

Faculty Library Satisfaction Survey 2009

This survey was created as a means to broadly measure faculty use and satisfaction with the services and resources available at the Nelson Poynter Memorial Library.

Methodology

The survey was generated in Survey Monkey and was distributed electronically to the University of South Florida St. Petersburg faculty in the Colleges of Arts and Science, Business, and Education initially at the end of March, 2009. To encourage a greater response rate, the USF SP faculty received a follow-up email two weeks later in early April, 2009. A copy of the survey is included in an appendix to this report. A total of 42 faculty members completed the survey, representing 17.5% of total faculty and adjuncts at USF SP*.

Demographically, the survey respondents were:

- 32% Tenured Faculty,
- 29% Tenure track, but not yet tenured,
- 27 % non-Tenure Track faculty, and
- 12% Adjunct Instructors

Of these,

- 61% were from the College of Arts and Sciences,
- 22% were from the College of Business, and
- 17% were from the College of Education

Results

64% of the responding faculty reported physically visiting the Nelson Poynter Library on a Monthly basis, while 26% reported visiting the library weekly. In contrast, a majority of 79% of the responding faculty reported using the library electronic services on a weekly basis, while 14% accessed the library's electronic holdings from their office, home or other location on a monthly basis.

The faculty responses for a variety of Nelson Poynter Library **Resources** are as follows.

Print Library Resources (books, journals, newspapers, etc):

- Of those that reported using the library's print resources, 86.5% were either *Very Satisfied* or *Satisfied* and 13.5% were either *Dissatisfied* or *Very Dissatisfied*.
- 12% of the faculty reported never using Print resources

Electronic Library Resources (full text articles, ejournals, ebooks, etc.):

- Of those that reported using the library's electronic resources, 93% were either *Very Satisfied* or *Satisfied*.
- 2% of the faculty survey participants never using the electronic resources

Audio-Visual Library Resources (DVDs, CDs, audiobooks, etc.):

- Of those that reported using the library's Audio-Visual materials, 87% were either *Very Satisfied* or *Satisfied*.
- 26% of the faculty reported never using the library's Audio-Visual resources

*From USF SP Human Resources Department Statistics – 145 Faculty, 94 Faculty Adjuncts, and 1 Faculty Phased Retiree

Special Collections (primary documents, archives, etc.):

- Of those that reported using the resources in the library's Special Collections and Archives, 100% were either *Very Satisfied* or *Satisfied*.
- 67% of the faculty reported never using the library's Special Collections

The faculty responses for a variety of Nelson Poynter Library **Services** are as follows.

Circulation Desk Service:

- Of those that reported using the Circulation Desk Service, 100% were either *Very Satisfied* or *Satisfied*.
- 5% of the faculty reported never using the services provided by the Circulation Desk.

Interlibrary Loan Service:

- Of those that reported using the library's Interlibrary Loan Service, 100% were either *Very Satisfied* or *Satisfied*.
- 14.5% of the faculty survey participants never using Inter-Library Loan

Course Reserve Service:

- Of those that reported using the library's Course Reserve Service, 100% were either *Very Satisfied* or *Satisfied*.
- 41.5% of the faculty reported never using the library's Course Reserve Service

Reference Help (in person, phone, email, chat, etc.):

- Of those that reported receiving Reference Assistance, 100% were either *Very Satisfied* or *Satisfied*.
- 7% of the faculty reported never using the library's Reference Help

Literature Search Services:

- Of those that reported using the library's Literature Search Services, 93% were either *Very Satisfied* or *Satisfied*.
- 27% of the faculty reported never using the library's Literature Search Services

Tenure and Promotion Preparation Services (citation tracking, journal impact factors)"

- Of those that reported using receiving Tenure and Promotion preparation help, 100% were either *Very Satisfied* or *Satisfied*.
- 87% of the faculty reported never using the library's Tenure and Promotion preparation Service

Book Purchase Requests (to liaisons, online requests):

- Of those that requested books for library purchase, 84% were either *Very Satisfied* or *Satisfied*.
- 54% of the faculty reported never requesting the library to purchase a book

Collection Assessment Services (for accreditation reports):

- Of those that reported using the Collection Assessment Services, 100% were either *Very Satisfied* or *Satisfied*.

- 79.5% of the faculty reported never using the library's Collection Assessment Services

Blackboard Training:

- Of those that reported attending Blackboard training, 87% were either *Very Satisfied* or *Satisfied*.
- 39% of the faculty reported never attending the library's Blackboard training for faculty

Library Research Instruction (for students in classes or in Blackboard)

- Of those that reported using the resources in the library's classroom bibliographic instruction services, 100% were either *Very Satisfied* or *Satisfied*.
- 34% of the faculty reported never using the library's services for classroom bibliographic instruction.

The faculty respondents overwhelmingly reported being *Very Satisfied* with the customer service they received at the Nelson Poynter Memorial Library. Specifically,

- 83% were *Very Satisfied*, and 17% were *Satisfied* with the competence/knowledge of the library staff
- 78% were *Very Satisfied*, and 22% were *Satisfied* with the courtesy of library staff
- 71% were *Very Satisfied*, and 29% were *Satisfied* with the overall quality of library service

While a complete list of all the faculty comments is available in the report appendix, a selection of faculty comments is provided here:

- The Nelson Poynter Library is staffed with the most competent, helpful, and friendly people I have ever worked with. I'm personally and professionally sorry to learn of Dean Kathy Arsenault's retirement.
- If there is a library newsletter I'd like to know of it. New data bases appear, new AV materials appear, and so on, as if by magic and I discover them only by happening across them.

Library Response

We are happy to learn that so many faculty are satisfied with the resources and services provided at the Nelson Poynter Memorial Library. However, the survey does point to some unresolved questions that need further exploration and some areas where we can work to improve our services.

Future assessments need to probe faculty with regard to some of their responses:

- Two faculty members stated that they were dissatisfied with the library literature searches, however, one of those respondents mentioned in his or her comments that she had been unaware that the library provided this service. Thus we need to learn whether they were dissatisfied because the librarian did a poor job or from a lack knowledge of this service.

- Several faculty members expressed dissatisfaction with the Blackboard training. This is a new service, just started this 2008/2009 academic year, jointly provided by Tina Neville and David Brodosi. However, one of the dissatisfied faculty specifically lauded Tina Neville, Head of Public Services, for her outstanding work in the comments section. We need to explore whether the individuals are dissatisfied with the Blackboard training because of the poor quality of instruction, because he or she was unable to attend, or because they were unaware of this new library service.
- With these comments in mind, Kaya van Beynen can continue her marketing efforts and explore whether to revive the faculty eNewsletter. *Poynter's Pointers*, to raise awareness of the library services and resources.
- With regards to the request for the journals *Antiquity*, *Azania*, and *South African Archaeological Bulletin*, the ability of the library to respond is hampered by the current budget situation. While the Nelson Poynter Library is unable to sustain institutional subscriptions to these journals, Patricia Pettijohn, Head of Collection Development and subject liaison to the Anthropology department, can work with the relevant faculty to locate and obtain articles, and include these journals when reviewing faculty requests as part of a serials reviews process.
- The comments about the difficulties in navigating the library website should be explored in more detail – which library website – the USF Libraries site or the Nelson Poynter Library site, which page/pages do the faculty find confusing, what were they looking for that they could not locate, etc.
- The final response will be for the library department heads to remind their librarians and staff on the importance of smiling and maintaining friendly and approachable customer service.

Comments

- This is a tremendous asset to our campus and community. The staff cares about students and faculty and is always eager to help.
- I am very appreciative of the support the library services people, especially Tina Neville.
- We have a library to be proud of. It would help to foster a welcoming environment if the staff smiled when they greeted students and faculty.
- The Poynter Library is a jewel, and one of the best resources our institution offers its students and faculty. Dr. Arsenault will be missed, but I have confidence that the strong staff will maintain the standards of quality they have achieved under her direction. This is a great group of folks.
- I am not aware of the literature review services that Poynter provides and wish that was better publicized. Otherwise, I think we are very fortunate to have such a lovely library with great staff. Really like the new display area that also allows space for presentations for faculty/students/St. Pete community.
- I know many of the journals are electronic but there are many that I don't have access to because they will not release the journal volume as soon as it is published, such as *Antiquity*, *Azania* (not available), and *South African Archaeological Bulletin*. If we could have access to the hard copies of these journals, it would help our research endeavors. Thank you.
- We are lucky to have this fine library at our disposal.
- Materials put on course reserve are difficult to find. The helpfulness of video-electronic is erratic -- some folks are good, others not so much. Special Collections is likewise hit-or-miss: I wish collections were being built with a broader breadth of vision.
- Library is clean, staff is very nice and helpful. Good resources
- Thank you for your help...:)
- Dissatisfied response re. collection due to lack of adequate resources and not to valiant attempts of the staff.
- I am generally very happy with the library services and personnel.
- The website is really pretty difficult to navigate.
- I think the library is an excellent resource. I use the online resources almost daily in my research and teaching; the e-journals are an incredibly important part of my ability to be productive and maintain a high level of scholarship. And when I get a chance, I really appreciate the available selection of DVD's and VHS for both teaching and personal use.
- The Nelson Poynter Library is staffed with the most competent, helpful, and friendly people I have ever worked with. I'm personally and professionally sorry to learn of Dean Kathy Arsenault's retirement.
- If there is a library newsletter I'd like to know of it. New data bases appear, new AV materials appear, and so on, as if by magic and I discover them only by happening across them.
- Our library is one of the very best. Regardless of what services you need there is always someone to assist you.

Library Satisfaction Survey 2009

1. In general, how often do you physically visit the Nelson Poynter Library?

_____ Weekly _____ Monthly _____ Yearly _____ Never

2. In general, how often do you use the library’s electronic services or resources from your office, home, or other off-campus location?

_____ Weekly _____ Monthly _____ Yearly _____ Never

3. In general, how satisfied are you with the library’s holdings?

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Never Use</i>
Print resources (books, journals, newspapers, etc)	4	3	2	1	0
Electronic resources (ejournals, ebooks, databases, etc)	4	3	2	1	0
Audio-visual materials (DVDs, CDs, etc)	4	3	2	1	0
Special Collections (primary documents, archives, etc)	4	3	2	1	0

4. In general, how satisfied are you with the library’s services?

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Never Use</i>
Circulation Desk Service	4	3	2	1	0
Interlibrary Loan Service	4	3	2	1	0
Course Reserve Service	4	3	2	1	0
Reference Help Service (in person, phone, email, chat, etc.)	4	3	2	1	0
Literature Search Services	4	3	2	1	0
Tenure and Promotion Preparation Services (citations tracking, journal impact factors)	4	3	2	1	0
Book Purchase Requests (to liaisons, online requests)	4	3	2	1	0
Blackboard Training	4	3	2	1	0

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Library Research Instruction (for students in classes or in blackboard)	4	3	2	1	0
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5. In general, how satisfied are you with the library's customer service?

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
Competence/knowledge of library staff	4	3	2	1
Courtesy of library staff	4	3	2	1
Overall quality of library service	4	3	2	1

6. Do you have any additional comments or suggestions?

Status:

- _____ Tenured faculty
 _____ Tenure-track faculty
 _____ Non-tenure track faculty

College

- _____ CAS
 _____ COB
 _____ COE

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