

Library Representatives/Department Chairs Survey Summary

The Library Representative/Department Chair survey was conducted in Feb. 2008. This was an anonymous survey distributed to all department chairs and library representatives, a group totaling 60 in number, of which 23 participated. The survey provided the following data:

- Liaison program: 79% found the library liaison program to be a satisfactory vehicle of communication.
- Knowledge of resources and services: 78% felt they had a good idea of the resources and services that the library provides.
- Announcement of new services: 91% answered that they would like library liaisons to announce new library services to their departments.
- Communication on allocation: 74% of the survey respondents felt the library has done a satisfactory job of communicating with them regarding their department's library materials allocation.
- Allocation: 57% found their department's allocation satisfactory, while 43% found the allocation insufficient.
- Library collection: 61% saw the library's collection of books and other print materials as adequate, 18% viewed the holdings as inadequate and 22% were neutral.
- AV collection: 48% viewed the library's collection of audio-visual materials as satisfactory, with 39% being neutral and 13% viewing AV holdings as inadequate.
- Journal access: 50% found access to journal literature satisfactory, 23% were neutral, and 28% found journal holdings inadequate.
- Electronic databases: 61% viewed electronic databases as adequately supporting their disciplines, with 22% neutral, and 18% unsatisfied with the library's current sphere of e-databases.

The "Comment" section of Library Rep/Chair survey asked for gaps in periodicals, books, and nonprint materials to which the respondents offered several suggestions based on their departmental needs. Subject areas mentioned include: Art and Design, Chemistry, Health Sciences, Nutrition, Ecology, Wildlife, Political Science, Philosophy, primary texts in British, American, and World Literature, and other scholarly editions. General comments pointed to the need for more journal access in the sciences, dislike of embargos on some e-journals, the high costs of image-heavy books, budget deficiencies, and low departmental acquisitions allocations that in one department equate to each faculty member just recommending only four or five books for purchase every year. Positive comments included appreciation for the library staff, interlibrary loan, universal borrowing, and the comment: "I think the library does an admirable job with the limited resources available. I only think that those resources are terribly inadequate."

Survey findings reaffirmed the importance of librarian's role as liaisons but pointed to a weak satisfaction with departmental allocations (57%) and the book collection (61%). Satisfaction with journal access was even lower at 50%. Clearly these are areas of concern.