

MU Libraries New Faculty Survey

July 16, 2014

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Rationale & Implementation

In Spring 2014, the Assessment Committee determined that it would be beneficial to reach out to new faculty at MU to find out about their experiences with the Libraries. The Committee designed a brief survey to send to faculty who joined Mizzou in Fall 2013. We particularly wanted to understand how new faculty who had worked or studied at other institutions perceived our collections and services. As an incentive, we offered those who completed the survey the option to be included in a drawing for a \$10.00 or \$25.00 gift card for use at the University Bookstore.

We distributed the survey on April 29th to 114 new faculty. We sent one reminder on May 9th. Thirty-five faculty members answered at least one question on the survey. We distributed two \$10.00 gift cards and 2 \$25.00 gift cards.

Faculty from the following colleges or schools completed surveys.

Arts & Sciences	6
Health Professions	4
Education	3
Human Environmental Sciences	2
CAFNR	1
Journalism	1
Engineering	1

What do you like best about MU Libraries?



“The senior staff (Esther in reserve and others at interlibrary loan) are invaluable. Keep up the great work. I hope you will be recognized for it.”

“The staff who work there are incredibly friendly and helpful.”

“Ease of access, availability of help (in both personal research and classroom needs)”



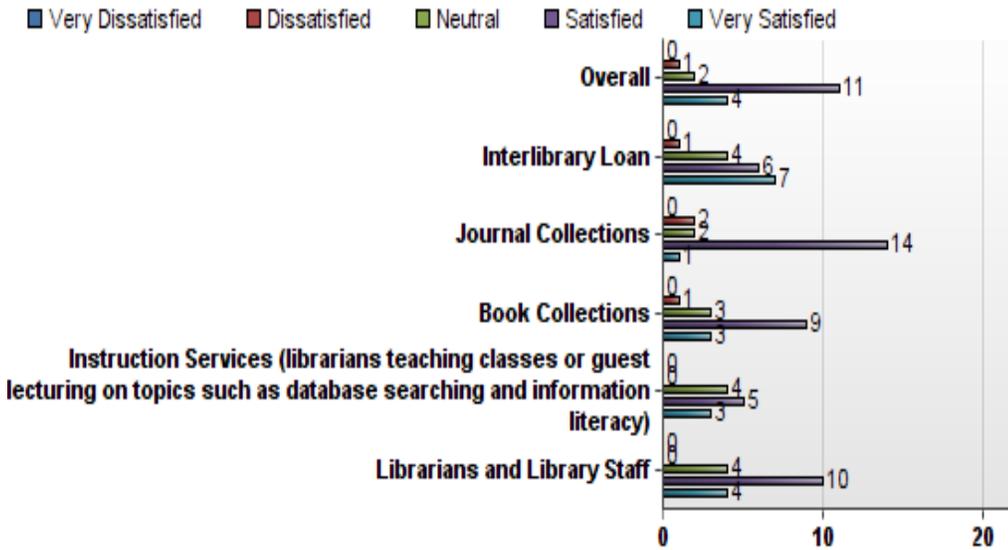
Results

Question 3: If you have been at another institution besides Mizzou, what services (if any) did the other institution’s library offer that you feel that MU Libraries should offer and why? (14 responses)

Text Response
Even as a graduate student I was able to check books out for longer and renew less often than I am required to here. I know you probably can't do a lot about it, but it is time consuming and annoying to have to look things up in Merlin, then in Mobius, and then in ILL. Then the very inconsistent amounts of time books from each service can be kept. Since students seem basically unaware of what books are and confused about why anyone would want them, it seems like they should be more widely available to faculty.
██████████ Delivery of library books to my office. Scanning of articles not available through our online access. Helps a great deal with research! Need a drop box near college of Ed. Should be able to return ill using drop box.
I primarily used the online resources for searches and copying facilities It seems there were more electronic databases for me and my students to use to look for articles. For me, it's not entirely necessary to get more databases here (I use the same one all the time), but it might be helpful for other scholars/students.
None, though my opinions are clearly influenced by the fact that so much has changed in regards to the electronic availability of resources now. My experiences at other institutions was long ago enough that access to the internet and electronic resources was just being implemented in a systematic way.
More training offered by the Library at other University
none
listening library for music, better labeling of sections (hard to find music)
Faculty could have books delivered to their office mailbox and both students and faculty could return books via campus mail.
I am satisfied with the services offered by MU Libraries.
In my experience, it was difficult for me to have a student retrieve library resources that I requested. By the time I was able to establish a proxy, my book was returned through interlibrary loan, and I had to request it again. At my previous institutions, my students could get my materials without complication.
Does the library offer workshops on research for students that profs can book a class into?
Computing Cluster
faster interlibrary loan services- I used to get my journal articles within the 1-3 days, but here, I realized that sometimes, I get the articles randomly, sometimes the day after, sometimes weeks later. I wish it was more consistent.



Question 4: How satisfied are you with MU Libraries (18 responses)



Question 5: Are there any specific resources (e.g. titles or journals or books) that you need for your work to which you don't have access? (11 responses)

Five responders include specific information. As this information could identify a responder we are not including the responses in the report. We will be contacting relevant subject specialists with more specific information. Five responders indicated "no" or a variation of "not at this time." One responder provided the following comment:

"While I cannot cite specific journals that were not available, I have had to access resources from other university databases to retrieve journal articles. More specifically, I am conducting a meta-analysis, and I had to have my research partners retrieve a few of the articles that were not available through MU libraries."



Question 6: What do you like most about MU Libraries? (14 responses)

Text Response
Easily access when at remote locations.
Online Journal access, Interlibrary loan, request for pickup.
Ellis's proximity to my building! I have also had good experiences with requesting pdfs of articles from journals we do not get. Actually, I like that we do not have so many journals because it is easier getting emailed a pdf than finding a bound journal in the maze of stacks.
The staff who work there are incredibly friendly and helpful.
I have not used the library as much as I should or would like--I need to acquaint myself with their services
It has a large collection of books and is quick in interlibrary loans.
Ease of access, availability of help (in both personal research and classroom needs)
online journal access
Good collection, close to my office
Online access to journals.
I really appreciate the accessibility of the library.
The senior staff (Esther in reserve and others at interlibrary loan) are invaluable. Keep up the great work. I hope you will be recognized for it.

Analysis

The small number of respondents limits a general analysis of the data provided. While few responses indicate dissatisfaction with the library, it is clear that few respondents are “highly satisfied.” Satisfaction was highest with Interlibrary Loan and lowest with Journal Collections.

In question three we noted that the library does offer some of the services suggested by new faculty (i.e. document delivery, Book Finder, research classes). This speaks to the continuous need for outreach about our services & collections. In addition, many of the services requested by new faculty regarded book delivery and return, suggesting that this area needs some attention.

Next Steps

The Assessment Committee will use the data provided to inform individual subject librarians and specific services about relevant responses.

The survey will be distributed to the FY15 new faculty in spring 2015. Though we think it is important to keep the survey brief, the Committee welcomes suggestions for additional questions next year.



Survey Instrument

Default Question Block

Department

Have you ever been a graduate student or faculty member at an institution other than Mizzou?

- Yes
- No

If you have been at another institution besides Mizzou, what services (if any) did the other institution's library offer that you feel that MU Libraries should offer and why?

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How satisfied are you with MU Libraries?

	Not applicable	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Overall	<input type="radio"/>					
Interlibrary Loan	<input type="radio"/>					
Journal Collections	<input type="radio"/>					
Book Collections	<input type="radio"/>					
Instruction Services (librarians teaching classes or guest lecturing on topics such as database searching and information literacy)	<input type="radio"/>					
Librarians and Library Staff	<input type="radio"/>					

Are there any specific resources (e.g. titles of journals or books) that you need for your work to which you don't have access?



What do you like most about MU Libraries?

Describe your last interaction with MU Libraries. Were you satisfied with your experience?

Please provide your email address if you would be willing to participate in a focus group about MU Libraries resources and services.

Please provide any further comments about or suggestions for MU Libraries.

Enter your email address if you are interested in the drawing for the Mizzou Store gift card.