

## Faculty/Staff Library Survey Summary

An email survey of 500 faculty and teaching academic staff was conducted during two weeks of February 2008. There were 163 respondents for an approximately 33% return rate. There was a good mix of years teaching on this campus with one third each in the ranges, 1-3 years, 4-9 years, and 10 years or more. Complete survey results follow this summary. Questions covering use and satisfaction of individual departments (IMC, Media Lab, Periodicals, Instruction) are discussed primarily in their self-study departmental reports.

### **Positive results:**

The results pointed to a high degree of satisfaction with library services in general. Some highlights:

How often do you use the library's resources (in the building or online)?  
Daily 17%, Weekly 46%, Monthly 35%, Yearly 1%, Never 1%.

If you visit the library, how satisfied are you with the help and services you receive?  
Very satisfied 66% and Satisfied 28% for a total 94% satisfaction rate.  
If N/A responses are removed, satisfaction total rate is 97%.  
Neutral 3%; Dissatisfied 1%; Very Dissatisfied 1%.

Class instruction provided by the Library has been very helpful to my students. (Percentages based on those utilizing Library instruction. )  
Strongly agree 67%, agree 21%, hard to tell 13%, no disagree or strongly disagree

What level of satisfaction describes your overall experience of the library's collections and services?  
Very satisfied 36%, Satisfied 54% (total 90%), Neutral 7%, Dissatisfied 2%.

**Areas for improvement** (approximately 20% or more in dissatisfied, very dissatisfied, or other negative categories):

#### Collection:

Satisfaction with print and online journals.  
Dissatisfied plus very dissatisfied 19%, neutral 21%

Collection questions from the department chairs and library representatives survey:

Access to journal literature is adequate.  
Disagree plus strongly disagree 28%, neutral 23%

Book collection is adequate for my department.  
Disagree plus strongly disagree 18%, neutral 22%

My department's annual library allocation for purchase of library materials is satisfactory.  
Disagree plus strongly disagree 43%, no neutral

Awareness of services:

Awareness of periodical photocopy service: Hardly aware or not aware at all 75%

Awareness of journal email or RSS feeds: Hardly aware or not aware at all 78%

Awareness of Media Lab services: Hardly aware or not aware at all 47%

Awareness of library instruction program: Hardly aware or not aware at all 33%

Those using library instruction: 31%

**Comments section**, 45 respondents (full list follows actual survey results):

**Positive comments** focused on:

Staff (12 comments)—

"The Library has a wonderful staff, all my interactions have been nothing but positive. Cooperative and knowledgeable."

Satisfaction with services (7 comments)—

"I love interlibrary loan—wonderful service, very well managed. Thank you!"

"IMC is great! Well-staffed and run."

"I'm very happy with Universal Borrowing!"

General satisfaction (5 comments)—

"One of the reasons I accepted the job offer at UWSP was the library. As a small school with a small faculty and little funds for research, UWSP provides challenges for research. However, the fact that we can get almost anything from anywhere was very compelling and has made my research projects possible."

"I appreciate all the hard work and dedication the staff and faculty devote to providing services to the students and fellow UWSP employees."

Acknowledgement of shrinking budget, good job (3 comments)—

"Y'all are doing excellent work with shrinking resources. My students have received excellent help with location research articles."

Instruction (3 comments)—

"Excellent instructional help. I've been very happy with the library staff's willingness to collaborate on tailoring library instruction to my classes' needs."

**Negative comments** focused on:

Collections (7 comments)—

"More online access to scientific journals and databases."

"Print, especially book, holdings have weakened considerably."

Library website, changes to interfaces (3 comments):

"Some changes to the library website have made things more difficult over the past few years."

Several individual concerns or suggestions.