

Library Faculty Survey Assessment Report – Summer 2018

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Florida SouthWestern State College’s Library faculty developed a satisfaction survey to be distributed via email each fall/spring/summer terms in alternating years to faculty. The results of the survey are intended to be used to target areas for improvement. The results of those who responded are detailed below. The survey is a 12 question survey designed to determine library site (by campus) represented in survey, faculty type represented in survey, and measure faculty satisfaction. The survey elicited a 28% response rate from a distribution list of 105, up from 16% in spring 2018, and 10% in fall 2017. Respondents are comprised of 36% full-time faculty, 64% adjuncts. Campus representation is 61% Thomas Edison (Lee), 11% Collier, 18% Charlotte, 14% FSW Online, and 0% Hendry Glades. Representation of respondents by school is as follows:

- 88% - School of Arts, Humanities, and Social Sciences
- 8% - School of Pure and Applied Sciences
- 4% - Health Professions
- 0% - School of Education
- 0% - School of Business and Technology

General Survey Results

Question 4 was the first satisfaction question. The responses to Question 4: “How often do you visit the library for the following activities?” are shown in Figure 1. The activities of “Scholarly activity”, “Course preparation,” “Get assistance...” and “Research instruction...” exhibit the largest regular activity of respondents. Each of the four exhibit 40% or more reporting at least monthly use.

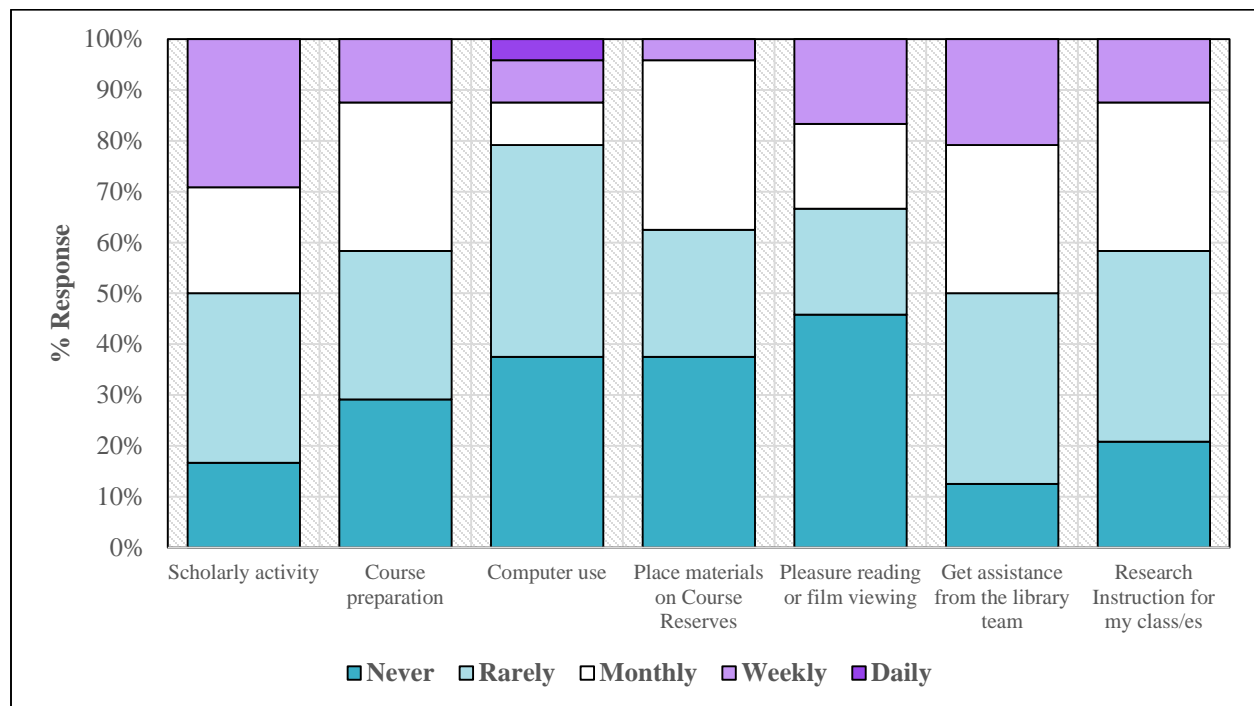


Figure 1. Responses to survey question "How often do you visit the library for the following activities?" # of respondents: 24.

The responses to Question 5: “How often do you use the FSW Libraries website for the following activities?” are shown in Figure 2. The activities of “Scholarly activity” and “Get assistance...” exhibit the largest regular activity of respondents. Each activity exhibits more than 40% reporting at least monthly use. The activity “Pleasure reading or film viewing” exhibits the least use, with only 17% reporting monthly use and 13% reporting weekly or daily use.

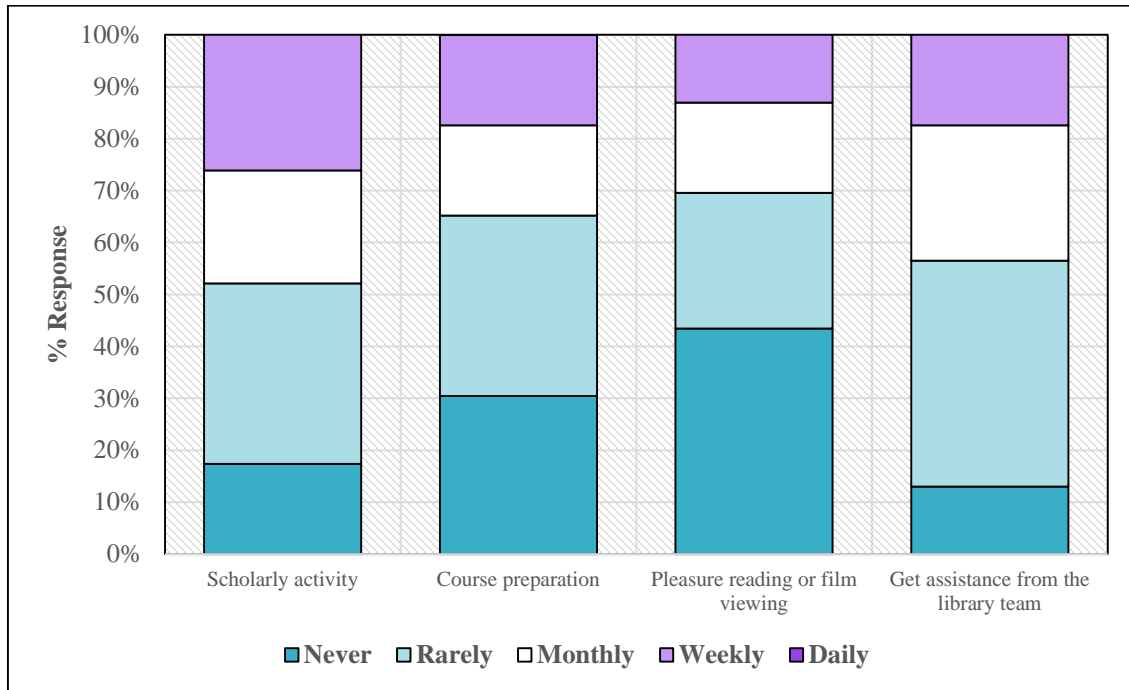


Figure 2. Response to survey question "How often do you use the FSW Libraries website for the following activities?" # of respondents: 23.

The responses to Question 6: “How satisfied are you with the following types of library resources?” are shown in Figure 3. While respondents report a high level of satisfaction with all resources at the library, in some cases, such as “DVDs” and “Streaming video,” often respondents report having never used resources (“Never used” ranges from 21% to 50% across all areas). The “Print newspapers and magazines” area exhibits the highest dissatisfied respondents, at 12%.

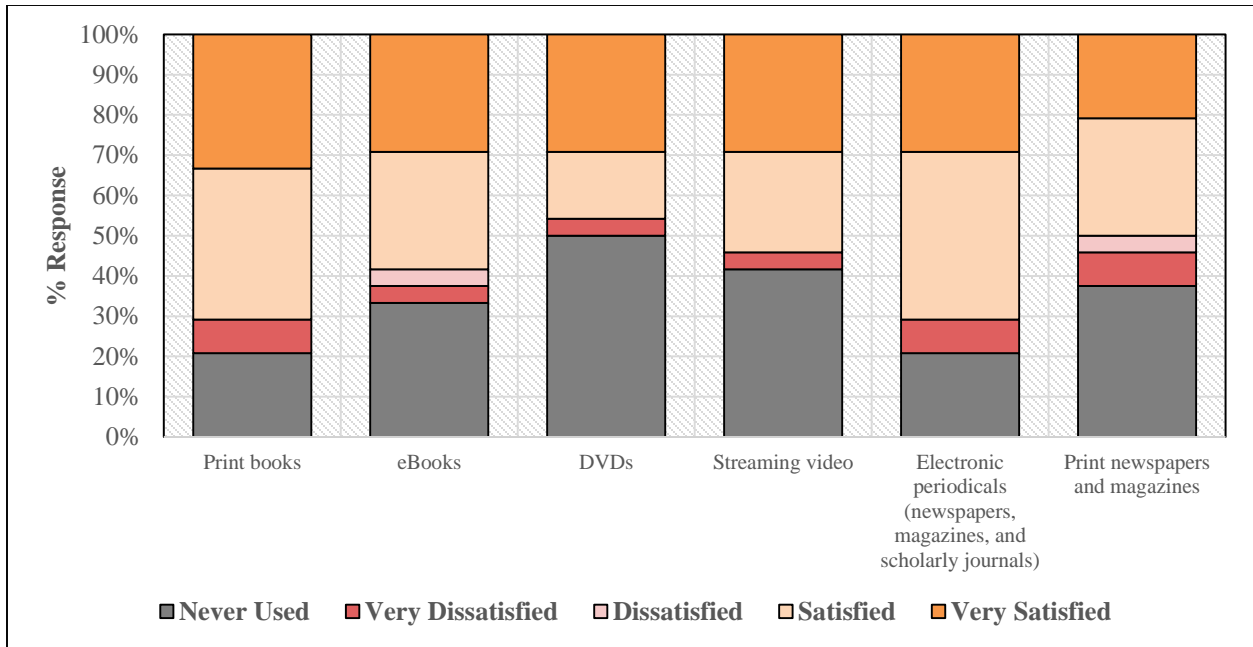


Figure 3. Response to survey question "How satisfied are you with the following types of library resources?" # of respondents: 24.

The responses to Question 7: "How satisfied are you with the following library services and programs?" are shown in Figure 4. While respondents report a high level of satisfaction (less than 5% negative responses), approximately one-third to one-half of respondents report having never used resources ("Never used" ranges from 25% to 42%).

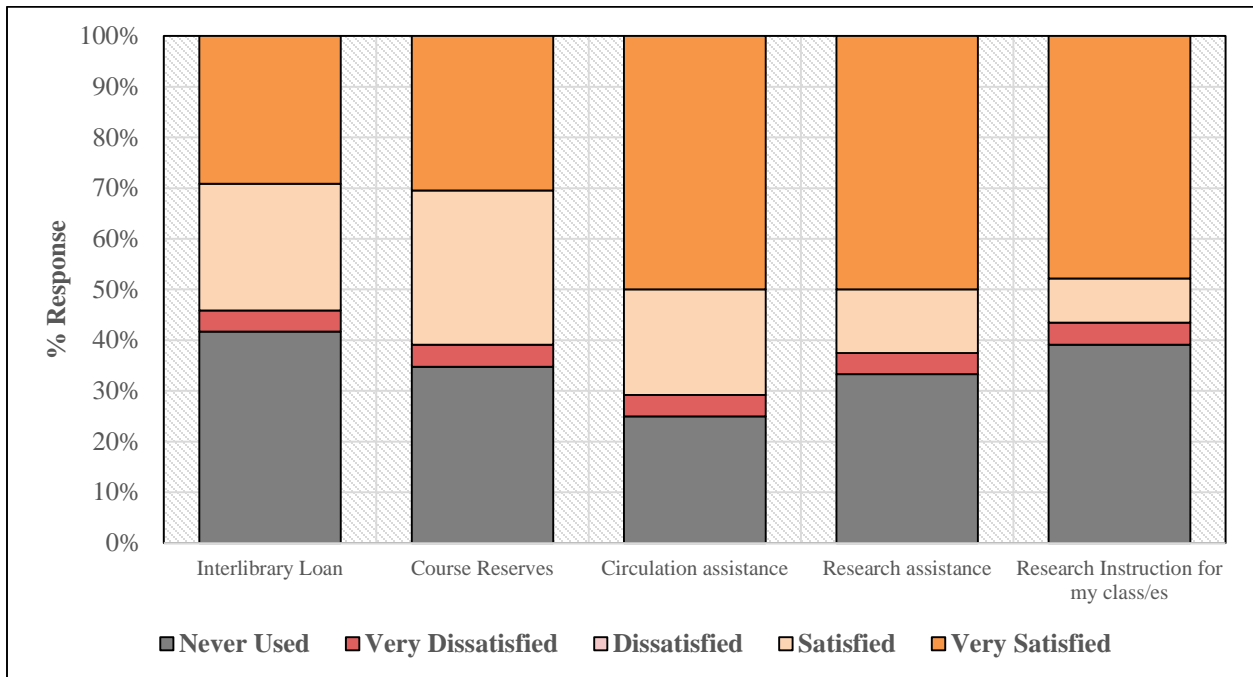


Figure 4. Response to survey question "How satisfied are you with the following library services and programs?" # of respondents: 24.

The responses to Question 8: “How confident are you in your students' ability to find and use credible sources of information?” are shown in Figure 5. Of the respondents reporting, 0% report low confidence in students’ ability to find/use credible information sources, down from 11% in spring 2018, and 15% in fall 2017. Of the respondents reporting, 55% report high or very high confidence in students’ ability to find/use credible information sources, up from 38% in spring 2018, and 26% in fall 2017.

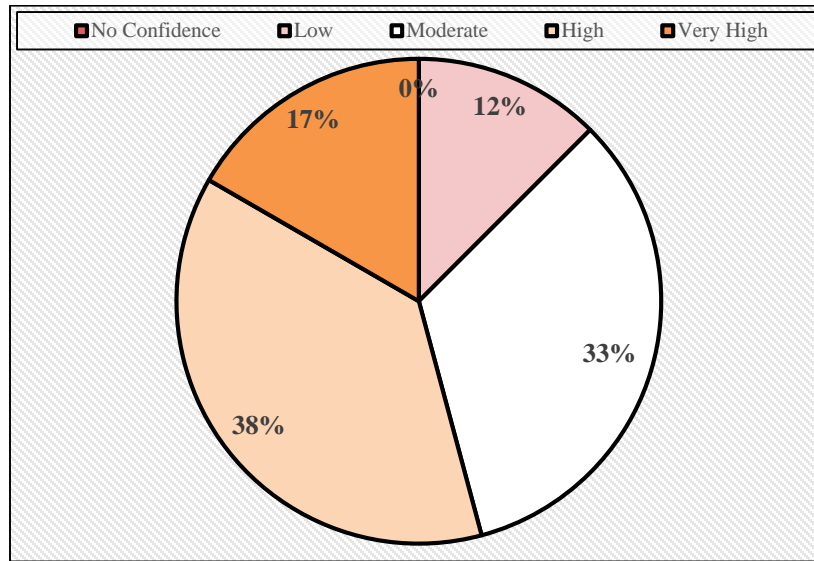


Figure 5. Response to survey question "How confident are you in your students' ability to find and use credible sources of information?" # of respondents: 24.

The responses to Question 9: “How often do you require students to use library resources to complete assignments?” are shown in Figure 6. Of the respondents reporting, 25% report never requiring students to use library resources in a term. Of the respondents reporting, 75% report requiring students to use library resources at least once per semester, down from 92% (Spring 2018) and 88% (Fall 2017).

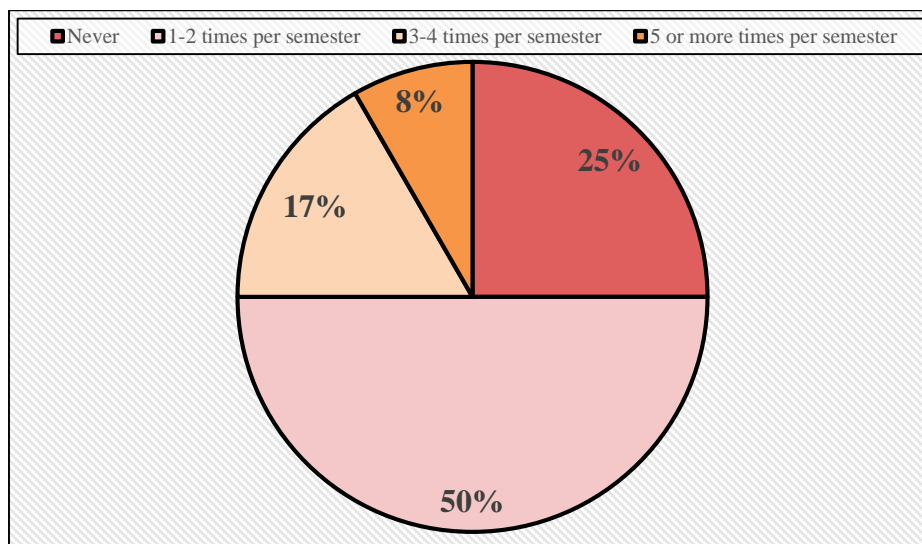


Figure 6. Response to survey question "How often do you require students to use library resources to complete assignments?" # of respondents: 24.

Survey Results by Site

Of the 29 survey respondents, 5 originated from the Charlotte campus, 3 from the Collier campus, 4 from FSW Online, 0 from Hendry Glades, and 17 from the Thomas Edison (Lee) campus. Note that in some cases, faculty report representing more than one campus which can result in a combined total of greater than the recorded number of survey respondents. The percentage of faculty responding ‘regularly’ (Daily, Weekly, or Monthly) disaggregated by site to Question 4: “How often do you visit the library for the following activities?” are shown in Figure 7. Of those responding, the greatest differences of positive responses between sites are visible regarding “Research instruction for my class/es” and “Get assistance from the library team.” For the former, the Charlotte campus exhibits a response of ‘regularly’ at 80% while Thomas Edison is 35%. For the latter, the Charlotte campus exhibits a response of ‘regularly’ at 80%, while Thomas Edison is at 41%.

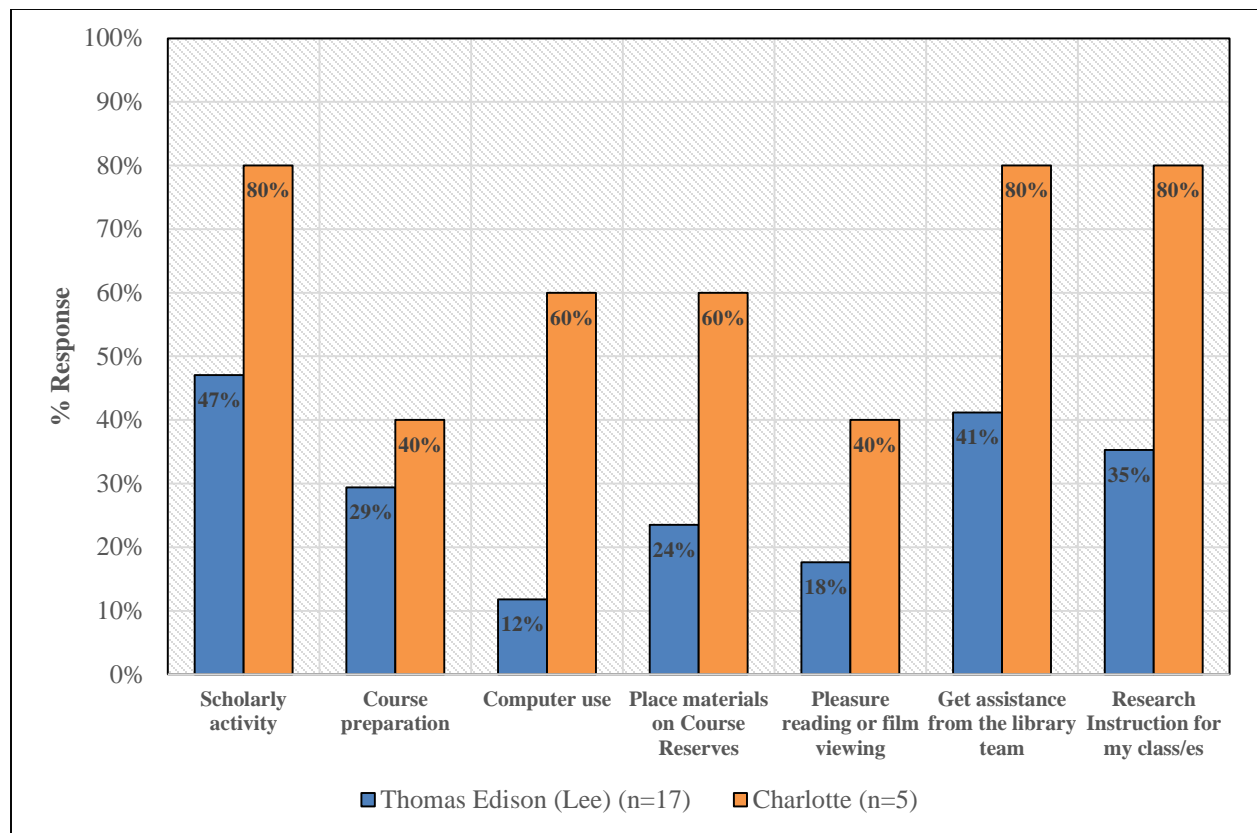


Figure 7. Percentage of faculty responding ‘regularly’ (Daily, Weekly, or Monthly) by site to survey question “How often do you visit the library for the following activities?” Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

The percentage of faculty responding ‘regularly’ (Daily, Weekly, or Monthly) disaggregated by site to Question 5: “How often do you use the FSW Libraries website for the following activities?” are shown in Figure 8. Of those responding, only “Course preparation” exhibits similar ‘regularly’ response rates (range is only 9% across sites). The other three prompts exhibit responses that vary across sites ranging from 13% to 25%.

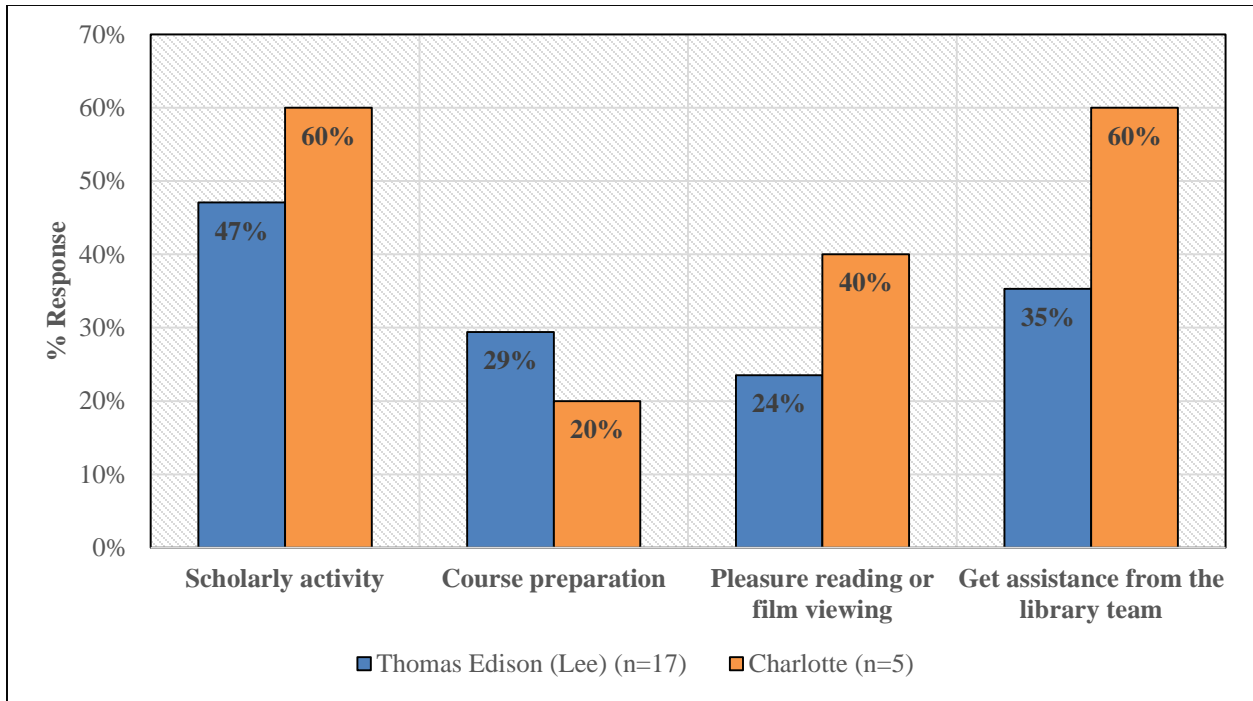


Figure 8. Percentage of faculty responding 'regularly' (Daily, Weekly, or Monthly) by site to survey question "How often do you use the FSW Libraries website for the following activities?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

The percentage of faculty responding positively (Satisfied or Very Satisfied) disaggregated by site to Question 6: "How satisfied are you with the following types of library resources?" are shown in Figure 9 (those reporting "Never used" in Figure 10). Of those responding, positive response varies across sites. The smallest difference across the three sites is 1% ("eBooks") while the largest is 29% ("Print books").

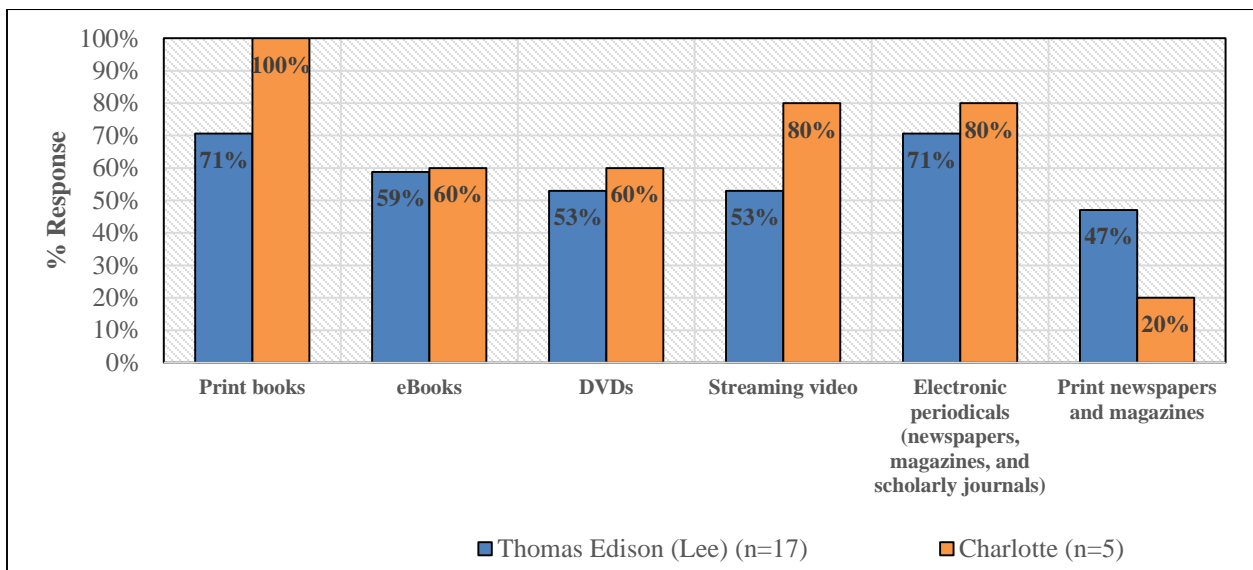


Figure 9. Percentage of faculty responding 'Satisfied' or 'Very Satisfied' by site to survey question "How satisfied are you with the following types of library resources?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

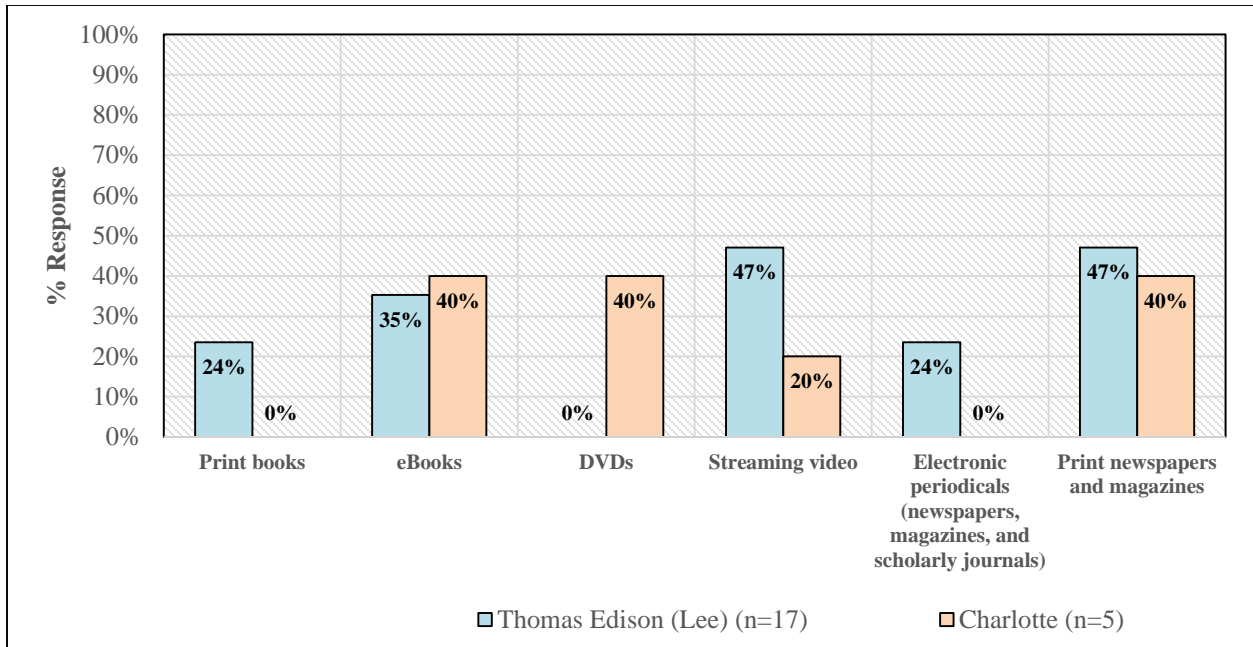


Figure 10. Percentage of faculty responding 'Never Used' by site to survey question "How satisfied are you with the following types of library resources?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

The responses disaggregated by site to Question 7: "How satisfied are you with the following library services and programs?" are shown in Figure 11 ("Never used" in Figure 12). Of those responding, positive responses are similar across sites in all areas except "Course reserves" and "Research assistance." For these areas, positive response rates differ by 21% and 15%, respectively.

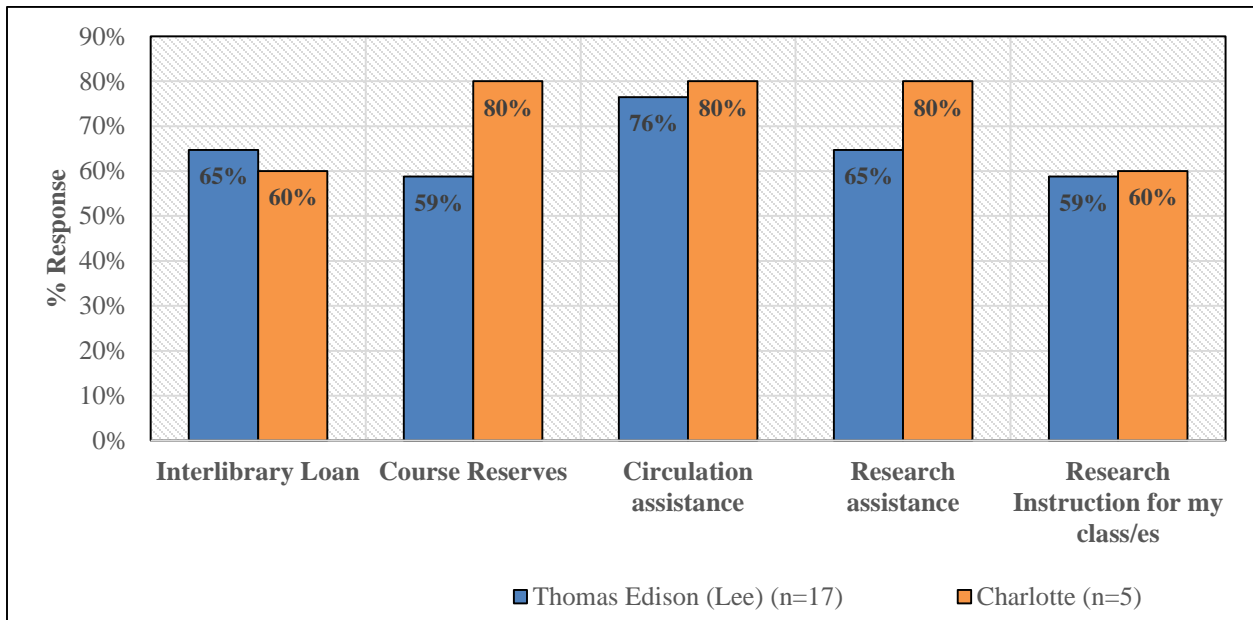


Figure 11. Percentage of faculty responding 'Satisfied' or 'Very Satisfied' by site to survey question "How satisfied are you with the following library services and programs?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

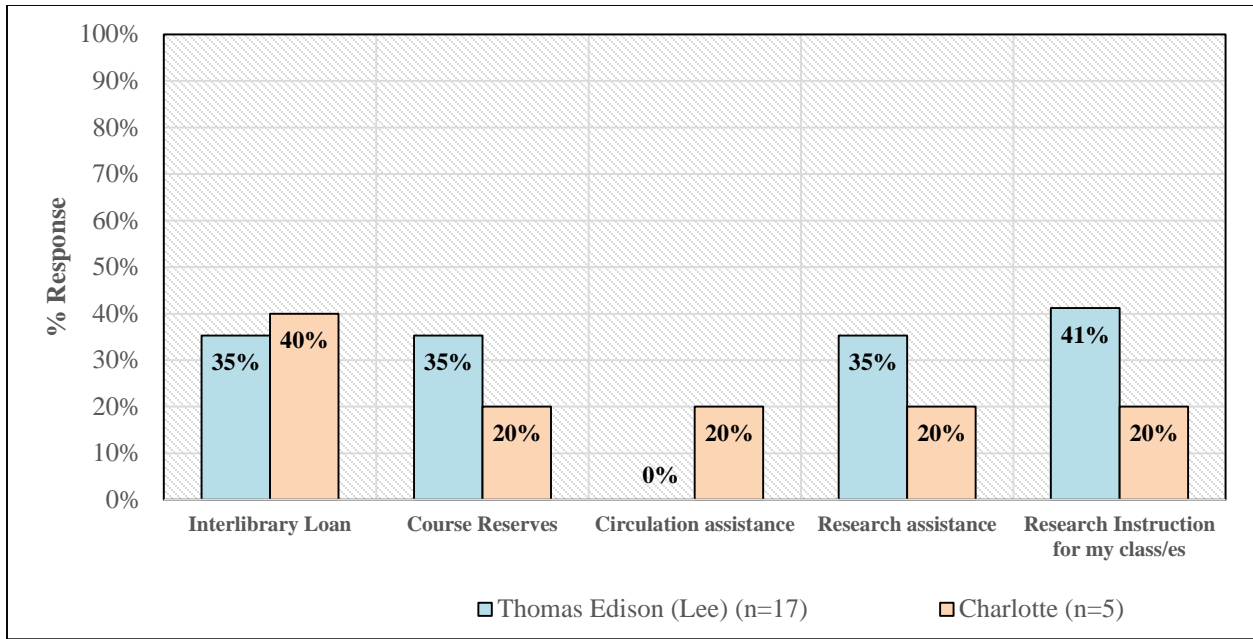


Figure 12. Percentage of faculty responding 'Satisfied' or 'Very Satisfied' by site to survey question "How satisfied are you with the following library services and programs?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

The responses disaggregated by site to Question 8: "How confident are you in your students' ability to find and use credible sources of information?" are shown in Figure 13. Thomas Edison exhibits moderate to high confidence in students' ability to find/use credible information sources (only 12% respond "Low"). The Charlotte campus exhibits a bimodal response, however, sample size is limited.

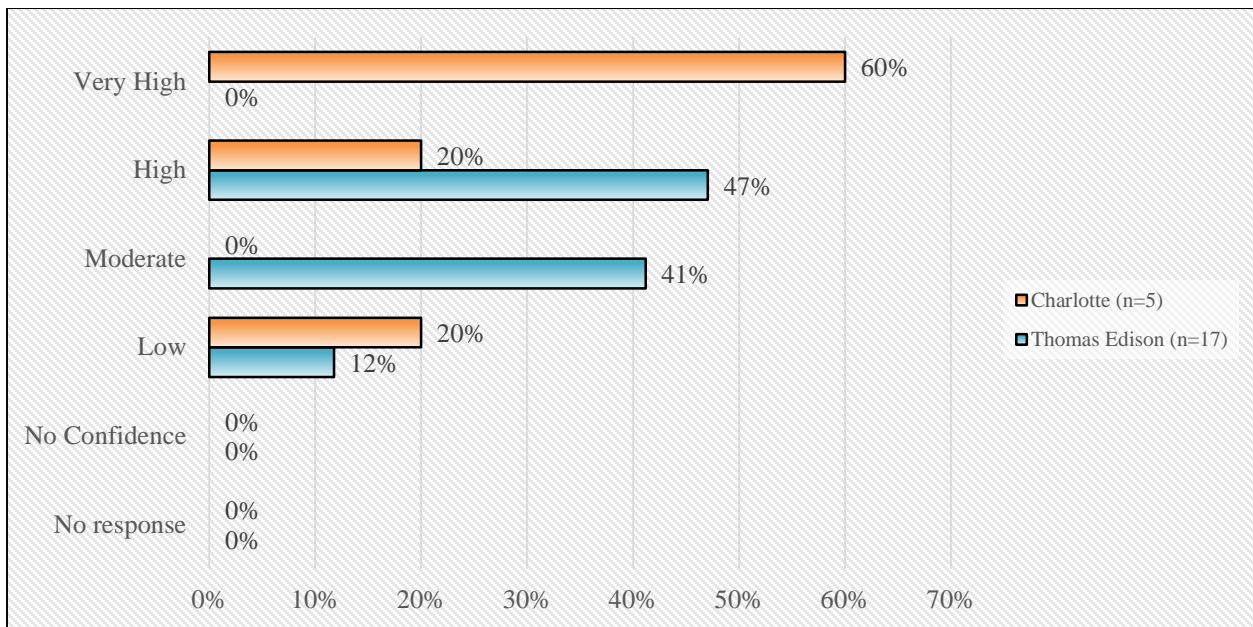


Figure 13. Response by site to survey question "How confident are you in your students' ability to find and use credible sources of information?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

The responses disaggregated by site to Question 9: “How often do you require students to use library resources to complete assignments?” are shown in Figure 14. Results of respondents are similar on the Thomas Edison (Lee) campus compared with the Charlotte campus.

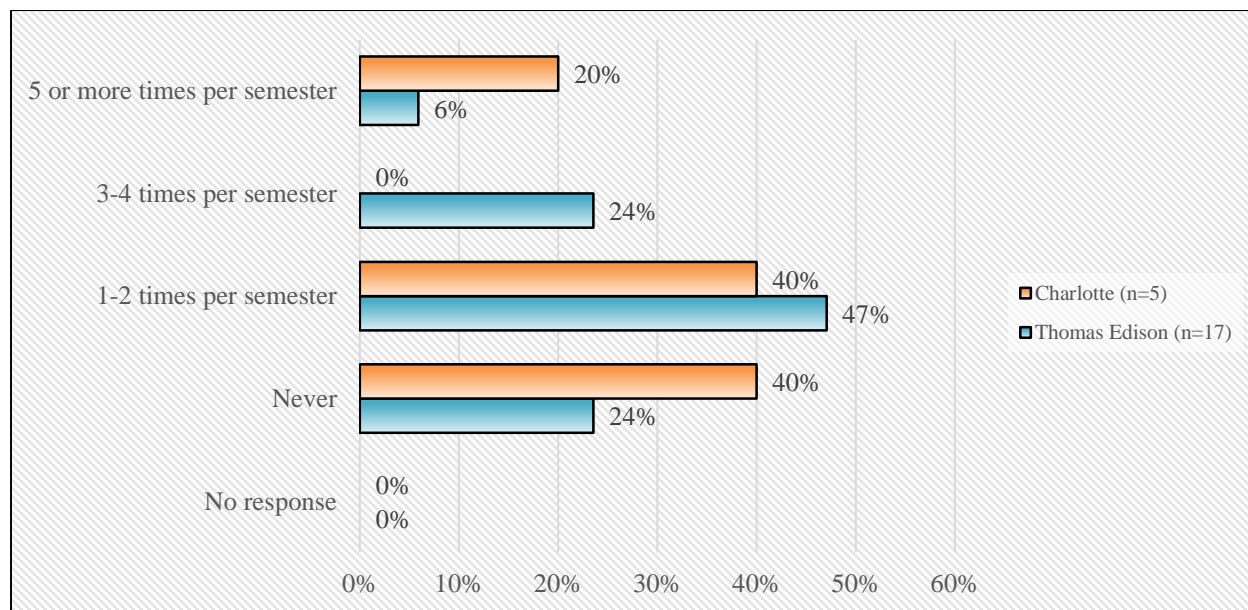


Figure 14. Response by site to survey question "How often do you require students to use library resources to complete assignments?" Survey respondents: 25. Collier (n=3), FSW Online (n=4) and Hendry Glades (n=0) are excluded from this comparison due to limited sample size.

Survey Results by School

Of the 29 survey respondents, 21 originated from the School of Arts, Humanities, and Social Sciences, 0 from the School of Business and Technology, 0 from the School of Education, 1 from the School of Health Professions, and 2 from the School of Pure and Applied Sciences (some did not report a School). Because same size is so limited with all Schools except the School of Arts, Humanities, and Social Sciences, no analysis by school is included here.

Open Ended Question Results

What follows below are the open-ended responses to the two open-ended questions in the survey disaggregated by site.

Thomas Edison (Lee)

Please list suggestions for new library workshops or Research Instruction pedagogy.

- ✚ Academic integrity
- ✚ How students can use JSTOR to find resources for their term papers.
- ✚ Reward them for their work. Thank you.

- ✚ APA instruction and navigation assistance for students in School of Health programs
- ✚ N/A
- ✚ Our librarians & staff are exceptional. They provide all I need.
- ✚ Maybe having all new students watch a short overview. I am so tired of plagiarism. I know everyone is, but I don't see how students can claim they don't know about it.

Please share your ideas or suggestions for improving library operations.

- ✚ More staff. More print materials. Create more study rooms from the rarely used space on the 3rd floor. An area for textbook exchanges among students.
- ✚ Obtain print subscriptions to Value Line, Morningstar, and other investment research publications. This would add value to my classes.
- ✚ Just keep my classes on your radar.
- ✚ N/A
- ✚ Expanded hours of operation on the weekdays and during the weekend, particularly during exam week(s).
- ✚ I do not know what type of collection you have in the performing arts. But if you have piano/vocal, scores for musical theater or opera - that would be a plus. Also any videos you have of opera or musical theater.
- ✚ I would like the library to have more space
- ✚ NA

Charlotte Campus

Please list suggestions for new library workshops or Research Instruction pedagogy.

- ✚ I use the library private rooms for weekly tutoring. The staff is very accommodating.

Please share your ideas or suggestions for improving library operations.

- ✚ Open Saturdays mornings during summer sessions.

Collier Campus

Please list suggestions for new library workshops or Research Instruction pedagogy.

- ✚ Canvas assistance.

Please share your ideas or suggestions for improving library operations.

- ✚ They are doing a great job!