Introduction
The Mr. and Mrs. Allan C. Balch Art Research Library maintains an extensive research-level collection of approximately 210,000 books, journals, auction catalogs, and artist files. The Research Library’s most important functions are to satisfy the needs of the curatorial and research staff, museum docents, and public patrons; develop the library’s collection to reflect the museum’s mission and curatorial pursuits; manage the collections of the main library and 9 satellite libraries; and develop the museum’s institutional archive.

Motivation
In 2011, library staff was assigned the task of writing a five-year plan for the LACMA Balch Research Library. We thought that surveying our users would not only help to shape our goals for the library but would hopefully justify and validate our services to museum administrators.

Survey planning and execution
Due to tight time constraints we picked a freeware online survey tool hastily (kwiksurveys.com). We also had a previous survey which we edited to reflect our current concerns (more emphasis on print vs. e-resources). The survey was sent out as a General Announcement to approx. 400 museum staff, docents, and volunteers.

Results – (Out of 400 survey recipients, 110 users responded)

<table>
<thead>
<tr>
<th>Preference for viewing exhibition catalogs</th>
<th>Preference for viewing journals</th>
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<tbody>
<tr>
<td><strong>Print</strong></td>
<td>30%</td>
</tr>
<tr>
<td><strong>Online</strong></td>
<td>40%</td>
</tr>
<tr>
<td><strong>No preference</strong></td>
<td>30%</td>
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</tbody>
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Most popular online resources (in order of popularity)
- JSTOR
- Oxford Art Online
- Auction databases (AskArt, ArtNet, ArtFact)

Most popular print resources (in order of popularity)
- Exhibition catalogs
- Print journals and periodicals
- Other monographs (collection catalogs, history)

Common suggestions
- Increase library hours, including weekend and evening hours
- Increase book budgets
- Offer additional training of online resources

Goals
Formalize Bibliographic Instruction for all staff and docents
- 68% of our respondents said they would like to see the library offer classes or workshops on using online resources. Topics for the workshops may include Basics of Art Research and Use of Online Databases, and they may be offered on a quarterly basis. As always, individual instruction may be accommodated at any time. In addition to live workshops, short instructional videos could be posted on the Library page of the museum website for viewing by staff, docents and the public.

Build on the popularity of our online journals
- Improve access to our collection of online journals by incorporating Full Text and Article Index searching in our online catalog.
- Heighten awareness of lesser used online resources.

E-books
- While the majority of our respondents prefer print to online exhibition catalogs we are committed to building our e-book collection as e-books become more available and stable as a format.

Further information
Email pwolsten@lacma.org
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