



1998 Annual Medical Center questionnaire of Library and Computer use

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Highlights

Library use

- An estimated 82% (+/-3%) of the Medical Center has used library resources in the past six months. Significantly more faculty (100%) and students (98%) and fewer administrative M&P staff (48%) and C&T staff (60%) had used library resources.
- More than 50% of the Medical Center uses the libraries to locate research information, copy or read a particular article or book, use reference or text books and locate clinical information.
- Students commonly access library resources from the Medical Library (91%), home (54%), and from University offices (40%); faculty from their offices (86%), the Medical Library (59%), and home (47%); M&P staff from the Medical Library (78%) and their offices (48%); C&T staff from the Medical Library (88%) and their offices (63%) and residents from the Medical Library (75%) and the Hospital floor (65%).

Computer use

- An estimated 98% (margin of error +/-1%) of the Medical Center has used a computer (or had one used by someone on their behalf) in the past six months.
- People commonly use computers in their offices (75%), home (73%) and the Medical Library (49%). Residents also commonly use computers on Hospital floors (89%) and outpatient care settings (47%).
- More than 50% of the Medical Center uses computers for word processing, electronic mail, MEDLINE, the Internet, Orbis, preparing presentations, locating information on a particular research question, analyzing research data, electronic journals, remote access, medical education software, Current Contents, and as an organizational tool.
- Only 14% (+/-2%) of the Medical Center neither owns a computer nor has primary use of a Hospital- or University-owned computer. An estimated 70% (+/-4%) of the Schools of Medicine and Nursing faculty, staff and students owns their own computer.
- The most useful resources were word processors, electronic mail, MEDLINE, external Web resources, and remote access, which respondents felt were significantly more useful than other resources. MicroMedex was rated as significantly less useful than other resources.
- Taking into account both a resource's usefulness and the number of people using it, the most valued resources are word processors, electronic mail, MEDLINE, and external Web resources. The least valued resources are business management systems, reports systems and tools (e.g., CRS and Brio Query), and MicroMedex.
- Faculty and postdoctoral fellows who teach at least one course per year regularly use email (70% use) but not the Web (18% use) for their courses.

Perceptions of library and computing services

- The three most commonly used services are the Library Information Desk (58%), the Microcomputer Support Center (46%), and the ITS-Med Help Desk (45%).
- Library training staff were perceived to have significantly more expertise than staff from the MCSC.
- Half of respondents said they receive more value from library resources than last year, compared with 3% who said they receive less value this year. For computing resources, 66% receive more value this year and 3% less.

- Respondents felt the value they receive from computing resources has increased more in the last year than the value they receive from library resources. They also felt the time spent using computing resources has increased more in the last year than time spent using library resources. Respondents felt the value they receive from library resources has increased more than the time spent using them. There was no significant difference between time and value for computing resources.
- Most of the Medical Center (72%) would like to be able to send and receive faxes over the network.
- Electronic mailings are preferred by more people (69%) than any other communications mechanism.

Where people go for computer support

- People commonly use ITS-Med technicians (Help Desk or Desktop Support) (58%), internal departmental staff (46%) or their own staff (40%) for computer support.
- People who use help in addition to ITS-Med do so primarily because they prefer to help themselves whenever possible (51%) or they need faster service than ITS-Med can supply (44%).
- 41% of respondents felt that, given some documentation, they were willing and able to perform network installations, operating system upgrades, and swaps from old to new computers.

Background information

Methodology

We selected a random, stratified sample of faculty, postdoctoral fellows, University M&P staff, University C&T staff, students, and residents. Faculty, postdoctoral fellows, C&T staff and M&P staff were drawn from the University's Human Resources database. Students were drawn from student enrollment lists supplied by their registrars. Residents were supplied by the House Staff Office.

We mailed people up to three copies of the survey, over a period of 10 weeks, until they returned a complete survey. People who did not respond to any of the three mailings were telephoned up to three times and asked to either return the survey or complete it over the phone.

People did not complete the survey for the following reasons: left the Medical Center, out of town for the summer, unlisted telephone number, or did not return the phone calls. A preliminary analysis to determine whether people who returned their surveys earlier had different patterns of library or computer use than later respondents revealed no significant differences, suggesting that non-participation was unrelated to the survey's content.

Response rates

group	population	sample	responded	response rate
pa students	64	10	9	90%
grad students	414	20	20	100%
nursing students	141	10	5	50%
eph student	171	10	8	80%
med students	486	20	16	80%
ladder faculty	618	20	11	55%
other faculty	522	11	7	64%
research faculty	402	20	12	60%
admin M&P	492	20	17	85%
other M&P	317	20	13	65%
research M&P	399	20	15	75%
admin C&T	854	20	14	70%
other C&T	269	20	15	75%
research C&T	217	20	11	55%
post doc	1001	10	14	140%
residents	388	40	19	48%
total	6755	291	206	71%
faculty & postdocs	2543	61	44	72%
students	1276	70	58	83%
C&T staff	1340	60	40	67%
M&P staff	1208	60	45	75%

The overall response rate was 71% in 1998, 74% in 1997, 85% in 1996 and 80% in 1995.

Human Resources classifies faculty into three groups called ladder (teaching faculty), research, and other, and C&T and M&P staff into three groups called administrative, research, and other.

Population estimates given in this report were derived by weighting the responses according to their population N's.

Comparisons with the 1997 survey

Results from the 1998 survey were compared with the 1997 survey. To make the comparisons comparable, nurses were dropped from the 1997 sample and C&T's were omitted from the 1998 sample. The following trends occurred between 1998 and 1997:

- Electronic journals have become more important in respondents' work ($t(215)=2.07, p<.05$).
- CCSS was less important in respondents' work in 1998 than in 1997 ($t(172)=2.71, p<.01$).
- Respondents rated the expertise of Library Information Desk staff lower in 1998 than in 1997 ($t(206)=1.98, p<.05$).
- More people use library resources from University offices (up from 37% to 60%) and home/off-campus sites (up from 34% to 43%) in 1998 than in 1997.
- More people use computers from University offices (up from 58% to 71%) and home/off-campus sites (up from 72% to 78%) in 1998 than in 1997.
- Fewer people use computers in computer labs in 1998 (24%) than in 1997 (28%).
- Fewer people use Macintosh computers in 1998 (36%) than in 1997 (47%).
- More people own a Windows computer at home in 1998 (63%) than in 1997 (49%).
- More people use library resources to use reference or text books in 1998 (53%) than in 1997 (43%).
- More people use library resources to copy or read articles or books in 1998 (69%) than in 1997 (60%).
- More people use molecular biology computing in 1998 (33%) than in 1997 (24%).
- More people use CCSS in 1998 (40%) than in 1997 (30%).
- More people use computers to analyze research data in 1998 (68%) than in 1997 (52%).

Library use

An estimated 82% (+/-3%) of the Medical Center has used library resources in the past six months.

Significantly more faculty (100%) and students (98%) used library resources than M&P's (48%) and C&T's (60%) ($\chi^2=54.88$, $p<.001$).

Reasons for using the library

Purpose	Medical Center	Comments
to find information on a particular research question	85% +/-3%	Significantly fewer residents (59%) and M&P staff (70 %) and more students (95%) use library resources for this reason ($\chi^2=19.2$, $p<.001$).
to copy or read a particular article or book I've heard about	68% +/-4%	
to use reference or text books	55% +/-4%	
to find information on a particular clinical question	51% +/-4%	Significantly more residents (94%) chose this reason ($\chi^2=18.2$, $p<.001$).
to browse the latest journal issues	45% +/-4%	
to prepare for a course I am teaching/taking	40% +/-4%	Significantly more students (65%) chose this reason ($\chi^2=21.9$, $p<.001$).
to find funding opportunities	16% +/-2%	

Where people use library resources

Location	Medical Center	Comments
Medical Library	74% +/-3%	
University office	60% +/-4%	Significantly more faculty (87%) and fewer residents (12%) use library resources here ($\chi^2=27.6$, $p<.001$).
Home or off-campus office	41% +/-4%	Significantly more students (54%) use library resources here ($\chi^2=11.5$, $p<.05$).
Hospital floor	15% +/-3%	Significantly more residents (88%) and fewer M&P and C&T staff (0%) use library resources here ($\chi^2=77.6$, $p<.001$).
EPH Library	6% +/-2%	Significantly more students (19%) use library resources here ($\chi^2=12.8$, $p<.05$).
Hospital Office	4% +/-2%	
Nursing Library	4% +/-2%	

Computer use

An estimated 98% (margin of error +/-1%) of the Medical Center has used a computer (or had one used by someone on their behalf) in the past six months.

Computer ownership

An estimated 86% +/-3% of the Medical Center and 88% +/-3% of the Schools of Medicine and Nursing either owns a computer or has primary use of a Hospital- or University-owned computer. Significantly more faculty (100%) and fewer Hospital staff (77%) ($\chi^2=45.0, p<.05$) reported either owning a computer or having primary use of a Hospital- or University-owned computer.

An estimated 69% +/-3% of the Medical Center own their own computer; 63% +/-4% of the Medical Center has primary use of a Hospital- or University-owned computer.

Type of computer used

Overall, an estimated 33% +/-3% of the Medical Center uses Macintoshes and 65% +/-3% uses Windows PC's.

	Macintosh	Windows PC
Faculty	37%	71%
Postdoctoral fellows	43%	57%
Students	43%	50%
M&P staff	21%	78%
C&T staff	23%	73%
Residents	26%	47%

Uses of computers

Purpose	Medical Center	Comments
electronic mail	94% +/-2%	Significantly fewer M&P staff use email (82%) ($\chi^2=14.9, p<.01$).
word processor	94% +/-2%	
MEDLINE	84% +/-3%	Significantly more faculty (97%), residents (100%) students (95%) and fewer M&P (55%) and C&T staff (62%) use MEDLINE ($\chi^2=41.8, p<.001$).
External Web resources	84% +/-2%	
Yale Web resources	76% +/-3%	
Orbis	73% +/-3%	Significantly more students (95%) and fewer C&T staff (59%) and M&P staff use Orbis (52%) ($\chi^2=30.1, p<.001$).
prepare presentations	73% +/-3%	Significantly more students (86%) and fewer M&P staff (52%) and C&T staff (50%) use computers to prepare presentations ($\chi^2=22.8, p<.001$).
find information on a particular research question	72% +/-3%	Significantly more students (90%) and fewer M&P staff (48%) use computers to look for research information ($\chi^2=26.8, p<.001$).
analyze research data	59% +/-4%	Significantly more faculty (83%) & students (74%) and fewer residents (26%) and M&P staff (38%) use computers to analyze research data ($\chi^2=32.2, p<.001$).
electronic journals	58% +/-3%	Significantly more students (79%) and fewer M&P staff (31%) use electronic journals ($\chi^2=30.0, p<.01$).
remote access	57% +/-3%	Significantly more students (79%) use remote access ($\chi^2=24.5, p<.001$).
medical education software	52% +/-4%	
Current Contents	51% +/-4%	Significantly more faculty (76%) use Current Contents ($\chi^2=15.9, p<.01$).
organizational tool (record-keeping, budgeting)	51% +/-4%	Significantly more M&P staff (71%) and fewer residents (16%) use computers as an organizational tool ($\chi^2=22.9, p<.01$).
major campus mainframes	43% +/-4%	Significantly more students (81%) use major campus mainframes ($\chi^2=20.4, p<.001$).
find information on a particular clinical question	41% +/-4%	
prepare for a course taking/teaching	41% +/-4%	Significantly more students (71%) and fewer M&P (24%) use computers to prepare for a course ($\chi^2=30.0, p<.001$).
prepare grant proposals	38% +/-3%	Significantly more faculty (73%) and fewer residents (0%) use computers to prepare grant proposals ($\chi^2=42.1, p<.001$).
CCSS	34% +/-3%	Significantly more residents (100%) use CCSS ($\chi^2=31.1, p<.001$).
business management systems	33% +/-3%	Significantly more M&P staff (43%) and fewer students and residents (0) use BMS ($\chi^2=16.0, p<.01$).
remote access while traveling	33% +/-3%	Significantly more students (45%) and fewer residents (5%) use remote access while traveling ($\chi^2=11.3, p<.05$).
MicroMedex	32% +/-3%	Significantly more residents (74%) use MicroMedex ($\chi^2=23.0, p<.01$).
Web of Science	30% +/-3%	
access patient care records	29% +/-3%	Significantly more residents (68%) and fewer students (17%) use computers to access patient care records ($\chi^2=20.9, p<.001$).
molecular biology computing	26% +/-3%	Significantly more faculty (48%) use molecular biology computing ($\chi^2=12.4, p<.05$).
scheduling	25% +/-3%	
reporting systems and tools (e.g., CRS, Brio Query)	23% +/-3%	Significantly more M&P (35%) and C&T staff (36%) and fewer students (10%) use reporting systems and tools ($\chi^2=13.4, p<.01$).
find funding opportunities	22% +/-3%	Significantly more faculty (43%) and fewer residents (0) and C&T staff (6%) use computers to find funding opportunities ($\chi^2=20.4, p<.001$).

Where people use computers

Location	Medical Center	Comments
University office	75% +/-4%	Significantly more faculty (93%) and M&P staff (95%) and fewer residents (16%) and students (47%) use computers here ($\chi^2=63.8, p<.001$).
home or off-campus office	73% +/-3%	Significantly fewer C&T staff (54%) use computers here ($\chi^2=9.7, p<.05$).
Medical Library	49% +/-4%	Significantly more students (90%) and fewer M&P staff (21%) use computers here ($\chi^2=53.0, p<.001$).
while traveling	21% +/-3%	Significantly more students (29%) and faculty (43%) and fewer residents (0), and M&P (5%) and C&T staff (9%) use computers here ($\chi^2=28.0, p<.001$).
Hospital floor	19% +/-3%	Significantly more residents (90%) and fewer M&P and C&T staff (6%) use computers here ($\chi^2=63.2, p<.001$).
Outpatient care setting	16% +/-3%	Significantly more residents (47%) use computers here ($\chi^2=16.7, p<.01$).
Hospital office	15% +/-2%	
EPH Library	5% +/-2%	Significantly more students (21%) and fewer M&P and C&T staff (0) use computers here ($\chi^2=21.4, p<.001$).

Usefulness of resources

Respondents rated the usefulness of 18 electronic resources using the following five-point scale:

- 1=crucial to my work
- 2=extremely useful
- 3=somewhat useful
- 4=not very useful
- 5=useless

Mean rating	Resource
1.39	word processor
1.60	electronic mail
1.74	External Web resources
1.75	MEDLINE
1.93	remote access
2.10	major campus mainframes
2.27	Yale Web resources
2.28	Orbis
2.36	electronic journals
2.37	CCSS
2.63	Current Contents
2.67	medical education software
2.71	molecular biology computing
2.89	business management systems
2.93	Web of Science
3.02	Reporting systems & tools (CRS, Brio, etc.)
3.31	MicroMedex

The most useful resources were word processors, electronic mail, MEDLINE, external Web resources, and remote access, which respondents felt were significantly more useful than other resources ($F(16,180)=27.61, p<.001$). MicroMedex was rated as significantly less useful than other resources.

The following differences among groups' use of library and computing services were statistically significant ($F(64,180)=3.62, p<.001$):

word processors	Faculty and students rated word processors more useful than C&T staff and residents did.
MEDLINE	Faculty, students, and residents rated MEDLINE more useful than M&P and C&T staff did.
remote access	C&T staff rated remote access less useful than faculty, students, and residents did.
major campus mainframes	Students rated mainframes more useful than faculty, residents, and C&T staff did.
Orbis	Faculty, students and C&T staff rated Orbis more useful than M&P staff and residents did.
electronic journals	C&T staff and students rated electronic journals more useful than others did.
CCSS	Residents rated CCSS more useful than faculty and M&P and C&T staff did.
Current Contents	Faculty and students rated Current Contents more useful than residents and M&P staff did.
medical education software	Students rated medical education software more useful than others did.
molecular biology computing	Faculty and students rated molecular biology computing more useful than others did.
business management systems	M&P staff rated business management systems more useful than others did.
Web of Science	M&P staff and residents rated Web of Science less useful than others did.
Reporting systems & tools	M&P staff rated reporting systems and tools more useful than others did.
MicroMedex	Faculty and students rated MicroMedex more useful than M&P and C&T staff did.

Where people go for computer support

The survey asked respondents about their use of ITS-Med technicians and other sources of help. Residents and students were dropped from these analyses because they rarely use ITS-Med.

Significantly more people use ITS-Med technicians and departmental staff than the Web, students, documentation or outside consultants ($F(7,104)=12.66, p<.001$). The following table lists significant differences among faculty, M&P staff and C&T staff's use of help sources ($F(21,104)=13.72, p<.001$):

Sources of help	Faculty, M&P and C&T estimate	Comments
ITS-Med technicians	58% +/-5%	M&P's (78%) use ITS-Med technicians more than C&T's (50%) or faculty (49%)
internal departmental staff	46% +/-5%	M&P's (59%) use departmental staff more than C&T's (41%) or faculty (41%)
own staff	40% +/-5%	Faculty (49%) and M&P's (47%) use their own staff more than C&T's (23%)
outside consultants	25% +/-4%	M&P's (35%) use outside consultants more than C&T's (12%)
external Web sites	25% +/-4%	
Yale Web sites	22% +/-4%	
students	12% +/-4%	
documentation	11% +/-3%	

The survey asked why people used other help in addition to the ITS-Med technicians.

Faster service and a preference for self-help were significantly more common reasons for additional help than the other reasons ($F(4,58)=11.72, p<.001$). Faculty, M&P and C&T staff did not differ in their reasons.

Reason for using additional help	Faculty, M&P and C&T estimate
I prefer to try to help myself whenever possible	51% +/-6%
I need faster service than ITS-Med can supply	44% +/-6%
I have unique needs that the ITS-Med technicians do not support	18% +/-5%
I have a long-standing relationship with other source(s)	15% +/-4%
ITS-Med technicians aren't as knowledgeable overall	11% +/-4%

Respondents prefer to help themselves and feel that they are able to do so. When asked if, given some documentation, they would be willing and able to perform network installations, operating system upgrades and swaps from old to new computers, almost half of the respondents felt they were:

Willing and able	41%
Willing not able	21%
Able not willing	13%
Neither willing nor able	25%

Faculty, C&T staff, M&P staff, students, and residents all responded similarly.

New services

The survey listed five possible new services and asked respondents which they would use if they were available

Service	Medical Center estimate
send and receive faxes via the network	72% +/-4%
email that can be encrypted	44% +/-4%
access to Hospital clinical information systems from the School	44% +/-4%
voice and videoconferencing	36% +/-4%
small database development	32% +/-4%

Faculty, C&T staff, M&P staff, students, and residents all responded similarly.

Use of computers in teaching

The survey asked respondents who teach at least one course per year about their use of computers in teaching. Nine faculty and three postdoctoral fellows answered the questions, with a +/-11% margin of error.

Use email to communicate with students	70%
Don't use email now to communicate with students, but plan to	30%
Have a Web site I've developed for my course(s)	0%
Plan to develop a Web site for my course(s)	0%
Use other Web sites for course materials and/or assignments	18%

Perceptions of library and computing services

The survey asked respondents about eight services:

- training sessions offered by the Medical Library
- training sessions offered by ITS-Med
- training sessions offered by central campus ITS
- on-site visits by computing support staff (Desktop Support)
- ITS-Med programming support (includes Administrative Systems)
- Help and advice from Microcomputer Support Center staff (MCSC)
- Computing Help Desk phone line (785-3200)
- Medical Library Information Desk

Percent using library and computing services								
	University ITS training	ITS-Med programming support	Library training	ITS-Med training	Desktop Support	Help Desk	MCSC	Library Information Desk
Faculty	0%	4%	8%	0%	35%	40%	62%	46%
Students	7%	6%	20%	6%	9%	20%	31%	63%
M&P staff	34%	46%	21%	42%	66%	70%	44%	46%
C&T staff	29%	38%	36%	38%	60%	64%	52%	71%
Residents	6%	12%	24%	17%	12%	35%	19%	65%
<i>Medical Center estimate</i>	<i>16% +/-3%</i>	<i>19% +/-3%</i>	<i>20% +/-3%</i>	<i>20% +/-3%</i>	<i>36% +/-4%</i>	<i>45% +/-4%</i>	<i>46% +/-4%</i>	<i>58% +/-4%</i>

The following differences among groups' use of library and computing services were statistically significant (F(28,179)=4.85, $p < .001$):

ITS-Med and University ITS training	More M&P and C&T staff use computing training than others.
Programming support	More M&P and C&T staff use programming support than others
Library training:	Fewer faculty use library training than other groups.
Desktop Support	Fewer students use Desktop Support than others; More M&P and C&T staff use Desktop Support than others.
Help Desk	More students use the Help Desk than others. More M&P staff use the Help Desk than faculty and residents.
MCSC	Fewer residents use the Microcomputer Support Center than others. More faculty use it than M&P staff and students.
Library Information Desk	More students, C&T staff, and residents use the Library Information Desk than others.

Expertise

	Expertise of library and computing staff							
	Library training	ITS-Med training	Library Information Desk	Help Desk	Desktop Support	ITS-Med programming support	University ITS training	MCSC
very high (1)	31%	16%	24%	20%	27%	16%	11%	21%
somewhat high (2)	38%	41%	44%	39%	31%	32%	32%	28%
neither high nor low (3)	18%	34%	17%	21%	24%	41%	41%	25%
somewhat low (4)	13%	8%	11%	14%	10%	4%	13%	18%
very low (5)	0%	0%	3%	6%	7%	6%	2%	8%
<i>mean</i>	<i>2.0</i>	<i>2.3</i>	<i>2.3</i>	<i>2.4</i>	<i>2.5</i>	<i>2.5</i>	<i>2.6</i>	<i>2.7</i>

Library training staff were perceived to have significantly more expertise than staff from the MCSC. Residents rated expertise significantly lower than other respondents.

Value from and time using computing and library resources

The survey asked respondents how the value from and time spent using library and computing resources has changed in the past year.

	library resources		computing resources	
	value	time	value	time
more since last year	22%	26%	36%	37%
somewhat more	28%	16%	30%	28%
about the same	47%	47%	31%	30%
somewhat less	2%	7%	1%	2%
less than last year	1%	4%	2%	3%

Faculty, C&T staff, M&P staff, students, and residents all responded similarly.

Respondents felt the value they receive from computing resources has increased more in the last year than the value they receive from library resources ($t(153)=4.25, p<.001$). They also felt the time spent using computing resources has increased more in the last year than time spent using library resources ($t(153)=4.16, p<.001$). Respondents felt the value they receive from library resources has increased more than the time spent using them ($t(153)=2.6, p<.01$). There was no significant difference between time and value for computing resources.

When responses to other questions from the survey were correlated with value ratings, the following factors were significantly correlated with increases in value

<i>People who have received more value from computing resources compared to last year:</i>	<i>Correlation coefficient</i>
• Have spent more time using computing resources in the past year	.81
• Have received more value from library resources in the past year	.41
• Find business management systems to be more useful than other people	.29
• Have spent more time using library resources in the past year	.25
• Have taken Medical Library training sessions	.21
• Use library resources for reference or text books	.21
• Find mainframes to be more useful than other people	.20
• Find word processors to be more useful than other people	.20
• Use computers for scheduling	.20
• Use electronic mail	.19
• Have taken central campus ITS training sessions	.18
• Use libraries to prepare for courses	.18
• Use computers as organizational tools	.18
• Use remote access to the campus network	.16
• Use more library resources than other people	.16
• Use more computing resources than other people	.16
• Have used ITS-Med programming support	.15
• Find electronic mail to be more useful than other people	.15
• Have taken ITS-Med training sessions	.14

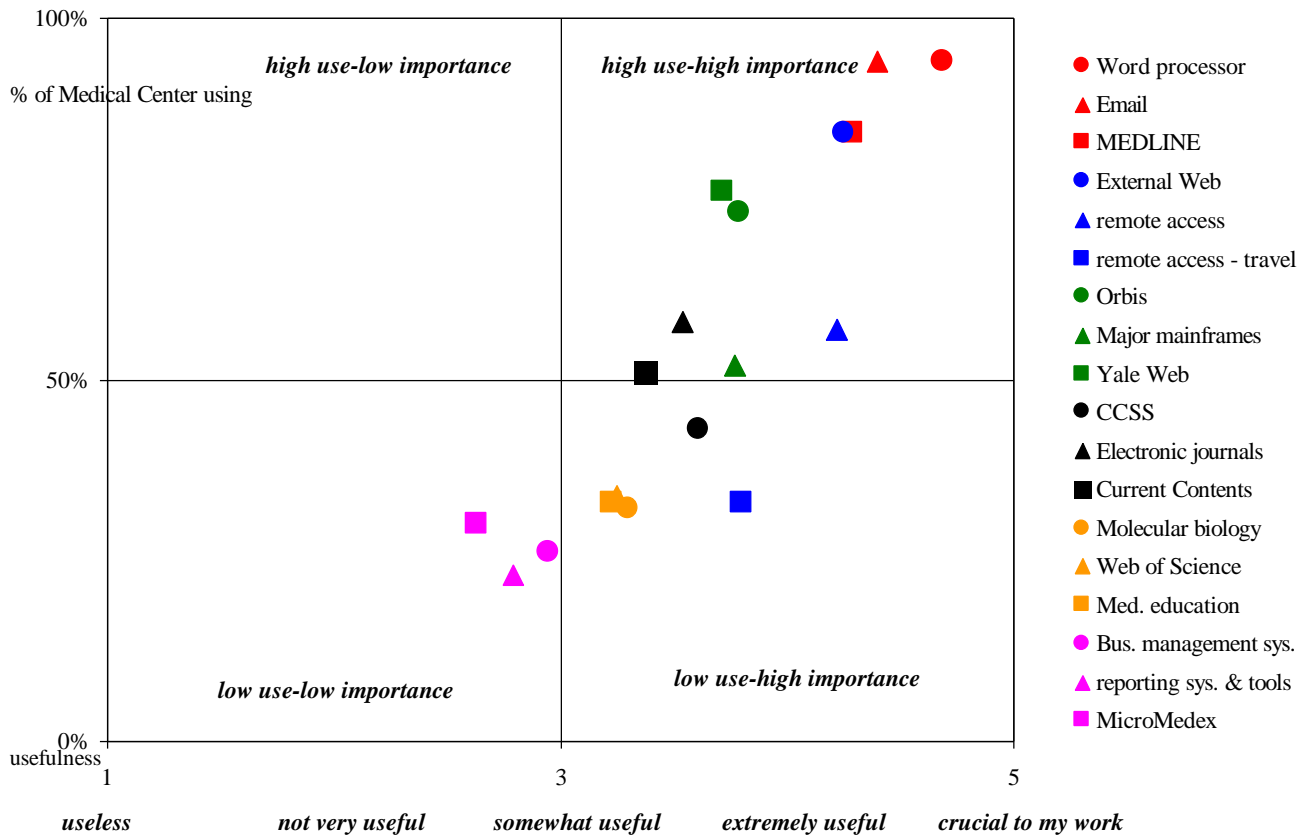
People who have received more value from library resources compared to last year:

Correlation coefficient

- Have spent more time using library resources in the past year .67
- Find Web of Science to be more useful than other people .47
- Have received more value from computing resources in the past year .41
- Have spent more time using computing resources in the past year .38
- Find medical education software to be more useful than other people .32
- Find Orbis to be more useful than other people .28
- Use more library resources than other people .27
- Use libraries to prepare for courses .25
- Have taken Medical Library training sessions .24
- Use electronic journals .23
- Use MEDLINE .23
- Find Current Contents to be more useful than other people .21
- Use medical education software .19
- Use remote access to the campus network while traveling .17

Combining use and usefulness is one way to compare the value of various resources, as shown below:

Value of library and computing resources



Communications mechanisms

The survey listed six communications mechanisms and asked respondents which they preferred for learning about library and computing services. Also half (49%) of respondents preferred only one communications mechanism and 76% had two preferred mechanisms.

Respondents preferred electronic mail communications significantly more, and communications from departmental or faculty representatives significantly less, than all other forms of communications ($F(5,150)=31.08$, $p<.001$). The following table lists significant differences among faculty, M&P staff and C&T staff's use of help sources:

Communications mechanism	% preferring, School of Medicine estimate	Comments
electronic mailings (e.g., 'computing news')	64% +/-4%	
<i>Connections</i> newsletter, paper version	39% +/-4%	Students (22%) preferred the paper version of <i>Connections</i> significantly less than M&P staff (55%), C&T staff (44%), or faculty (42%)
<i>Connections</i> newsletter, Web version	33% +/-4%	Faculty (51%) and students (38%) preferred the Web version of <i>Connections</i> significantly more than M&P (22%) or C&T staff (18%)
ITS-Med or Library Web site	23% +/-3%	
communications from my department administrator	19% +/-3%	
communications from my department's Faculty Computing Committee representative	12% +/-2%	