

Report of Library Committee
2016-2017
May 1, 2017

The Library Committee met five times over the academic year:
Oct. 11, 2016; Nov. 17, 2016; Feb. 14, 2017; and April 28, 2016.

Dr. Larry Peterson acted as Interim Dean of Libraries through Fall Semester, 2016. The Library Committee participated in the search process. Dr. Josip Mocnik's first day as Dean was Jan. 30, 2017.

Student Government approved a fee increase of \$0.28 per credit dedicated to the Libraries book budget. It is estimated that approximately \$86,000 will be available for the purchasing of books across all disciplines. The increase in fees will go in effect in Fall, 2017.

A survey of faculty on use and attitude toward the Libraries, developed by the committee in collaboration with the previous Dean of Libraries and with Emily Berg, Director of the Office of Institutional Research and Analysis, was deployed in Spring 2016. Results became available to the committee in Fall, 2016 and a summary is included with this report. The committee recommended that the Libraries post the survey results on the Library web site.

Minutes of committee meetings are posted at library.ndsu.edu/committees.

Respectfully submitted,

Bernhardt Saini-Eidukat

Faculty Library Survey, Spring 2016

Executive Summary

Emily Berg
September 26, 2016

The Faculty Library Survey (2016 pilot) collects information from NDSU faculty about the use and importance of resources and services provided by the NDSU Libraries. Respondents were asked to rate frequency of use and importance of resources with regard to their teaching, research, and service. This survey was administered in Spring 2016 to n=873 NDSU faculty with research and/or teaching responsibilities (as determined by their NDUS job family code). Responses were collected from n=276 individuals, for a response rate of 31.6%.

General Comments

Consistently, use of online, broad-reaching resources are favored for use. However, a consistent message from many of these survey items is that importance of resources from the NDSU Libraries often exceeds usage. For multiple items spanning research, teaching, and service questions, the proportion of individuals rating items as “Essential” or “Important” exceeded the proportion rating the items as used “Very often” or “Often,” indicating that value may not be directly indicated by an immediate measure of rate of utility.

Research

- Faculty rated Google, Google Scholar, and digital library content as most frequently used and most important to their work, particularly among assistant and associate professors.
- These were followed by government information sites, academic information sites, and research network sites.
- The physical libraries and/or archives were rated as more important by assistant and associate professors compared to other faculty; however, the ratings of frequency of use are notably low compared to the rating of importance.
- Among research services provided by the NDSU Libraries, inter-library loan received the highest ratings of use.
 - The College of Human Development & Education and the College of Arts, Humanities, and Social Sciences reported highest rate of inter-library loan use; this was rated highly by other colleges as well.
- Services about research development (citation management, locating research articles) were highly rated by Post-Docs.
- 76.3% of respondents reported that they were Extremely or Moderately Satisfied with the Libraries’ support for their research work; 6.3% reported some level of dissatisfaction.
 - The balance (17.4%) reported that they were “slightly satisfied” or “Neither satisfied nor dissatisfied.”

Instruction

Similar use trends are seen in instruction as were seen in research.

- As with research, faculty rated Google, Google Scholar, and digital library content as most frequently used and most important to their work, particularly among assistant and associate professors.
- Physical libraries were reported to be of moderate importance, even though use is reported as relatively lower compared to other resources.
- Use and importance of Open Educational Resources varies substantially between colleges, with the College of Science and Mathematics and the College of Engineering reporting highest levels of use and importance.
 - 71.7% of respondents in these colleges rated OERs as Essential or Important.
- 73.7% of respondents reported that they were Extremely or Moderately Satisfied with the Libraries’ support for their instructional practice; 2.0% reported some level of dissatisfaction.
 - The balance (24.3%) reported that they were “slightly satisfied” or “Neither satisfied nor dissatisfied.”

Service

- As noted in previous sections, importance was rated more highly than frequency of use for all of the items in the “Service” section of this survey.
- Faculty reported that library resources were most important for and use most often for development of new course materials, research agendas, and graduate education.
- Literature on topics in higher education were also rated as being of moderate use and importance, and relatively more so for assistant and associate professors compared to full professors.
- 51.6% of respondents reported that they were Extremely or Moderately Satisfied with the Libraries’ support for their service; 2.6% reported some level of dissatisfaction.
 - The balance (45.8%) reported that they were “slightly satisfied” or “Neither satisfied nor dissatisfied.”

Library Survey 2016 Comment Summary

Research

Please describe materials or services to support your

work as a researcher that you would use if they were available

	Number of Comments	Comments regarding satisfaction level (Research)	Number of Comments
Journal access	24	Staff is helpful	20
Physical collection	10	Journal access needs improvement	18
Citation/research database access	7	Inter-Library Loan is helpful	17
Discipline-specific resources	7	Physical collection needs improvement	9
Access to public datasets	6	General positive statement	8
Archives	4	Library not at R1 level	6
E-book access	4	Improved website needed	3
Improved access to subject matter librarians	4	Staff not helpful/unenthusiastic/inaccessible	3
Student/RA Training	4	Citation/research database access needs improvement	2
Citation management training	3	Library hours should be extended	2
International materials	2		
Software	2	Other	5
		Course textbook access needs improvement	1
Other	9	Library needs bigger budget	1
Course textbook access	1	Negative feedback: Textbook reserve	1
Longer book checkout	1	Positive feedback: Space improvement	1
Funding to publish to open access	1	Service at off-campus locations	1
Microform	1		
Improved Physical Facility	1		
Library not at R1 level	1		
Improved website navigation	1		
Service at off-campus locations	1		
Technical writing assistance	1		

Teaching

Please describe materials or services to support your

work as an educator that you would use if they were available

	Number of Comments	Comments regarding satisfaction level (Teaching)	Number of Comments
General positive statement	3	Staff is helpful	6
Student Training	3	General positive statement	3
Journal access	2	Physical collection needs improvement	5
Open Educational Resources	2	Librarian has visited class	2
Software availability	2		
		Other	3
Other	9	Library not at R1 level	1
Books on teaching needed	1	Need open source data accessibility	1
Chicago Manual of Style needed	1	Student Training	1
Citation/research database access	1		
Locker rental needed	1		
Online Textbooks	1		
Subject librarian has visited class	1		
Subject resources needed	1		
Textbooks with digital content needed	1		
Workshop on using text as study aid needed	1		

Service

Please describe materials or services to support your

university service that you would use if they were available.

	Number of Comments	Comments regarding satisfaction level (Service)	Number of Comments
Physical collection needs improvement	2	Library not used for service work	5
General positive statement	1	Library needs bigger budget	1
Journal access	1		
Library not used for service work	1		

Faculty Library Survey Spring 2016

Summary for Library Staff Meeting

17 November 2016

Survey Administration

- Survey was administered in Spring 2016 via Qualtrics
- Invitations were sent to faculty and staff with teaching, research, and/or service responsibilities
 - Faculty, research faculty, instructional faculty, Post-Docs, Outreach (extension) staff, Graduate assistants
- 276 of 803 invitees responded
 - 34.4% response rate
- Responses were identifiable to track position and college
- Questions focused on the services the library provides and how they contribute to work in the three topics above (teaching, research, and/or service)

Survey Questions

Four Questions per Work Type (T/R/S)

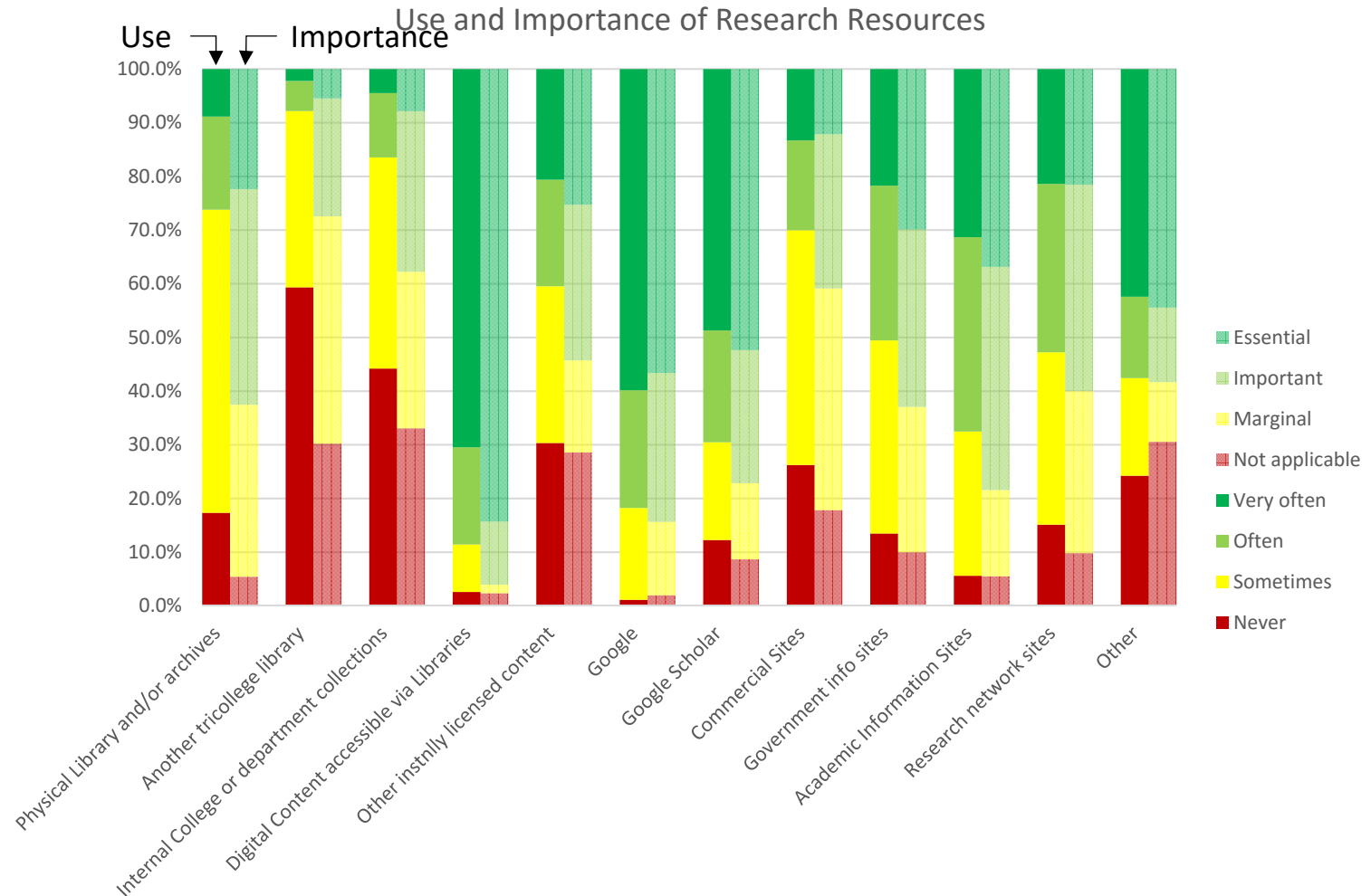
1. How often do you use the following sources for materials and information to support your work?
2. How important is each to your work?
3. What services offered by the Libraries support your work as a (researcher/educator/in service)?
4. Please rate your overall satisfaction with the Libraries' support for your work as a (researcher/educator/in service).

Open-ended questions

1. Describe materials you would use if available
2. Comments regarding satisfaction level

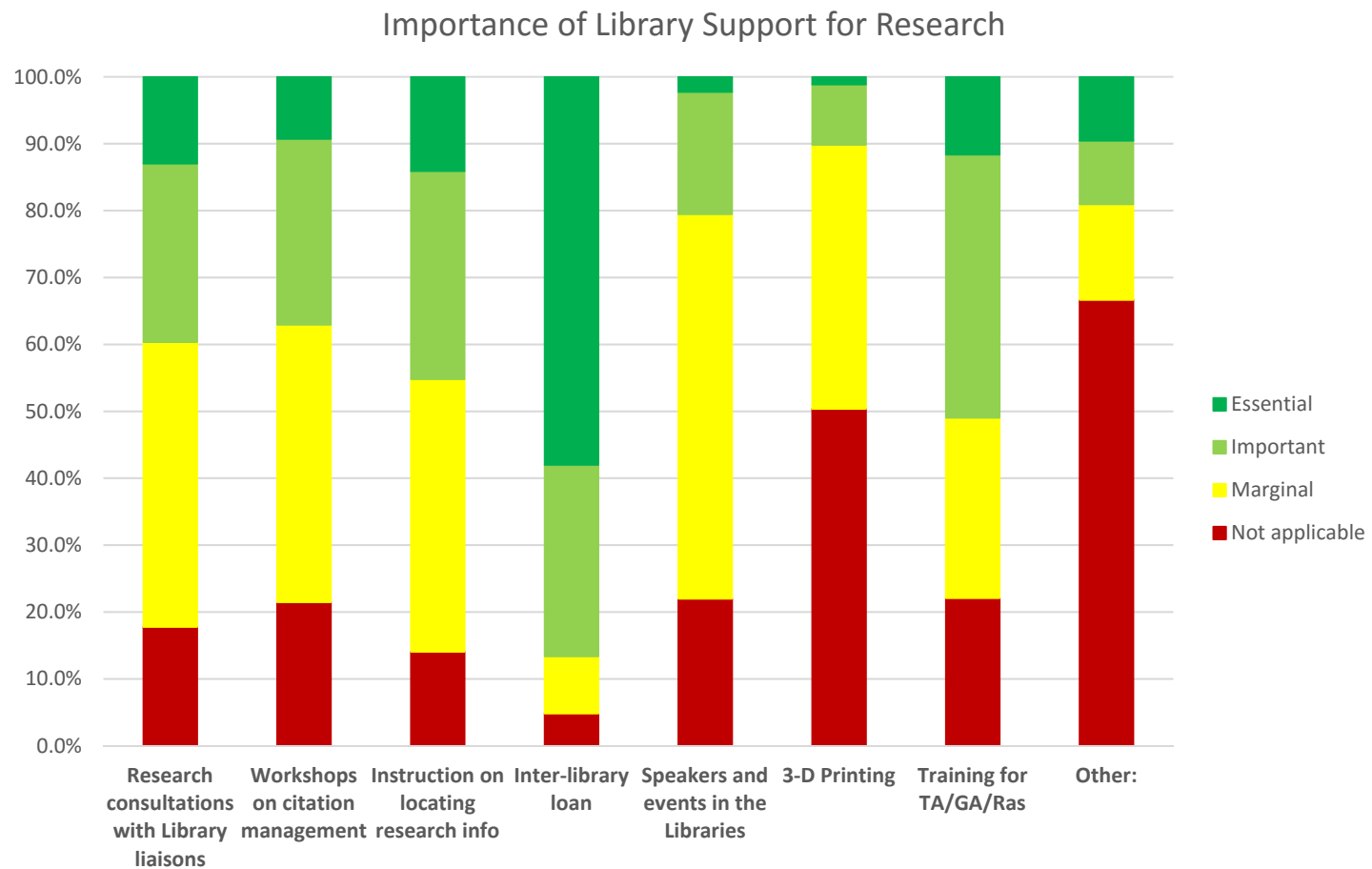
How do the libraries support your work as a researcher?

How often do you use the following sources for materials and information to support your work? And how important is each to your work?



How do the libraries support your work as a researcher?

What services offered by the Libraries support your work as a researcher?



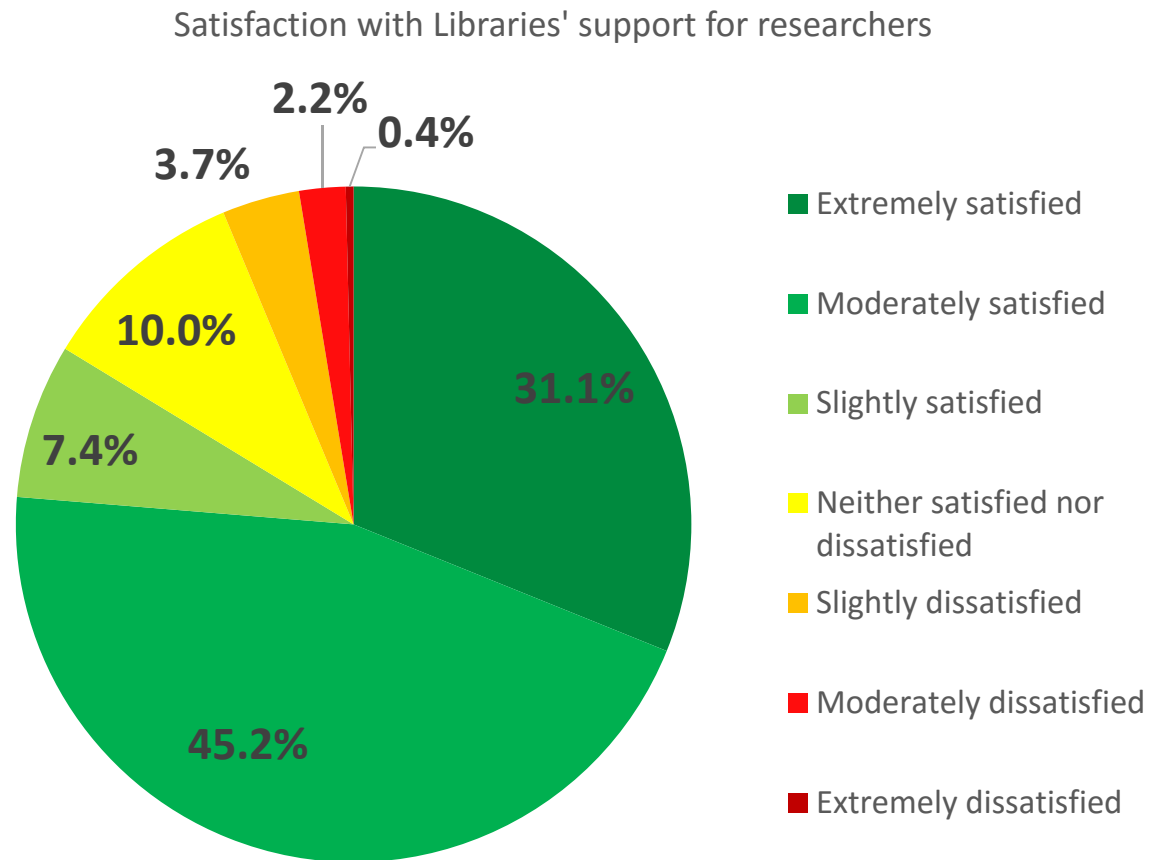
How do the libraries support your work as a researcher?

Please describe materials or services you would use to support your work as a researcher if they were available.

Topic	Number of Comments
Journal access	24
Physical collection	10
Citation/research database access	7
Discipline-specific resources	7
Access to public datasets	6
Archives	4
E-book access	4
Improved access to subject matter librarians	4
Student/RA Training	4
Citation management training	3
International materials	2
Software	2
Other	9

How do the libraries support your work as a researcher?

Please rate your overall satisfaction with the Libraries' support for your work.



How do the libraries support your work as a researcher?

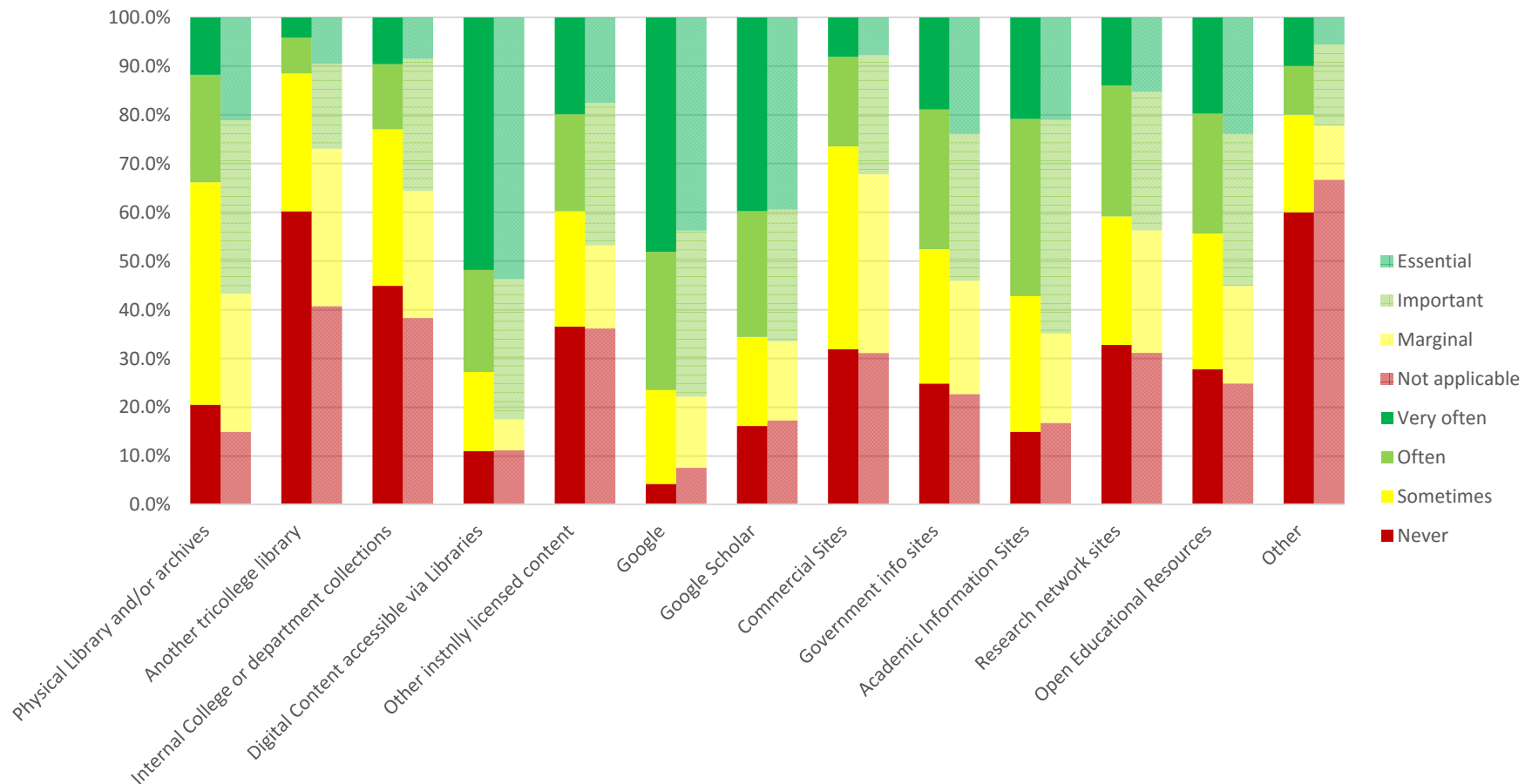
Comments regarding satisfaction level

Topic	Number of Comments
Staff is helpful	20
Journal access needs improvement	18
Inter-Library Loan is helpful	17
Physical collection needs improvement	9
General positive statement	8
Library not at R1 level	6
Improved website needed	3
Staff not helpful/unenthusiastic/inaccessible	3
Citation/research database access needs improvement	2
Library hours should be extended	2
Other	5

How do the libraries support your work as an educator?

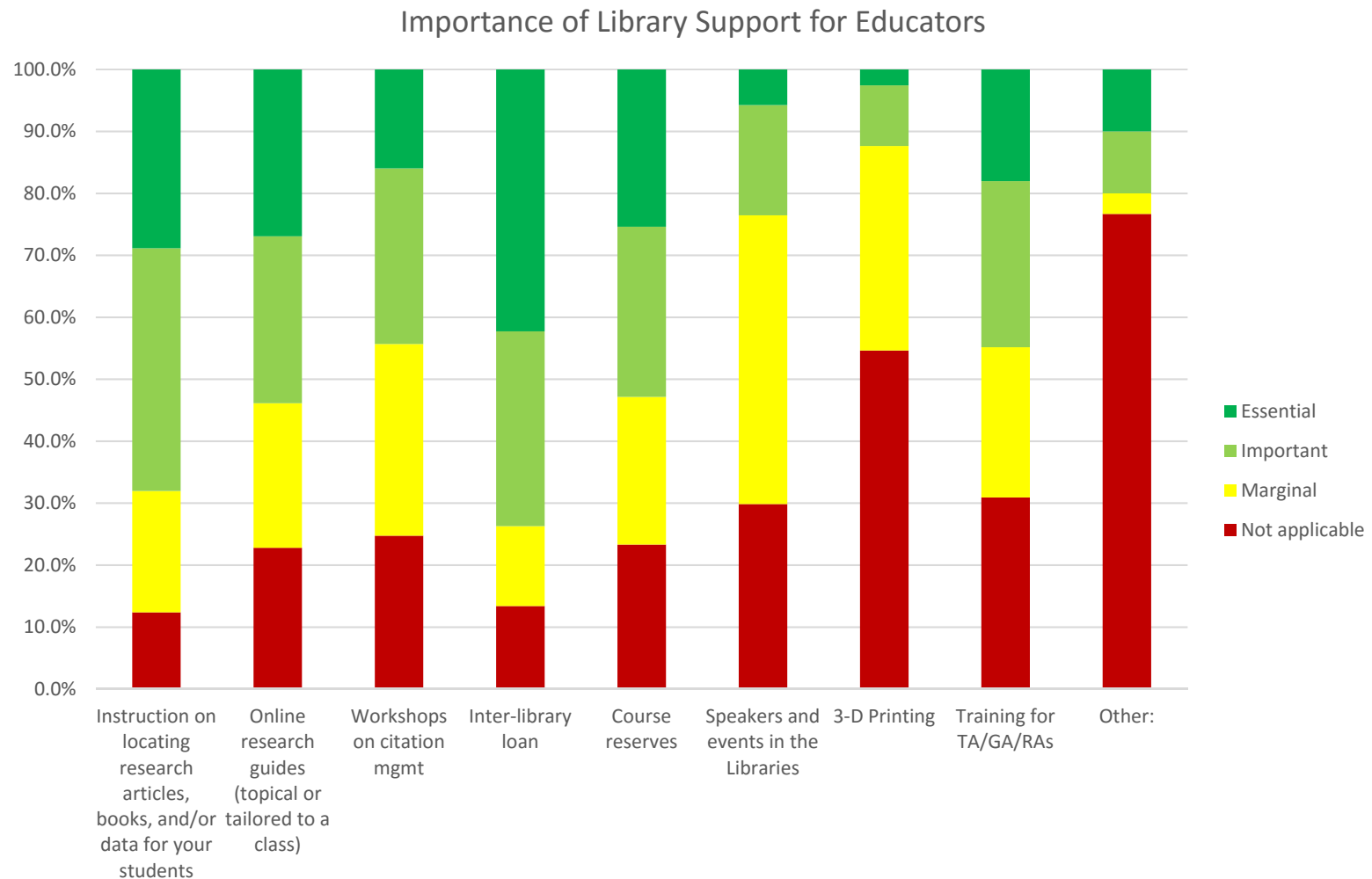
How often do you use the following sources for materials and information to support your work? And how important is each to your work?

Use and Importance of Resources for Educators



How do the libraries support your work as an educator?

What services offered by the Libraries support your work as an educator?



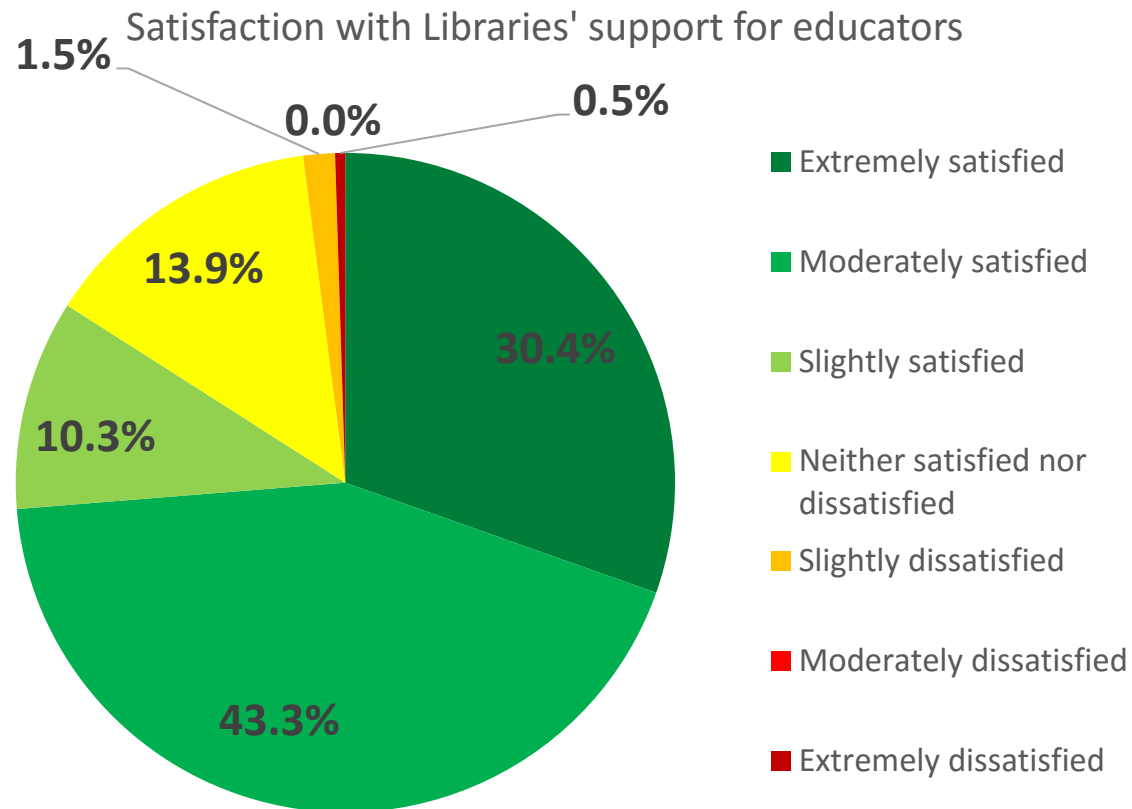
How do the libraries support your work as an educator?

Please describe materials or services you would use to support your work as an educator if they were available.

Topic	Number of Comments
General positive statement	3
Student Training	3
Journal access	2
Open Educational Resources	2
Software availability	2
Other	9

How do the libraries support your work as an educator?

Please rate your overall satisfaction with the Libraries' support for your work.



How do the libraries support your work as an educator?

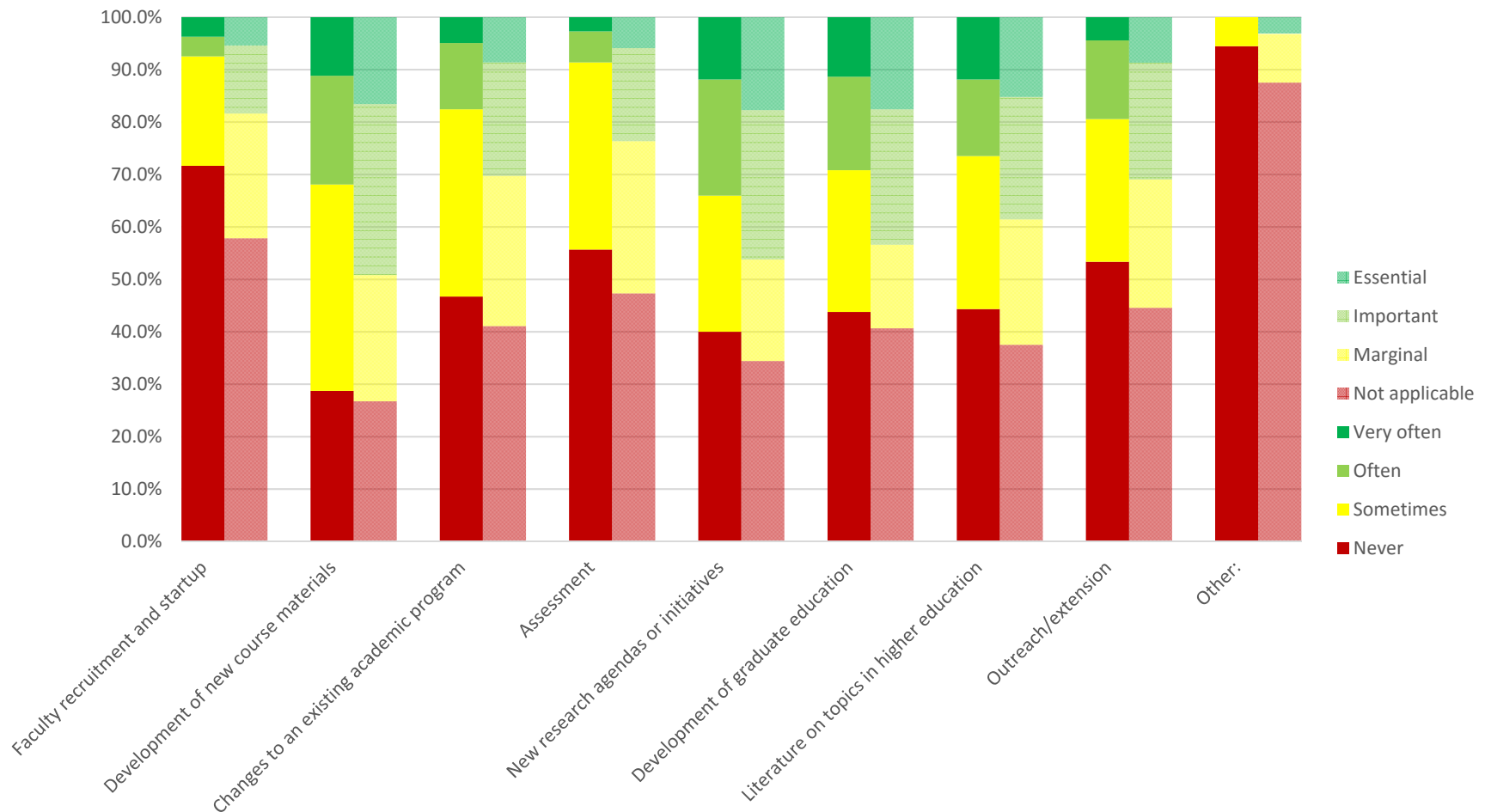
Comments regarding satisfaction level

Topic	Number of Comments
Staff is helpful	6
General positive statement	3
Physical collection needs improvement	5
Librarian has visited class	2
Other	3

How do the libraries support your work in service?

How often do you use the following sources for materials and information to support your work? And how important is each to your work?

Use and Importance of Resources for Service



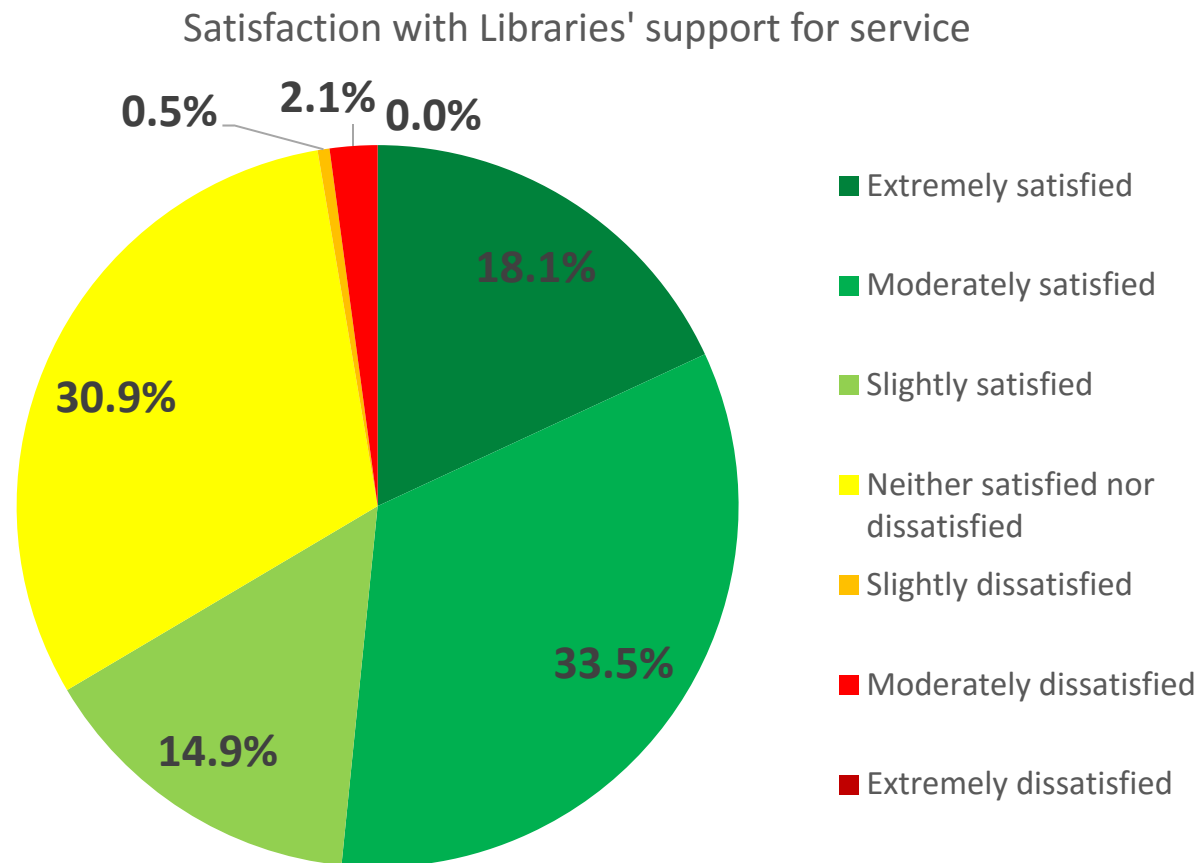
How do the libraries support your work in service?

Please describe materials or services you would use to support your university if they were available.

Topic	Number of Comments
Physical collection needs improvement	2
General positive statement	1
Journal access	1
Library not used for service work	1

How do the libraries support your work in service?

Please rate your overall satisfaction with the Libraries' support for your work.



How do the libraries support your work in service?

Comments regarding satisfaction level

Topic	Number of Comments
Library not used for service work	5
Library needs bigger budget	1