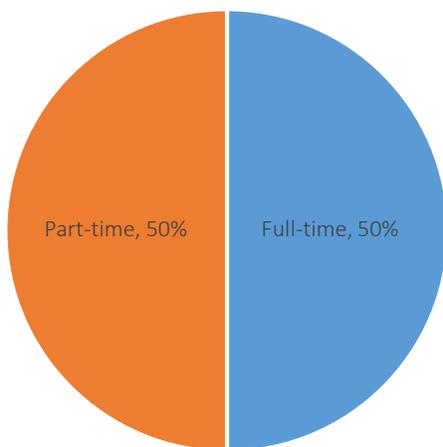


# Faculty Survey on Library Services

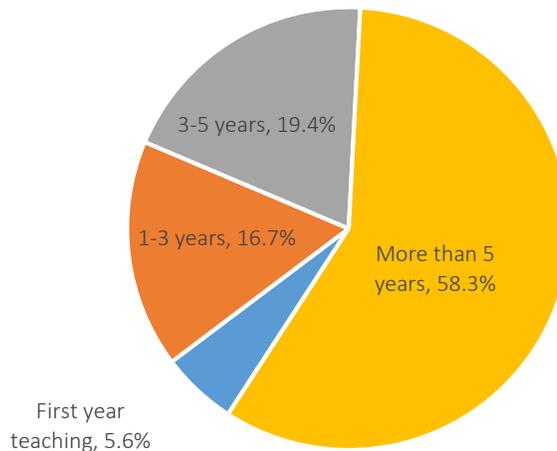
During the Spring 2019 semester a survey was administered to Golden West College Faculty to help the Library department learn about faculty member's experiences using the various resources and services that the Library offers. The responses from this survey will be used to improve library resources and services for faculty. The responses from the 72 faculty members that completed the survey are included in this report. This report includes respondent's teaching status and length of time teaching, responses regarding meeting student's needs, Library services levels of satisfaction, Library Usage and open comments.

## Teaching status and length of teaching

Respondents Teaching Status:



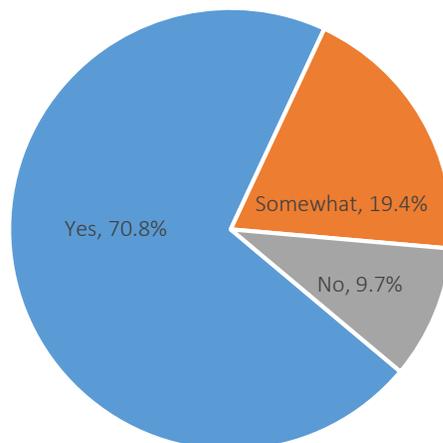
Length of teaching at GWC:



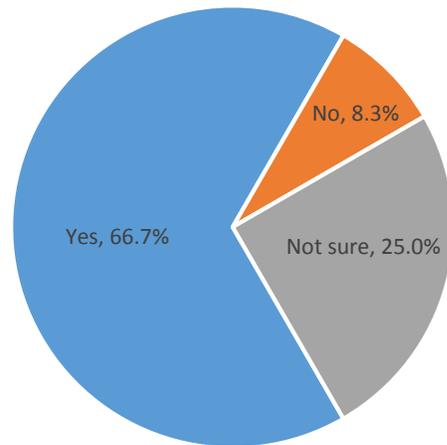
## Meeting Students' Needs

Faculty were asked a series of questions related to the library meeting the needs of the students' in the respondents' courses. Responses are displayed below:

Are library information resources essential to your students' research?



Are the resources provided by the Library adequately meeting the needs of your students?



For respondents who answered “No” to the previous questions, they were asked to identify what resources the library could provide to meet their students’ needs. Full list of responses is included in Appendix 1.

- More database options (9 respondents)
  - JSTOR (3 respondents)
  - Integrative and Comparative Biology (2 respondents)
  - Psychology (1 respondent)
  - Sports medicine, Nutrition, and Kinesiology (1 respondent)
- More books for ESL students to have access to.
- Faculty member shared not knowing if their students use the library or not.

Faculty members were then asked to identify how important it is for their students to have the ability to locate and evaluate scholarly information when conducting research for their class:

- 79.2% of respondents said Very important or Important
- 6.9% of respondents said Somewhat important.
- 13.9% of respondents said Not too important or Not important at all.

Faculty members identified the level of importance for the campus library to provide the following services to them and their students:

	Very Important	Important	Somewhat Important	Not Important	Not Important at all
Develop collections in direct support of course curriculum	62.5%	22.2%	11.1%	4.2%	0.0%
Assist and educate students one-on-one in conducting research	51.4%	25.0%	12.5%	6.9%	4.2%
Provide access to course reserves/ textbook	65.3%	18.1%	6.9%	8.3%	1.4%
Support faculty research	33.3%	25.0%	25.0%	15.3%	1.4%
Create online research guides	43.1%	33.3%	11.1%	9.7%	2.8%
Provide students with study spaces and computing resources	70.4%	19.7%	8.5%	0.0%	1.4%

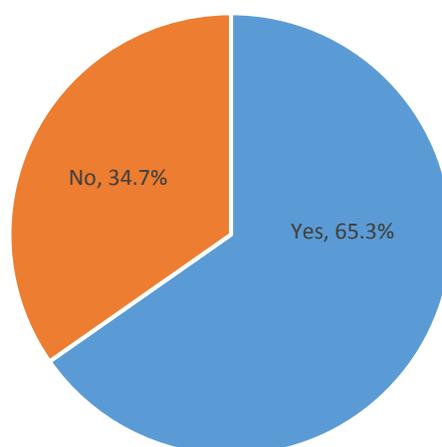
## Library Services Satisfaction

Survey respondents were asked to rate their level of satisfaction with the campus library regarding how it performs the services listed below:

	Excellent	Above Average	Average	Below Average	Poor	Don't Know/ Unaware
Developing collections in direct support of course curriculum	26.4%	26.4%	11.1%	4.2%	1.4%	30.6%
Assisting and educate students one-on-one in conducting research	31.9%	18.1%	11.1%	0.0%	1.4%	37.5%
Instructing students in library workshops	36.6%	18.3%	1.4%	0.0%	1.4%	42.3%

Assisting in developing research-related assignments	32.9%	10.0%	5.7%	0.0%	0.0%	51.4%
Providing access to course reserves/ textbooks	43.1%	23.6%	12.5%	1.4%	0.0%	19.4%
Providing access to streaming data	25.0%	16.7%	8.3%	1.4%	0.0%	48.6%
Supporting faculty research	18.1%	12.5%	5.6%	2.8%	0.0%	61.1%
Creating online research guides	31.0%	15.5%	8.5%	0.0%	0.0%	45.1%
Providing students with study spaces and computing resources	47.1%	25.7%	14.3%	0.0%	1.4%	11.4%

Faculty respondents were asked to identify whether or not they interact with library staff when planning their courses (e.g., course reserves, acquiring resources, library workshops, etc.)



If respondents answered “Yes” to the previous question, they were asked to identify, in general, how satisfied they were with the interactions with library staff.

- 70.4% of respondents were very satisfied.
- 25.9% of respondents were satisfied.
- 3.7% of respondents were somewhat satisfied.

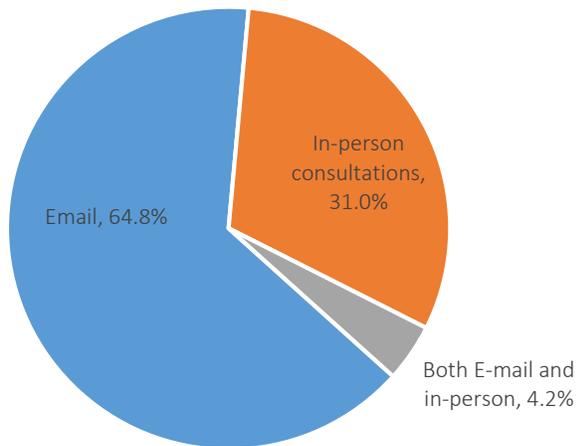
If respondents do not interact with library staff when planning their courses, they were asked to share reasons why they did not. Complete responses are included in Appendix 2.

- I am not aware of the specific ways in which the library staff can help me. (8 respondents)
- My class does not do much research work. (3 respondents)
- So far, I have not needed to use this. (2 respondents)

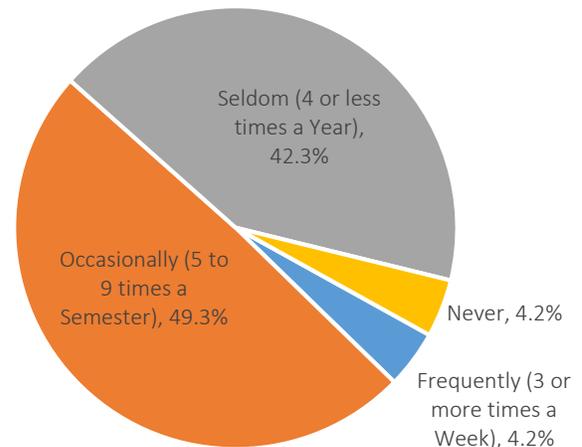
## Library Usage

In trying to understand faculty library usage and accessibility the following was collected in the survey

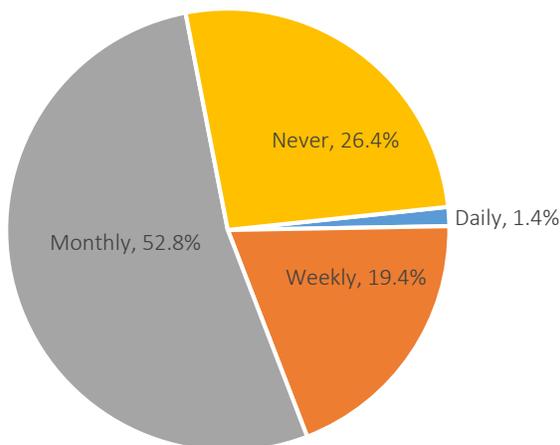
Faculty preferred method of communication from the Library.



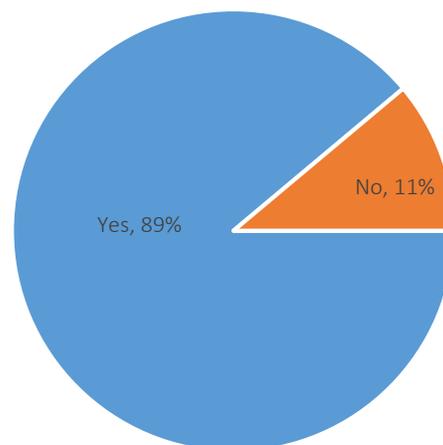
How often respondents visit the GWC Library



How often they use the Library's resources, both in-person and from off-campus:



Able to access the library during its normal operating hours?



For faculty members that responded “No” to being able to access the Library during its normal operating hours, they were asked to share reasons why not.

- Teach night classes (3 respondents)
- Teach Online courses and evening
- I have evening and weekend classes only.

All survey respondents then had the opportunity to identify what the ideal hours of operation for the library should be. Forty-five respondents provided recommendations and 27 opted to skip this question. The full list of recommendations is included in Appendix 3.

- Open on the weekends (6 respondents)
- Closing later during the week (3 respondents)
- More hours of availability overall (3 respondents)

## Open Comments

At the end of the survey, respondents were given the opportunity to share anything with the Library, which may not have been asked in the survey. Thirty-two respondents provided the verbatim comments below.

- I am most concerned on a regular basis with tutoring and study space for my students. Thank you for your efforts to try and make these resources available.
- Please allow access to LRC 251 again.
- I'm very happy with our Library and staff.
- Weekend hours?
- Library colleagues do an excellent job! : )
- Not at this time.
- Not at this time
- Continuous writing workshops for students!
- No, thank you.
- I appreciate your efforts and service. I'm always very supported when I have an opportunity to visit.
- Thanks
- I would like the library to purchase Communication Studies-related journals. For example. Human Communication. The Howard Journal of Communication, Rhetoric journals, etc.
- Love the personable staff!
- How can instructors request the purchase of teaching materials (reference books, videos, textbooks, etc.) from the library?
- Keep encouraging your librarians to know the assignments prior to conducting library orientations. The vast majority of the time that is the case, and it is appreciated!
- I am constantly impressed with the library services our campus offers and the friendliness of all the library faculty and staff. They truly are student centered! Thank you for all that you do to support the students and faculty.
- I very much value the use of room 251 for library orientations and computer use for my class.
- Nope, GWC library is great!
- GWC is fortunate to have excellent library scientists working with our students and faculty.
- Would love more databases for psychology

- The library staff and their service are terrific. Thank you.
- Cannot wait to set up a tour presentation for my class in the future!
- Update contract with Films on Demand in order to fully integrate with Relay in order to embed test questions into the films. This would enable in film testing and ability to grade on the amount of the film that the student watched.
- I am quite happy with our library services.
- Thank you for all that you do for our faculty and students.
- All the Librarians are terrific!
- I'd love more support and/or information for integrating online classes with the library's resources
- Librarians rock!
- Would be great if the library could be open to 11p during extended hours for finals.