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Executive Summary

This study aimed to gain faculty members perspectives on the current and possible future resources offered at the Marvin K. Peterson Library, which is located at the University of New Haven in West Haven, Connecticut.

The data for this study was collected through an on-line survey distributed to faculty through their University e-mail accounts. In total, 63 faculty members gave their input through the completion of the survey. The survey tool consisted of 19 items including questions regarding satisfaction with journals and databases, the medium that is used to transmit the journals, interest in the JSTOR and Project MUSE database and demographics.

Based on the results of the research, the faculty members appear to be satisfied the libraries resources (journals and databases), although they also report frequenting the library and using these resources at an overall low rate.

The data also shows that there is a preference to have journals be converted and made available in an online format only, rather than in print. When asked about the library investing in new databases, particularly JSTOR and Project MUSE, faculty reported that they are in favor of the additions and claim that they will personally use them as well as integrate them into their course curriculums to ensure their students will also be accessing the tools.
Based on the findings and analysis, the following recommendations have been made:

- Attempt to tap into the opinions of full time faculty members as the data collected in this study is biased towards part-time faculty.

- Purchase the JSTOR and Project MUSE database for a limited amount of time and track faculty usage and satisfaction to determine if a longer investment on the libraries behalf is worthwhile.

- Investigate the student’s perspective towards the addition of the new databases.

- Transfer journals to an electronic format, or at least make them solely available through electronic means from this point forward.
Introduction

The goal of this study was to obtain the opinions toward a variety of aspects of the Marvin K. Peterson Library from the faculty members that teach at the University of New Haven. Hanko Dobi, the University Librarian, sanctioned this research project as she has a strong desire to progressively enhance the library and its services to best meet the needs of its users and stay competitive with other university libraries.

Currently the Marvin K. Peterson Library offers a number of journals in a number of different fields. Some of these topics include: Art, Architecture and Applied Art, Business and Economics, Health and Biological Sciences, Law Politics and Government, Philosophy and Religion, and Social Sciences. Additionally there are approximately 90 different databases that are made available online through the Library.

Data was collected for this study through the use of an in-depth, online survey (see Appendix I). In particular, the survey gathered information to gauge the faculty’s satisfaction with the current journals and databases that are available; the medium used to transmit the information, and if there is any particular interest in the library subscribing to the JSTOR or Project MUSE databases. The survey also collected demographic data.
Based upon the collection and analysis of the information in this survey, a discussion of the results, as well as recommendations for next steps and considerations was later developed in order to continue to meet the needs of the faculty members in the future.
Methodology

The construction of this survey started with a meeting between Hanko Dobi and the main researcher, in which we discussed the focus and topics of the study. We also began to formulate some potential questions that could be used to gather the data from the sample pool of participants.

The next step in the process was the development of a draft version of the survey, which was submitted to Hanko for feedback and revisions.

Following this, a second draft, which incorporated her suggestions was created and re-submitted to Hanko for her review. Hanko then proceeded to meet with Chris Hourigan (from the institutional research department at the University) to get his opinions and suggestions on the survey and how it could be altered to be a more effective tool.

After including Chris' suggestions, the final draft of the survey was created and includes five questions gauging the satisfaction of journals and databases, as well as the medium used to transfer the information, six questions evaluating the interest to invest in the JSTOR database, and three questions evaluating the interest to invest in the Project MUSE database. Additionally, there is an open ended question that asks faculty to include any database they would prefer that has not been mentioned. The survey also includes four demographic questions. Please see Appendix I for the full version of the survey.
This survey was created with the help of internet site surveymonkey.com. Once created, the survey was sent online to faculty members through their university email accounts. The emails included the link to the survey as well as a message inviting them to complete the survey. As a means to motivate and attract faculty to complete the survey, a $25 gift certificate to Barnes and Noble was offered through a lottery system. Please see Appendix II for the invitational email.

Faculty had the opportunity to complete the survey from February 21st through March 10th. After these 19 days, we had a total of 67 faculty members who started the survey with 63 actually completing it from beginning to end.
Results

The following results pertain to questions 1 through 5 of the Survey. Please refer to Appendix I for the exact statements that were asked.

Sixty seven faculty members began taking the survey, sixty three completing it, which means a "follow-through" rate of approximately 94%.

When asked on average how often faculty used the Marvin K. Peterson Library, approximately 76% of faculty stated that they used it once a month or less, with 24% frequenting at least every other week (Please refer to figure 1a).

Figure 1(a).

"On average, how often do you..."

<table>
<thead>
<tr>
<th>Use the Marvin K. Peterson Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
</tr>
<tr>
<td>Once a Semester</td>
</tr>
<tr>
<td>Once a Month</td>
</tr>
<tr>
<td>Every Other Week</td>
</tr>
<tr>
<td>Once a Week</td>
</tr>
<tr>
<td>Three Times a Week</td>
</tr>
</tbody>
</table>

When asked on average how often faculty visited the libraries web services, approximately 56% of faculty stated that they used it once a month or less, with 44% frequenting at least every other week (Please refer to figure 1b).
"On average, how often do you..."

Visit the Library's Web Services

When asked on average how often faculty searched the library's online databases, approximately 62% of faculty stated that they used it once a month or less, with 38% frequenting at least every other week (Please refer to figure 1c).

"On average, how often do you..."

Search the Library's Online Databases
When asked on average how often faculty used the library's online journals, approximately 73% of faculty stated that they used it once a month or less, with 27% frequenting at least every other week (Please refer to figure 1d).

**Figure 1(d).**

"On average, how often do you..."

![Use the Library's Online Journals](chart)

Responses for faculties satisfaction with the journals titles offered at the library were as follows: 12% stated being very satisfied; 52% stated being satisfied; 26% stated being dissatisfied; and 10% stated being very dissatisfied (Please refer to figure 2).
In terms of faculty satisfaction with the Library’s databases; 19% stated being very satisfied; 50% stated being satisfied; 22% stated being dissatisfied; and 9% stated being very dissatisfied (Please refer to figure 3).
When asked whether journals should be available electronically rather than in print; 69% of faculty said yes; 19% said no; 12% were undecided (Please refer to figure 4).

**Figure 4.**

![Bar chart showing responses to the question: Should journals be available electronically rather than in print?]

When asked if making journals available only electronically would have a negative affect on faculties work; 78% stated not at all; 17% stated somewhat; and 5% stated a lot (Please refer to figure 5).
If journals were only available electronically, would this negatively affect your work?

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Not At All</th>
<th>Somewhat</th>
<th>A Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>count</td>
<td>60</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

The following results pertain to questions 6 through 11 of the Survey. Please refer to Appendix I for the exact statements that were asked.

When asked how often faculty would use JSTOR if it were made available to them through the Library; 71% stated that they would use it either occasionally or frequently, while 29% stated that they would use it either infrequently or never (Please refer to figure 6a).
"If JSTOR was available through the UNH library, how often would you make use of this database..."

When asked how often faculty would have their students use JSTOR if it were made available to them through the Library; 57% stated that they would use it either occasionally or frequently, while 43% stated that they would use it either infrequently or never (Please refer to figure 6b).

"If JSTOR was available through the UNH library, how often would you make use of this database..."
When asked how often faculty would have their students use JSTOR for particular projects if it were made available to them through the Library; 71% stated that they would use it either occasionally of frequently, while 29% stated that they would use it either infrequently or never for research projects (Please refer to figure 7a); 55% stated that they would use it either occasionally of frequently, while 45% stated that they would use it either infrequently or never for course readings (Please refer to figure 7b); 64% stated that they would use it either occasionally of frequently, while 36% stated that they would use it either infrequently or never for term papers (Please refer to figure 7c).

**Figure 7 (a).**

*How often would you have your students use JSTOR for the following...*
Figure 7 (b).

How often would you have your students use JSTOR for the following...

![Course Readings Graph]

Figure 7 (c).

![Term Papers Graph]
When asked how often faculty would use JSTOR for particular projects if it were made available to them through the Library; 72% stated that they would use it either occasionally of frequently, while 28% stated that they would use it either infrequently or never for research related activities (Please refer to figure 8a); 61% stated that they would use it either occasionally of frequently, while 39% stated that they would use it either infrequently or never for teaching related activities (Please refer to figure 8b); 56% stated that they would use it either occasionally of frequently, while 44% stated that they would use it either infrequently or never for student assignments (Please refer to figure 8c); 72% stated that they would use it either occasionally of frequently, while 28% stated that they would use it either infrequently or never for student assignments (Please refer to figure 8d).

**Figure 8 (a).**

*How often would you use JSTOR for the following...*
Figure 8 (b).

How often would you use JSTOR for the following...

![Bar chart for Teaching Related Activities](chart)

- Never
- Infrequently
- Occasionally
- Frequently

Figure 8 (c).

How often would you use JSTOR for the following...

![Bar chart for Assignments for your Students](chart)

- Never
- Infrequently
- Occasionally
- Frequently
Figure 8 (d).

How often would you use JSTOR for the following...

For your Professional Development

- Never
- Infrequently
- Occasionally
- Frequently

Of the faculty that responded to the statement asking how frequently they used the interlibrary loan services; 9% stated frequently; 34% stated occasionally; 28% stated infrequently; and 29% stated never (refer to figure 9).

Figure 9.
Of the faculty that responded to the statement that asked if they would consider JSTOR to be a significant advantage over interlibrary loan services (if offered); 72% responded yes, while 28% responded no (refer to figure 10).

**Figure 10.**

If JSTOR was offered, would you consider it to be a significant advantage over interlibrary loan services?

Of the faculty that responded to the statement asking if they would like the library to subscribe to JSTOR; 75% stated yes; 6% stated no; and 19% were undecided (refer to figure 11).

**Figure 11.**

Would you like to see the UNH library subscribe to the JSTOR database?
The following results pertain to questions 12 through 14 of the Survey. Please refer to Appendix I for the exact statements that were asked.

When asked if the faculty has heard of the Project MUSE database, 26% reported that they have, while 74% said they have not (refer to figure 12).

Figure 12.

![Bar chart showing the number of faculty who have heard of Project MUSE](image)

When asked if faculty would like the library to subscribe to Project MUSE, 52% reported that yes, while 11% reported no (37% were undecided). Refer to figure 13.
When asked how often faculty would use Project MUSE for particular projects if it were made available to them through the Library; 60% stated that they would use it either occasionally or frequently, while 40% stated that they would use it either infrequently or never for research related activities (Please refer to figure 14a); 50% stated that they would use it either occasionally or frequently, while 50% stated that they would use it either infrequently or never for teaching related activities (Please refer to figure 14b); 52% stated that they would use it either occasionally or frequently, while 48% stated that they would use it either infrequently or never for student assignments (Please refer to figure 14c); 56% stated that they would use it either occasionally of frequently, while 44% stated
that they would use it either infrequently or never for student assignments
(Please refer to figure 14d).

Figure 14 (a).

**How often would you use ProjectMUSE for the following...**

Research Related Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td></td>
</tr>
<tr>
<td>Infrequently</td>
<td></td>
</tr>
<tr>
<td>Occasionally</td>
<td></td>
</tr>
<tr>
<td>Frequently</td>
<td>16</td>
</tr>
</tbody>
</table>

Figure 14 (b).

**How often would you use ProjectMUSE for the following...**

Teaching Related Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td></td>
</tr>
<tr>
<td>Infrequently</td>
<td></td>
</tr>
<tr>
<td>Occasionally</td>
<td></td>
</tr>
<tr>
<td>Frequently</td>
<td>15</td>
</tr>
</tbody>
</table>
Figure 14 (c).

How often would you use ProjectMUSE for the following...

Assignments for your Students

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td></td>
</tr>
<tr>
<td>Infrequently</td>
<td></td>
</tr>
<tr>
<td>Occasionally</td>
<td></td>
</tr>
<tr>
<td>Frequently</td>
<td></td>
</tr>
</tbody>
</table>

Figure 14 (d).

How often would you use ProjectMUSE for the following...

For your Professional Development

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td></td>
</tr>
<tr>
<td>Infrequently</td>
<td></td>
</tr>
<tr>
<td>Occasionally</td>
<td></td>
</tr>
<tr>
<td>Frequently</td>
<td></td>
</tr>
</tbody>
</table>

Question number 15 asked faculty members to list any databases not mentioned in this survey that they would like the Library to purchase. The results can be found below:
- Science Direct
- Naxos Music Grove
- SSRN
- Lexis/Nexis
- Elsevier Sage
- Environmental Toxicology Database
- The International Index of Performing Arts
- ACM Digital Library
- SciFi Scholar

The following results pertain to questions 16 through 19 of the Survey. Please refer to Appendix I for the exact statements that were asked.

Of the faculty members that took this survey; 38% stated that they were Adjunct Professors; 17% Assistant Professors; 16% Associate Professors; and 29% Professors (refer to figure 16).

Figure 16.
Of the faculty members that took this survey, 56% stated that they teach in the College of Arts and Sciences; 12% teach in the College of Business; 16% teach in the Tagliatela College of Engineering; and 16% teach in the Henry C. Lee College of Criminal Justice & Forensic Sciences (refer to figure 17).

**Figure 17.**

![Pie chart showing distribution of teaching roles.]

Of the faculty members that took this survey, 61% claimed to teach undergraduate students while 39% claimed to teach graduates (refer to figure 18).
Of the faculty members that took this survey, 29% stated that they have been teaching for 1-3 years; 18% have been teaching for 3-6 years; 8% have been teaching for 6-9 years; 11% have been teaching for 9-12 years; 6% have been teaching for 12-15 years; and 26% have been teaching for more than 15 years (refer to figure 19).
Figure 19.

How long have you been teaching at UNH?

- More Than 15 Years
- 12-15 Years
- 9-12 Years
- 6-9 Years
- 3-6 Years
- 1-3 Years

Years

0 5 10 15 20
Discussion

Through analyzing the data collected through this survey, the results show that faculty members are frequenting the library at a very low rate with a little over three quarters of the sample pool stating that their level of usage is once a month or less. Additionally this low level of usage is also seen in terms of how frequently the faculty uses the libraries web services, online databases and journals.

When this data is coupled with the fact that faculty stated a moderately high level of satisfaction with both the journal titles and databases that are offered, it’s confusing as to why the faculty is not utilizing the library and its resources at a higher rate?

When asked if the journals should be made available solely through electronic means the response was overwhelmingly in favor of the idea. Additionally, faculty stated that there would be no issues in terms of this transformation having a negative impact on their work.

When asked about the possibility of subscribing to the JSTOR database, faculty claimed that they would utilize the resource at a high degree by both themselves as well as for their students as part of their curriculum. Additionally, faculty viewed the JSTOR database as a significant advantage over interlibrary
loans and overwhelmingly agreed that they would like to see the University Library subscribe to it.

When the faculty was asked if they have heard of the Project MUSE database, the majority of members stated that they hadn’t. Interestingly though, when asked if they would like the library to subscribe to this resource, the majority stated that they would. Although it’s important to note that a significant amount responded that they were unsure. Similar to the JSTOR database, faculty stated that they would in fact plan to use the resource at a high degree.

It’s imperative to keep in mind that when examining the demographic data for this survey, only about a third of the subjects claimed to be full time professors. The majority of respondents were made up of adjuncts, assistant and associate professors. Additionally, most of the survey takers claimed to teach undergraduate students. These demographics could potentially be grounds for a biased report and not be truly representative of the makeup of the University as a whole.
**Recommendations**

At first glance, the results of this survey can be misleading as it appears that the majority of the faculty members at the University are not frequenting the library nor are they using the resources that are offered, yet they would like an investment in a new database. But, when considering the demographic data, this issue is somewhat clarified in the sense that the sample pool is mostly composed of part time professors. With this in mind, it's reasonable that there would be a significant difference between the usage of the library and its resources when comparing full and part time faculty members. Although this then poses a different question entirely, which is, why did this survey not attract full time faculty members, and how can we obtain their input?

Perhaps one solution to this would be to formally invite full time professors to an open forum at the library where they could have the opportunity to voice their opinions, satisfaction, and changes that they would like to see the library make in terms of databases and journals.

Keeping the demographic bias in mind, my recommendations would be as follows:

- Purchase the JSTOR database for a limited time (i.e. three month period) and track the usage and satisfaction by implementing a survey at the end of the
allotted time period. Based on the results, either decide to continue the subscription or terminate it.

- The same process described above can be used to pilot the Project MUSE database. It may be beneficial to roll out these two different databases concurrently if possible. This method would allow faculty to compare the two and reach a more informed decision on which, if either, they prefer.

- Since faculty stated that they would incorporate the JSTOR and Project MUSE databases into their curriculum. It may be beneficial to survey the student population at the University to investigate which, if either, database they would be interested in. It’s likely that students have had exposure to other libraries in the past and therefore may have more of an insight into what their database preferences are.

- Based on the overwhelming response, I would also recommend transferring the journals to electronic versions or at least from this point forward making them solely available through electronic means rather than in print.
Dear Faculty Member,

Thank you for taking the time to complete this survey for the UNH library. We are conducting this survey to learn about your satisfaction with the library’s current journals and databases and to determine your interest in some new databases that were recommended.

1. On average, how often do you...

<table>
<thead>
<tr>
<th></th>
<th>Three times a week</th>
<th>Once a week</th>
<th>Every other week</th>
<th>Once a month</th>
<th>Once a semester</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the Marvin K. Peterson Library?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Visit the Library's web services?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Search the Library’s online databases?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Use the Library’s online journals?</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

2. Please indicate your level of satisfaction with the Library’s journal titles in your particular subject area.

- [ ] Very Satisfied
- [ ] Satisfied
- [ ] Dissatisfied
- [ ] Very Dissatisfied

Comments/Explanations:

3. Please indicate your level of satisfaction with the Library’s databases in your particular subject area.

- [ ] Very Satisfied
- [ ] Satisfied
- [ ] Dissatisfied
- [ ] Very Dissatisfied

Comments/Explanations:
4. Should journals be available electronically rather than in print?
   - Yes
   - No
   - Undecided

   If you selected "undecided," please explain why:

5. If journals were only available electronically, would this negatively affect your work?
   - Not at all
   - Somewhat
   - A lot

   If you selected "A lot", please explain why:
This next portion of the survey will ask your opinions on the "JSTOR" online database. JSTOR provides important scholarly journals in a variety of disciplines. This database does not contain current journal issues. Because of JSTOR's archival mission, there is a gap, typically from 1 to 5 years, between the most recently published journal issue and the back issues available in JSTOR.

For additional information and pricing of the JSTOR database, please visit: http://www.jstor.org/about/

6. If JSTOR was available through the UNH library, how often would you make use of this database?

- By you as a faculty member?
- By your students, as part of their assignments?

7. How often would you have your students use JSTOR for the following?

- Research projects
- Course readings
- Term papers

For other purposes (please specify):

8. How often would you use JSTOR for the following?

- Research related activities
- Teaching related activities
- Assignments for your students
- For your professional development

For other purposes (please specify):
9. How often do you use the interlibrary loan services at the UNH library?

- Frequently
- Occasionally
- Infrequently
- Never

If you selected "never," please explain why:

10. If JSTOR was offered at the UNH library, would you consider it to be a significant advantage over the interlibrary loan services?

- Yes
- No

11. Would you like to see the UNH library subscribe to the JSTOR database?

- Yes
- No
- Undecided

If you selected "undecided," please explain why:
This next portion of the survey will ask your opinions on the "Project MUSE" online database. Project MUSE is a collaboration between libraries and publishers providing 100% full-text online access to over 380 high quality humanities and social sciences journals from over 60 scholarly publishers.

For additional information and pricing of the Project MUSE database, please visit:

12. Have you heard of the Project MUSE database prior to this survey?
   ○ Yes
   ○ No

13. Would you like to see the UNH library subscribe to the Project MUSE database?
   ○ Yes
   ○ No
   ○ Undecided

If you selected "undecided," please explain why:

14. How often would you use ProjectMUSE for the following?

<table>
<thead>
<tr>
<th>Activity</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Infrequently</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research related activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teaching related activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignments for your students</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For your professional development</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For other purposes (please specify):</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. Are there any databases not mentioned in this survey that you would like the Library to purchase?
16. What is your title?
   ○ Adjunct Professor
   ○ Assistant Professor
   ○ Associate Professor
   ○ Professor

17. In what College do you teach?
   ○ College of Arts and Sciences
   ○ College of Business
   ○ Tagliatela College of Engineering
   ○ Henry C. Lee College of Criminal Justice & Forensic Sciences

18. Which population of students do you teach?
   ○ Undergraduate Students
   ○ Graduate Students

19. How long have you been teaching at UNH?
   ○ 1-3 Years
   ○ 3-6 Years
   ○ 6-9 Years
   ○ 9-12 Years
   ○ 12-15 Years
   ○ More Than 15 Years

We would like to thank you for taking the time to participate in this survey!
Appendix II

Dear UNH Faculty Member,

The UNH library is conducting a short (anonymous) online survey on the faculty’s satisfaction with the journals and databases that are currently offered, as well as opinions on a couple databases that are being considered for the future.

Our goal is to try to better meet the needs of faculty and students, but in order to do this we need YOUR input… so please click on the link below to begin the survey:

http://www.surveymonkey.com/s.aspx?sm=i75FL4d9vRAxhN69g09H3O_3d_3d

After completing the survey, please send an email with your contact information to: unh_faculty_survey@yahoo.com to be entered into a raffle for a $25 gift certificate to Barnes & Noble.

(Your contact information will not be shared with any third parties)

Thank you for taking the time to help us help you…

If you have any questions, please feel free to contact

Hanko Dobi (University Librarian) at hdobi@newhaven.edu

or Michael Charry (Graduate Assistant) at michaelcharry@gmail.com

Thank you for your time.

Hanko H. Dobi
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