

USHMM Reading Room Feedback Form

Researchers that access the library and archives reading rooms represent one of the Museum's key constituencies and your insight and feedback provide valuable guidance to the services we provide. Please take a few moments to answer the following questions, and return the form to a library staff member.

Background

Was this your first time conducting onsite research? _____Yes _____No

If No, when were you last here? _____

Did you prepare for your visit using the online resources? _____Yes _____No

Did you contact the reference staff in advance of your visit? _____Yes _____No

Compared to other organizations, are the online resources adequate to prepare for a trip?

_____Yes _____No If No, why not?

From where did you travel to use the resources? How many days did you spend in the reading rooms?

Are you an independent researcher or are you participating in a Museum-funded research program? If the latter, which program?

Library Collections (Published Materials)

On a scale of 1 to 5, with 1 being very poor and 5 being excellent, how did the library's collection compare with the collections of other institutions that you have used for your research? [or, how would you rate...]

1 very poor 2 poor 3 average 4 better than average 5 excellent

Were there publications you expected to find in the collection and did not? _____Yes _____No

What were the particular strengths or weaknesses in the collection? Related to the weaknesses, can you recommend particular items or research areas for acquisition? Please cite any resources you found to be especially helpful.

Are there electronic resources (journal subscriptions, online indexes, USHMM webpage materials, etc.) you expected to find and did not? If so, which ones?

Archival Collections (Unpublished Materials)

Compared with other institutions that you have used for your research, on a scale of 1 to 5, with 1 being very poor and 5 being excellent,

How did the archive's collection compare in terms of breadth and scope?

1 very poor 2 poor 3 average 4 better than average 5 excellent

How do the search tools (finding aids, archival guide, etc) compare?

1 very poor 2 poor 3 average 4 better than average 5 excellent

How did the physical access to archival materials compare?

1 very poor 2 poor 3 average 4 better than average 5 excellent

What were the particular strengths or weaknesses in the collection? Related to the weaknesses, can you recommend particular items or research areas for acquisition? Please cite any resources you found to be especially helpful.

Services

On a scale of 1 to 5, with 1 being very poor and 5 being excellent, how would you rate the services provided by the reference staff in the following areas?

Knowledge of the Museum's collections

1 very poor 2 poor 3 average 4 better than average 5 excellent

Willingness/Ability to suggest alternate resources (inside and outside the Museum's collections and services)

1 very poor 2 poor 3 average 4 better than average 5 excellent

Assistance in addressing your research goals (trouble-shooting unexpected roadblocks, acting as a sounding board, referencing similar approaches, etc.)

1 very poor 2 poor 3 average 4 better than average 5 excellent

Provision of training in use of resources and equipment used during your time at the Museum

1 very poor 2 poor 3 average 4 better than average 5 excellent

Which resources and equipment, if any, were you trained in?

Overall Experiences

During your stay, were you able to access all of the material you needed for your research?

_____Yes _____No If No, why not?

Did you find adequate, comfortable space in the reading rooms? _____Yes _____No

Please note any improvements to the facilities you would suggest:

What practices or services provided at other institutions would enhance the research experience in the reading room?

Name and contact information (optional):

Please return the completed form to a library staff member, or via email: reference@ushmm.org.
This form is also available at www.ushmm.org/research/library under "Visit the Library"