

## **Washington & Lee University Library Faculty Survey: Summary Overview**

Conducted during May & June, 2008

### **Faculty Summary**

Seventy-seven faculty members responded to the University Library's 2008 survey. Sixty-nine percent of the respondents have been at Washington & Lee for five or more years, and sixty-five percent were tenured professors. Seventy-nine percent use Leyburn as their primary library.

On a scale of 1 to 5, with a 1 expressing "Very Dissatisfied" and a 5 indicating "Very Satisfied," 95% of the faculty stated they were satisfied or very satisfied with Leyburn Library. The mean satisfaction score for Leyburn was 4.5. 88% of the faculty stated they were satisfied or very satisfied with Telford Science Library. The mean satisfaction score for Telford was 4.4.

Respondents were frequent users of the University Library, both physically inside a building and electronically via Annie, the library catalog, or the Website. 66% reported using an electronic library service more than once a week. While, for most respondents, physical visits to the library occurred less often than electronic visits, more than half said they were in a library building on at least a weekly basis. Faculty members in the Humanities and Social Sciences were the most frequent library users, both physically and virtually. Aligned with those statistics, a majority of professors preferred that the library purchase journals (76%) and reference books (63%) in electronic versus print format.

As a whole, the faculty were "Satisfied" with the library's collections. Faculty in the applied disciplines were the most satisfied (mean of 4.27) and Social Sciences faculty were the least satisfied (3.95). The mean satisfaction scores for the individual components of the library's collection ranged from a low of 3.04 for Non-English Language Materials to a high of 4.46 for Special Collections. Books received a mean rating of 4.35, electronic journals received a rating of 4.18, and print journals had a rating of 3.97.

Respondents who were primary users of the Telford Science Library were more satisfied with their library's facilities than their Leyburn counterparts. Telford users gave Telford facilities an overall satisfaction score of 4.3 versus the 3.81 score given to Leyburn. Telford users were happier with study and research space (mean scores: 4.33 vs. 3.09), seating (4.75 vs. 3.09) and copiers (4.33 vs. 2.97). They were less satisfied with the wireless in Telford (3.33) than the Leyburn users (4.29).

Respondents gave Annie, the library catalog, high ratings. Mean scores ranged from 4.18 for ease of locating reserve materials to 4.64 for renewing library materials. The library's Website had lower scores. Ease of learning about the library and its services had the lowest mean score for the Website (3.85.) Unfortunately, faculty also reported this was the most frequent method they used to learn about the library. The survey was conducted before the new Website was launched in August 2008; the new Website will need to be evaluated to see if has improved upon the old one.

99% of the faculty reported that they were satisfied with the quality of library services, 97% were satisfied with the courtesy of the staff, and 96% were satisfied with the staff's competence. The average ratings for Library Services and Customer Service were all 4.5 or above, except for promptness of reshelving library materials, which had a score of 4.4, but this question also had the most "Neutral" respondents, which lowered the mean score. Inter-Library Loan had a mean score of 4.9 with 100% of the faculty reporting that they were satisfied or very satisfied with this service.

The faculty were widely dispersed in their opinion of students' ability to select and evaluate sources. A majority of faculty were neutral, with an equal number being satisfied as dissatisfied. Science faculty were the most satisfied (60 %). Humanities faculty were the least satisfied (only 18% were satisfied). Faculty believe that the faculty and librarians are equally responsible for teaching students how to be discriminating in their selection of resources. They also believe that this information should be taught both in the classroom and in the library. Fifty-seven percent of the respondents reported having a librarian speak in their classroom; all faculty reported some degree of improvement in student's performance. Fifty-six percent gave student improvement one of the top two choices on the scale.