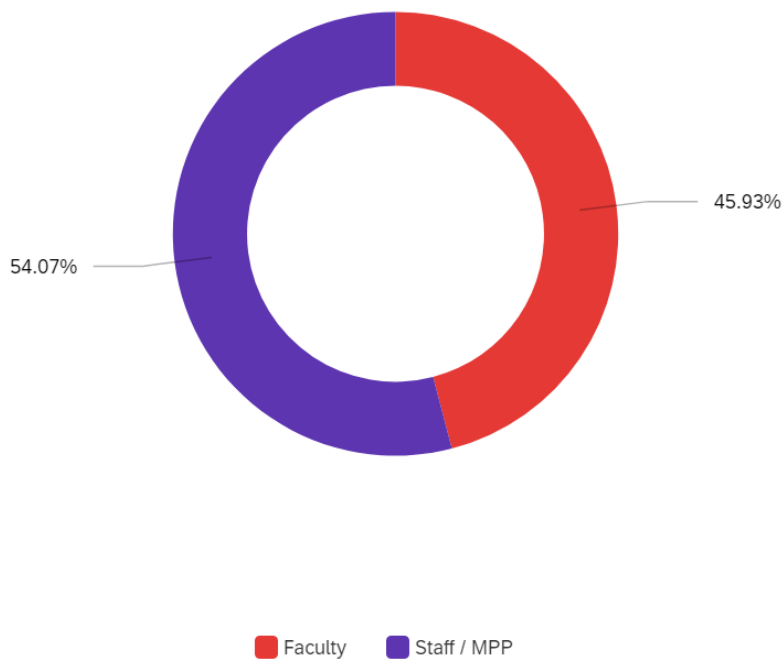


Faculty/Staff Survey Report

Introduction

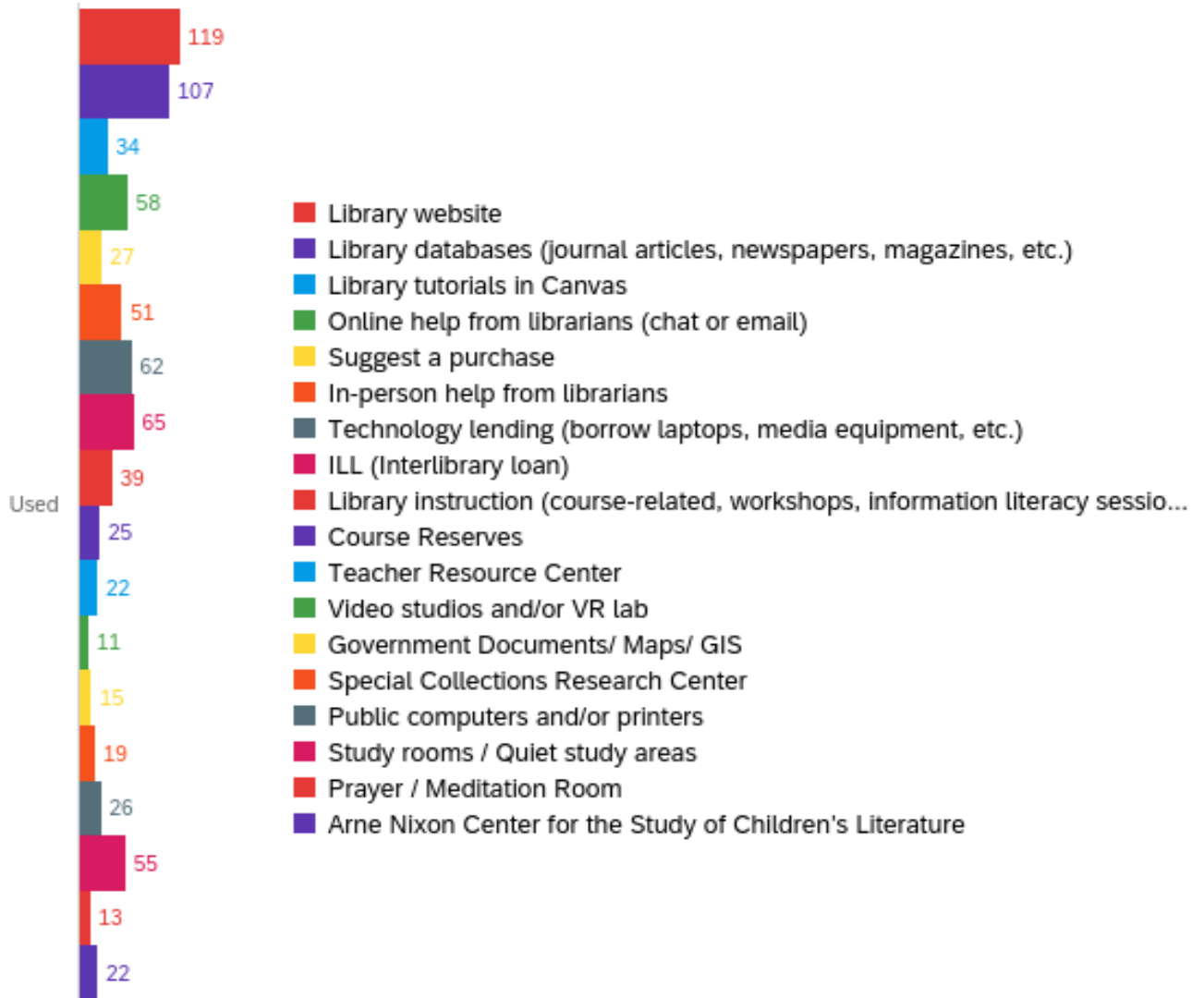
The faculty and staff/MPPs survey was conducted from April 8 to April 30, 2021. The Office of Institutional Effectiveness (OIE) assisted in the deployment of the survey via email (randomized) to 300 faculty and 300 staff. We had a 29% (174 responses) return rate.



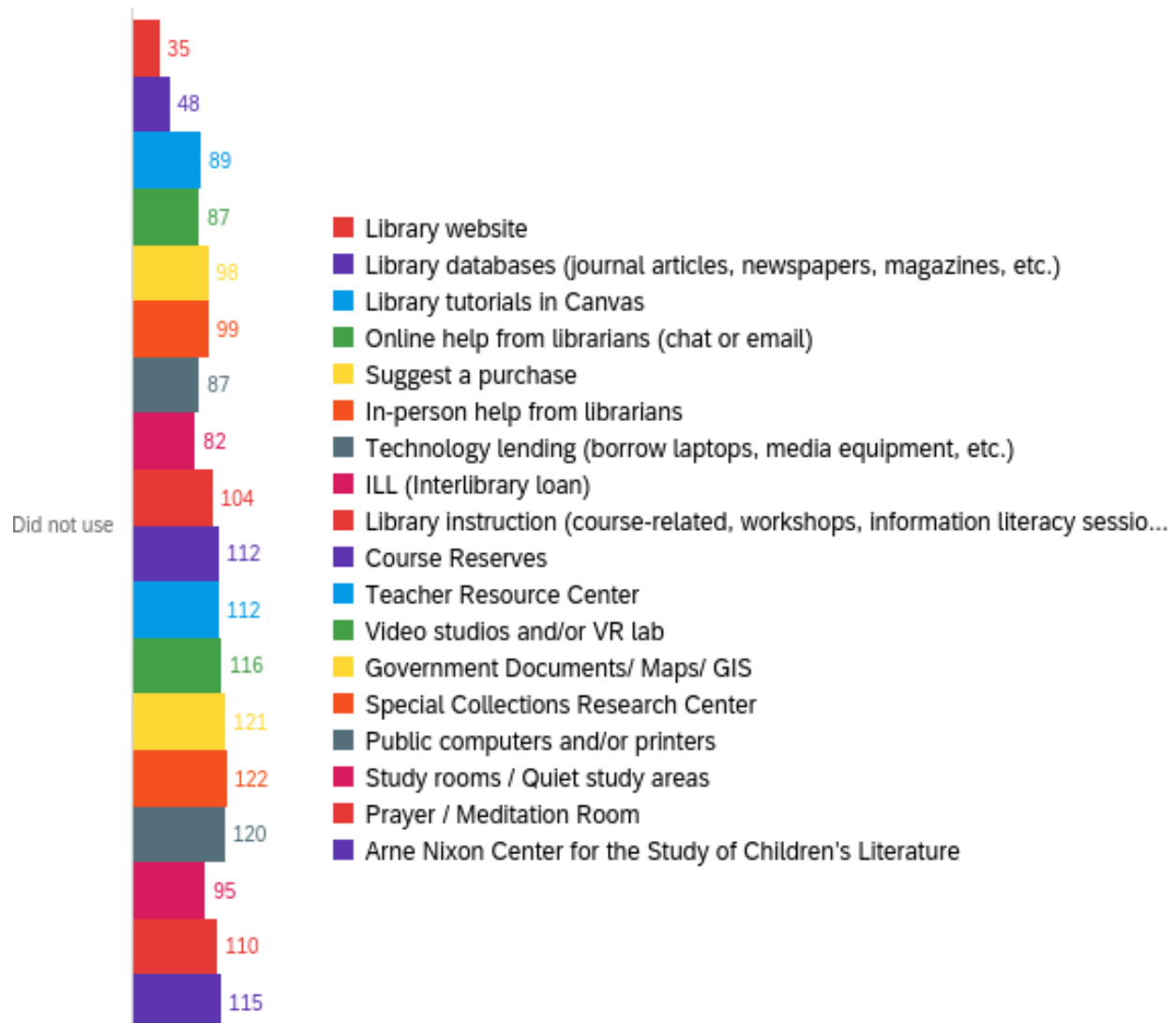
The division of Student Affairs & Enrollment Management had the most staff/MPPs (20) responses while the College of Arts and Humanities had the most faculty (21) responses.

Key Findings

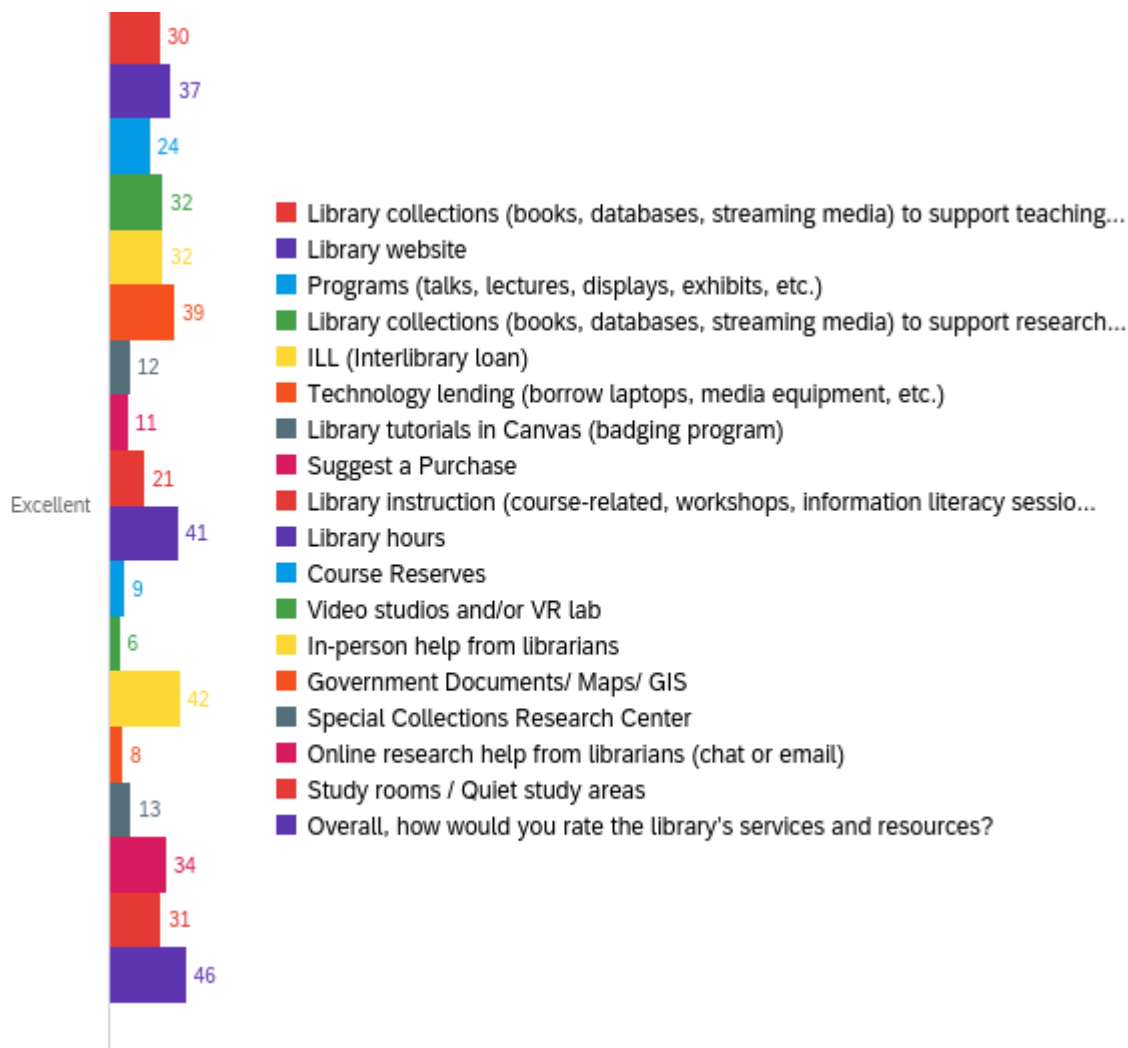
The top three resources used by faculty and staff/MPPs in a typical academic year (pre-COVID) are the Library Website, Assistance from Librarians (online and in-person combined) and Library Databases. InterLibrary Loan (ILL) and Technology Lending were fourth and fifth respectively.



While Special Collections Research Center, Government Documents/Maps/GIS, Public Computers and/or Printers, the Video Studios and/or VR Lab, and the Arne Nixon Center for the Study of Children's Literature rounded-up the bottom five resources least used by faculty and staff/MPPs.



With everyone learning and working virtually these days, Electronic Resources (i.e., ebooks, ejournals, streaming media, etc.) had the highest pick (99) as being “very important” to faculty and staff/MPPs. While in terms of satisfaction, Technology Lending received 39 “excellent” ratings from faculty and staff/MPPs while Library Hours had 41. Assistance from Librarians (online and in-person combined) received 76 excellent ratings from faculty and staff/MPPs.



The library is a busy place with many units and tenants like the Learning Center, Services for Students with Disabilities and the Center for Faculty Excellence that even faculty and staff/MPPs have trouble distinguishing what resources and/or units in the library are operated by the library. For example when asked how could the library or it's services be improved, replies like "...a dedicated line in Starbucks for fac/staff during certain times of day" and "... expand writing center activities" or "... the starbucks line is way too long" are common. But so are comments like "... having librarians and student assistants all in one location does not always make it feel very approachable" and "... buy more textbooks" or "... more subscriptions to journals and streaming services" are just as common.

Also when asked what services the library should offer that it doesn't currently offer, many faculty and staff/MPPs state that they want to be able to check-out

multimedia equipment from Technology Lending, reserve/use Study Rooms to prep for their classes and expand the Materials/Books paging service to include delivery to faculty/staff offices.

Conclusion

Overall there is a solid satisfaction among faculty and staff/MPPs regarding our resources and services. There are plenty of comments like “*none that I can think of*” or “*provides all the services that I required*” when they are asked to provide suggestions for improvements. Also 57% or 89 faculty and staff/MPPs reported that the library is “very important” to them for their information needs. While 30% or 46 faculty and staff/MPPs rated the library’s services and resources as “excellent”.