

MU Libraries New Faculty Survey

May 10, 2016

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Rationale & Implementation

In April 2016, the Assessment Committee distributed the New Faculty Survey to 43 new MU faculty who joined Mizzou in Fall 2015.

This is the third time the New Faculty Survey was implemented. The first survey was distributed in Spring 2014 as it was determined that it would be beneficial to reach out to new faculty at MU to find out about their experiences with the Libraries. We particularly wanted to understand how new faculty who have worked or studied at other institutions perceived our collections and services.

We distributed the Spring 2016 survey to 43 new faculty. Nine faculty members answered at least one question on the survey for a response rate of 21%. Eight full surveys were completed.

Faculty from the following schools and programs completed surveys:

- Digital Storytelling
- History
- Intensive English Program
- Journalism
- Learning, Teaching, & Curriculum
- Neurology
- Nursing
- Physics and Astronomy

*What do you
like best about
MU Libraries?*



“Helpful friendly staff.”

*“ILL is super quick
which I really
appreciate.”*

“The people.”



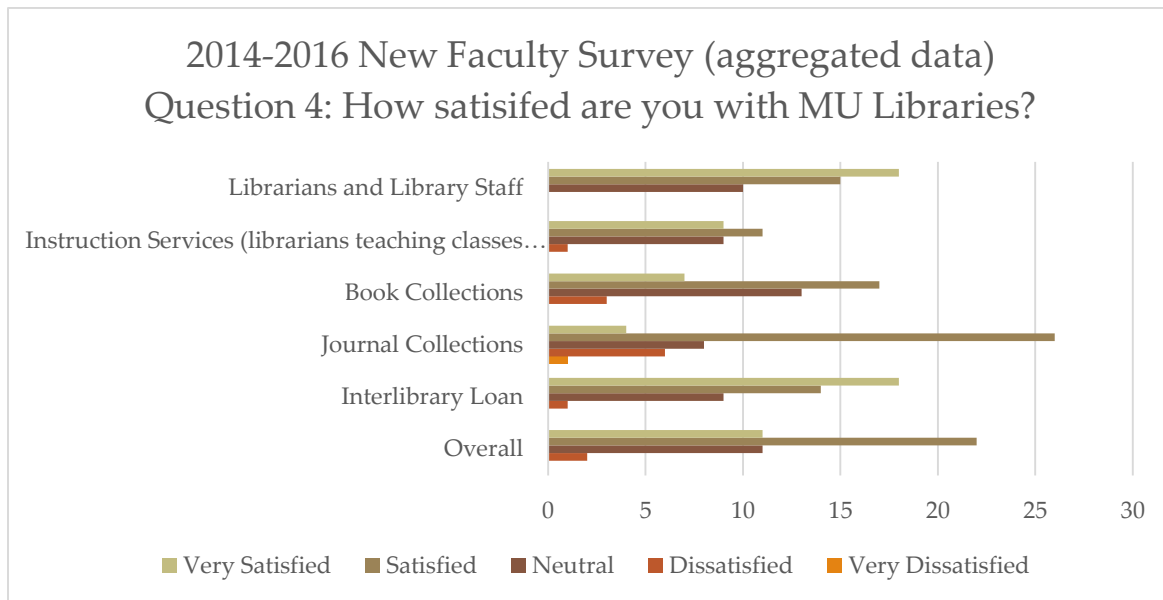
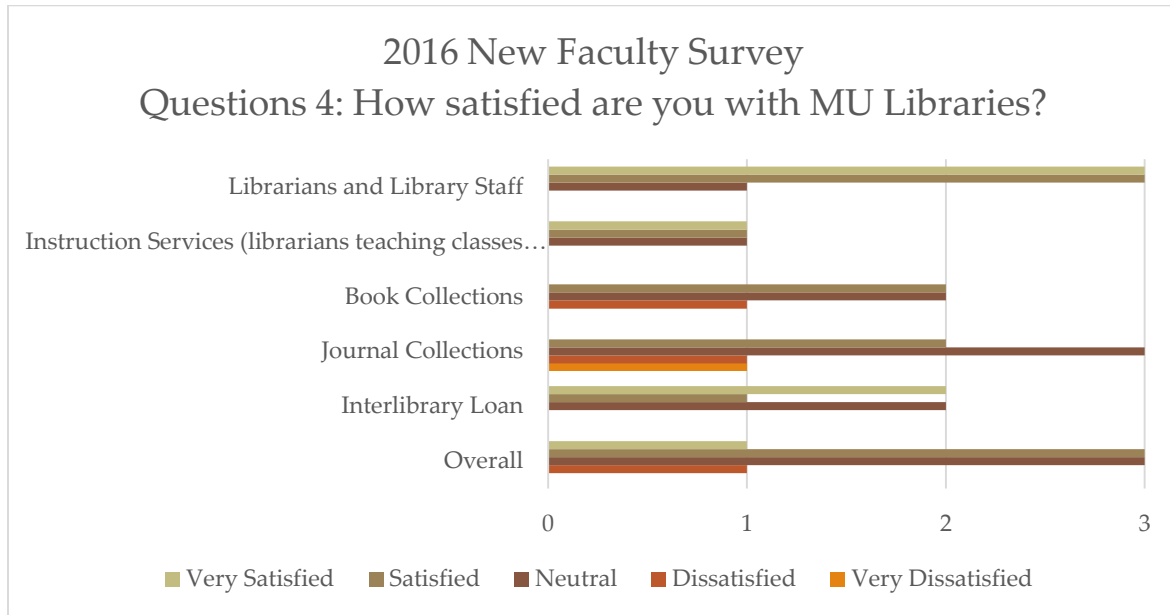
2016 Results

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? (6 responses)

- *At my two previous institutions, University of Nebraska - Lincoln and University of Iowa, there were more journals and books specific to Science Education. Here, at MU, I have to ILL much of what I need for my work.*
- *Editing services, plagiarism check & interpretation*
- *Much better journal subscription coverage.*
- *University of Minnesota's "Discovery" search feature was very intuitive and found desired materials with a high degree of accuracy based on searches. Very Google-esque. With Missouri's library, sometimes I include the entire title of a book or article in the search area and the book/article does not appear among the first 20 search returns. Using some less intuitive search strategies, I can find the item that I'm looking for.*
- *At my former university, I was able to request that the library search for and procure copyright clearance for articles that I could use in my classes. The library even prepared an online list of sources with links to readings/articles that had copyright clearance that I could upload onto my Canvas website, which was very helpful.*
- *Equipment checkout for all students, plus student workers to train other students on this equipment. A media commons of sort in the same area, with media production software that acts as a hub for students, and student workers on hand to help students with the software.*



Question 4: How satisfied are you with MU Libraries?



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? (5 responses)

Three responders included requests for specific items. We will be contacting relevant subject specialists and relaying specific requests.



One faculty member listed a number of journals that she would like, but then followed up with the comment, “Although I'm not sure why you are asking since we've been told the library is broke? These are expensive journals.”

Question 6: What do you like most about MU Libraries? (7 responses)

- *Online loan website - easy to use*
- *ILL is super quick which I really appreciate.*
- *I can walk into the health sciences library and usually have my questions/request for help resolved without making an appointment.*
- *Helpful friendly staff.*
- *Well-organized.*
- *The people.*
- *The awesome staff like Kat Stone-Underwood and Grace Atkins! They have been so helpful!*

Question 7: Describe your last interaction with MU Libraries. Were you satisfied with your experience? (6 responses)

- *Yes*
- *Very satisfied. Librarian helpful and knowledgeable.*
- *Looking for a book. Yes I was satisfied.*
- *I purchase textbooks and put them on reserve for my Chinese history class students. The library staff was very helpful.*
- *My advanced reading/writing class used the online library journals such as Academic Search and Ebscohost. We also had a session on using library research led by Goodie (last name), which was very helpful to students.*
- *Yes, they have been nothing but helpful and our program couldn't exist without them.*



Analysis

New faculty responding to the survey have a great appreciation for the librarians and library staff. As indicated in question four, three of the eight responding faculty indicated that they were “Very Satisfied” with “Librarians and Library Staff”. Many of the positive comments in the survey expressed appreciation for the “awesome staff” who have been “helpful and knowledgeable”. In describing what they most liked about MU Libraries in question six, librarians and library staff were listed most commonly.

Interlibrary loan is a service which continues to get high satisfaction ratings. In describing what they liked most about MU libraries in question six, interlibrary loan received two comments about the “super quick” service and “easy to use” website.

This is the third year of issuing the New Faculty Survey, and it is the first year that the lowest rating of “Very Dissatisfied” was given in question four. The “Very Dissatisfied” ranking was given for “Journal Collections”. “Journal Collections” have received the most “Dissatisfied” rankings out of all of the categories listed in previous years as well.

The new faculty suggested varied services and resources which they valued at their previous institutions (see question three). All of the comments were unique. Some of these services are available already to a certain extent (e.g. plagiarism check).

Next Steps

The Assessment Committee will share the information from the survey with subject librarians serving these new faculty. The suggestions that faculty have for new and improved services and resources will also be relayed to the appropriate people in the library

The survey will be distributed again to new faculty in spring 2017. Though we think it is important to keep the survey brief, the Committee welcomes suggestions for additional questions next year.