Survey of Faculty, Mabee-Simpson Library, February 2011

Lyon College

The survey of 72 faculty and staff was in February of 2011. 71% responded. Fifty-one people that included faculty and coaches as well as staff members completed the survey. The library developed a survey modeled after the University of Washington and the University of Virginia’s library surveys. The respondents were encouraged with the offer of their name going into a drawing of 100 dollars. Postcards, posters, and phone calls were sent out starting two months before the survey. Dustyn Bork, art professor won the prize. Results were posted in: Library_Survey_2011 in the pubadmin drive for faculty to see the results.

Question 1: The majority are accessing online materials on campus and visiting the physical library at least once a month. Most are NOT using the online sources from off campus.

Question 2: One comment may have summed up the problem above. The campus access through Citrix is a hassle.

Question 3: Satisfaction: Most say the library is very clean, but the Learning Center, the printers, the recycling receptacles, support for computer use, and the computers in the library are not heavily used.

Question 4: Importance: Most say everything is important.

Question 5: Satisfaction: Most are satisfied with everything except ebooks, which are rarely used. Journal Finder and consultation with librarians are satisfactory, but have high levels of non-use.

Question 6: Importance: Everything is important except ebooks.

Question 7: Suggestions: Add a snack bar and coffee shop, study rooms, reading room, media equipped classroom, space for children’s books, children’s story hour, comfortable chairs, love the meditation garden, roof top observatory, study-athlete study hall, fountain drinks instead of expensive bottled drinks, meeting places, green space, decentralize the Learning Center, and Faculty study spaces.

Question 8: Suggestions: Get faster computers, make the library’s home page default for all computers in the library, check out laptops, more printers, better lighting in the stacks, add large white boards in study rooms, better streaming media capabilities, better way to access databases off campus, computers that can run DVDs, online videos, more bandwidth, new computers, better printers, Skype station, instruction on scanning, and audio/video editing.

Question 9: Importance: The majority are not using or are unfamiliar with the Regional Studies Center.

Question 10: Satisfaction: The same as above.

Question 11: Top priority: Extend library hours.
Question 12: Second priority: Enhance physical comfort (e.g., climate control, seating, lighting)

Question 13: Third priority: Improve the library website.

Question 14: Importance: 66% very important for Interlibrary Loan, 64% very important for circulation and reserve services, 63% very important for online resources such as electronic journals, books, maps, reference, digital sources, 60% services at front desk such as getting assistance and answering reference questions, 60% library websites, 60% the Online Catalog, and 57% the physical collections.

Question 15: Satisfaction: 67% are very satisfied with circulation and reserve services, 53% are very satisfied with the front desk and reference services, and 47% are very satisfied with interlibrary loan. But the majority (3 or 4 on a scale of 5) thinks the following could be improved: equipment such as computers, microform readers, printers; Facilities such as signage, climate control, lighting, seating; Library study spaces; Library web pages; the quality and ease of use for online resources; physical collections, and public programs.

Question 16: Satisfaction: The majority are satisfied with library support for research. However, satisfaction with off-campus access to online resources is low, while the library’s “topic Guides” are not being used.

Question 17: Importance: The majority find library support for research and off-campus access to online library resources important. They are not using or don’t know about the “Topic Guides.”

Question 18: Satisfaction: The majority are very satisfied with the competency/knowledge, courtesy, and speed of service of the library staff.

Question 19: Importance: Same as above.

Question 20: Importance: The majority do not consider datasets, such as census records, and archival materials important. However, the majority find the following very important: books, journals later than 1990, article databases, and media such as DVD, CD, etc. Journals before 1990 and news sources are not considered very important.

Question 21: The majority say the library makes a major contribution to keeping current in their field; finding information; being a productive researcher; and enriching student learning experiences. Most do not find the library contributes to recruiting or making efficient use of their time.

Question 22: A reduced number of journal subscriptions, a reduced number of books, and a reduced number of article databases were considered major impacts of budget reductions by a majority of respondents. Reduced hours open was not as major a concern.

Question 23: Importance: The majority say that all listed abilities are important to student success.
Question 24: The majority do not give high ratings to actual student performance in these areas.

Question 25: Other than the services already mentioned 55% would like to have digital access to the library’s manuscripts and images from the library’s collections. They also (45%) would like to see more integration of the library’s resources into campus websites and departmental courseware.

Question 26: Importance to their work: The majority says that the library’s collections; research tools such as online catalogs and article databases; interlibrary loan services; and reference, instruction, and consultation services are important. The building itself is not as important.

Question 27: Overall satisfaction: 77% are satisfied with online services and 91% are satisfied with the library in general.

Question 28: Anything else? Comments:
- Staff are great
- Expand
- Online Catalog is frustrating
- Staff is outstanding, get budget back
- Hours and lighting upgrade, get the London Times Historical
- Trash Citrix Middleman
- Reliable computers to stream audio and video
- Access databases off campus without Citrix
- Thank you
- Enjoy the library
- Outstanding job, Bonus are Wolf Collection and the cultural programs

Summary

Questions on the importance of and satisfaction with various library resources and services revealed valuable information.
- 71% of respondents do not use ebooks and 48% do not consider them important.
- Print subscription cancellations still resonate negatively, with some resistance to electronic resources still apparent. Only 50% are satisfied with access to print journals and 31% never use electronic journals. 59% are satisfied with electronic journals, while 21% never use print journals. Even though greater access to print journals seems to be desired by respondents, library usage data for print journals shows a decline, while electronic journal usage is growing. The fact that 27.5% never access online resources is a concern, because 60% of the library budget is spent on online resources.
- Books are still important. Over 80% are satisfied with access to books, while only 6% never use books. Access to books, electronic journals, and interlibrary-loan(ILL) materials all had an importance ranking over 75%. 70% are satisfied with access to ILL,
but 27% never use ILL. However, enhancing support for ILL was a high priority. It is possible that many of the 27% who do not use ILL feel it needs improvement.

- The services considered most important are circulation (92%), physical collections (89%), and online resources (87%), while public programming was least important (53%). Circulation (91%) and reference (87%) services had the highest satisfaction rates. However, the satisfaction rates for physical collections (<80%) and online resources (<70%) are below their importance ratings, indicating the need for improvement.

The survey revealed the following selected concerns and priorities for improvement.

- Less than 50% were satisfied with Citrix as the interface for off campus access to online resources.
- Extending hours was a high priority, but when asked about the impact of budget cuts, respondents said article databases, journal subscriptions, and purchasing books/media were more important than hours opened.
- Dissatisfaction with computers and printers was high, but the recent technology upgrades should help resolve that problem.
- Enhanced physical comfort and study spaces were high priorities. Suggestions included additional study rooms, more spaces with comfortable chairs for reading, and better lighting in the stacks.
- Audio and video streaming were mentioned several times. Will the technology upgrade help with this?
- Improving the library website was a high priority. The College web page policy required a redundant intermediate page that users first saw when using library.lyon.edu to get to the main library page. This has been corrected and will hopefully increase satisfaction with the web page.
- Library web page “Topic Guides”, which require considerable maintenance, are considered important by only 30% and are not used by 57%.
- 51 to 64% consider various library literacy skills highly important, but the assessment of student performance in these areas is mediocre at best.
- 40% think Journal Finder is very important, but 46% are unfamiliar with it or don’t use it.
- 80% believe the library enriches student learning experiences and 75% believe the library helps them to be a more effective instructor, but only 30% believe the library contributes to the recruitment of colleagues and students.