

# 2008-2009 LIBRARY SURVEY

## Faculty Responses

1. Please rate the following resources. How well do they satisfy your information needs?



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	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Rating Average	Response Count
<b>EBSCOhost</b>	3.6% (2)	0.0% (0)	29.1% (16)	30.9% (17)	<b>36.4% (20)</b>	3.96	55
<b>EZ-Borrow</b>	2.0% (1)	0.0% (0)	<b>42.0% (21)</b>	14.0% (7)	<b>42.0% (21)</b>	3.94	50
<b>Professional Reference Staff</b>	5.6% (3)	0.0% (0)	18.5% (10)	14.8% (8)	<b>61.1% (33)</b>	4.26	54
<b>MyAthens</b>	1.9% (1)	5.7% (3)	<b>56.6% (30)</b>	18.9% (10)	17.0% (9)	3.43	53
<b>Purchase Requests for books &amp; resources</b>	6.0% (3)	6.0% (3)	<b>44.0% (22)</b>	22.0% (11)	22.0% (11)	3.48	50
<b>Overall library services</b>	1.9% (1)	5.8% (3)	23.1% (12)	<b>34.6% (18)</b>	<b>34.6% (18)</b>	3.94	52
Additional Comments or Recommendations? <a href="#">Show Responses</a>							25
<b>answered question</b>							<b>58</b>
<b>skipped question</b>							<b>3</b>

1. Please rate the following resources. How well do they satisfy your information needs? (*Comments*)

Comment Text	Response Date
I have not used many services since working at Eastern, but I have been pleased.	Mon, 5/4/09 10:09 AM
Need more Science, especially chemistry access to journals via internet	Sun, 5/3/09 12:01 PM
Where I've indicated "Neutral", I generally haven't used these particular services.	Wed, 4/29/09 2:59 PM
I haven't really gotten to know "My Athens." I need to make a serious effort to use it. If it's too difficult, then I'll suggest you do an "Idiot's Guide"	Wed, 4/29/09 11:19 AM
I really don't understand MyAthens or what it's for. I guess that, since I live on campus right now, I haven't had to use it, really. But I may need to later. As for purchase requests, I'm never quite sure what happens to those cards when we mark our initials on them. Are they purchased? Or not? But when I make a specific request for a book, I get the sense that it's often purchased, and I get the option to review it before it gets placed in the stacks, which I appreciate.	Tue, 4/28/09 4:35 PM
I know very little about how to use the library via internet (I am not on main campus)	Tue, 4/28/09 3:59 PM
Some of the journals I would like are not available through our databases, specifically Journal of Transformative Education, and organizational leadership journals	Tue, 4/28/09 1:49 PM
Please keep full text Ebscohost. Please get more databases and it would be really great to have Cochrane too.	Tue, 4/28/09 12:40 PM
As a relatively new staff person, I have not used all of these services. Have used those marked something other than neutral.	Tue, 4/28/09 11:04 AM
I never use the library resources.	Tue, 4/28/09 11:02 AM

Comment	Response Date
MyAthens password process--difficult	Tue, 4/28/09 10:45 AM
In my staff position, it is not common for me to use library services. However, on the very few times I've been there, the staff has been welcoming and helpful.	Tue, 4/28/09 8:58 AM
The library staff are professional and cordial. I always appreciate their prompt response and willingness to help. Thanks you for your hard work. I also appreciate the service with MyAthens. I'd love it if I can search several databases (e.g., Sageonline, Ebsco-Host, Project Muse) at once. I'd also like to see the database Anthrosource be added to our holding.	Tue, 4/28/09 12:05 AM
I have not used any of the library services yet	Mon, 4/27/09 9:41 PM
I love the e-reserve option! Is there anyway to link it more directly to the actual class blackboard site?	Mon, 4/27/09 7:02 PM
Come on guys, you're the greatest!	Mon, 4/27/09 6:46 PM
I don't use the library.	Mon, 4/27/09 4:52 PM
I haven't used the library this semester.	Mon, 4/27/09 4:44 PM
I hope Question #1 does not indicate that you are going to be eliminating services!! These tools are vital, vital. My dissatisfaction with book requests is that over the past 5+ years, that it just takes a year or more to get a book on the shelf.	Mon, 4/27/09 4:38 PM
I don't use most of these services.	Mon, 4/27/09 4:35 PM
I have not used all the items listed, don't use the library often	Mon, 4/27/09 4:35 PM

Comment	Response Date
I frequently have difficulty getting access through athens when I come across a link on the web that requires athens log in, and subsequently get frustrated.	Mon, 4/27/09 4:30 PM
I really would like to see an increased availability of full text articles in CINAHL. I enjoyed the trial this spring and really believe it is necessary to support the changes within the Department of Nursing.	Mon, 4/27/09 4:24 PM
Generally, I found learning to operate EBSCOhost made for a tough time of enjoying the resource.	Mon, 4/27/09 4:22 PM
Our book holdings and journal subscriptions are woefully inadequate. As the university has increased its offerings and expectations for student research, the library has not kept up.	Sat, 4/25/09 11:55 AM

2. Do you think the library should offer technology-based workshops for the faculty?

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		Response Percent	Response Count
Yes		80.0%	48
No		20.0%	12
		answered question	60
		skipped question	1

3. If you answered "Yes" to question #2, which of the following topics would you want a workshop in? Please check all that apply.

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		Response Percent	Response Count
Web 2.0 tools (blogs, social networks, RSS feeds, etc.)		39.1%	18
Microsoft Office (Publisher, PowerPoint, Word, etc.)		34.8%	16
Research tips and tools		69.6%	32
RefWorks		43.5%	20
Database Tutorials		56.5%	26
		Other (please specify) <a href="#">Show Responses</a>	8
		answered question	46
		skipped question	15

3. If you answered "Yes" to question #2, which of the following topics would you attend a workshop on? Please check all that apply. *(Comments)*

Comment Text	Response Date
I know you've already done RefWorks seminars, but I was busy and couldn't attend	Wed, 4/29/09 11:19 AM
Second Life, especially if and when our presence there expands.	Tue, 4/28/09 4:35 PM
Question #2 asks if faculty should be offered workshops, and I think it would benefit staff as well. I assume some staff could benefit from the knowledge for research, etc., if their job requires it. Also, as many staff members do go through the educational system as students, it would again be beneficial.	Tue, 4/28/09 8:58 AM
Knowing what sites and ad banners are potential hazards in getting spyware and viruses on their computers. How to run virus and spyware scans, and how often. Computer troubleshooting.	Tue, 4/28/09 8:54 AM
I still have trouble finding articles online through the library - and find it easier to use the print articles, but then I can't easily get copies (copyright permissions etc.), so I need to better understand all of your tools	Mon, 4/27/09 4:44 PM
MyAthens	Mon, 4/27/09 4:38 PM
I have no opinion on this.	Mon, 4/27/09 4:35 PM
If faculty don't know or can't figure out how to use Office, blogs, etc. they have no business in academia. No one with a Ph.D. should need "research tips and tools" at this point in their career.	Sat, 4/25/09 11:55 AM

#### 4. How else can the library provide you with better service? *(Comments)*

Comment Text	Response Date
newer selections of digital/non-book media	Tue, 5/5/09 9:05 AM
one-on-one tutoring would be helpful. It's often hard to learn in a room with other people and remember it later. PS-I don't know what RefWorks is.	Mon, 5/4/09 10:09 AM
Obtain SciFinder for small colleges	Sun, 5/3/09 12:01 PM
Can't think of anything right now.	Wed, 4/29/09 2:59 PM
I think you're making the right decision to put your money into electronic resources and staff. It's impossible to stock all the new books we might want--so we'll get them on EZ Borrow.	Wed, 4/29/09 11:19 AM
I think everything is great the way it is.	Wed, 4/29/09 9:05 AM
I'm really pleased with the library's service, actually. Thanks for all you do!	Tue, 4/28/09 4:35 PM
provide research seminars for incoming students - how to find sources in a variety of databases and the use of Inter-Library Loan	Tue, 4/28/09 2:18 PM
Sending ILL and EZ Borrow books to off campus sites (I am in Philadelphia)	Tue, 4/28/09 1:49 PM
more online full text nursing journals and nursing research databases	Tue, 4/28/09 12:40 PM
Keep things moving in the electronic way it has been. Kudos. We need to keep our students aware of what the Library has to offer - no matter how young or old they are.	Tue, 4/28/09 11:47 AM
I think that you do a good job already!	Tue, 4/28/09 11:07 AM
Email that goes out to faculty and staff with notices and highlights on various technologies, trainings, resources, etc. so that we know the full breadth of what is offered.	Tue, 4/28/09 11:04 AM

Comment Text	Response Date
I think we're pretty good overall!	Tue, 4/28/09 10:50 AM
Same as above - staff education and tutorials on library services.	Tue, 4/28/09 8:58 AM
More of a media library for films. More computer stations. Printers that have usb ports for people with laptops, or being able to print from your laptop wirelessly. More printers.	Tue, 4/28/09 8:54 AM
The service can be more user-friendly to online graduate students. Can the materials they request through E-Z borrow or interlibrary loans (especially articles) be delivered to them via email?	Tue, 4/28/09 12:05 AM
Hold seminars	Mon, 4/27/09 10:56 PM
Would like more a/v resources for the business section	Mon, 4/27/09 7:26 PM
Be patient with the explanations - I am sure you answer the same questions hundreds of times :)	Mon, 4/27/09 4:44 PM
Hardcopy journals need to be moved to where they are easily accessible. Their current location in compact shelving inhibits the purpose for which we subscribe to them, which is to make them available for researchers, especially students. Also, current editions of all journals should be on display to invite browsing. This is an important function of a college library in encouraging scholarly interests in our students.	Mon, 4/27/09 4:35 PM
N/a - very satisfied overall	Mon, 4/27/09 4:30 PM
I really appreciate help with access to information in an electronic format. Although the library is a lovely building, it is more cost effective for me to be able to work from my office.	Mon, 4/27/09 4:24 PM
Keep doing what you're doing...perhaps regular and open training for research resources would be helpful to students.	Mon, 4/27/09 4:22 PM

Comment Text	Response Date
<p>Purchase more academic books, purchase more significant reference works, subscribe to more journals. I tire of constantly sending students to other libraries to utilize works that any Christian liberal arts institution should have. Focus less on bundled electronic resources filled with useless materials. This may increase the numbers we can report for our holdings and access, but some of these things are a waste of funds. Stop putting out displays of popular novels, novels on MP3, DVDs, etc.. The library needs to support the academic mission of the university, not mimic a township public library. Lastly, we need current academic journals on display to encourage students to read and browse through them, to begin keeping up with the latest scholarship their disciplines. Faculty also need ready access to keep up. Even when we have online access, that cannot facilitate the discoveries one makes browsing the journals.</p>	Sat, 4/25/09 11:55 AM