Library Survey

Faculty, Leadership, and Advisory Committee

Spring 2010
Purpose of Survey

- Are faculty and adjuncts satisfied with our services?

- On which services should we be focusing our resources?
Eight questions on staff, services and collection.

• Rate satisfaction on a scale of 1 😞 to 5 😊.

• Same questions asked in spring 2008 survey.

  • Library staff are knowledgeable
  • Library staff are available
  • Library staff are helpful
  • Requests for purchases are filled promptly
  • In class library instruction helps my students
  • The collection is adequate
  • The electronic resources are adequate
  • I am provided an opportunity for input on library services and resources
Survey Response

- Of 122 surveys distributed, 71 (58%) were returned.
  - Faculty: 64%
  - Adjuncts: 52%
  - Leadership: 80%
  - Advisory Committee: 70%
  - Overall: 58%
Are faculty and adjuncts satisfied with our services?
Satisfaction with Services

Spring 2010 vs Spring 2008

Bar chart showing satisfaction levels for various services in Spring 2010 and Spring 2008. Categories include Helpful, Purchases, Knowledgeable, Input, Instruction, Electronic, Available, and Collection.
On which services should we be focusing our resources?

- Reference
- Website
- Collection
- Community Outreach
- Institutional Participation
- Evening Hours
- Airport Campus
- Course Reserves

- Classroom Instruction
- Laptops
- Leisure Reading
- Electronic Resources
- Saturday Hours
- Book a Librarian
- Interlibrary Loan
Where should we focus?

- Reference
- Collection
- Website
- Electronic Resources
- Interlibrary Loan
- Classroom Instruction
- Evening Hours
- Course Reserves
- Book a Librarian
- Saturday Hours
- Adjunct Laptops
- Leisure Reading
- Institutional Participation
- Community Outreach
- Airport
On which services should we be focusing our resources?

- Do these groups feel the same on how to prioritize our services?
  - Faculty
  - Adjuncts
  - Leadership
  - Library Advisory Committee
  - Users
  - Non-Users
Do these groups feel the same on how to prioritize our services?

Reference

- Leadership
- Advisory
- Faculty
- All
- Users
- Adjuncts
- Non Users
Do these groups feel the same on how to prioritize our services?

Leadership
Faculty
Users
Adjuncts
All
Non Users
Advisory

Collection
Do these groups feel the same on how to prioritize our services?

[Bar chart showing the comparison of different groups in terms of website preferences.]

- Leadership
- Non Users
- Advisory
- Faculty
- All
- Users
- Adjuncts

Website preferences are compared across different groups.
Do these groups feel the same on how to prioritize our services?

Electronic Resources

- Advisory
- Users
- All
- Adjuncts
- Faculty
- Leadership
- Non Users
Do these groups feel the same on how to prioritize our services?

Interlibrary Loan

- Adjuncts
- Non Users
- All
- Users
- Leadership
- Faculty
- Advisory

0 2 4 6 8 10 12
Do these groups feel the same on how to prioritize our services?

Classroom Instruction

- Users
- Advisory
- Leadership
- All
- Faculty
- Adjuncts
- Non Users
Do these groups feel the same on how to prioritize our services?

![Bar chart showing evening hours for different groups: Adjuncts, Non Users, Users, All, Faculty, Advisory, and Leadership. Leadership has the highest hours, followed by Advisory, Users, All, Faculty, Non Users, and Adjuncts.](image-url)
Do these groups feel the same on how to prioritize our services?

Course Reserves

- Users
- Adjuncts
- All
- Advisory
- Faculty
- Leadership
- Non Users
Do these groups feel the same on how to prioritize our services?

Book a Librarian

- Users
- Adjuncts
- Faculty
- All
- Leadership
- Non Users
- Advisory
Do these groups feel the same on how to prioritize our services?

Saturday Hours

- Adjuncts
- Users
- Non Users
- All
- Faculty
- Advisory
- Leadership
Do these groups feel the same on how to prioritize our services?

![Bar chart showing comparison of Laptops usage across different groups: Users, Adjuncts, Leadership, All, Non Users, Advisory, Faculty. The Faculty group shows the highest usage, followed by Advisory, Non Users, Leadership, Adjuncts, Users.](chart.png)
Do these groups feel the same on how to prioritize our services?

Leisure Reading

- Users
- Faculty
- Adjuncts
- All
- Non Users
- Advisory
- Leadership
Do these groups feel the same on how to prioritize our services?

Institutional Participation

- Leadership: 10
- Adjuncts: 11
- All: 11
- Faculty: 11
- Advisory: 11
Do these groups feel the same on how to prioritize our services?

Community Outreach

- Adjuncts
- Users
- Non Users
- All
- Faculty
- Leadership
- Advisory
Do these groups feel the same on how to prioritize our services?

Airport Campus

- Advisory
- Faculty
- All
- Adjuncts
- Leadership
I love the library website on UM-Helena website. It is very user friendly. I like the electronic versions of different info. All the library staff go above and beyond with help. We are so blessed to have such high quality help.

Sometimes no one is around when I enter…seems to close a lot due to illness – no subs?

I appreciate you bringing in more liberal arts related material instead of just tech manuals/related. DVD documentaries are incredibly helpful for the classroom! Thank you and keep adding. I haven’t used the classroom library instruction, but plan to in the fall.

I have not used the library website yet. My students have used book a librarian. I would like to use the library instruction in the classroom. I was glad that the laptops and projectors were available for check out when I started. I don’t have the time to use the leisure reading collection.

You guys do a fabulous job!

I think the collection is quite good and varied considering the size of the school and budget. The staff is excellent at helping obtain needed resources.

I haven’t used the classroom instruction.

This survey is a little unclear. When you refer to the library staff are you also including the student hires?

I have not used the library resources often, I just have checked out a laptop a couple of times.

I have a difficult time navigating the online resources, so I have not used them.
I have no real confidence in my ranking. – very hard to choose, some ought to be ties.

I have not had the time or opportunities to use the library. Maybe I need to come check it out. I did not fill this out because I have not used your services. Thanks.

The library has a very limited collection of books and not enough scientific journals are available electronically in their entirety. The problem with laptops and projectors is that they are not all the same and that leads to problems.

I personally have not used the library, but feedback/reports from students have been very good. Thanks!

You guys are awesome! Requested items are researched and brought in immediately, and help is always available.

More beginning Spanish readers. (Elementary level)

You Rock!

Janice and Mary Ann are very knowledgeable. The electronic resources are adequate because of ILL's. This is how I would rank them for me, otherwise, I don’t know.

I haven’t requested any purchases and I have not used the library during evening hours, but they are important.

I used the laptops and projectors a long time ago.

The one time I tried to have an exam proctored in the business office, I filled out the proper paperwork but the student was told I had not left the test for him. It was great when the library did the proctoring.

I have not taken advantage of the in classroom library instruction.

I have not used the in classroom library instruction yet.
Lowest satisfaction is with library collection and staff availability.

Highest satisfaction is with staff helpfulness and responsiveness.

Faculty are slightly more satisfied than adjuncts.

Since 2008, satisfaction with staff availability and electronic resources has dropped.
Reference and collection are highest priority.

Interlibrary loan and classroom instruction are high priority.

Saturday hours and adjunct laptops are not a high priority.

Participation on institutional committees and community events are low priority.
Challenges

- Provide reference
- Develop the core collection
- Maintain website and electronic resources
- Provide interlibrary loans and course reserves
- Provide instruction
- Absorb the 40 hours/week of work study we have been using in place of staff to do the above.
Recommendations

- Curtail evening hours
  - 8:30 a.m. – 8:30 p.m. to 8:00 a.m. to 6:00 p.m.

- Limit institutional participation to those committees defined by position (ASCR, Budget)

- Suspend or limit classroom instruction & book-a-librarian service

- End participation in most community activities
  - (voter registration, book discussions, author visits, exhibits)
Month of April 2010

Counted each person who entered the library from 5:00 p.m. - 8:30 p.m.

Recorded how they used the library
Door Count
April 2010

- 5:00 - 6:00 pm: 143 persons/hr
- 6:00 - 7:00 pm: 86 persons/hr
- 7:00 - 8:00 pm: 56 persons/hr
Appendix to Survey
Library Evening Hours

Type of Use
April 2010

Computer Use, 68
Study, 61
Copier, 45
Group Study Room, 35
Other, 29
Borrow Book/DVD, 23
Laptop, 16