

Respondents

77 faculty members responded to the survey.

- 65% of the respondents were tenured professors.
- 69% have been at W&L for 5 or more years.
- 31% have been at W&L for fifteen or more years.
- 39% of the respondents were from the Humanities disciplines.
- 21% of the respondents were from the Sciences.

Primary Library

- 79% identified Leyburn as their primary library.
- 14% use Telford as their primary library, (11 of 77 respondents.)
- 2 respondents who identified themselves as members of a Science discipline reported using Leyburn as their primary library.
- 5 respondents said they used both libraries equally - 3 from the Sciences and 2 from the Humanities

Visits to the library

- Over half of all faculty report visiting the library at least weekly.
- Faculty from the humanities visit a W&L library most frequently followed by faculty from the social sciences.

Use of Electronic Services

- 66% of faculty report using the electronic services of the library more than once a week; 86% use these services at least once a week.
- 10 out of 11 respondents in the Social Science disciplines report using an electronic service more than once a week. (91%)
- Next highest electronic usage was by the Humanities, followed by the Sciences.

Ease of Finding the Needed Information

- 92% of faculty find the information they need nearly always or better.
- 8% reported “sometimes” finding what they need

Preference: Electronic vs. Print

Journals

- 76% of all respondents preferred journals in electronic format.
- 11% preferred journals in print.
- 13% reported having no preference.
- Of the Humanities professors, 20% (6 out of 30 respondents) preferred journals in print.

Reference Books

- 63% of all respondents prefer reference books in electronic format.
- 28 % prefer them in print.
- 9% have no preference.
- 40% of the Humanities professors who responded (12 out of 30) prefer reference books in print.
- 38% in the Sciences (6 of 16) prefer print references.
- 100% of the respondents in Fine Arts, App Disc, and Other prefer electronic format.

Most effective ways faculty learn about library resources & services

- # 1. Website
 - # 2. Subject librarians
 - # 3. Faculty colleagues
 - # 4. Reference desk
 - # 5. Circulation desk staff
 - # 6. Library letters
 - # 7. Fliers and Brochures
- *Science respondents reported colleagues as most effective resource, subject librarians ranked second, and the website was third.*

Satisfaction with the Library Collections

- Special Collections received the highest mean satisfaction rating (4.46 on a scale of 1-5) though it was rated by the fewest number of respondents (13 faculty members.)
- Electronic indexes (4.36), books (4.35), and videos (4.24) also received high ratings based on 62 or more respondents.
- Foreign language received the lowest rating (3.04) based on 24 respondents.
- Science Faculty gave their lowest ratings to: proceedings, music, electronic and print journals.

Collections rated by over 50% of respondents:

Mean Satisfaction Scores For Library Collections (5 = very satisfied & 1 = very dissatisfied)

| Collection | Mean Score | Number of Respondents |
|---------------------|------------|-----------------------|
| Electronic Indexes | 4.36 | 64 |
| Books | 4.35 | 74 |
| Videos | 4.24 | 62 |
| Reference Books | 4.23 | 61 |
| Electronic Journals | 4.18 | 71 |
| Print Journals | 3.97 | 65 |

Collections rated by fewer than 50% of respondents:

| Collection | Mean Score | Number of Respondents |
|------------------|------------|-----------------------|
| Spec Collections | 4.46 | 13 |
| Newspapers | 4.15 | 27 |
| Audio Books | 4.00 | 25 |
| Government Docs | 4.00 | 20 |
| Print Indexes | 3.90 | 31 |
| Music | 3.88 | 25 |
| Conf Proceedings | 3.59 | 29 |
| Foreign Language | 3.04 | 24 |

Composite Scores for Satisfaction with Library Collections By Discipline

| Discipline | Mean | Maximum | Minimum | Median |
|-------------------------|-------------|----------------|----------------|---------------|
| Fine Arts | 4.23 | 5 | 3.17 | 4.5 |
| Humanities | 4.17 | 5 | 3.17 | 4.13 |
| Social Sciences | 3.95 | 4.8 | 2.78 | 4.13 |
| Sciences | 4.04 | 5 | 2.5 | 4.08 |
| Applied Disciplines | 4.27 | 5 | 3.4 | 4.26 |
| Other | 3.89 | 3.89 | 3.89 | 3.89 |
| Weighted Average | 4.12 | 5 | 2.5 | 4.13 |

Satisfaction with the Library Facilities

Telford respondents reported being much more satisfied than their Leyburn counterparts with space (mean scores: 4.33 vs. 3.09), seating (4.75 vs. 3.09) and copiers (4.33 vs. 2.97). They are less satisfied with the wireless in Telford (3.33) than the Leyburn respondents (4.29).

Mean Satisfaction Scores for University Library Facilities

| Primary Library | Mean Score | # of Respondents |
|------------------------|-------------------|-------------------------|
| Leyburn | 3.81 | 64 |
| Telford | 4.30 | 16 |

Satisfaction with Annie Features

- Respondents who use the services are satisfied with Annie features.
- In most categories, people report being satisfied or very satisfied (90% or more) with the features.
- In the reserve category, satisfied or better is 77%; 22% of the respondents who use the service were “Neutral” about the features.
- In the recall category, 87% who use the service were satisfied or better; the remaining 13% were “Neutral.”

Mean Scores for Satisfaction with Annie Features By Discipline

| | Find Materials | Checked Out | Reserve | Renewing | Recalling |
|----------------------|-----------------------|--------------------|----------------|-----------------|------------------|
| Fine Arts | 4.43 | 4.5 | 4.17 | 4.33 | 4.2 |
| # Respondents | 7 | 6 | 6 | 6 | 5 |
| Humanities | 4.52 | 4.42 | 4.2 | 4.7 | 4.54 |
| # Respondents | 27 | 26 | 20 | 27 | 26 |
| Social Sciences | 4.45 | 4.2 | 3.78 | 4.55 | 4.33 |
| # Respondents | 11 | 10 | 9 | 11 | 9 |
| Sciences | 4.31 | 4.5 | 4.29 | 4.63 | 4.5 |
| # Respondents | 16 | 12 | 7 | 16 | 14 |
| Applied Disciplines | 4.55 | 4.7 | 4.57 | 4.78 | 4.86 |
| # Respondents | 11 | 10 | 7 | 9 | 7 |
| Other | 3 | 5 | . | 5 | 4 |
| # Respondents | 1 | 1 | 0 | 1 | 1 |
| Wt, Avg. Mean | 4.44 | 4.46 | 4.18 | 4.64 | 4.5 |
| # Respondents | 73 | 65 | 49 | 70 | 62 |

Satisfaction with Website

- Respondents were less satisfied with the library’s website.
- The Science respondents had the lowest mean satisfaction scores of any discipline in three of the four categories: ease of learning (3.29), ease of finding resources (3.43), and ease of off campus use (3.64). They gave higher ratings to WebBridge (4.1).
- The Social Sciences gave WebBridge its lowest rating (3.56); Fine Arts gave it the highest (4.6).
- The Fine Arts disciplines gave the Library’s website the highest rating in three of the four Website categories. It gave its lowest rating (4.29) to ease of off campus use.

Ratings of Library Website (1=Very Dissatisfied and 5=Very Satisfied)

| Ease of: | mean | N |
|--|------|----|
| learning about library and resources | 3.85 | 73 |
| finding library resources | 4.12 | 73 |
| using library resources off campus | 4.21 | 58 |
| using WebBridge to link to other resources | 3.96 | 50 |

Satisfaction with Library Services

- Telford received ratings of either “Satisfied” or “Very Satisfied” in all areas of Library Service.
- Interlibrary Loan received 100% “Satisfied” or better ratings.

Satisfaction with Customer Services

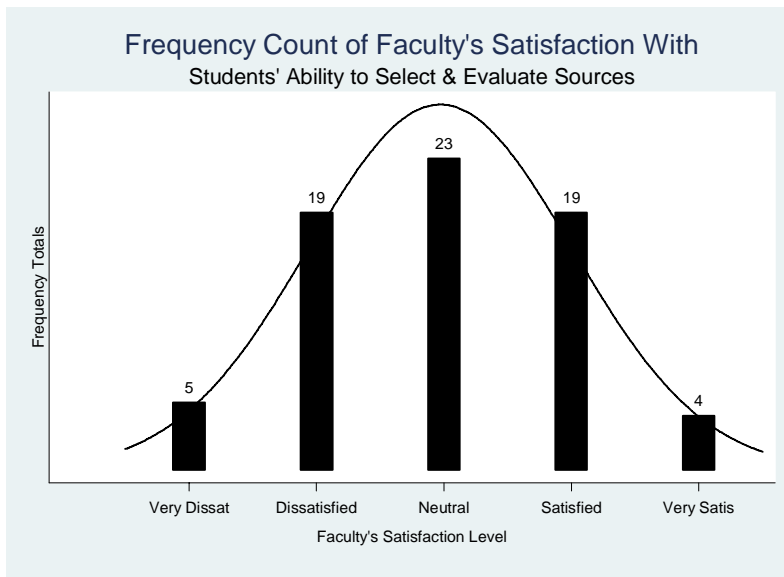
- Leyburn (1=Very Dissatisfied and 5=Very Satisfied)
 - knowledge 4.75
 - courtesy 4.87
 - quality 4.87
- Telford (1=Very Dissatisfied and 5=Very Satisfied)
 - knowledge 4.87
 - courtesy 4.8
 - quality 4.87

Mean Scores for Satisfaction with Library Services and Number of Respondents, by Discipline

| | Circulation Desk Service | Inter-Library Loan | Course Reserve | Reference Service | Purchase Requests | Promptness of Reshelving |
|----------------------|---------------------------------|---------------------------|-----------------------|--------------------------|--------------------------|---------------------------------|
| Fine Arts | 4.86 | 4.83 | 4.17 | 4.5 | 4.29 | 4.67 |
| # Respondents | 7 | 6 | 6 | 6 | 7 | 6 |
| Humanities | 4.45 | 4.93 | 4.81 | 4.39 | 4.68 | 4.44 |
| # Respondents | 29 | 29 | 21 | 23 | 28 | 27 |
| Social Sciences | 4.82 | 4.91 | 4.63 | 4.56 | 4.64 | 4.27 |
| # Respondents | 11 | 11 | 8 | 9 | 11 | 11 |
| Sciences | 4.8 | 5 | 5 | 5 | 5 | 4.25 |
| # Respondents | 5 | 4 | 1 | 3 | 3 | 4 |
| Applied Disciplines | 4.67 | 4.75 | 4.2 | 4.5 | 4.78 | 4.5 |
| # Respondents | 9 | 8 | 5 | 6 | 9 | 6 |
| Other | 5 | 5 | . | 5 | 5 | 5 |
| # Respondents | 1 | 1 | 0 | 1 | 1 | 1 |
| Wt. Avg. Mean | 4.63 | 4.9 | 4.61 | 4.5 | 4.66 | 4.44 |
| # Respondents | 62 | 59 | 41 | 48 | 59 | 55 |

Satisfaction with Students' Ability to Select and Evaluate Sources

- Overall, faculty responses have a nice bell-shaped curve on this question.



- A majority of faculty are neutral, with an equal numbers being satisfied as dissatisfied.
- Science faculty are the most satisfied (60%.)

| Students' Ability to Select & Evaluate Resources: Satisfaction Scores, by Discipline | | |
|---|-------------|----------------------|
| Discipline | Mean | # Respondents |
| Fine Arts | 2.83 | 6 |
| Humanities | 2.71 | 28 |
| Soc Sciences | 3.18 | 11 |
| Sciences | 3.53 | 15 |
| Applied Disc | 2.89 | 9 |
| Other | 1.00 | 1 |
| Wt. Avg. | 2.97 | 70 |

Who Should Teach Students to Locate & Evaluate Sources

Regardless of discipline, faculty believe students should learn about equally from faculty (70 respondents) and librarians (68 respondents), followed by the students should teach themselves (39 respondents) then other students (25 respondents).

Where Should Students Learn to Locate & Evaluate Sources

Regardless of discipline, faculty think students should learn in the classroom (65 respondents) and in the library (66 respondents). Many also think students should learn on their own (37 respondents).

Librarian in Class

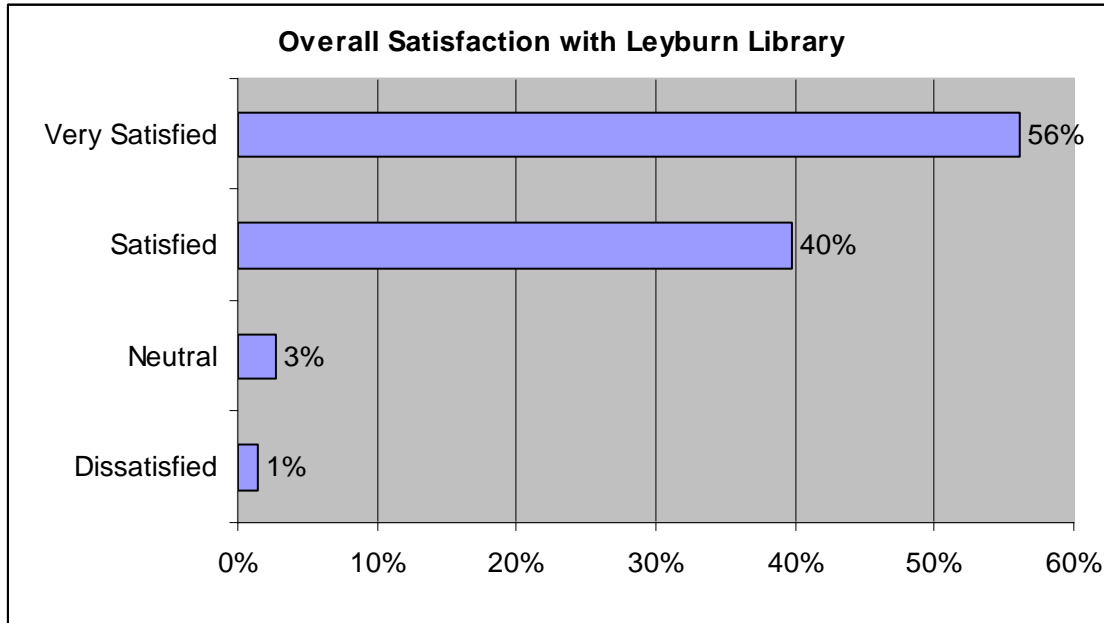
- Overall, 57% of respondents reported having a librarian speak to their class
- 91% of the Social Science professors reported having a librarian speak to class.
- 57% of the Humanities professors reported having a librarian speak to class.
- 57% of the Fine Arts professors reported having a librarian speak to class
- 45% of the Applied Disciplines professors reported having a librarian speak to class.
- 44% of the Science professors reported having a librarian speak to class.

Student Work after Librarian Spoke to Class

- No faculty member reported zero improvement.
- 56 % reported that students either “Improved” or “Greatly Improved.”
- Social Science disciplines saw the most improvement (9/10 faculty members said student work “Improved” or “Greatly Improved.”)

| | Small Improvement | Moderate Improvement | Improved | Greatly Improved | Total |
|---------------------|--------------------------|-----------------------------|-----------------|-------------------------|--------------|
| Fine Arts | 0 | 2 | 2 | 0 | 4 |
| Humanities | 4 | 5 | 7 | 1 | 17 |
| Social Sciences | 1 | 0 | 6 | 3 | 10 |
| Sciences | 1 | 4 | 2 | 0 | 7 |
| Applied Disciplines | 2 | 0 | 2 | 1 | 5 |
| Total | 8 | 11 | 19 | 5 | 43 |

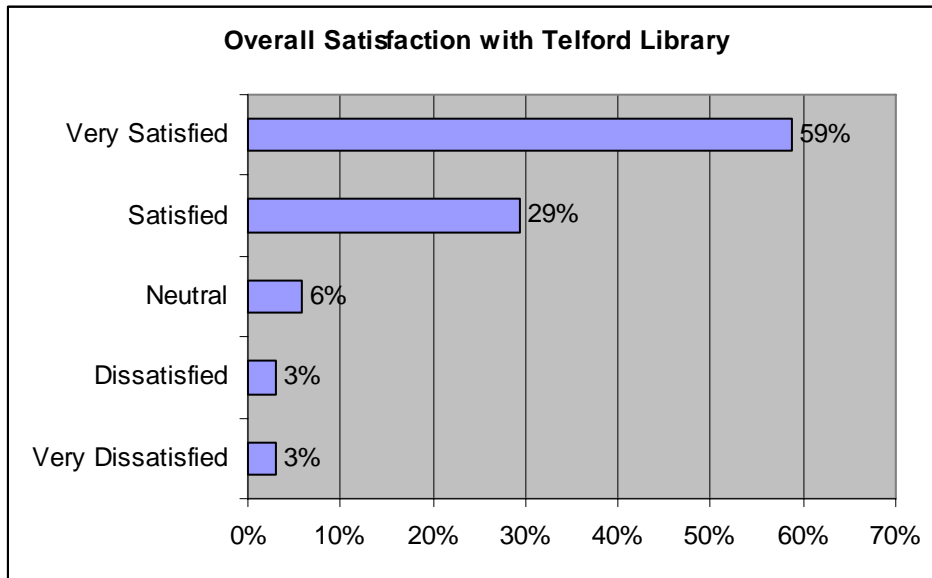
Overall Satisfaction with the University Library



Overall Satisfaction of Leyburn Users with Leyburn Library, by Discipline

| | Dissatisfied | Neutral | Satisfied | Very Satisfied | Total |
|---------------------|--------------|----------|-----------|----------------|-----------|
| Other | 0 | 0 | 0 | 1 | 1 |
| Fine Arts | 0 | 0 | 3 | 4 | 7 |
| Humanities | 1 | 1 | 12 | 15 | 29 |
| Social Sciences | 0 | 1 | 3 | 7 | 11 |
| Sciences | 0 | 0 | 6 | 9 | 15 |
| Applied Disciplines | 0 | 0 | 5 | 5 | 10 |
| Total | 1 | 2 | 29 | 41 | 73 |

Overall Satisfaction with Telford Science Library



Overall Satisfaction of Telford Users with Telford Science Library, by Discipline

| | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | Total |
|---------------------|-------------------|--------------|----------|-----------|----------------|-----------|
| Fine Arts | 0 | 0 | 0 | 0 | 2 | 2 |
| Humanities | 0 | 1 | 1 | 4 | 4 | 10 |
| Social Sciences | 0 | 0 | 1 | 1 | 2 | 4 |
| Sciences | 1 | 0 | 0 | 5 | 10 | 16 |
| Applied Disciplines | 0 | 0 | 0 | 0 | 1 | 1 |
| Other | 0 | 0 | 0 | 0 | 1 | 1 |
| Total | 1 | 1 | 2 | 10 | 20 | 34 |

How should Library allocate its resources?

| Options on survey | Number of Faculty |
|--|-------------------|
| 1. Electronic Journals | 60 |
| 2. Electronic Reference & Databases | 51 |
| 3. Interlibrary Loan | 46 |
| 4. Books | 45 |
| 5. Videos | 22 |
| 6. Classes and workshops for students | 21 |
| 7. Electronic Texts | 19 |
| 8. Physical Comfort | 16 |
| 9. Reference Assistance | 14 |
| 10. Assistance in digitizing classroom materials | 9 |
| 11. Assistance in using library resources | 9 |
| 12. Print Journals | 9 |
| 13. Private faculty research space | 9 |
| 14. Classes and workshops for faculty | 8 |
| 15. Foreign language materials | 7 |
| 16. Computer workstations | 4 |
| 17. Rare Books and manuscripts | 2 |
| 18. Other | 0 |