

5-1-2011

Faculty library satisfaction survey 2010/11

Nelson Poynter Memorial Library.

Kaya van Beynen

Carol G. Hixson

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Nelson Poynter Memorial Library.; van Beynen, Kaya; and Hixson, Carol G., "Faculty library satisfaction survey 2010/11" (2011). *Library Faculty Assessments*. 2.

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Faculty Library Satisfaction Survey 2010/11

**Nelson Poynter Memorial Library
University of South Florida St. Petersburg**

Written by

Kaya van Beynen, Reference and Instruction Librarian

With input from:

Carol Hixson, Dean of Library

Tina Neville, Head, Library Public Services

May 2011



This survey was created as a means to broadly measure faculty use and satisfaction with the services and resources provided by the Nelson Poynter Memorial Library. The assessment's criteria for success were:

- 1) 75% of faculty respondents would be satisfied or very satisfied overall with the library's collection, services, and classroom technology and distance learning support, and
- 2) 70% of faculty respondents would indicate their satisfaction with the library's collections and with the process of involving faculty in the selection of resources.

Methodology

In the 2008/09 academic year, a general library services and resources survey had been given to the USFSP faculty. Several questions from this survey pertaining to assessment of library services and resources were included in the 2010/11 faculty survey. In addition, the 2010/11 faculty survey was augmented with questions pertaining to library collections and research services, library support of distance education, and questions pertaining to recent additions or renovations of the library facilities. A copy of the survey is included in an appendix to this report.

USFSP faculty were asked to complete the survey via email 3 times during November and early December 2010. In the initial round of distribution, 237 faculty from the Colleges of Arts and Sciences, Business, and Education received an email from Library Dean Carol Hixson asking the faculty to complete the survey. This same email was also distributed to faculty in the college of Marine Science through their faculty distribution listserv. One week later, the College Deans emailed their faculty asking them to participate. Finally, during the 1st week of December the library liaisons emailed the faculty in their assigned departments again asking them to complete the survey.

A total of 61 faculty members completed the survey, representing 26% of total faculty, instructors, and adjuncts at USFSP. Demographically, the survey respondents were (participants were encouraged to select all applicable options, hence the percentages exceed 100%):

- 3 Administrators (6%)
- 7 Full Professors (14%)
- 22 Associate Professors (43%)
- 9 Assistant Professors (18%)
- 3 Instructors (6%)
- 3 Visiting Faculty (6%)
- 9 Adjunct Instructors (18%)

Of these respondents,

- 25 were from the College of Arts and Sciences (51%),
- 14 were from the College of Business (29%)
- 8 were from the College of Education (16%)
- 2 were from the College of Marine Sciences (4%)

2010/11 Survey Results

43% of the responding faculty reported physically visiting the Nelson Poynter Library on a weekly basis, while 23% reported visiting the library each month. In contrast, a majority of 85% of the responding faculty reported using the library electronic services on a daily or weekly basis.

Electronic Resources

Faculty were initially asked to rate how important a range of **electronic** resources were to their research or teaching followed by a question on how satisfied they were with the same electronic resources.

eBooks:

- 65% of USFSP faculty thought that eBooks were either *Very Important* or *Important* to their teaching or research here at USFSP.
- 58% were *Very Satisfied* or *Satisfied* with this library resource.

eJournals / full-text articles

- 96% of faculty thought that the electronic full text articles provided by the library were either *Very Important* or *Important* to their teaching or research here at USFSP.
- 91% of the responding faculty were either *Very Satisfied* or *Satisfied* with these.

Datasets

- 52% of USFSP faculty thought that access to electronic dataset were either *Very Important* or *Important* to their teaching or research here at USFSP.
- Similarly 56% were either *Very Satisfied* or *Satisfied* with this library resource.
- 44% reported that they were not sure or unfamiliar with this resource.

Digitized primary sources

- 59% of USFSP faculty thought that digitized primary sources were either *Very Important* or *Important* to their teaching or research here at USFSP.
- Among these respondents 51% were either *Very Satisfied* or *Satisfied* with this library resource.
- 47% reported that they were not sure or unfamiliar with this resource.

Streaming media (audio or video):

- 53% thought that streaming audio or video streaming media provided through the library was either *Very Important* or *Important*.
- Among these respondents 47% were either *Very Satisfied* or *Satisfied* with this library resource while 45% reported that they were not sure or unfamiliar with this resource.

The majority of faculty comments pertaining to electronic resources focused on the library's eBook collection. One faculty expressed frustration with the printing and copying limitations imposed by the vendors, while several faculty members commented on how difficult ebooks were to access or to use. Two respondents asked that the library expand its eBook collection and make more videos available through streaming media. One comment asked for the library to make eBook readers, such as Kindle, available to improve access and ease of eBook reading.

The USFSP Faculty were then asked to rate how a hypothetical significant reduction in the library's electronic resources would affect their teaching, research, and decision to remain at USFSP:

- 84% said that a reduction in library electronic resources would *Very Significantly* or *Significantly* affect their teaching,
- 93% said that a reduction would *Very Significantly* or *Significantly* affect their research,
- 72% said that this would influence their decision to remain here at USFSP.

Associated faculty comments included:

"I don't even want to think about the possibility of this. It would be totally unacceptable"

“As a full time business person and a part time adjunct profess, access to the electronic resources makes my teaching possible”

“If I am to publish, I need access”

“Why we even consider doing anything like cut back on availability of articles to further hamper research at this institution? The library and its amazing services are our greatest asset and treasure by a long stretch.”

Print Resources

USFSP Faculty members were asked to rate how important **print** and **media** library resources were to their research or teaching followed by a question on their satisfaction with these same print resources.

Print circulating books:

- 82% of USFSP faculty thought that Print Circulating Books were either *Very Important* or *Important* to their teaching or research here at USFSP.
- 82% were *Very Satisfied* or *Satisfied* with this library resource.

Print reference books

- 52% of faculty thought that the Print Reference Books provided by the library were either *Very Important* or *Important* to their teaching or research here at USFSP.
- 67% of the responding faculty were either *Very Satisfied* or *Satisfied* with these.

Media (DVDs, CDs, etc.)

- 69% of USFSP faculty thought that access to the library's media collections were either *Very Important* or *Important* to their teaching or research here at USFSP.
- 64% were either *Very Satisfied* or *Satisfied* with this library resource.

Microfilm or microfiche

- 20% of USFSP faculty thought that the microform collection were either *Very Important* or *Important* to their teaching or research here at USFSP.
- 45% were either *Very Satisfied* or *Satisfied* with this library resource while the largest group of respondents, 53% reported that they were not sure or unfamiliar with this resource.

Primary sources/Special Collections

- 56% thought that the Primary Sources/Special Collections were either *Very Important* or *Important*.
- Among these respondents 52% were either *Very Satisfied* or *Satisfied* with this library resource while 42% reported that they were not sure or unfamiliar with this resource.

USFSP faculty and institution print archives

- 28% thought that the USFSP faculty and institution archives were either *Very Important* or *Important*.
- Among these respondents 33% were either *Very Satisfied* or *Satisfied* with this library resource while 65% reported that they were not sure or unfamiliar with this resource.

Faculty comments concentrated on 3 items 1) praise of the library's Inter-Library Loan service that let them borrow books “vital to their research”, 2) requests for the Nelson Poynter Library to buy more books in their subject area to support their teaching and research, and 3) help locating videos, particularly international films for use in teaching.

Library Liaison to USFSP College or Departments

Liaison librarians assigned to a specific USFSP college or department is an important way that the librarians at the Nelson Poynter Library try to build relationships with faculty, to target appropriate library resources to the research and teaching needs of USFSP faculty, and to conduct or write relevant library college accreditation reports for specific

colleges or disciplines. Several questions on this survey were directed at helping ascertain faculty awareness of this program:

- 48% of the respondents knew the librarian assigned to their college or department
- 59% knew how to request materials for purchase by the library

While the majority, 68% of the faculty respondents, were unaware of the library's discipline or programmatic collection assessment or accreditation efforts, the faculty responded that they did want to learn more:

- 70.4% of faculty were *Very Interested* or *Interested* learning more about the library's description of resources by discipline
- 62.2% were interested in learning more about the age and number of books and journals
- 68.5% were interested in learning more about the library's description of service by discipline

Library Services

The faculty responses for a variety of Nelson Poynter Library **Services** are as follows:

Circulation desk service:

- 96% were either *Very Satisfied* or *Satisfied*.

Interlibrary loan service:

- 92% were either *Very Satisfied* or *Satisfied*.

Course reserve service:

- 92% were either *Very Satisfied* or *Satisfied*.

Reference help (in person, phone, email, chat, etc.):

- 100% were either *Very Satisfied* or *Satisfied*.

Faculty research assistance:

- 82% were either *Very Satisfied* or *Satisfied*.
- The remainder 18% of faculty respondents did not know about this service.

Tenure and Promotion Preparation Services (citation tracking, journal impact factors)

- 49% were either *Very Satisfied* or *Satisfied*.
- However the largest cohort of respondents, 47%, were unaware that this service existed

Blackboard Training:

- 82% were either *Very Satisfied* or *Satisfied*.

Classroom A/V support

- 80% were either *Very Satisfied* or *Satisfied*.
- 18% of respondents did not know that this library service existed

Distance learning course support:

- 67% were either *Very Satisfied* or *Satisfied*.
- 20% of respondents did not know that this library service existed

Library programs (events, exhibits, lectures, etc):

- 86% were either *Very Satisfied* or *Satisfied*.

Overall library service:

- 100% of faculty respondents reported being either *Very Satisfied* or *Satisfied*.

The only items that received common comment from faculty respondents regarding library services pertained to:

1) The need for librarians to promote library services more directly to the faculty.

“If you guys can help with T&P, then you definitely need to send someone to each Department to make sure they know this”

“I was not aware that library instruction was available through Blackboard”

“They need a better way to post the hours, particularly when they change over breaks, and on holidays”

2) Overall faculty satisfaction with the high caliber of librarians and the usefulness of the bibliographic instruction classes in particular

“At any time I need assistance, the librarians in charge were extremely helpful and knowledgeable”

“Library staff have been very good and very thorough”

“my students have found these instruction sessions very useful. I’ve also been pleasantly surprised at the willingness of library faculty to do things at offbeat (evening) hours for students”

Library Instruction

USFSP faculty members were asked about their use and satisfaction with the various techniques that the librarians at the Nelson Poynter Library try to teach library research skills to students:

- 70% of faculty respondents have scheduled a library research session for their class
- 93% have recommended that a student meet with a reference librarian for research assistance
- 13% have added a librarian to their course through Blackboard
- 13% have recommended that a student enroll in LIS 2005: Library and Internet Research Skills

When asked how satisfied they were with the library’s instruction program:

- 68% were either *Very Satisfied* or *Satisfied* with the 1 hr library research skills sessions
- 67% were either *Very Satisfied* or *Satisfied* with the one-on-one librarian/student research help,
- 38% were either *Very Satisfied* or *Satisfied* with librarian effort to teach research skill through Blackboard, however the majority of faculty respondents, 62%, were unaware of this library instruction service.

Library Facilities

Faculty were asked how satisfied they were with the library’s **physical facilities**:

Library information commons

- 94% were either *Very Satisfied* or *Satisfied*

Library instruction lab

- 84% were either *Very Satisfied* or *Satisfied*

ADA technology room

- 55% were either *Very Satisfied* or *Satisfied*

- The remaining 45% of responding faculty did not know either what the ADA room was or that the library provided specialized technology support for disabled students

Group study rooms

- 76% were either *Very Satisfied* or *Satisfied*

Poynter presentation corner

- 76% were either *Very Satisfied* or *Satisfied*

Coffee service

- 43% were either *Very Satisfied* or *Satisfied*
- 52% of faculty were unaware that the library provided coffee service

Library hours

- 87% were either *Very Satisfied* or *Satisfied*

How we meet the Assessment Criteria for Success

The Nelson Poynter Memorial Library met the assessment Criteria for Success for the 2010-11 academic year. The assessment’s criteria for success were:

- 1) 75% of faculty respondents would be satisfied or very satisfied overall with the library’s collections, services and classroom technology and distance learning support. The 2010/11 survey results show that:
 - a. 100% of faculty respondents were *satisfied* or *very satisfied* with the library’s overall service
 - b. 80% of faculty respondents were *satisfied* or *very satisfied* with the library’s classroom A/V support
 - c. 67% were *satisfied* or *very satisfied* with the library’s distance learning course support, however 20% of respondent reported not knowing that this library service existed. For further discussion of this criteria for success, please see the Library Response below.

- 2) 70% of faculty respondents would indicate their satisfaction with the library’s collections and with the process of involving faculty in the selection of resources.
 - a. 91% of faculty respondents were *satisfied* or *very satisfied* with the library’s ejournal /Full text article collection
 - b. 82% of faculty respondents were *satisfied* or *very satisfied* with the library’s circulating print book collection
 - c. 48% of faculty respondents knew the librarian assigned to their college or department, while 59% of faculty knew how to request materials for purchase by the library. For further discussion of this criteria for success, please see the Library Response below.

Comparison of Faculty Survey Results from the 2008/09 to 2010/11 Surveys

| | 2008/09 | 2010/11 | % Change |
|---|---------|---------|----------|
| Survey Participation - % of USFSP Faculty | 18% | 26% | +45% |
| - # of faculty respondents | 42 | 61 | |
| Weekly visits to the library | 26% | 44.2% | +145% |
| Weekly visits to the electronic library | 79% | 85% | +51% |
| e-Journals satisfaction | 90% | 91% | +34 |
| Print collection satisfaction | 76% | 82% | +38% |
| Special collections satisfaction | 33%* | 52%* | +86% |
| Media collections satisfaction | 64%* | 69%* | +26% |

| | | | |
|--|-----|------|------|
| Circulation service satisfaction | 95% | 96% | +31% |
| Inter-library loan service satisfaction | 85% | 92% | +40% |
| Reference service satisfaction | 93% | 100% | +32% |
| Overall satisfaction with library services | 71% | 100% | +79% |

*High rates of faculty report never using these collections

The change in percentage mostly reflects the increased level of faculty participation between the 2008/09 and 2010/11 surveys and does not indicate statistical significance. However, due to the improved survey participation rate and the consistency of the results we are more confident in that these results and high esteem of the library are valid and true.

We are very appreciative of several improved levels of satisfaction reported by USFSP faculty members from the 2010/11 survey compared to the 2008/09 survey results. Specifically:

- increasingly visiting the Nelson Poynter Library on a regular basis,
- that faculty overall satisfaction with the library services has dramatically increased, and
- that all other areas of faculty satisfaction with the library have remained high.

The only areas of library service that do not demonstrate high levels of satisfaction are the specialized services and collections the Media materials and Special Collections/Archives. But even here with these responses, a large number of faculty report that they do not use those services, while those that do overwhelmingly state that they are *Very Satisfied* or *Satisfied* with these collections.

Library Response

We are happy to learn that so many faculty are satisfied with the resources and services provided at the Nelson Poynter Memorial Library. However, the survey does point to some unresolved questions that need further exploration and some areas where we can work to improve our services.

Library Collections

Poynter Library has access to a vast array of electronic resources – including over 26,000 e-journals – through a partnership with USF Tampa. The cost share for these resources has for several years been a concern for USFSP administration who want to ensure that we are paying our fair share and no more. Dean Hixson has continued to discuss the formula for cost-sharing with USF Tampa and the other USF sister institutions

- 1) **Standing Collections Committee** -- As a proactive measure, Carol Hixson, Dean of the Library, formalized a standing Library Collections Committee charged to investigate and report to her on the following two items:
 1. Due May 31, 2011: The costs that would fall to USFSP to provide access to the current suite of resources if the Poynter Library had to license and catalog these resources alone:
 - a. Consider licensing fees with the different vendors
 - b. Consider staffing costs for licensing and cataloging
 - c. Consider staff training needs
 - d. Consider local IT infrastructure needs
 - e. Take into account FCLA resources
 2. Due December 31, 2011: The core set of electronic resources that would be needed to support USFSP's programs and the costs for acquiring and providing access to those resources if the partnership with USF Tampa were no longer an option:
 - a. Widespread consultation with teaching faculty will be necessary.
 - b. Surveys of students and faculty will be needed
 - c. Discussions with other institutions of comparable size and mandate will help inform the committee

Faculty responses clearly indicate how critically important access to electronic journals are to faculty, from the standpoint of their teaching and research, as well as affecting their decision to remain at USFSP. The Library will continue to monitor this issue and attempt to provide the necessary resources for the faculty.

- 2) **eBooks** -- The Nelson Poynter Library is discussing purchasing a variety of eBook readers for student and faculty check out. The economics, technology, and distribution of eBooks are hot topics that are rapidly evolving. While, the librarians at the Nelson Poynter Library endeavor to stay current on this issue, the library will host a forum eBooks and Academia for interested faculty and students to attend and express their thoughts and experiences.
- 3) **Videos** -- The Library has increased the acquisitions budget for videos. Given that the library's overall acquisitions budget has not increased in the past decade, the library struggles to provide all the resources faculty want for their teaching and research. Despite this, Librarians are constantly looking for creative ways to resolve this issue and increase faculty access to movies and documentaries. Recently, the library created a centralized webpage targeting the library support services for distance learning students and faculty. A webpage listing the impressive streaming media collections that the library does possess will be added to this site to increase faculty awareness of these resources. Additionally, the library is trying to find and host a faculty professional development webinar on the issues of Copyright and Online Instruction.
- 4) **Library Liaisons** -- All library liaisons have received a copy of the survey results to address any issues pertaining to their assigned department or college areas. Faculty that volunteered their names for response in the survey -- have been contacted by their library liaison in order to address any concern that they may have had.
- 5) **College Collection Statistics** -- Exploring options for making commonly requested library data for college assessment and accreditation reports readily available on the Nelson Poynter Library website

Distance Learning Course Support

The Library has been aware for some time that USFSP's support for distance learning is inadequate for many faculty and it comes as no surprise that only 67% of faculty reported being satisfied or very satisfied with the library's distance learning course support. Currently, the library staffing component consists of only three people who spend a portion of their time providing distance learning support to faculty. These same three people also divide their time providing AV support for a growing number of campus events, as well as classroom technology support. While the number and SCH for fully online courses has increased steadily (to the point now where over ¼ of total SCH is generated through online courses), library staffing to support these courses not only has not increased it has also been adversely affected by the growing number of campus events and the need for this same group of staff to provide AV support for those events.

- 1) **Initiation of USFSP DL Discussion** -- Because of the Library's awareness of this problem, Dean Carol Hixson, with the support of Dr. Noonan, first convened a group of faculty and all College Deans in the fall of 2009 to discuss the state of distance learning at USFSP. A key result of those discussions was a recommendation that the University hire an outside consultant to review the state of affairs and recommend a path forward.
- 2) **External Consultant** -- That consultant, Blackboard, Inc., began working with USFSP in the fall of 2010, conducting interviews, faculty and student surveys, working with a Steering Committee, and providing several faculty development modules for online course development. A report and an executive summary have been provided to the University with a number of very specific recommendations for moving forward. The report notes that distance learning support at USFSP has been fragmented and no single area has had the necessary staffing and other resources to provide adequate support to date.

The Library is hopeful that the key recommendations from the consultants will be accepted and acted upon quickly so that the current unsatisfactory state of affairs can improve. If the status quo is maintained, the Library expects that faculty will continue to be lukewarm, at best, in their level of satisfaction with distance learning support offered through the library.

Increase marketing library services and resources to faculty

Librarians at the Nelson Poynter Library are constantly looking for effective means to market the library's services and resources to USFSP Faculty and students. While we repeatedly utilize standard publications and campus communication channels, we also endeavor to keep our effort current and creatively think of new means to reach, inform, and assist our patrons.

- 1) **New Library Brochures for Faculty** -- Since this survey was administered, the library has created and distributed a *Faculty Services Brochure* and a *Tenure and Promotion Brochure* to advertise these library services and related resources more directly to USFSP faculty. All faculty received a copy of the Faculty Services Brochure in their mailbox and the Library Services for T&P brochure was distributed at the USFSP All Faculty meeting in January 2011. Both of these brochures are available at the library exit. We will endeavor to make it continue to distribute these brochures to new USFSP faculty at their summer orientation, and at the Fall 2011 All Faculty Meeting.
- 2) **eNewsletter** -- Distributed the Library electronic eNewsletter – *Poynter's Pointers* – in January of 2011 on the USFSP Harborside listserv. This eNewsletter advertised new electronic resources, new archival collections, new library mobile web services, and various library events to close to 500 people in the USFSP community. The eNewsletter is also now available on the Nelson Poynter Library webpage.
- 3) **Meeting with College Chairs** -- Reference Librarians will attend the 3 Colleges Chairs Meetings in April 2011 to discuss ways to enhance library instruction to students. Tina Neville (Head of Public Services and liaison to the Department of Psychology) and Deb Henry (the library liaison to the Departments of Environmental Science and Journalism) will attend the Chairs meeting for the College of Arts and Sciences, Tina and Gary Austin (the library liaison to the College of Business) will attend the COB Chairs meeting, and finally Tina and Kaya van Beynen (the library liaison to the College of Education) will speak at the Chairs meeting for the COE.
- 4) **Library Hours** -- Changes in library hours will be regularly distributed to the USFSP community on the Harborside listserv. Library hours will continue to be posted at the library entrance and on the Nelson Poynter Library home webpage.

Other Library Responses

In the Fall of 2010, with Dean Hixson's instigation, faculty and staff of the Nelson Poynter Library participated in a one day Strategic Retreat. The purpose of the Strategic Retreat was to assess the current state of library services and resources, listen to the thoughts and concerns of USFSP faculty and administrative stakeholders, and develop a strategic plan to better meet the changing needs of our constituents and adapt our services and resources to the contemporary framework of librarianship, technology, and the university environment.

A set of priorities were created, along with standing committees, to advance these strategic efforts. In addition to the many ways that the library has already responded to the 2010/11 Faculty Satisfaction Survey describe above, here are a couple other responses that correspond to the Library's Strategic Plan:

- 1) **USFSP Faculty Forum** -- Plan to organize a USFSP faculty forum to discuss the Nelson Poynter Memorial Library's strategic plan and the results of this survey.

- 2) **Standing Library Space Allocation Committee** -- While we are happy that USFSP faculty are increasingly visiting the Nelson Poynter Library, to maintain the attractiveness of the library and to adapt its space to contemporary student and faculty technology and learning needs, Dean Hixson has created a Library Space Allocation Committee whose 1st year mandate is to review space utilization on the first floor and make recommendations to improve its efficiency, effectiveness, and appearance.

1. Library Visits

In general, how often do you physically visit the Nelson Poynter Library?

- Daily
- Weekly
- Monthly
- Each Semester
- Yearly
- Never

2. Why Not Visit the Library?

Please explain why you rarely visit the library.

3. Off Campus Visits

In general, how often do you use the library's electronic services or resources from your office, home, or other off-campus location?

- Daily
- Weekly
- Monthly
- Each Semester
- Yearly
- Never

4. Why Not eVisit the library?

Please explain why you rarely use the library eResources.

5. Resource Importance

Assessment of Library Collections and Collection Development, 2010/11

How important are the following electronic resources to your research or teaching?

| | Very Important | Important | Unimportant | Not Important at All | Not Sure |
|--|----------------|-----------|-------------|----------------------|----------|
| eBooks | jq | jq | jq | jq | jq |
| eJournals / Full-Text Articles | jq | jq | jq | jq | jq |
| Datasets | jq | jq | jq | jq | jq |
| Digitized Primary Sources | jq | jq | jq | jq | jq |
| Streaming Media (Audio or Video) | jq | jq | jq | jq | jq |
| Digital repository of USFSP faculty & institution publications | jq | jq | jq | jq | jq |

Additional comments?

How satisfied are you with following electronic resources for your research or teaching?

| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Not Sure |
|--|----------------|-----------|--------------|-------------------|----------|
| eBooks | jq | jq | jq | jq | jq |
| eJournals / Full-Text Articles | jq | jq | jq | jq | jq |
| Datasets | jq | jq | jq | jq | jq |
| Digitized Primary Sources | jq | jq | jq | jq | jq |
| Streaming Media (Audio or Video) | jq | jq | jq | jq | jq |
| Digital repository of USFSP faculty & institution publications | jq | jq | jq | jq | jq |

Please describe why you are either Very Satisfied or Very Dissatisfied.

6. Electronic Resources Cuts

If the library electronic resources were to be significantly reduced, how much would this effect your:

| | Significantly | Sign | Sign | Sign |
|-----------------------------|---------------|------|------|------|
| Teaching | jq | jq | jq | jq |
| Research | jq | jq | jq | jq |
| Decision to remain at USFSP | jq | jq | jq | jq |

7. Resource Importance

Assessment of Library Collections and Collection Development, 2010/11

How important are the following resources to your research or teaching?

| | Very Important | Important | Unimportant | Not Important at All | Not Sure |
|--|----------------|-----------|-------------|----------------------|----------|
| Print circulating books | jn | jn | jn | jn | jn |
| Print reference books (Encyclopedias, etc.) | jn | jn | jn | jn | jn |
| Media, (DVDs, CDs, etc.) | jn | jn | jn | jn | jn |
| Microfilm or microfiche | jn | jn | jn | jn | jn |
| Primary Sources/Special Collections | jn | jn | jn | jn | jn |
| Archives of USFSP faculty & institution print publications | jn | jn | jn | jn | jn |

Additional comments?

How satisfied are you with the following resources?

| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Not Sure |
|--|----------------|-----------|--------------|-------------------|----------|
| Print circulating books | jn | jn | jn | jn | jn |
| Print reference books (Encyclopedias, etc.) | jn | jn | jn | jn | jn |
| Media, (DVDs, CDs, etc.) | jn | jn | jn | jn | jn |
| Microfilm or microfiche | jn | jn | jn | jn | jn |
| Primary Sources/Special Collections | jn | jn | jn | jn | jn |
| Archives of USFSP faculty & institution print publications | jn | jn | jn | jn | jn |

Please describe why you are either Very Satisfied or Very Dissatisfied.

8. Interest in Communication about Coll. Dev. Process.

Assessment of Library Collections and Collection Development, 2010/11

How interested are you in being informed of the following for your field or discipline:

| | Very Interested | Interested | Uninterested | Not Interested at All | Not Sure |
|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| New books / journals | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| New videos and other media | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| New databases | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Books or microform weeding | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Print journal cancellations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Additional comments?

9.

Do you know that the library creates collection assessments in support of new courses and programs, and regional and programmatic accreditation efforts?

Yes

No

Not sure

Are you interested in learning more about the contents of these library accreditation reports for your discipline?

| | Very Interested | Interested | Uninterested | Not Interested at All | Not Sure |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Description of resources? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age & Number of books/journals? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Description of services? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Additional comments?

10. Library Liaison

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Do you know the librarian assigned to your college or department?

Yes

No

Not Sure

Librarian's Name:

Do you know how to request materials for purchase by the library?

Yes

No

Not Sure

11. Faculty Recommendations

Are there any specific materials or subject areas that you would recommend for additional library purchase? If so, please provide a brief description:

To help us acquire the resources you need, are you planning any new courses or programs of instruction? If so, please provide a brief description:

12. Library Services

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In general, how satisfied are you with the library's services?

| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Didn't Know Existed |
|--|----------------|-----------|--------------|-------------------|---------------------|
| Circulation desk service | jq | jq | jq | jq | jq |
| Interlibrary loan service (ILL) | jq | jq | jq | jq | jq |
| Course reserve service | jq | jq | jq | jq | jq |
| Reference help service (in person, phone, email, chat, etc.) | jq | jq | jq | jq | jq |
| Faculty research assistance | jq | jq | jq | jq | jq |
| Faculty Blackboard training | jq | jq | jq | jq | jq |
| Distance/Online course development support | jq | jq | jq | jq | jq |
| Tenure and promotion preparation services (citations tracking, journal impact factors) | jq | jq | jq | jq | jq |
| Book purchase requests (to liaisons, online requests) | jq | jq | jq | jq | jq |
| Teaching library research skills to classes | jq | jq | jq | jq | jq |
| Teaching library research skills to individuals | jq | jq | jq | jq | jq |
| Teaching library research skills within Blackboard | jq | jq | jq | jq | jq |
| Classroom A/V support (*Not classroom computers) | jq | jq | jq | jq | jq |
| Library programs (lectures, exhibits, events) | jq | jq | jq | jq | jq |
| Library computer lab | jq | jq | jq | jq | jq |
| ADA Technology Room | jq | jq | jq | jq | jq |
| Group Study Rooms | jq | jq | jq | jq | jq |
| Poynter Presentation Corner | jq | jq | jq | jq | jq |
| Library hours (incl. evenings and weekends) | jq | jq | jq | jq | jq |
| Overall library services | jq | jq | jq | jq | jq |

13.

Do you have a story where the library service, resource, or staff/faculty member has made a difference to your research, teaching, or students?

If you are willing to share this story, please leave your name and email address:

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Do you have any additional comments or suggestions?

14. Faculty Demographics

Faculty Status (please check all that apply):

- Administrator
- Full Professor/Librarian
- Associate Professor/Librarian
- Assistant Professor/Librarian
- Instructor Professor/Librarian
- Visiting Professor/Librarian
- Adjunct Instructor
- Other

College

- College of Arts and Sciences
- College of Business
- College of Education
- College of Marine Sciences

15. CAS

Please indicate your Department:

- Anthropology, Criminology, Interdisciplinary Social Sciences
- Environmental Science, Policy, & Geography
- History, Government & International Affairs, Philosophy
- Journalism & Media Studies
- Languages, Literature, & Writing
- Psychology
- Graphic Design
- Other

16. COB

Please indicate your program:

- Accounting
- Economics
- Finance
- Information Systems
- Management
- Marketing
- Other

17. COE

Please indicate your program:

- Childhood Education
- Educational Leadership Development
- Educational Measurements
- Psychological & Social Foundations
- Secondary Education
- Special Education
- Other

18. CMS

Please indicate your area of concentration.

- Biology
- Chemist
- Geology
- Physical Oceanography
- Marine Resource Assessment
- Other

19. Survey End

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Thank you for your time and participation in this survey of the Nelson Poynter memorial Library.

Once you have completed this survey, please come by the library to receive

If you have any questions, or wish to make any additional comments or suggestions, please contact Dean Carol Hixson by phone: 727-873-4400 or email: hixson@mail.usf.edu