the usual factors acting together account for only approximately one-fifth of the variance. The conclusion is that "the question of the causes behind library use is, therefore, wide open for study."

LeDonne, Marjorie. *Survey of Library and Information Problems in Correctional Institutions: Final Report*. 4 vols. Berkeley, Institute of Library Research, University of California, 1974.

A nationwide study by the Institute of Library Research at the University of California at Berkeley of "the library needs of inmate populations and staff in federal and state correctional institutions, the resources available to them, and the problems of providing service in correctional institutions." The study included a seminar on legal reference materials for prisoners, the production of a handbook of statistical data and current practice, and an in-depth exploration of problems in ten representative states through interviews with both prison officials and inmate library users and nonusers. *See also* _____, "The Institute of Library Research Study of Library and Information Problems in Correctional Institutions," *Illinois Libraries* 56:543-55, Sept. 1974.

Lee, John W., and Read, Raymond L. "The Graduate Business Student and the Library," *College & Research Libraries* 33:403-07, Sept. 1972.

A twenty-two-item questionnaire was administered to three graduate business classes at a large accredited southeastern business school. The intent was to study the graduate business student's knowledge of the library, his attitude toward the library, and his use of the library. A dismal performance was registered on an elementary library knowledge and skills test. Fifty-three percent of those interviewed never used the library for other than class assignments, although most agreed the library played an important role in graduate business education. High usage correlated with high self-rating on library skills. A thorough review of the role of the library in graduate business education is suggested.

Line, Maurice, B., *et al.* *Investigation into Information Requirements of the Social Sciences*. Bath, England, University Library, 1971. 5 research reports. (OSTI Nos. 5096, 5097, 5098, 5099, 5106)

A major project covering the "information needs of social science

researchers, teachers in social science departments of universities, social scientists in government departments, colleges of education lecturers and school teachers, and of social workers." INFROSS was designed to provide an aerial view of the social sciences and to see how well existing information systems and services meet the empirically determined requirements which future information systems should satisfy.

Lipsman, Claire K. *The Disadvantaged and Library Effectiveness*. Chicago, ALA, 1972. 197p.

A study of several programs of library services to the disadvantaged funded under Title I, LSCA. The purpose was to "illuminate the problems of library service in urban low-income areas by examining a cross-section of program approaches, target groups, and scopes of effort." Interviews and observation were used in fifteen cities to collect data on the needs and interests of community residents, library services in relation to other community services, the nature and scope of the neighborhood library program and its relation to the rest of the library system, and available measures of impact or effectiveness of the system. Oral questionnaires at the library were supplemented by the "user-at-home" portion of a sample of residents living in the neighborhood surveyed. Demographic data, purposes of users, and attitudes and interests of users and nonusers were obtained.

Long, Maureen W. *Musicians and Libraries in the United Kingdom* (Library Association Research Publication No. 8). London, The Library Association, 1972, 152p.

A survey was conducted concerning professional and amateur musicians to find out what use they make of libraries, to discover weaknesses in provision of library service to them, and to see if existing services are fully exploited. Another survey investigated the music services offered by libraries of all kinds, compared what is provided with what is required, and made recommendations for the future development of this field. The first survey consisted of four questionnaires circulated to the following groups: individual users—professional and amateur, education authorities, professional orchestras and opera companies, and amateur choirs and orchestras. The second survey used a questionnaire sent to all public library authorities, all universities and colleges of education offering music courses, all colleges of music, cathedrals with music archives, and all other libraries either known or expected to provide

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music. Personal staff visits to a number of libraries supplemented these questionnaires.

Lubans, John, Jr. *A Look at Library Use Instruction Programs: The Problems of Library Users and Non-Users*. Boulder, University of Colorado Libraries, 1972. 21p. (ED 093 311)

The author visited several college, university and public libraries to study and analyze their programs of library instruction. In addition, a three-page questionnaire was distributed at the University of Colorado student union to discover the student user/nonuser's history of library use instruction, his attitudes toward libraries and librarians, a self-appraisal of his library skills and knowledge, his awareness and use of the library, and his view of faculty attitudes toward library use.

_____. "Nonuse of an Academic Library," *College & Research Libraries* 32:362-67, Sept. 1971.

A 1968 campus-wide census of 3,000 Rensselaer Polytechnic Institute students found 239 nonusers and 1,100 occasional users. Two years later, interviews were conducted with a sample of the nonusers still on campus. Nonusers saw library use as strictly course related, and had neither the time nor faculty encouragement to become users. The known extensive duplication of research is discussed and closer faculty guidance in literature use recommended.

Lubans, John, Jr., et al. *A Study with Computer-Based Circulation Data of the Non-Use and Use of a Large Academic Library: Final Report*. Boulder, University of Colorado Libraries, 1973, 80p. (ED 082 756)

"Computer programs were written to produce a variety of outputs including listings for survey purposes of non-users/users; books most frequently used; use of the library by department or major of the user; and, the use of books by their classification code by academic level of user."

Luckham, Bryan. *The Library in Society; A Study of the Public Library in an Urban Setting* (Library Association Research Publication No. 4). London, The Library Association, 1971. 181p.

The final report of a major investigation, begun in 1964 by the Public Libraries and Adult Education Committee of the North West (England), examines the characteristics of library users, the image held by the public of the library, and the extent to which public libraries serve as centers for adult education and other cultural activities. The main survey consisted of brief interviews with nearly 2,000 users at four libraries in Chester and Eccles, and in-depth

interviews with 839, of whom 745 were members. This was supplemented by home interviews of 220 members and 495 nonmembers. Extensive analysis and discussion of the data are presented in the context of other related research.

Lyman, Helen H. *Library Materials in Service to the Adult New Reader*. Chicago, ALA, 1973. 614p.

As part of a larger study to establish criteria for the evaluation of library materials for the adult new reader, a population study was conducted in six metropolitan areas. A specially constructed questionnaire was administered in personal interviews to approximately 500 adult new readers on their reading behavior and attitudes, use of communication media, and interests and needs for which reading materials are used. The project provides "basic information about the adult new reader, criteria for analysis of reading materials, and a bibliography of materials."

McCaghy, Dawn, and Purcell, Gary R. "Faculty Use of Government Publications," *College & Research Libraries* 33:7-12, Jan. 1972.

A survey was conducted by questionnaire of 103 faculty members at Case Western Reserve University on their use of the U.S. government document depository collection. Fewer than 50 percent used the collection, although 65 percent did report using government documents. One-fourth of the respondents were not aware that there was a separate documents department. The usual faculty approach to documents is through citations in other literature, rather than through the card catalog. The purpose of the survey was to obtain information for decisions on treatments of the documents collection in future planning.

MacLean, Hillas. "Using the Library Catalog," *New Zealand Libraries* 35:165-72, June 1972.

A 1971 New Zealand library school class used the questionnaire developed for the U.K. *Catalogue Use Study* (see Maltby) to survey catalog use, nonuse, and instructional experience of patrons in a selected group of large and small libraries and libraries in educational institutions.

Maltby, Arthur. *U.K. Catalogue Use Survey* (Library Association Research Publication No. 12). London, The Library Association, 1973. 35p.

The report of a nationwide survey carried out in 1971 by the library schools of the United Kingdom on behalf of the Cataloguing and Indexing Group of the Library Association, with the principal investigation taking place early in 1971. A structured interview

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questionnaire was developed in two pilot studies and administered in thirty-nine libraries of all types throughout the country. Usable reports from 3,252 library users resulted. Data on library use, catalog use and nonuse, and reasons for nonuse are presented according to type of library. Readers' comments are solicited, and several recommendations for future cataloging policy are made. (Article also found in *Journal of Librarianship* 4:188-204, July 1972).

Martin, Lowell A. *Adults and the Pratt Library: A Question of the Quality of Life* (Deiches Fund Studies of Public Library Service No. 4). Baltimore, Enoch Pratt Free Library, 1974. 85p.

The last of four studies for the Enoch Pratt Free Library. The first three deal with students' use of the library, space, and library service to the disadvantaged. This fourth report draws on 1961 data from interviews with a sample of Baltimore families, a user questionnaire administered at the central library and ten branches, records of telephone interviews and user questionnaires in 1965, additional user questionnaires in 1968, and a survey of community leaders in 1972. The reading habits of Baltimore adults were analyzed and the role of the library reviewed. A future adult service program is also outlined.

Moore, Nick. "The Public Library Issue Decline: An Investigation into the Causes," *Library Association Record* 76:87-89, May 1974.

"In 1972/73, loans from public libraries were approximately 5 percent below the level in 1971/72. A survey of the libraries in the London Boroughs attempts to assess the possible causes of the decline. From the survey it appears that increased television transmission hours and changes in the annual additions to stock may be the two prime causes."

Mount, Ellis, and Fasana, Paul. "An Approach to the Measurement of Use and Cost of a Large Academic Research Library System: A Report of a Study Done at Columbia University Libraries," *College & Research Libraries* 33:199-211, May 1972.

Among twelve types of surveys used to measure and evaluate users, services, and materials at Columbia University Libraries in 1968/69 were a user survey to identify and measure major user groups and services, and a special user survey of a sample of faculty, graduate students and research staff. This latter questionnaire solicited information on services used, purpose, and frequency of library use, and was specifically aimed at information on noninstructional use.

Naylor, Alice P. "Survey of Faculty Expectations: Student Homework.

Final Report." Toledo, Ohio, Toledo University, Community and Technical College, 1974. 16p. (ED 097 027)

A survey conducted to provide an analysis of faculty homework expectations on which to base a viable pattern of library service. Students at the Community and Technical College were questioned about life patterns, homework assignments and library use. Little use of library service or materials was indicated in relation to class work. Faculty surveyed expected heavy reliance on textbooks and ranked the library last as a source of information.

Nelson, Jerold. "Faculty Awareness and Attitudes toward Academic Reference Services: A Measure of Communication," *College & Research Libraries* 34:268-75, Sept. 1973.

"A survey of the faculties of six colleges was undertaken to measure the degree to which the libraries of these institutions were communicating with the faculty concerning the availability of various reference services. The results demonstrated that the average faculty member was aware of barely half the services actually available. Variables of academic rank, length of teaching, and amount of library and reference use were some of the factors shown to affect faculty awareness of library service."

Newhouse, Joseph P., and Alexander, Arthur J. *An Economic Analysis of Public Library Services*. Lexington, Mass., Lexington Books, 1972. 139p. (ED 065 164)

As part of an economic analysis by the Rand Corporation of library service in the city of Beverly Hills, two surveys were conducted. Patrons were polled in the library, and a 10 percent sample of registered voters was surveyed by a mail questionnaire. The dominant factor influencing cardholding and library use was found to be the presence of a child in the household. Economic status appeared to be insignificant in determining library use in Beverly Hills, and educational level was only a minor factor.

Norton, Alice. *The Ridgefield Library Self-Survey Report*. Ridgefield, Conn., Ridgefield Library and Historical Association, 1973. 72p.

As part of a general survey of the Ridgefield Library's resources and services, a telephone opinion and attitude survey was conducted of a sample of residents over age twelve with the help of the League of Women Voters. Separate tabulations were kept for users and nonusers. The results reinforced the findings of other committees involved in the study.

Parker, C. C. "The Use of External Current Awareness Services at Southampton University," *Aslib Proceedings* 25:4-17, Jan. 1973.

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A questionnaire was sent to continuing and discontinued subscribers to a formerly free current awareness service to determine factors which influenced the decision to drop the service. It was found that cost alone had not been a determining factor, but that the introduction of a charge had forced a critical evaluation of the worth of the service.

Pautz, Martin R. "Library Support for Business and Industry," *The Southeastern Librarian* 22:16-27, Spring 1972.

Prior to a 1971 South Carolina Library Association workshop, a survey was conducted to evaluate the needs of business and industry and the library services already provided them. Members of the business community were mailed a questionnaire to determine the main activities of their companies and to find out what special libraries they had and what use they made of library materials. Future library needs of business and industry were solicited, as well as plans for libraries to meet these future needs. Several recommendations from the workshop on improving library services to business and industry are also listed.

Ralph W. Conant and Associates. *A Study of the Professional, Business, and Economic Service Needs of the Residents of the Suburban Library System; A Report to the Suburban Library System*. Hinsdale, Ill., Ralph W. Conant and Associates, 1973. 87p.

A consultant group was hired to determine what services not already provided would be of value to local businessmen, lawyers and government officials. Face-to-face interviews, telephone interviews, brief follow-up mailed questionnaires, and group interviews were used. Little interest was found in new services or information sources. Cautious advance planning, pilot studies, and involvement of the target clientele were recommended.

Redfern, Margaret. "Non-Use of Libraries: Some Sort of Evidence," *An Leabharlann: The Irish Library* 3:19-30, Autumn 1974.

Preliminary findings of the Hillingdon Libraries Research Project, which was designed to measure the effectiveness of public library services in a community and to develop a methodology for so doing. To do this, an attempt was made to ascertain the extent of unexpressed need, to study the reasons why nonusers do not see the library as relevant to or capable of satisfying their needs, to look at the extent to which use or nonuse is affected by action on the part of the library and, finally, to examine how far the library succeeds in meeting the expressed needs of users. Leisure patterns and standard demographic information were obtained for correlation with

attitudes toward libraries, librarians and reading established by a sixteen-item Likert scale test. Tape recorded in-depth interviews were conducted with a ten percent subsample.

Rees, Louise F. *Study and Survey of Rural Libraries in Five Counties of Northwest Ohio*. 3 vols. Bowling Green, Ohio, Bowling Green State University, 1974. (ED 101 669, 101 670, 101 671)

As one part of a larger program investigating the possibilities for cooperation among public libraries in the northwest counties of Ohio, random sample survey interviews were conducted in each of the towns with library service. Information was contributed by 349 persons on attitudes toward the library, opinions of programs or services now offered, library use, and basic demographic data.

Robertson, Andrew. "Behaviour Patterns of Scientists and Engineers in Information Seeking for Problem Solving," *Aslib Proceedings* 26:384-90, Oct. 1974.

An experiment to "test the feasibility of using tape recorders to collect detailed data on scientists' work patterns and information handling activities over a long period of time, and to examine the usefulness of the data so collected in shedding light on the sources of new information and new ideas, the interaction of sources, and the role of the formal documentary source."

Schnaitter, Allene F. "Native and Transfer Students in One Midwestern University: A Comparison of their Book Borrowing and Other Library Use." Ph.D. thesis submitted to the Graduate Library School, Indiana University, Bloomington 1972. 377p.

"The purpose of this study was to investigate the use which transfer students made of the library in a four-year university, and to compare their use with that of native students." No difference was predicted within groups with similar personal and academic characteristics on the variables of numbers and percentages of borrowers vs. nonborrowers, number of books borrowed, and extent of library use. The junior class of the University of Missouri in 1968 was used as the study group. Personal data was gleaned from official computer records, borrowing records from computer circulation records, and additional library use information obtained by questionnaire from a sample of the 660 students still enrolled in 1970.

Skelton, Barbara. "Scientists and Social Scientists as Information Users: A Comparison of Results of Science User Studies with the *Investigation into Information Requirements of the Social Sciences*," *Journal of Librarianship* 5:138-56, April 1973.

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An attempt to compare the results of several user studies in scientific fields with the *Investigation into Information Requirements of the Social Sciences* (see Line *et al.*). Scientists and social scientists were found to use similar sources of information and retrieval methods, and to have similar information problems. The problems of such a comparative study are discussed and more uniform and compatible research methods are urged.

Slater, Margaret, *et al.* *Data and the Chemist* (Aslib Occasional Publication No. 10). London, Aslib, 1972. 82 p.

As background for planning future data services, interviews were conducted with chemists and nongraduate assistants to discover what they would include under the term *data* and what services they might expect from a data bank. In addition to this subjective information the chemists were asked to record in some detail any data search and use during the next day.

Soules, Gordon. *What People Want in a Library*. Vancouver, Gordon Soules Economic and Marketing Research, 1975. 150p.

"The purpose of this study was to supply the Burnaby Public Library with information about the demand for library services by Burnaby residents." The District Municipality of Burnaby covers about forty square miles between Vancouver and New Westminster, British Columbia. Structured interviews were conducted with 500 randomly selected residents ten years of age or older. Careful monitoring of the survey in process was maintained. Detailed analysis and presentation of the data obtained cover such areas as: knowledge of the library, effectiveness of promotional activities, reading habits, source of reading materials, interest in additional services and facilities, reasons for use/nonuse, attitudes toward the library, and problems encountered in library use.

Stafford, Robert M., and Scoles, Clyde S. *A Study of the Business Community for the Business and Technology Division Columbus Public Library*. Columbus, Ohio, Columbus Public Library, 1974. 62p. (ED 098 920)

A one-page questionnaire was sent to manufacturing, service, professional, trade, and retail firms in the central Ohio area to elicit data on sources of information and opinion about the public library. The chamber of commerce membership directory provided the mailing list. Recommendations were made for better publicity for services provided and improved services and facilities.

Strain, Paula M. "Engineering Libraries: A User Survey," *Library Journal* 98:1446-48, May 1, 1973.

A summary of remarkably frank and revealing responses to a survey of library attitudes among the engineering staff of the MITRE Corporation. The technical staff wanted its material immediately and for extended personal use without interference by the needs of others. The usual ignorance of library operations and services was displayed.

Tagliacozzo, Renata, *et al.* "The Use of Information by Decision-Makers in Public Service Organizations," *Proceedings of the American Society for Information Science* 8:53-57, 1971.

"Fifty administrators at the upper level of management in hospitals, public school systems, and county and local government were interviewed. The interviews dealt with the content and characteristics of particular decisions, and with the content and characteristics of the information used in connection with these decisions. The importance, frequency of occurrence, impact, and outcome of the decisions were examined together with the source, form, and content of the information used in connection with the decisions." Such information should be useful in the design or selection of information systems to serve this public.

Tri-County Regional Planning Commission. *Survey of Public Libraries, Summit County, Ohio*. Akron, Tri-County Regional Planning Commission, Feb. 1972. 150p.

A survey to obtain information on user background, origin and destination, method of transportation, and opinions about the convenience of the library was conducted as part of an over-all survey of library services. A questionnaire was distributed to all patrons visiting the library during one week. Rather than attempt to survey the community, implications about the nonuser population were drawn from the user data, and compared to the findings of three recent studies which did examine nonusers in other communities.

University of Utah. Bureau of Community Development. *Salt Lake City Public Library: User and Non-User Survey*. Salt Lake City, University of Utah, 1974.

Not examined.

Ware, Glenn O. "A General Statistical Model for Estimating Future Demand Levels of Data Base Utilization within an Information Retrieval Organization," *Journal of the American Society for Information Science* 24:261-64, July-Aug. 1973. "When it is not practical to measure demand through knowledge, attitude and practice, or marketing surveys, an estimate of future demand can be determined

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from growth pattern of present utilization. This investigation is concerned with the development of a general model for estimating the future utilization levels for current awareness search requests against bibliographic data bases within an information retrieval organization. The model developed is $y = \alpha (1 - e^{-\beta t})$, where y is the number of users of a data base at time t , and α and β are parameters to be estimated."

Warner, Edward S., *et al.* *Information Needs of Urban Residents. Final Report.* Rockville, Md., Baltimore Regional Planning Council, 1973. 283p. (ED 088 464)

A detailed report on a careful study of the information needs of the urban community, how these needs are presently satisfied, and whether institutional forms could be devised to satisfy these needs better. A conceptual framework was drawn, a survey questionnaire developed, and tested and then administered to a cross-sectional random sample of adults in the Baltimore urban area. The data were analyzed in terms of information needs, information seeking strategies, and search outcomes. Libraries were found to play a very small role in the general information seeking of urban residents.

Whyte, Jean P. "Who Uses a University Library—Why and to What Effect?" In Library Association of Australia. *Proceedings of the 16th Biennial Conference Held in Sydney, August 1971; Progress and Poverty.* Sydney, Library Association of Australia, 1972, pp. 527-37.

A detailed analysis of the University of Sydney computerized circulation records for all classes of users, broken down to correlate with fairly detailed personal information. Book borrowing data are presented by department and class year. An unusual feature is the analysis of the academic records of heavy borrowers, which shows a higher pass rate (on annual examinations) than the average for class groups.

Wilson, Pauline C. "Information-Seeking Activity of Selected Members of Community Groups Seeking Social Change." Ph.D. thesis submitted to the School of Library Science, University of Michigan, Ann Arbor, 1972. 212p.

"The problem was to determine if public library service had had any input into presumably important community activities designed to facilitate social change. Voluntary associations of the social-influence type were selected for study. Groups representing four change issues were included: racism, peace, women's rights, and environmental problems." Personal interviews and a self-administered questionnaire were used to obtain data for a critical incident analysis

of information seeking related to the last activity completed. The information system relied on by these change-leaders was entirely informal and interpersonal. The library played no role in supplying information for any of the activities studied.

Wilson, Robert A., and Figura, Roger. *The Library Listens—Delaware Library Association Survey, 1973; A Survey of Present Use and Future Needs*. Newark, University of Delaware, Division of Urban Affairs, 1974. 56p. (ED 093 344)

A telephone survey on library use and opinions about public libraries was made of a random sample throughout Delaware. Information was solicited on current and past use, reasons for use, location, and ideas for library service. The relationships of library use to occupation, education, and distance from home to the library were investigated.

Woodsworth, Anne, and Neufeld, Victor R. "A Survey of Physician Self-Education Patterns in Toronto. Pt. I: Use of Libraries. Pt. II: Use of Journals and Personal Filing Systems," *Canadian Library Journal* 29:38-44, Jan.-Feb. 1972; 104-09, March-April 1972.

This study sought to compare the information gathering habits of Toronto area physicians with those of residents, interns, and medical clerks (fourth-year medical students). A questionnaire on journal reading habits, information retrieval habits, and the use of hospital libraries was distributed. Use of hospital libraries decreased as post-graduate programs progressed, while personal library use increased. A low awareness of major indexing tools was found, and the number of physicians having received formal instruction in their use, the use of medical libraries, and the setting up of personal files was small.

Zweizig, Douglas L. "Predicting Amount of Public Library Use: An Empirical Study of the Role of the Public Library in the Life of the Adult Public." Ph.D. thesis submitted to the School of Library Science, Syracuse University, Syracuse, N.Y., 1973. 378p.

"The purpose of this study was to examine the role of the public library in the life of the general adult population. The public library was seen as one element in the information environment surrounding each adult." A library use index was constructed by factor analysis from frequency of attendance at the library, frequency of telephoning for information, and the intensity of use in the library. Library use was correlated with six dimensions of the adult's life: individual information processing and problem-solving styles, demographic variables, information needs and seeking, social

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network, mass media use, and relationship to the library. Library users were found to be information users generally. A distinguishing typology is described for three groups of library users: frequent, moderate, and nonuser.

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