

MU Libraries New Faculty Survey

July 16, 2015

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Rationale & Implementation

In April 2015, the Assessment Committee distributed the New Faculty Survey to 61 new MU faculty who joined Mizzou in Fall 2014.

This is the second 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 2015 survey on April 9th to 61 new faculty. We sent one reminder on May 13th. Twenty faculty members answered at least one question on the survey for a response rate of 33%. Seventeen fully completed the survey.

Faculty from the following colleges or schools completed surveys

2015 Survey

Medicine	5
Human Environmental Sciences	3
Veterinary Medicine	3
Engineering	2

What do you like best about MU Libraries?



“My department's librarian has been great!”

“Fantastic ILL services, very fast. Helpful, knowledgeable librarians.”

“Online access to journals is great.”



Education	1
Nursing	1
Arts & Sciences	1
Health Professions	1

2014 Survey

Thirty-five faculty members answered at least one question on the 2014 survey. Eighteen completed the survey.

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

2015 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? (17 responses)

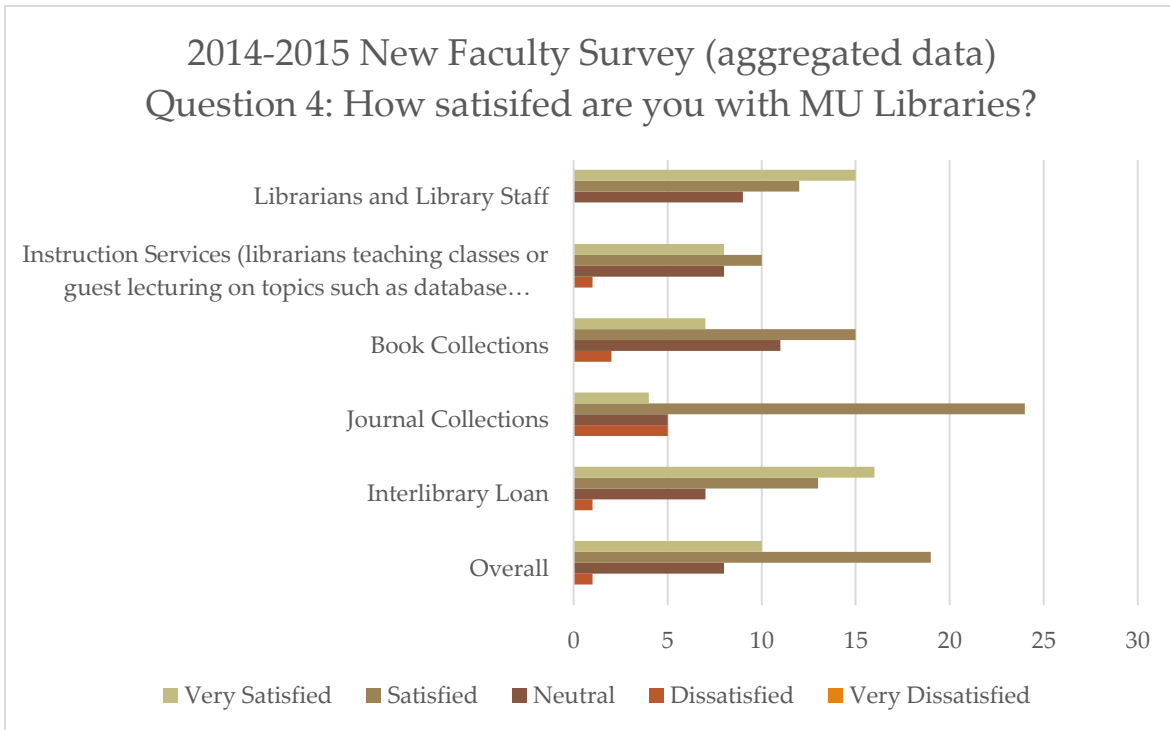
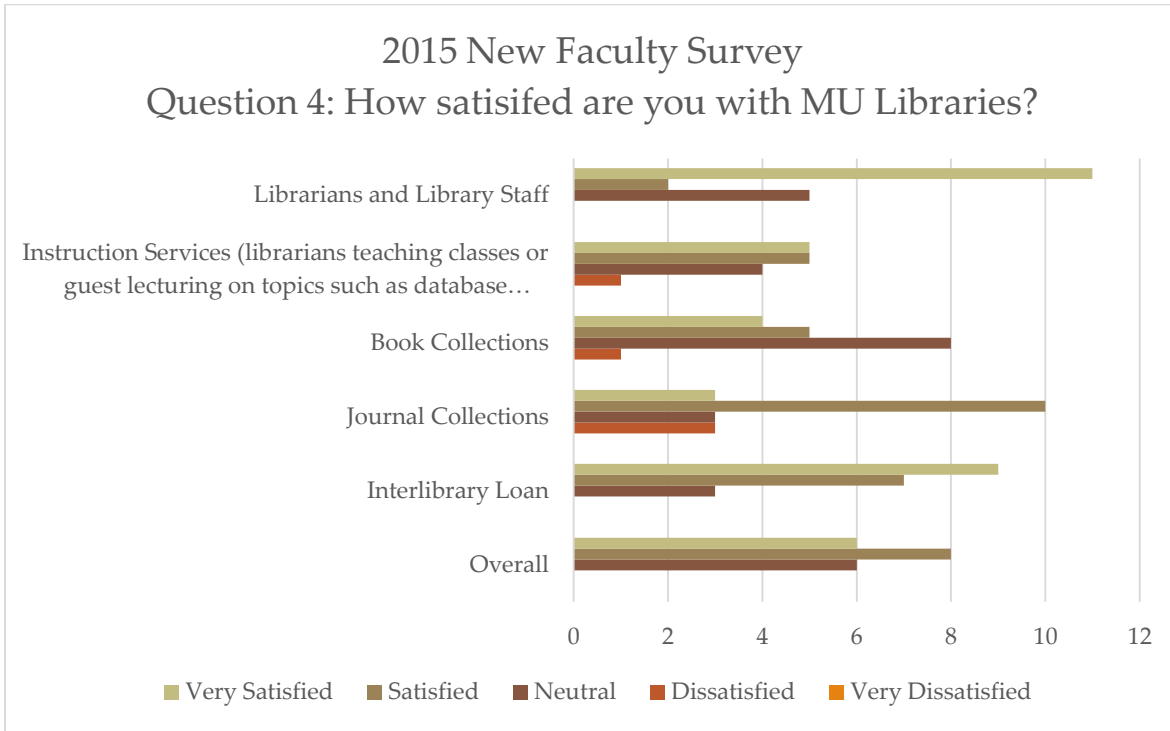
Question 3: Categorized Text Responses	Count of Text Responses
None	5
None	2
none,	1
I cannot think of any	1



no	1
Delivery	5
library book delivery for faculty/postdocs, because it saves incredible amounts of time	1
could request books from several campus libraries to be picked up at circulation at any campus library of my choosing--saved me lots of time on research	1
Option for delivery of checked out books, periodicals, etc. to the faculty or student's office building	1
Delivery of ILL books.	1
Delivery!!! Faculty could request to have books pulled from the library by library staff and delivered to their office. Helped tremendously with productivity!	1
Research assistance	2
The other institution had a research librarian service - you could give them a topic and they would cull relevant journal articles and books.	1
Assistance looking up research topics	1
More journals	2
more online access to journals. The Mizzou online journal access is very limited as compared to other institutions	1
More access to articles online. I find I have to contact the library to send electronic sources a lot more than I did at my other institution	1
Library as place	1
Faculty study spaces, more power outlets,	1
Software	1
REFWORKS - POWERFUL CITATION MANAGER WITH ABILITY TO SAVE PDF ARTICLES	1
Checkout periods	1
continued renewal of checked out items. I was unable to renew a book after my first renewal.	1
Grand Total	17



Question 4: How satisfied are you with MU Libraries (20 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? (14 responses)

Three responders included 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.

Two responders provided the following general comments regarding book purchases:

- "I request a lot of book purchases and I wish the turn around was faster."
- "There was a book that I needed for my work that was not in the library. Fortunately, the library was able to purchase the book and now I can check it out. This was fantastic!"

Question 6: What do you like most about MU Libraries? (15 responses)

Text Response
staff
ability to ask for electronic sources
I feel like requesting articles through ILL is fast. I always find the staff fairly friendly and helpful. Our subject librarian, Cynthia Cotner, is wonderful.
Cindy Cotner
User friendly
FANTASTIC ILL SERVICES, VERY FAST. HELPFUL, KNOWLEDGEABLE LIBRARIANS
My subject librarian. She's very helpful.
Accessibility for distance students
Quick response time on interlibrary loans
My department's librarian has been great!
Online catalog
Online journal access
Its link (connection) to Google Scholar.
Librarians were helpful and available for aid and direct to correct resource
online access to journals is great.

Analysis

The small number of respondents limits a general analysis of the data provided. On question 4, while few responses indicated dissatisfaction with the library, it is clear that few respondents are "highly satisfied." Satisfaction was highest with "Librarians and Library Staff" closely followed by



“Interlibrary Loan”. Satisfaction was lowest with “Book Collections”, closely followed by “Journal Collections”. In 2014, satisfaction was highest with “Interlibrary Loan” and lowest with “Journal Collections”.

The 2015 faculty survey respondents differ from the 2014 respondents in that many of the 2015 respondents are from the schools of Medicine and Veterinary Medicine (8/17 respondents). In 2014, no respondents were from these departments. This makes it very difficult to compare results between years. Due to the variability in the respondents’ departments and to analyze a larger number of responses, we aggregated the 2014 and 2015 results for question 4 to see what an overall picture of library satisfaction would look like over both years. In 2014 and 2015, “Interlibrary Loan” and “Librarians and Library Staff” received the highest satisfaction ratings, while the collections categories were ranked the lowest. Five individual respondents reported being “dissatisfied” with “Journal Collections” over the two years, while no respondents reported being “dissatisfied” with “Librarians and Library Staff”.

On question 3, as in the 2014 survey, book delivery was a highly requested service that new faculty valued at their previous institution and felt that MU Libraries should offer. This most-appreciated service deserves serious consideration. Another service which was not requested in 2014 but received two requests in 2015 was a research assistance service in which a librarian could perform a search and give the results to the faculty member. One faculty member stated, “The other institution had a research librarian service - you could give them a topic and they would cull relevant journal articles and books.” The Health Sciences Library offers an official Expert Search Service, suggesting that the service should be more highly publicized. In addition, all subject librarians in all of the libraries are available for research consultations with faculty.

Next Steps

The Assessment Committee will use the data provided to inform individual subject librarians and specific services in the Libraries. Several respondents expressed willingness to participate in a focus group. The Assessment Committee will follow-up with these individuals.

The survey will be distributed to the FY16 new faculty in spring 2016. 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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interlibrary Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journal Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instruction Services (librarians teaching classes or guest lecturing on topics such as database searching and information literacy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Librarians and Library Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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.