University of New Haven Faculty Survey

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Executive Summary

Data was collected at the University of New Haven to determine how satisfied the Faculty is with the Marvin K. Peterson Library. The data was collected through a survey that was administered to a sample of the population. It was administered to the Faculty through e-mail. An effort was made to accurately represent assistant professors, associate professors, and full-time professors in each of the schools at the University of New Haven. Those that filled out the survey were asked five demographic questions, a question asking them how often they used the library, and twelve questions regarding the library's services. There was also a space at the end of the survey reserved for additional comments.

Responses to the survey were considered together and separately between; assistant professors, associate professors, and full-time professors. It was found that in many cases 50% or more of the faculty surveyed thought that the service in question was good or excellent. When the percentage of Faculty members was under 50% for reporting that a given service was good or excellent, it was found that they faculty either was not familiar with the service, or had not used the service as of the date of the survey. The two services that the majority of the faculty that was surveyed was not familiar with, or had not used, is the library instruction program and the university archives. Therefore, it is recommended that the library make an effort to familiarize the faculty with these two services so that they are taken advantage of.
Introduction

The Marvin K. Peterson Library continuously strives to improve its services and meet the needs of the population at the University of New Haven. The Faculty at the University is important users of the library, as they rely on it for resources to teach with and for their own research. Therefore, it was decided that they would be surveyed on their general satisfaction and familiarity with the Library's services.

If Chief Librarian, Hanko Dobi, receives accurate feedback from the faculty in regards to their needs and wants she will be in a better position to make appropriate changes. This feedback will be up to date as the questions in the survey addressed some recent changes within Marvin K. Peterson Library. Also, some of the faculty that was surveyed may have not participated in past surveys, therefore some new insights may prove to be useful.

Methodology

This survey was designed with the help of Chief Librarian, Hanko Dobi. The survey's target respondents were the Faculty at the University of New Haven. It was comprised of some demographic questions, a library usage question, and questions regarding the library's services. The first draft of the survey was sent to Hanko Dobi for review. After she approved it, the survey was given to two faculty members to make sure that it was easy to use. These faculty members were also asked if they thought the questions were appropriate.
The survey was created on www.zoomerang.com and was administered via e-mail. Faculty members received the e-mail twice. The first time the survey was sent out, it was sent by the library’s graduate student assistant. The second time it was sent out by Hanko Dobi.

**Findings and Results**

Thirty Faculty members were surveyed. Fifteen of these Faculty members were full-time professors, nine were associate professors, and six were assistant professors. Fourteen taught in the College of Arts and Sciences, six taught in the School of Business, six taught in the School of Engineering, and four taught in the School of Public Safety (see chart 1). Twelve of these Faculty members taught only undergraduate students, four only taught graduate students, and fourteen taught both undergraduate and graduate students. Three of those surveyed have been at the University of New Haven for one to three years, six have been at the University for three to six years, five for six to nine years, one for nine to twelve years, two for twelve to fifteen years, and thirteen for fifteen years or more (see chart 2). Three of those that filled out the survey use the Marvin K. Peterson Library three times a week, seven use it once a week, five use it every other week, and fifteen use the library once a month (see chart 3). Only four of those surveyed teach online classes.
Chart 1: Schools Represented by Professors

Chart 2: Time at UNH
Chart 3: Library use amongst Faculty

- Three times a week
- Once a week
- Once a month
- Every other week
The respondents were asked how satisfied they are with the following library services.

**Reference Desk Service**

61% of those surveyed reported that the service at the reference desk is excellent. 14% reported that the service is good, 21% reported that they have not used the reference desk, and 4% reported that they were not aware of it. Not one respondent reported that the reference desk service is fair or poor (see chart 4).

**Chart 4: Reference Desk Service**
Circulation Desk Services

57% of those surveyed reported that the service at the circulation desk is excellent. 21% reported that they have not used this service. 18% reported that the service is good while 4% reported that they are unaware of the service. 0% of the respondents reported that the service is either fair or poor (see chart 5).

Chart 5: Circulation Desk Services
Interlibrary Loan Service

43% of the faculty that was surveyed reported that the interlibrary loan service is excellent. 29% reported that they have never used this service, while 18% described it as good. 7% said that this service was fair and 4% were unaware of this service at the library (see chart 6)

Chart 6: Interlibrary Loan Service
Library Instruction Program

74% of the faculty surveyed reported that they have not used the library instruction program. 15% of them reported that they are unaware of the program, and 11% said that the program is excellent. 0% of the respondents reported that the library instruction program is good, fair, or poor (see chart 7).

Chart 7: Library Instruction Program
Course Reserve Services

46% of the faculty thought that the course reserves at the library are excellent. 25% reported that they have not used the course reserves, 18% thought that the course reserves are good, and 11% reported being unaware of the course reserve service at UNH (see chart 8).

Chart 8: Course Reserve Services
Library Web Page

43% of the faculty members that completed the survey reported that the library web page is good. 32% thought that it is excellent, 18% thought that it is fair, and 7% have not used it (see chart 9).

Chart 9: Library Web Page
Electronic Resources on the Web Page

39% of those surveyed reported that the electronic resources on the web page are excellent. 25% reported that they are good, 18% reported that they are fair, another 18% said that they have not used them, and 0% reported that they are poor or that they are unaware of the electronic resources on the web page (see chart 10).

Chart 10: Electronic Resources on the Web Page
University Archives

59% of the faculty surveyed reported that they have never used the university archives. 19% reported that they are not aware of the archives while 7% reported that they are fair, and another 7% reported that they are poor. 4% of the faculty surveyed thought that the university archives are good and 4% thought that they are excellent (see chart 11).

Chart 11: University Archives
Librarian Assistance

61% of the faculty members reported that librarian assistance is excellent. 21% reported that the assistance is good and another 18% reported that they have never used librarian assistance. 0% of the respondents said that the librarian assistance is poor or fair, or that they are unaware of it (see chart 12).

Chart 12: Library Assistance
Respondent were also asked if they visit Jazzman’s Café and if so what they use it for. Five of the 30 faculty members reported that they use Jazzman’s for office hours. Eleven people said that they go there for coffee, two said they get tea and muffins there, and five people said that they hold meetings at the Café. 47% of the faculty surveyed said that they have been to Jazzman’s Café.

The faculty also was asked if they use other libraries and if so what they are. Seventeen out of the thirty faculty said that they do use other libraries. Eleven reported using Yale, two reported using the University of Connecticut’s library, two said that they use Wesleyan’s library, one said that they use Penn’s library, and one person uses Southern Connecticut State University’s Library.

The last question that the respondents were asked was what other databases they would like the library to provide. 43.3% of faculty members said that they would like to see at least one more database at the library that is not presently there. The databases mentioned are as follows: JSTOR, Sage Publications, Elsevier, Erlbaum, Blackwell, Literature Journals, Environmental Toxicology, Biosis, Medline, ICPSR, New England Journal of Medicine, CAS On-line, SSCI, and EBSCO.

**Discussion**

This study was done to better understand how satisfied that faculty is with the library and what needs they have that are not being met. It also provided a gauge of how familiar the faculty is with the various services that are offered by the library. Frequencies were run on each of the services that were included in the survey to find out
how satisfied the faculty is with them, how familiar they are with them, and if they use the services. At least fifty percent of the faculty surveyed agreed that seven out of the nine services included on the survey are good or excellent. Eighty nine percent either have not used the library instruction program or are unaware of it. Seventy eight percent either have not used the university archives are unaware of them.

There were some limitations to this study that are worth considering when reading this report. First of all, the sample surveyed was less than the researcher desired. Even though it is a good representative sample of the faculty population at the University of New Haven, a larger sample would have yielded more reliable results. Also, the survey was administered through Zoomerang.com and sent to the faculty’s emails. For some unknown reason Zoomerang.com cut off some of the questions that were originally included in the survey and therefore yielded an incomplete assessment of faculty satisfaction and awareness in regards to the library’s services.

**Recommendations**

Overall the staff seems to be aware of Marvin K. Peterson’s services and satisfied with them. However, the majority of the faculty have not used or are familiar with the library instruction program and the university archives. Therefore the library should make an effort to make the faculty more aware of these services. The library should also ask the faculty what they would like the library instruction program to include. 74% of them said that they have not used it. This implies that they are aware of the program but
simply have not used it. There may be something that the faculty desires in the program that is not currently being offered and this warrants further investigation.
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Appendix I - Additional Comments

- You all are doing good work. Carry on.
- Very much like the new main floor with PCs and group meeting rooms.
- Keep up the good work!
- Please, please, please, get JSTOR.
- None
- Online (remote) access to the library databases is unnecessarily difficult due to the long ID number that is difficult to memorize. At least ID should not be required to access from UNH campus.
- Very much like the new main floor with PCs and group meeting rooms.
- The reference librarian was very helpful and accommodating for my students.
- No journals in my field.
- Hanko Dobi is VERY responsive and helpful.
- There may be a need to press the library to provide more periodicals to support my discipline. We used to make available personal copies to students (generally obtained through our professional societies). With the shift from the college paying professional dues, I have cut out all extra journal subscriptions.
- We need full free-to-the-user access to the complete journal articles listed in the databases. It is very frustrating as most of my students-especially my graduate students- muse either purchase the articles or I have to get them from them from Yale which, frankly, I should not have to do. Neither should I have to use my Yale access to get articles for my own classes. I understand the financial constraints of UNH but it would be impossible for me to do my research and my
teaching if I did not have access to Yale’s library. This is not the way it should be—especially since we want to involve undergraduate students in research.

- Library staff are always very helpful and accommodating.
- We need to subscribe to the ACS chemistry journals, we have none of the current ones.
- UNH is very fortunate to have the excellent leadership of our Librarian Hanko Dobi.
- Extend the hours during the weekend.
Appendix II- Faculty Survey

Marvin K. Peterson Library Faculty Survey

1. What school do you teach in?
   - College of Arts and Sciences
   - School of Business
   - Tagliatela School of Engineering
   - School of Public Safety and Professional Studies

2. What population of students do you teach?
   - Undergraduates
   - Graduates

3. What is your title?
   - Assistant Professor
   - Associate Professor
   - Professor

4. How long have you been teaching at UNH?
   - 1-3 years
   - 3-6 years
   - 6-9 years
   - 9-12 years
   - 12-15 years
   - 15 years or more

5. Do you teach any online classes?
   - YES
   - NO

6. On average how often do you use Marvin K. Peterson Library?
   - Three times a week
   - Once a week
   - Every other week
   - Once a month
How satisfied are you with the library's services? Please choose the appropriate #

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If you do visit Jazzman's Café what do you use it for? (just coffee, meeting with colleagues, office hours, etc.)
9 Do you rely on other libraries for support of your work? If so what other libraries are you using?

10 What other electronic databases would you like the library to provide?

11 Please provide any additional comments: