

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?

Are faculty and adjuncts satisfied with our services?

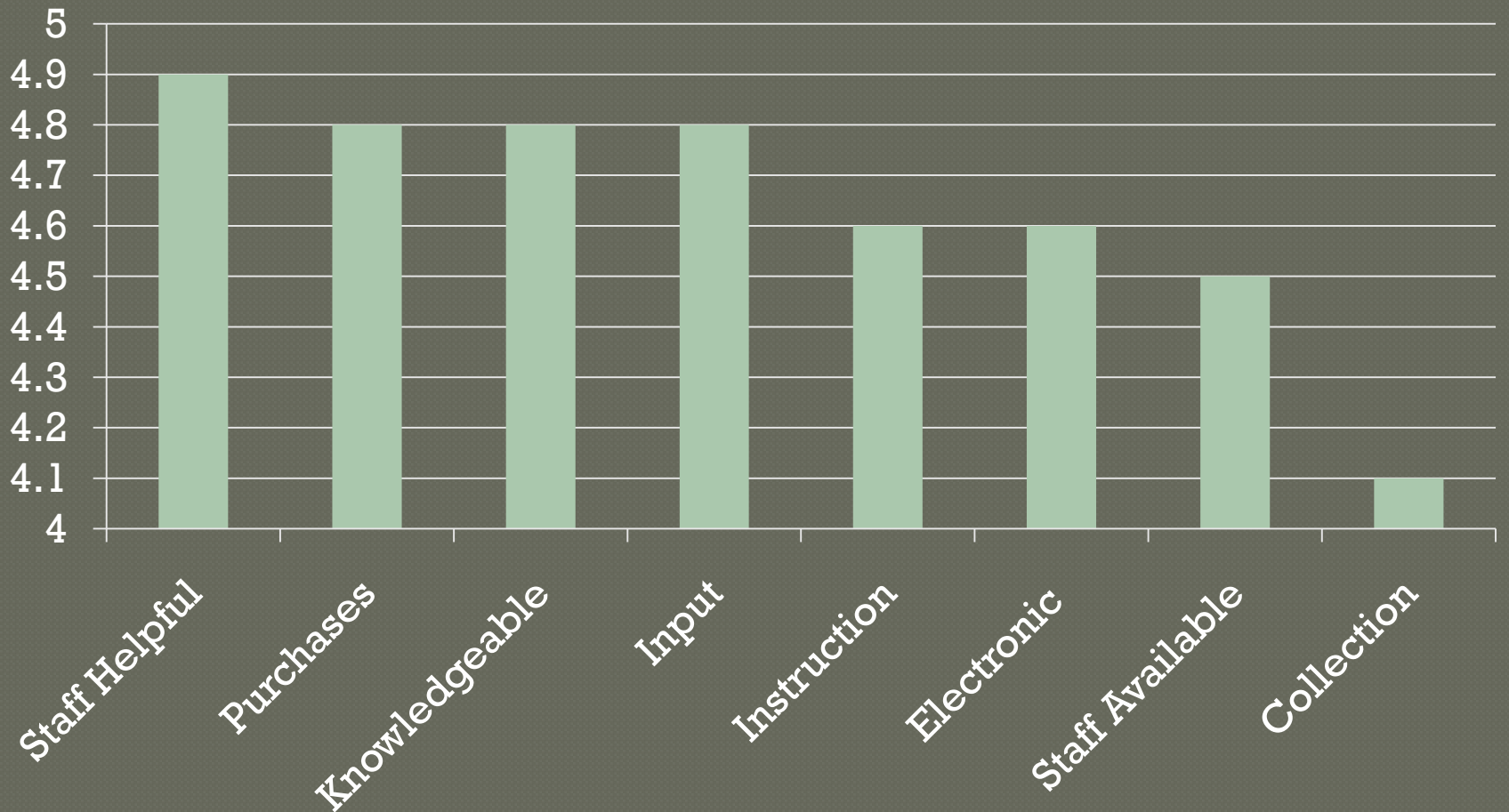
- Eight questions on staff, services and collection.
 - Rate satisfaction on a scale of 1 ☹ to 5 ☺.
 - Same questions asked in spring 2008 survey.
 - Library staff are knowledgeable
 - Library staff are available
 - Library staff are helpful
 - Requests for purchases are filled promptly
 - In class library 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.

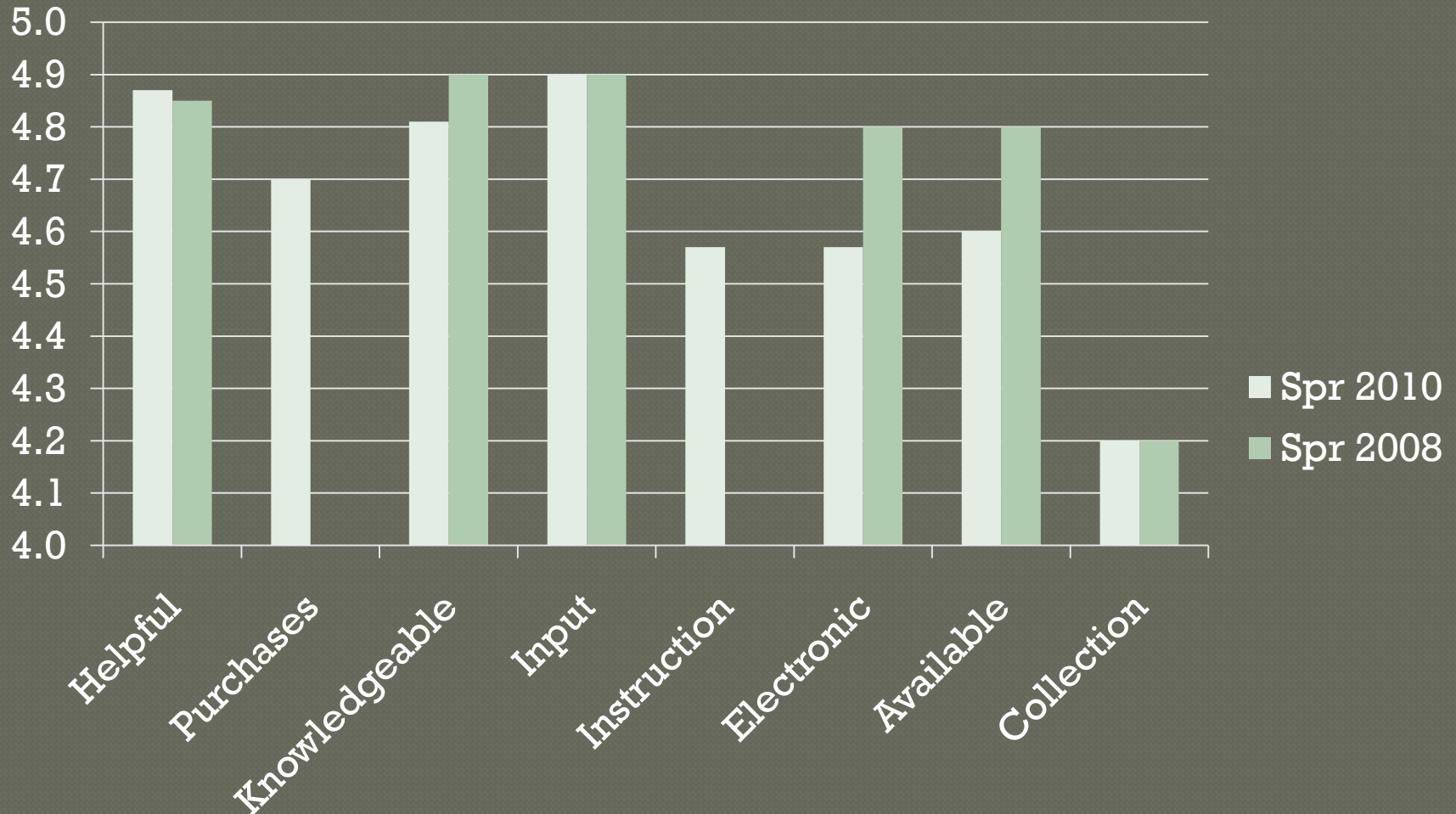
- Faculty 64%
- Adjuncts 52%
- Leadership 80%
- Advisory Committee 70%
- **Overall 58%**

Are faculty and adjuncts satisfied with our services?



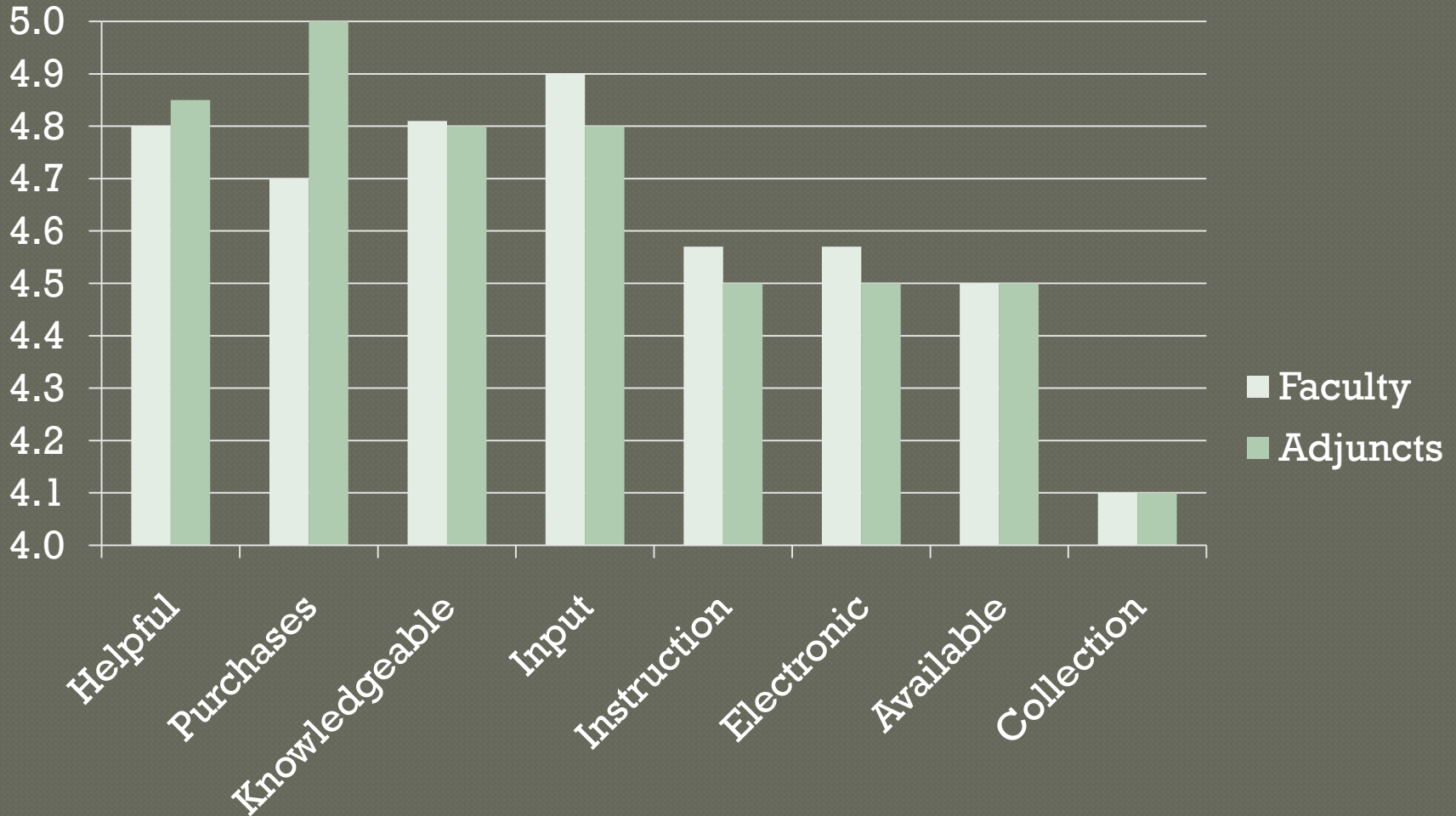
Satisfaction with Services

Spring 2010 vs Spring 2008



Satisfaction with Services

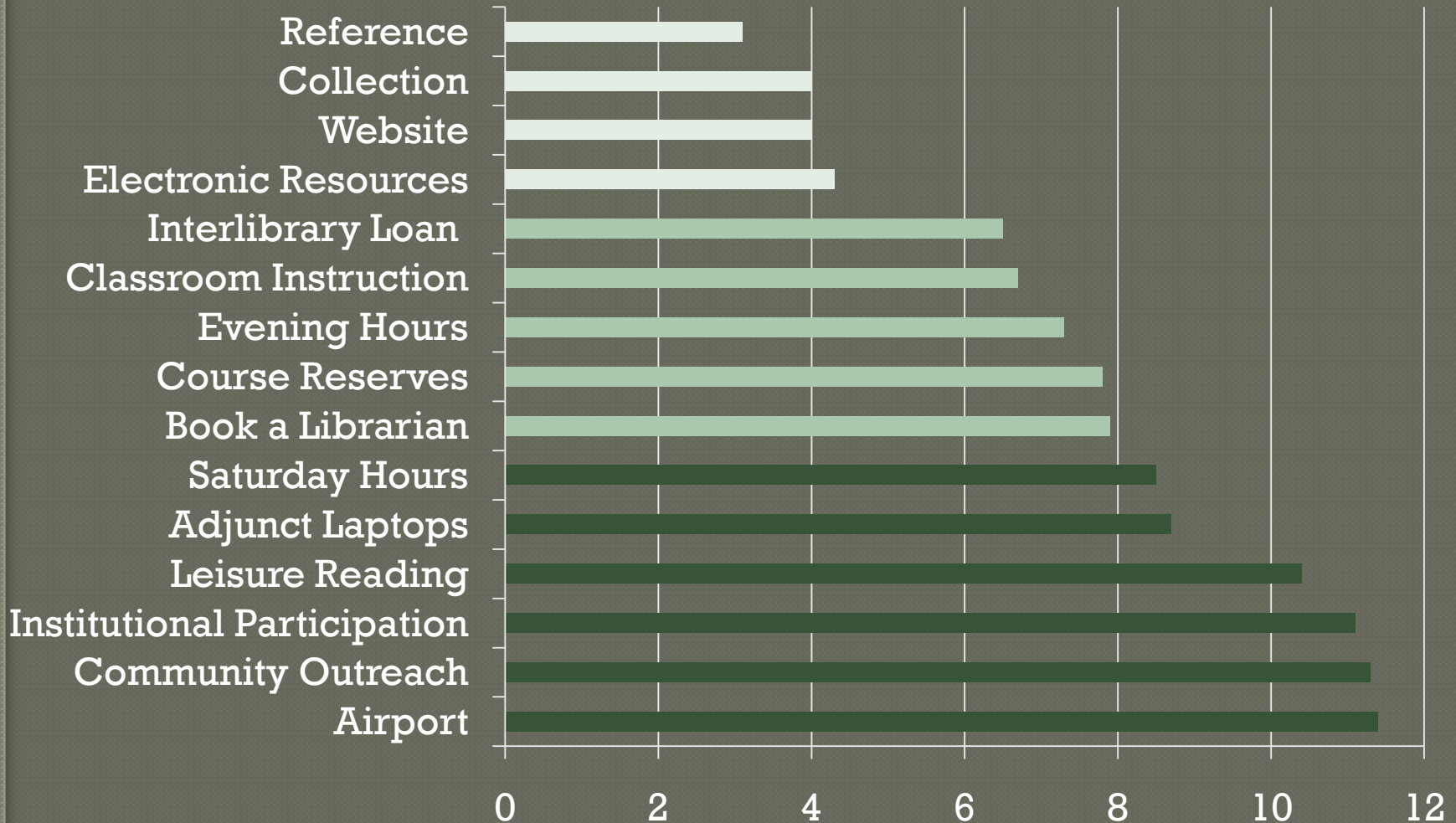
Faculty vs Adjuncts



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?



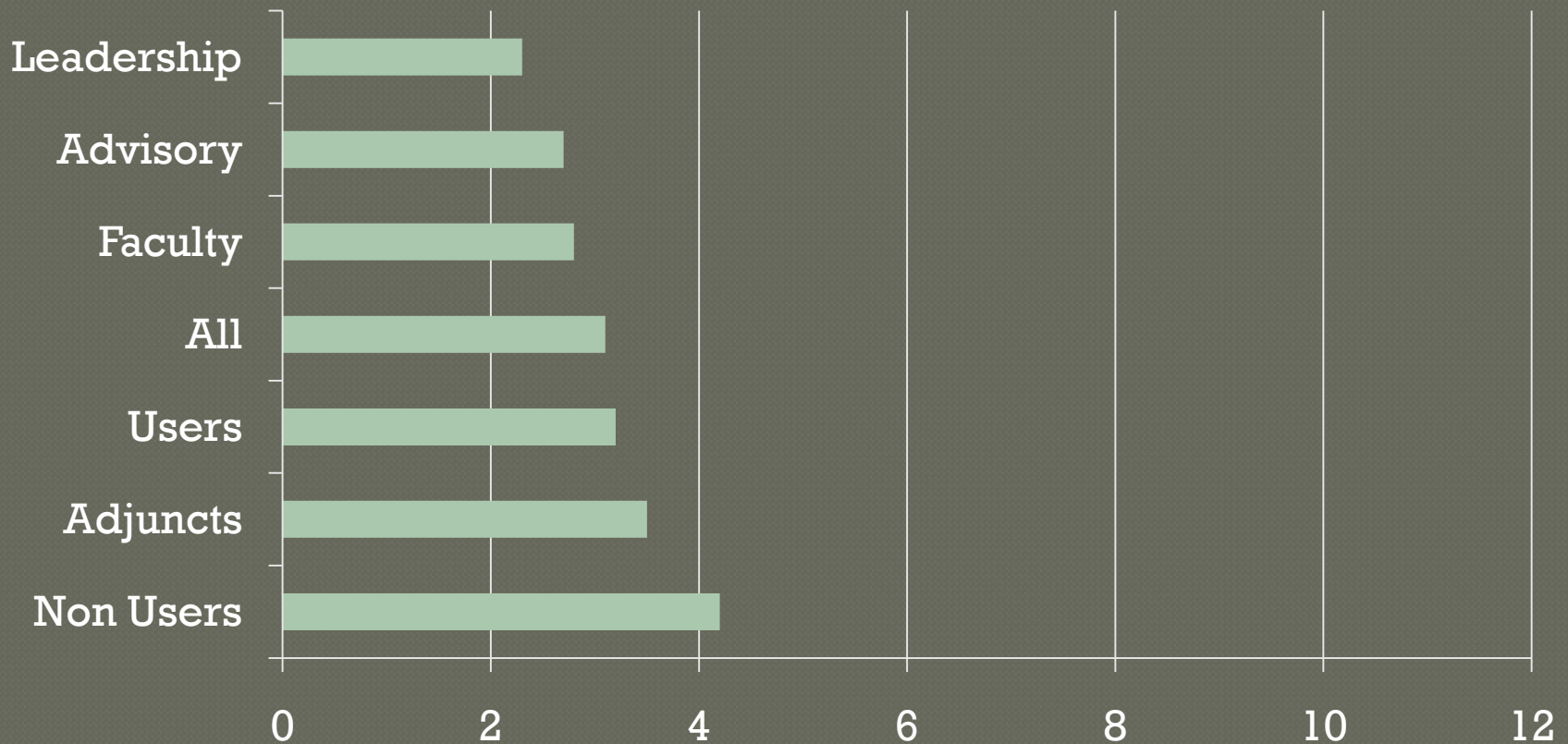
On which services should we be focusing our resources?

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

- Faculty
- Adjuncts
- Leadership
- Library Advisory Committee
- Users
- Non-Users

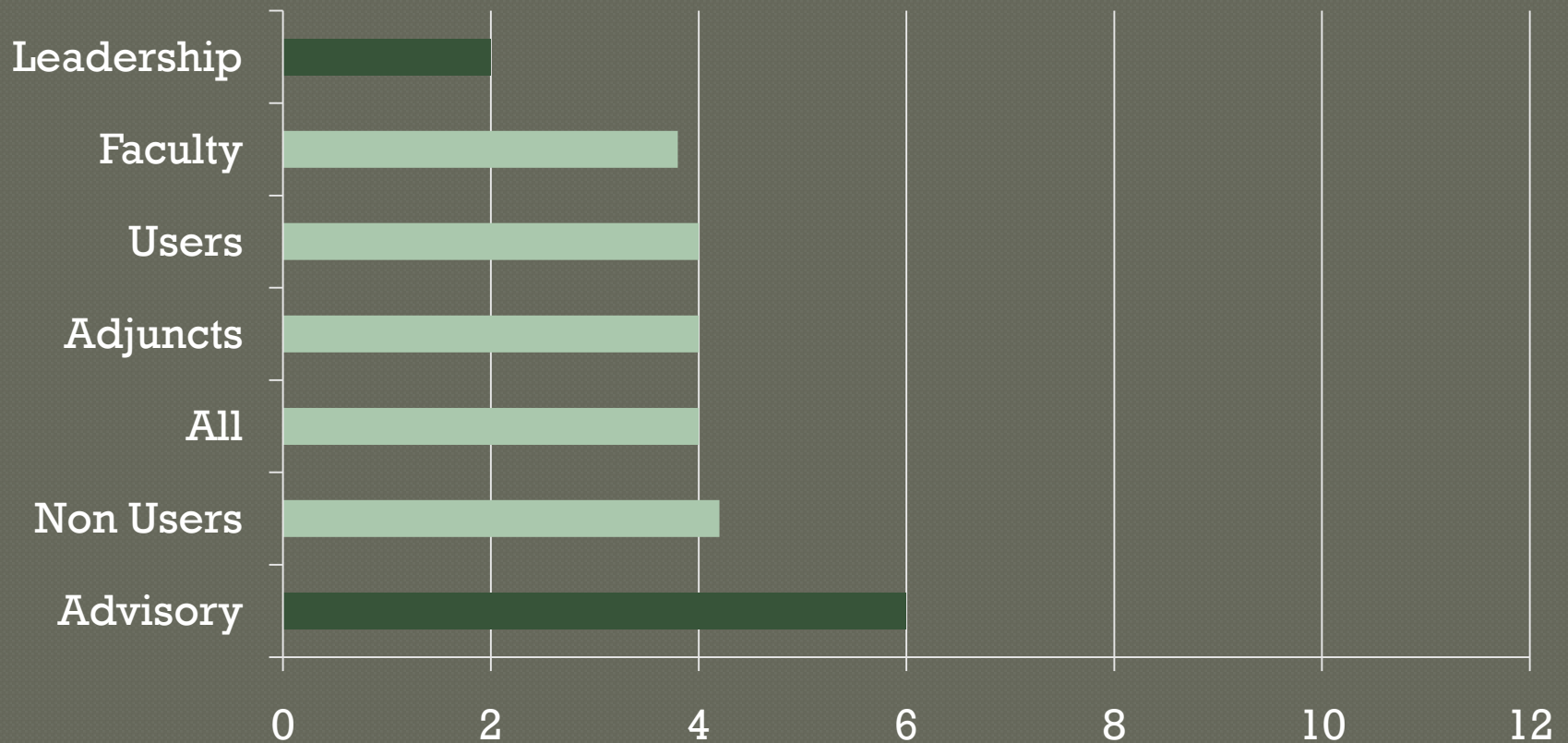
Do these groups feel the same on how to prioritize our services?

Reference



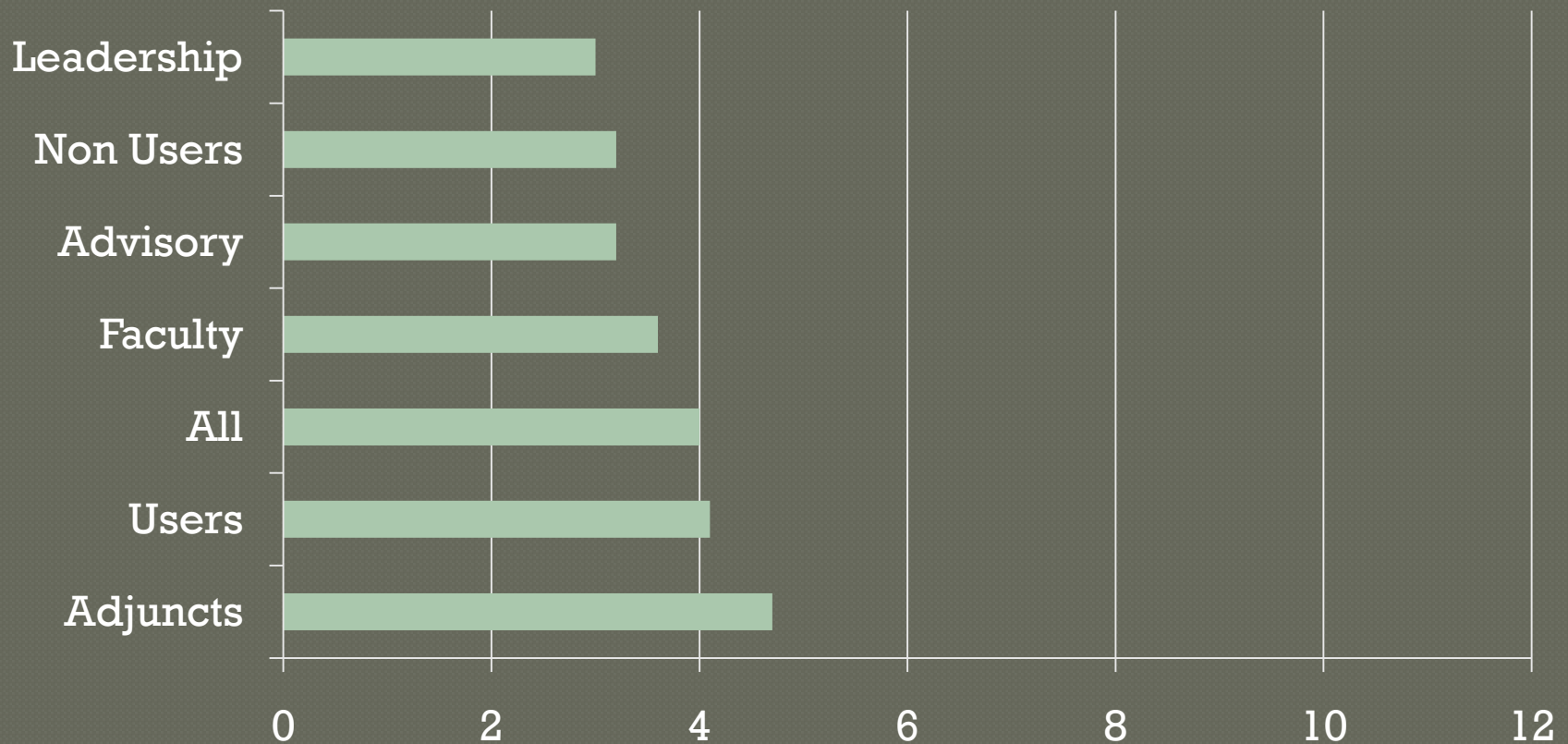
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Collection



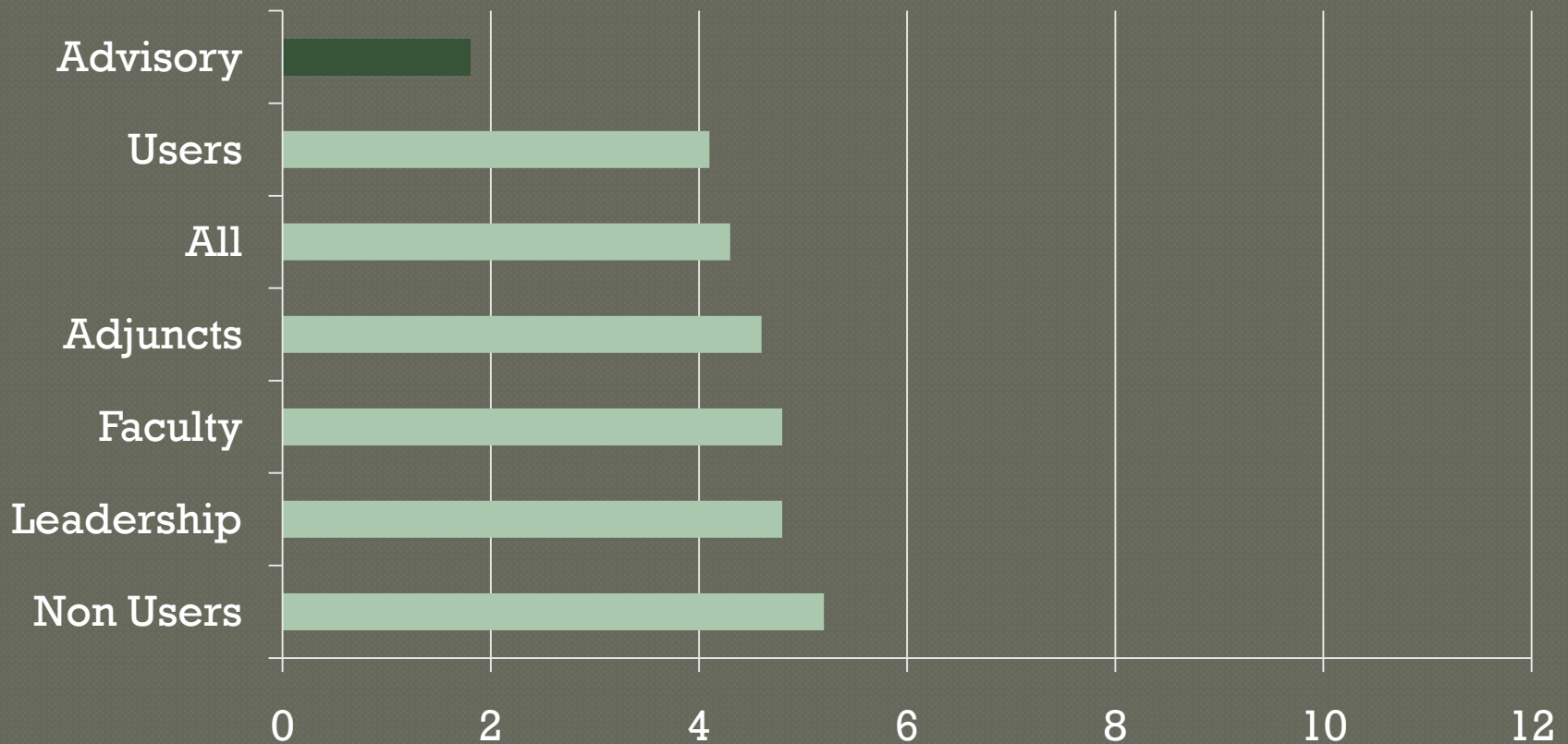
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Website



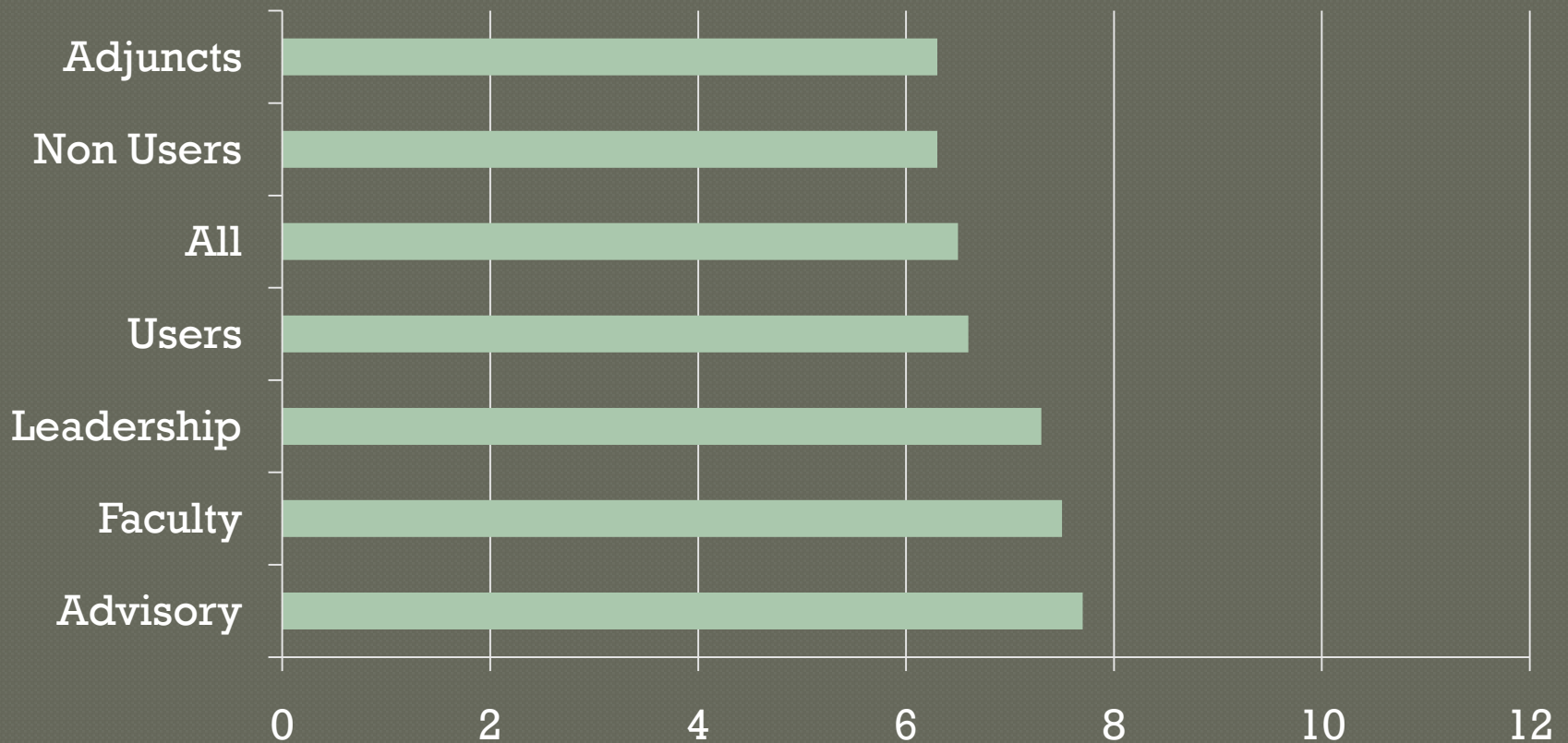
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Electronic Resources



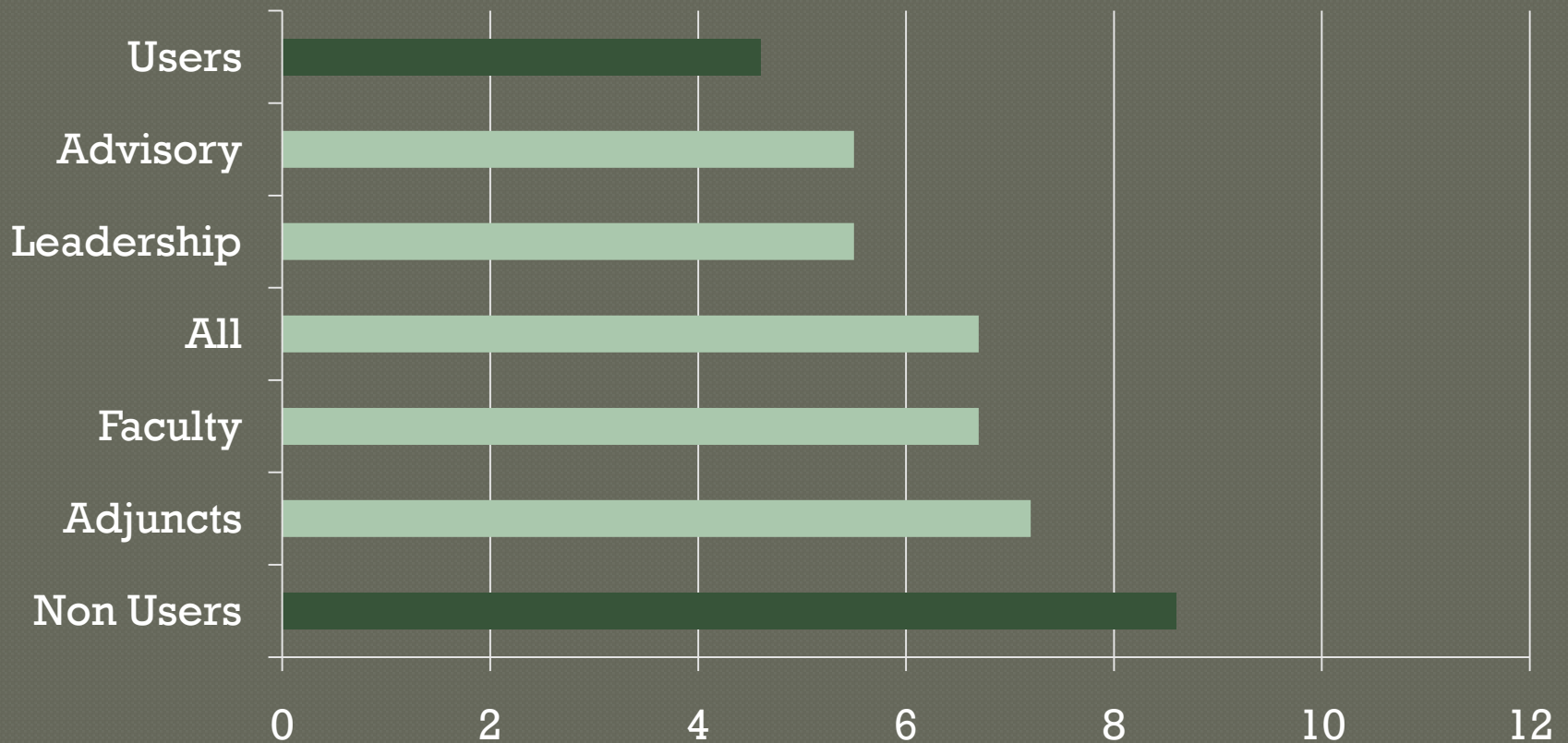
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Interlibrary Loan



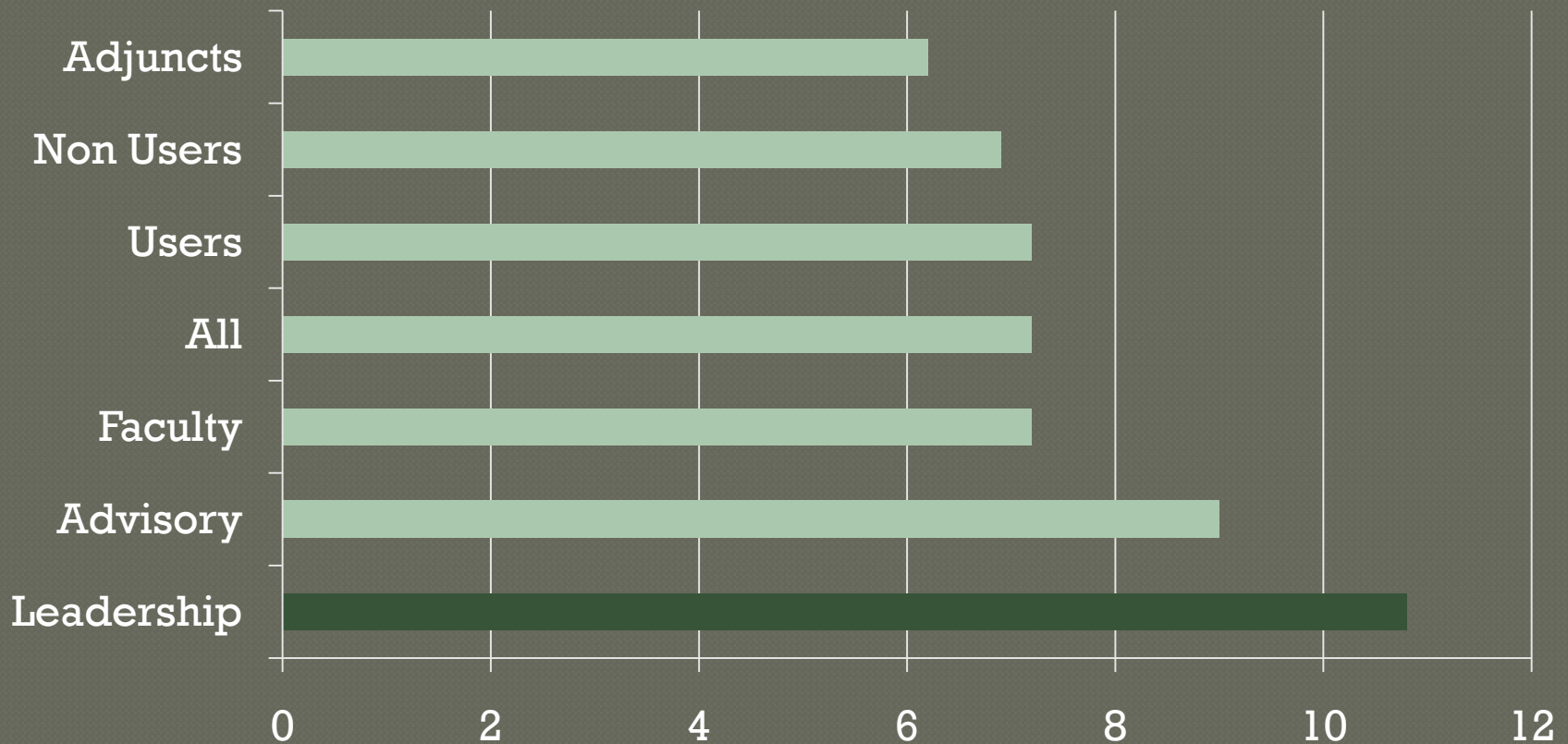
Do these groups feel the same on how to prioritize our services?

Classroom Instruction



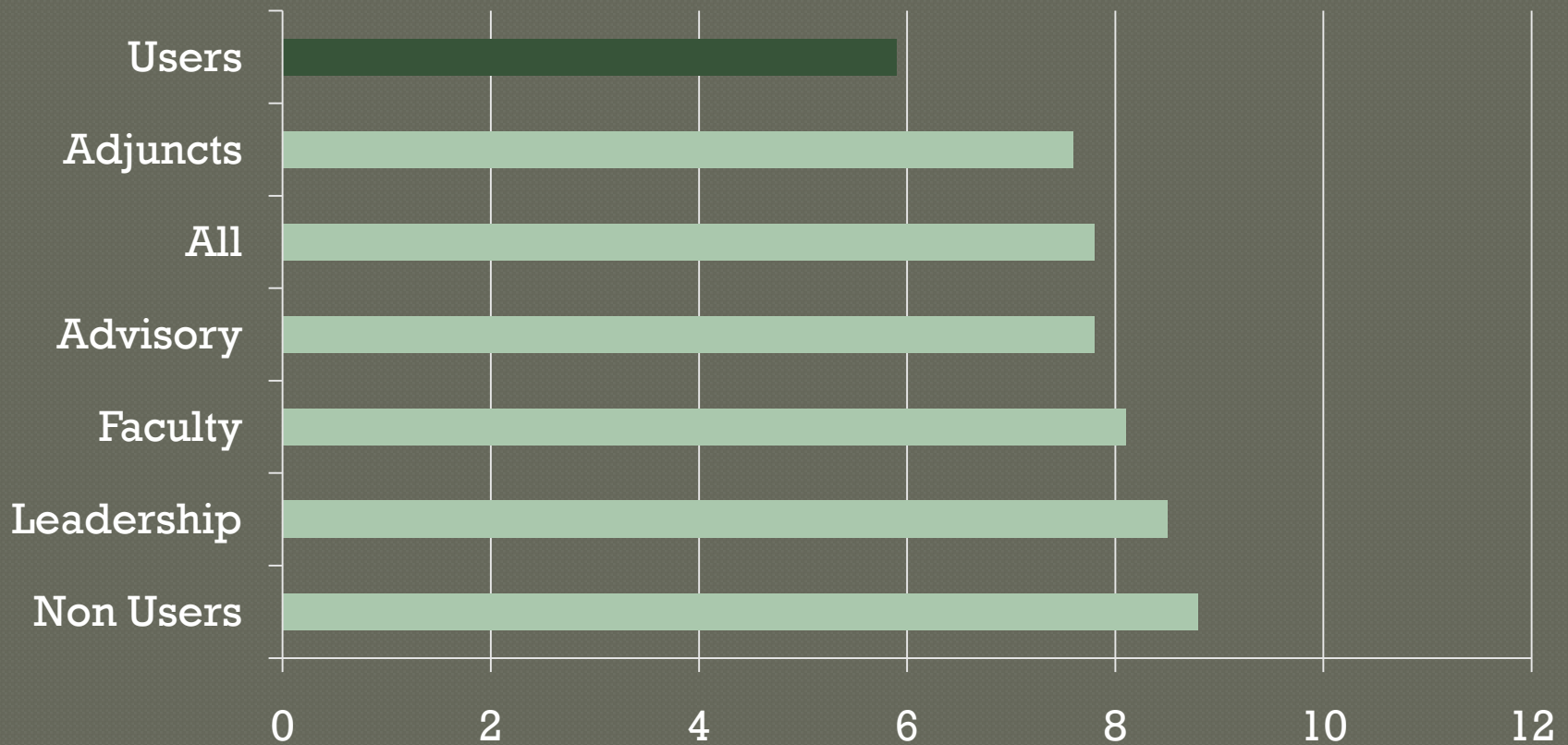
Do these groups feel the same on how to prioritize our services?

Evening Hours



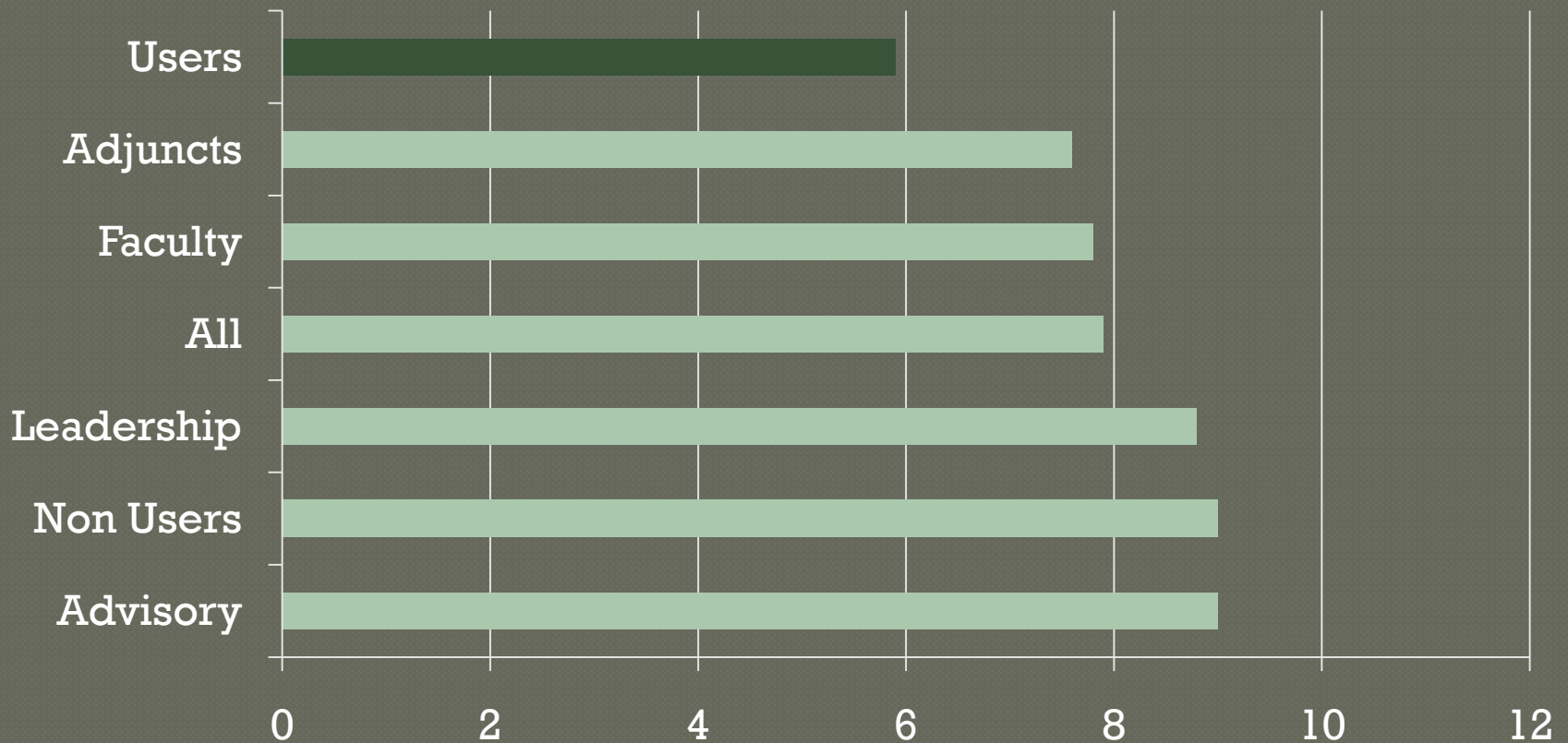
Do these groups feel the same on how to prioritize our services?

Course Reserves



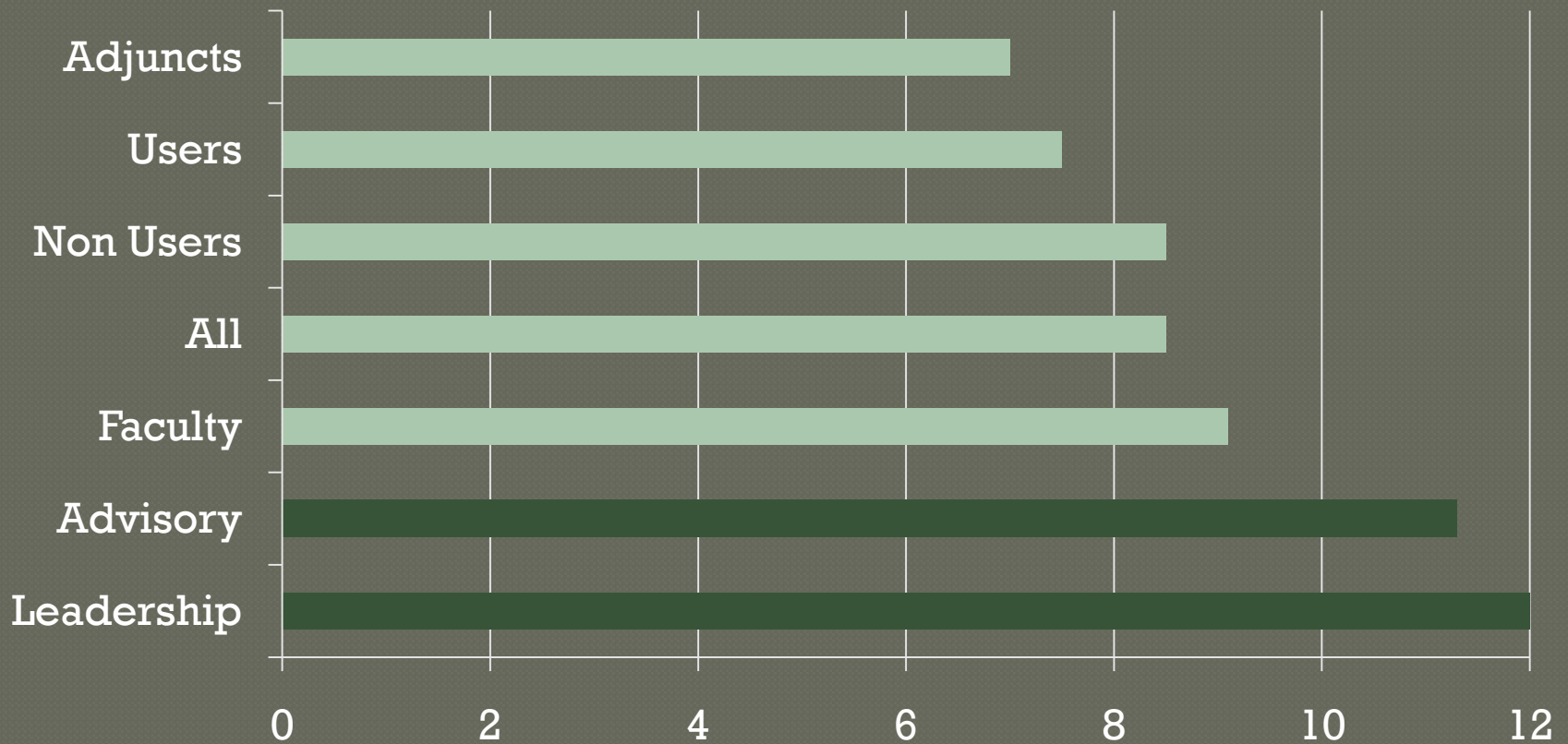
Do these groups feel the same on how to prioritize our services?

Book a Librarian



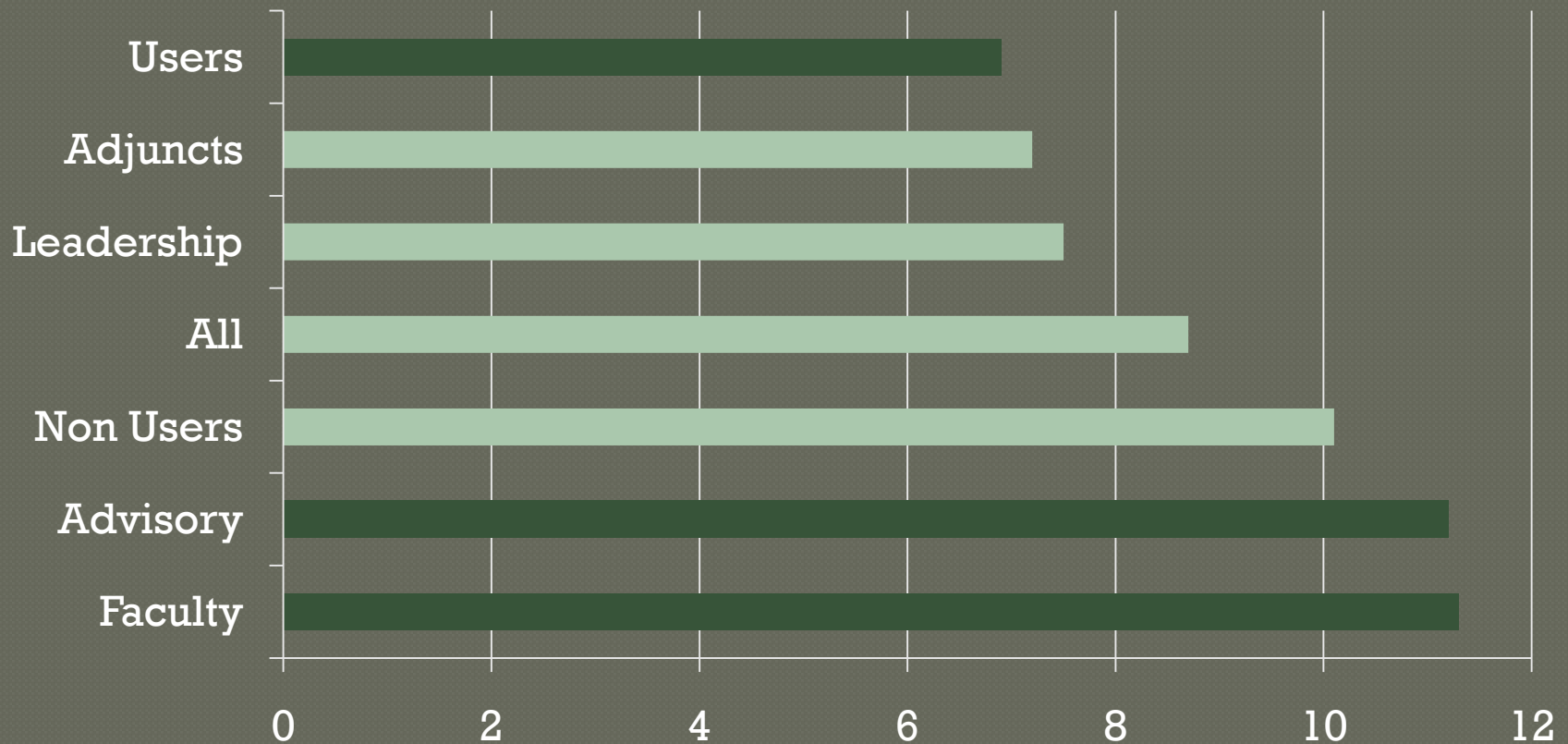
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Saturday Hours



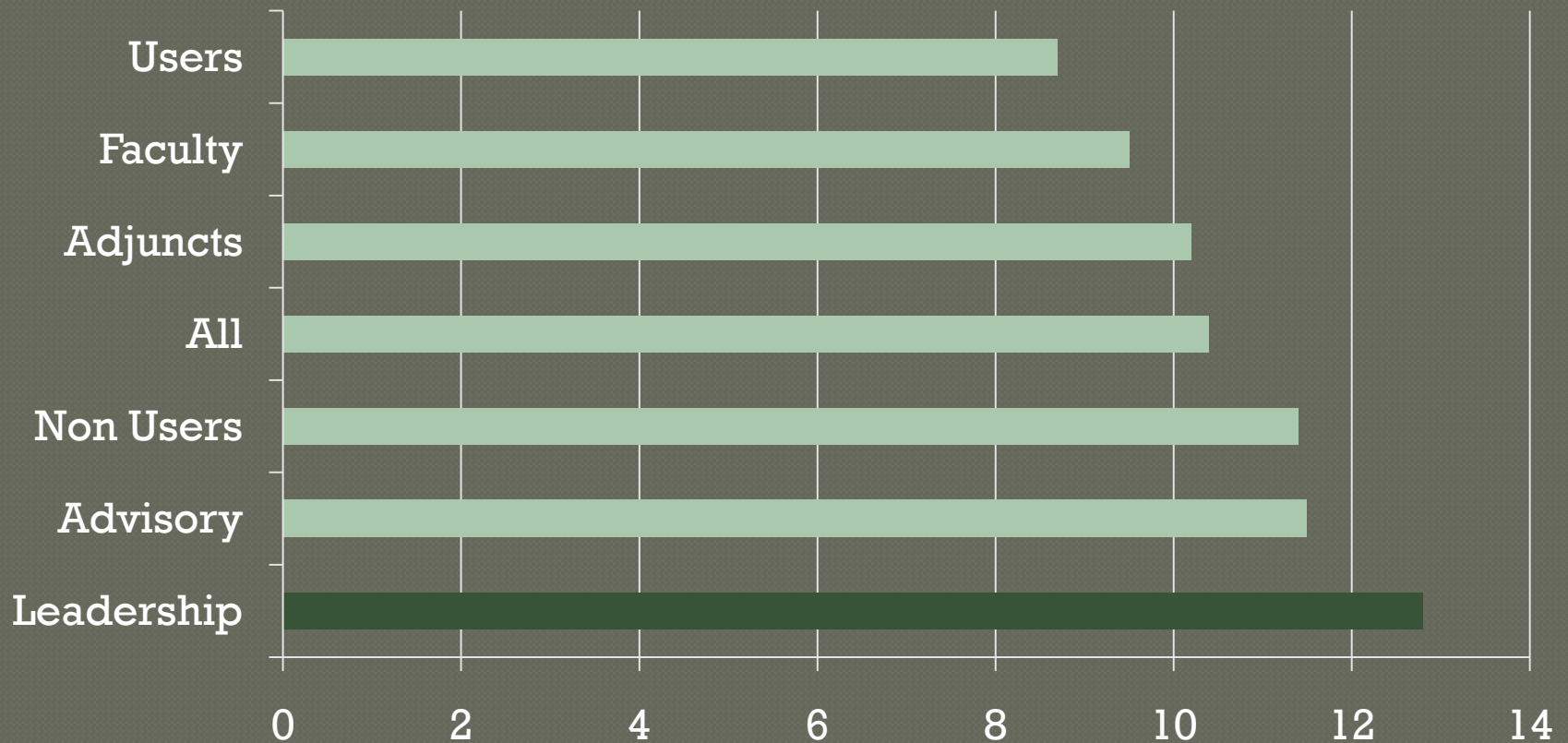
Do these groups feel the same on how to prioritize our services?

Laptops



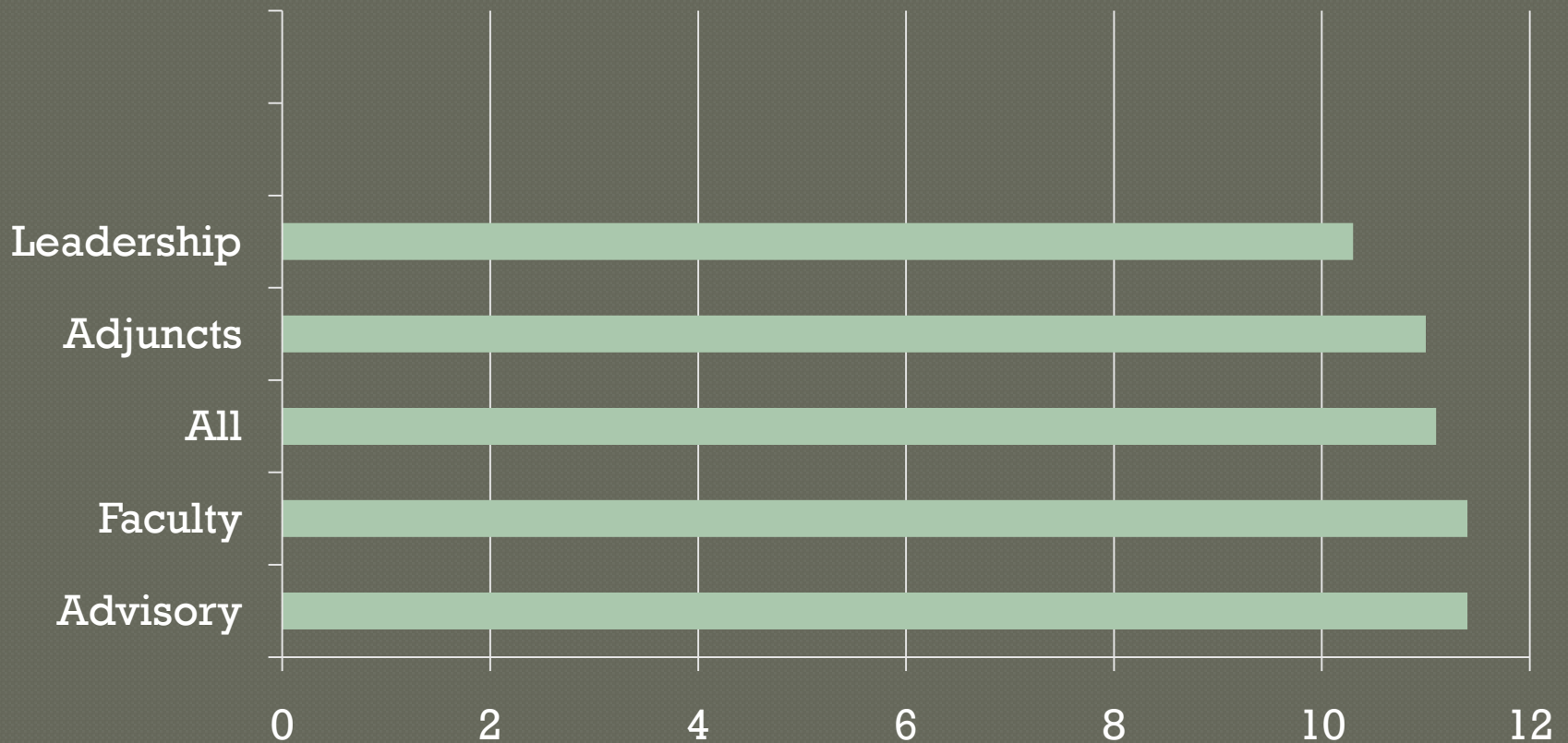
Do these groups feel the same on how to prioritize our services?

Leisure Reading



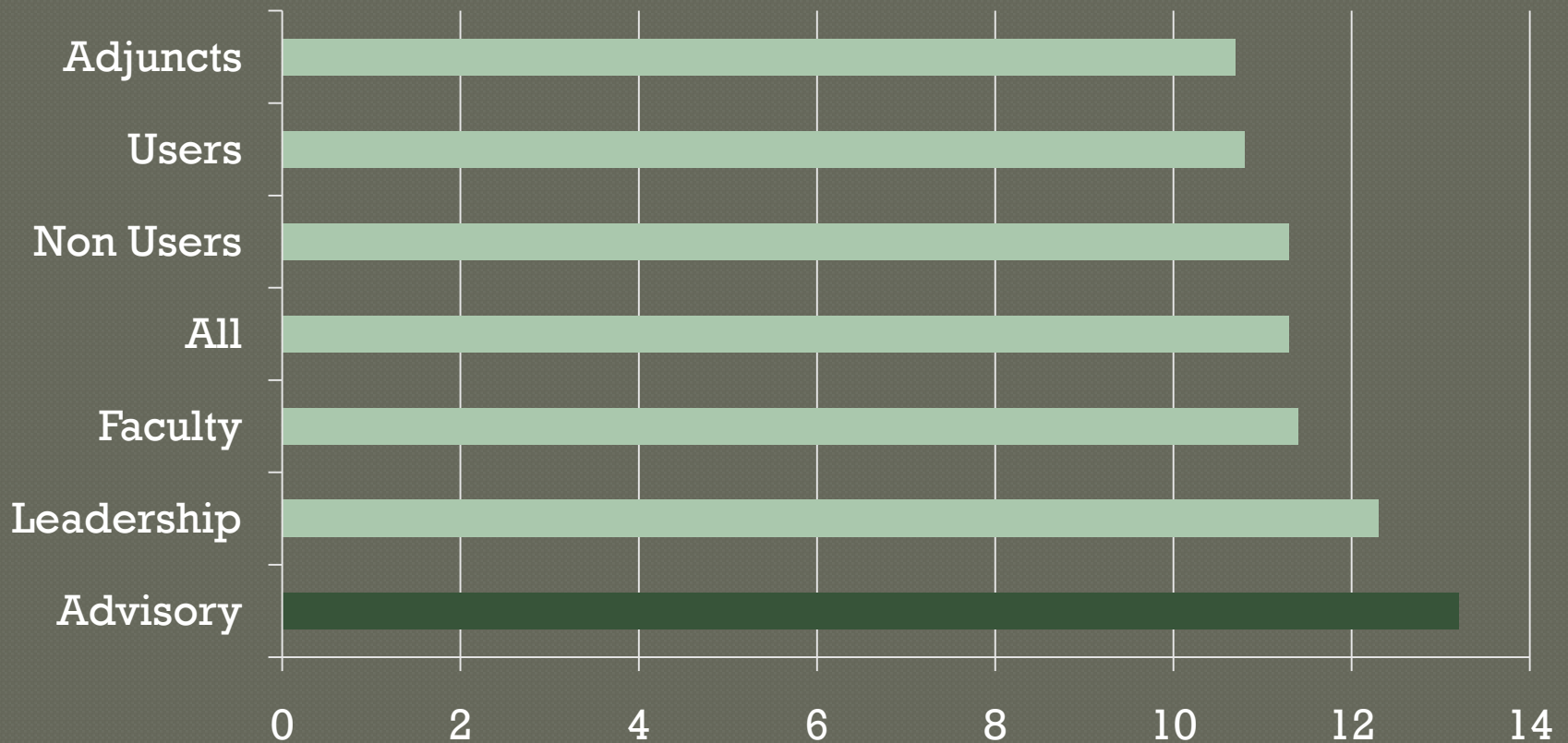
Do these groups feel the same on how to prioritize our services?

Institutional Participation



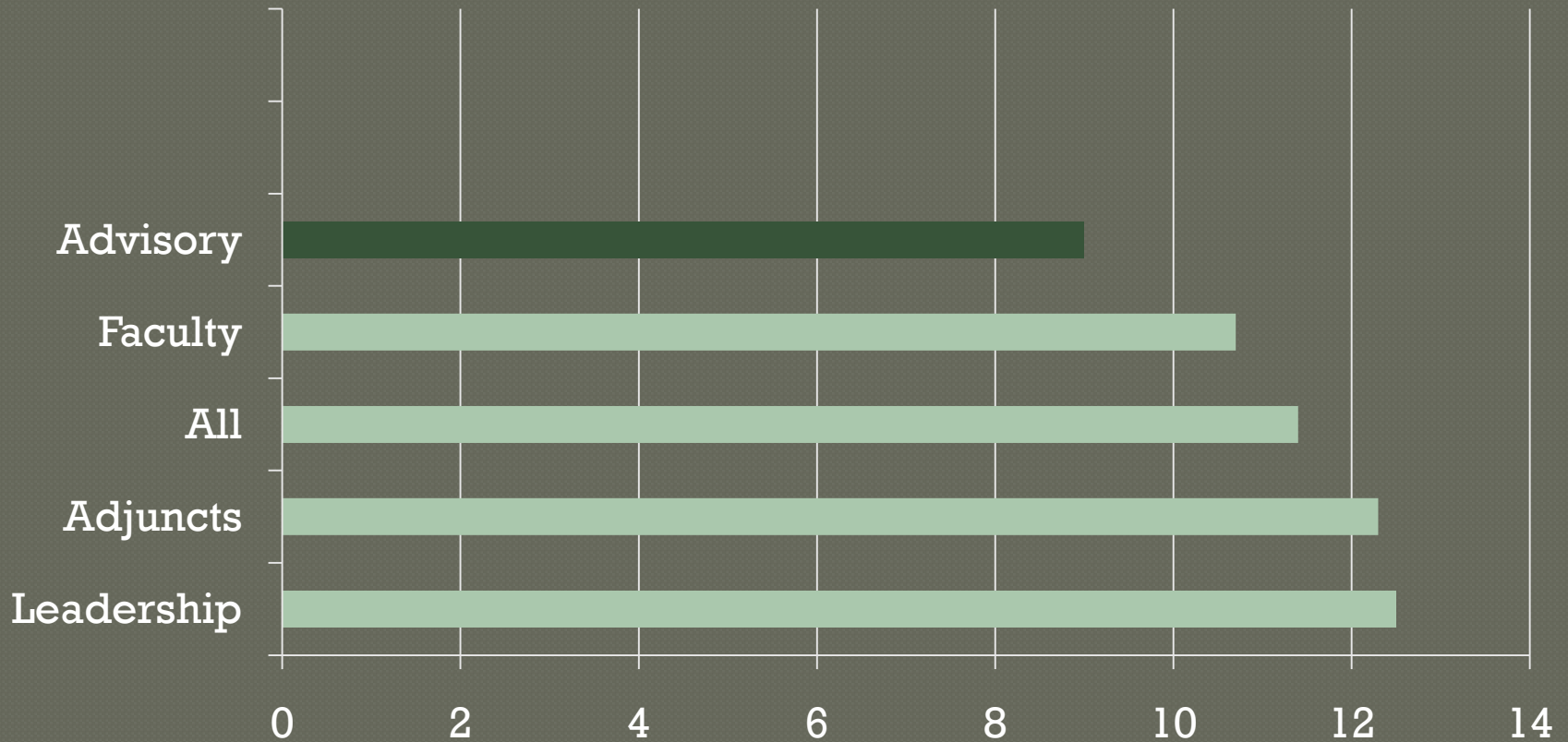
Do these groups feel the same on how to prioritize our services?

Community Outreach



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

Airport Campus



Comments

- 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.

Comments

- 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.

Satisfaction with Services

Conclusions

- 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.

Focusing our resources

Conclusions

- 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

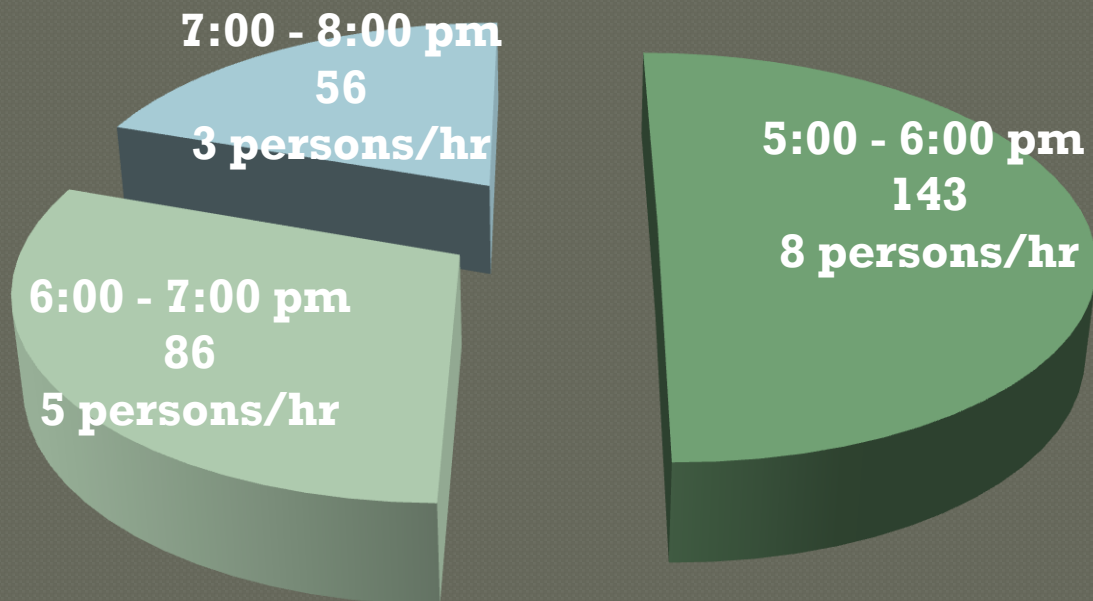
- **Curtail evening hours**
 - 8:30 a.m. – 8:30 p.m. to 8:00 a.m. to 6:00 p.m.
- **Limit institutional participation to those committees defined by position (ASCR, Budget)**
- **Suspend or limit classroom instruction & book-a-librarian service**
- **End participation in most community activities**
 - (voter registration, book discussions, author visits, exhibits)

Appendix to Survey Library Evening Hours

- 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

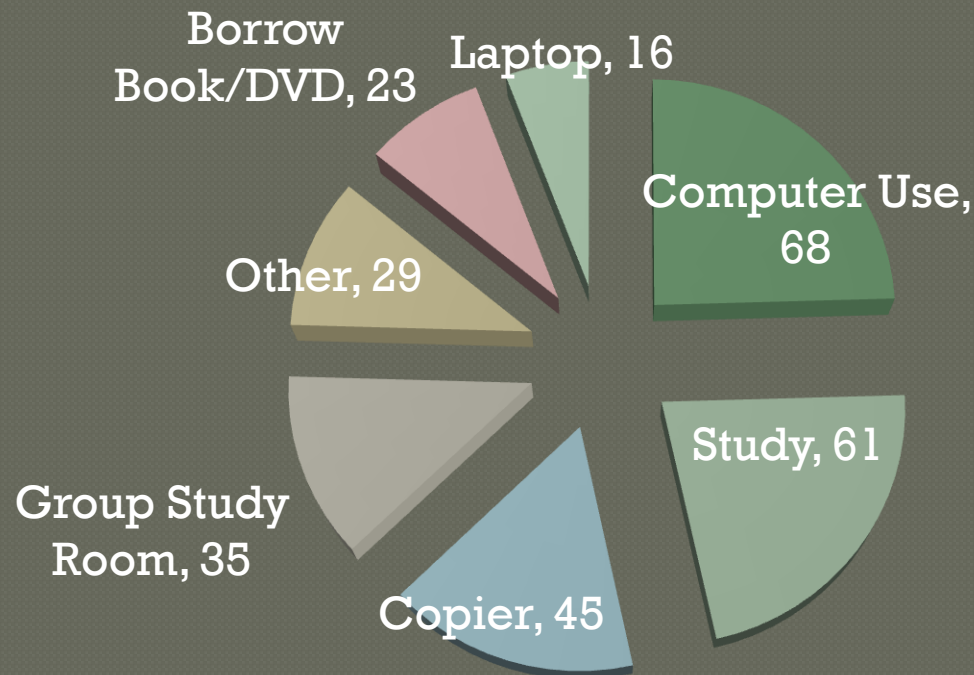
Appendix to Survey Library Evening Hours

Door Count April 2010



Appendix to Survey Library Evening Hours

Type of Use April 2010



Discussion
