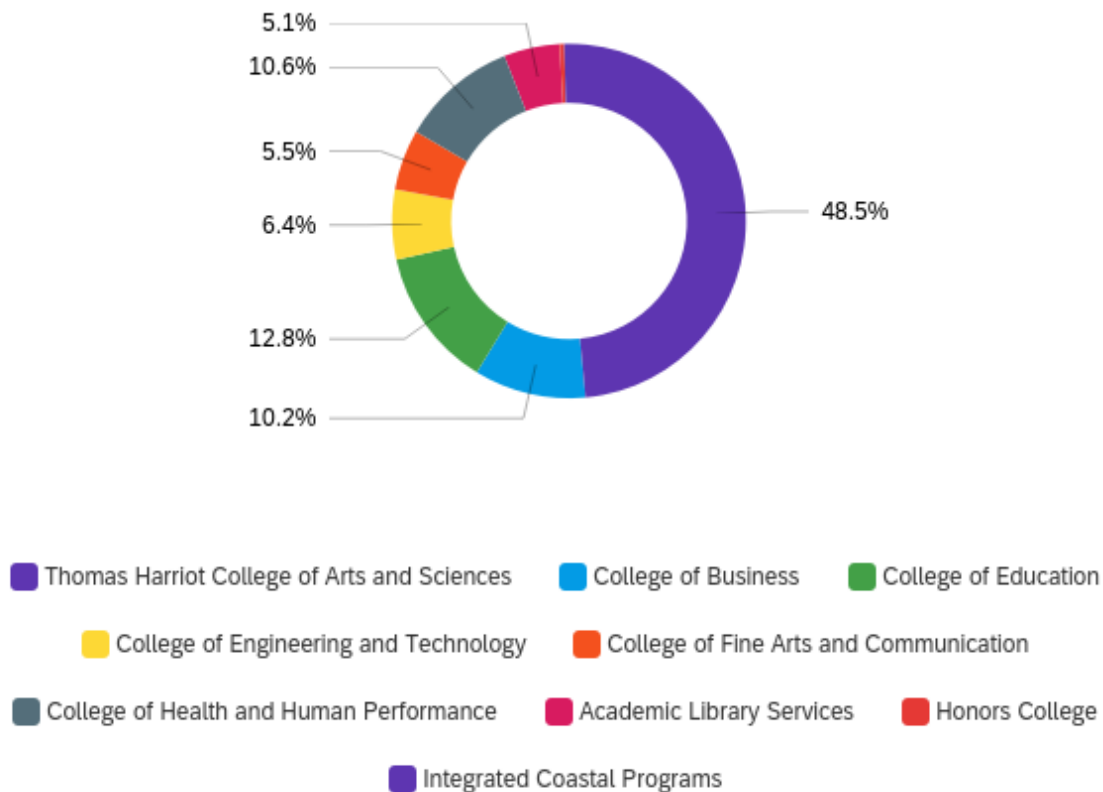


2021 Academic Affairs Faculty Survey

During the fall of 2021, Academic Library Services conducted a survey of faculty in the Division of Academic Affairs. This report presents general information about survey administration and response, then provides an analysis of the results.

Survey Administration and Response

The Qualtrics survey was conducted from September 13-28, 2021, the dates approved by the ECU Survey Research and Oversight Committee. Library Director Jan Lewis announced the survey and invited faculty in the Division of Academic Affairs to participate via a September 13 post on the FACULTYL@LISTSERV. She sent reminders on September 21 and 27. Each email included a link to the survey. The survey was also promoted on the library website and in the September issue of *First Monday*. 234 individuals began the survey, with between 156 and 199 individuals completing most survey items. Responses by college or unit are shown below:



Satisfaction Levels

Faculty were asked to rate their overall satisfaction as well as satisfaction with five specific services on a scale of 1 *Very Dissatisfied* to 4 *Very Satisfied*. The following table shows the mean scores for these

items and the percentage of respondents who indicated that they are satisfied or very satisfied with the service.

Service	Mean	Percent Satisfied / Very Satisfied
Customer Service	3.70	98
Materials Hold & Delivery	3.68	99
Hours	3.66	98
COVID response	3.63	99
Building/Space	3.58	98
Overall	3.65	99

The responses clearly show that faculty recognize and value the library’s employees and the services they provide. ALS was one of the few academic libraries in the United States that did not suspend interlibrary loan and delivery services during the pandemic. ALS provided robust remote/virtual research assistance services during this time, including scanning materials from our special collections and emailing them to researchers. One person commented that during COVID the service of mailing and returning books was amazing!”

Effectiveness of Collections in Meeting Teaching and Research Needs

Another question asked faculty to rate the effectiveness of Academic Library Services in providing materials to meet their teaching and research needs. The scale ranged from 1 *Very Ineffective* to 5 *Very Effective*. Mean scores ranged from 3.68 for streaming videos and DVDs to 4.27 for discoverability of materials not currently available (e.g., interlibrary loan, purchase on demand).

Neither Effective nor Ineffective was the middle point of the scale (3). It appears that this option was chosen by respondents who did not use a particular type of material, or did not use it often: nearly 40% chose this response for streaming videos/DVDs and for archival collections. Future surveys should include a *Not Applicable* or *Do Not Use* option, or be designed so that a response is not required.

Type of Material	Mean	Percent “Effective” or “Very Effective”
Journals (print & online)	3.99	80
Books (print & e-books)	4.00	82
Streaming video & DVDs	3.68	57

Databases	3.93	77
Archival collections (original & online)	3.81	61
Deliverability of materials via ILL, POD	4.27	85

Faculty Support Services

The survey also asked whether faculty use six specific services, if non-users are interested in using the services, and how well they meet the needs of current users. Faculty who use the services ranked them on a four-point scale ranging from *Very Dissatisfied* to *Very Satisfied*. Results indicated that most current users are satisfied or very satisfied with the services. Large percentages of faculty were non-users. Some of the services are needed only by faculty with research responsibilities while others are relevant only for individuals teaching certain types of courses. Targeted marketing efforts can help raise awareness of relevant services among appropriate faculty members.

Service	% Have not used, not interested	% Have not used but interested	% Users	% Users Satisfied / Very Satisfied
Textbook affordability initiatives	27	34	39	100
Open access publishing support fund	39	43	18	94
Grant support	44	42	15	90
Library instruction for students	24	16	60	97
Library resource integration in Canvas	27	39	36	91
Print & online course reserves	29	27	45	96

The open access publishing support fund historically has been depleted early in the fiscal year. ALS doubled the amount in the fund in fiscal year 2022. It also aggressively expanded its open access publishing support through agreements with various publishers. The agreements will be monitored to ensure that they help meet faculty needs and support the ECU and ALS missions. More about the ECU Libraries' focus on sustainable publishing is available at <https://sustainablescholarship.ecu.edu/>. Encouraging faculty to include open access publishing costs in grant applications and use F&A funds to support these costs are other ways the University can encourage the open sharing of research outputs.

Comments

We asked faculty how the library or its services could be improved. Many comments suggested adding fulltext ejournals, databases, online and print books, and streaming media. Numerous comments recognized that the library's budget has been cut significantly and repeatedly since 2009 and were supportive of budget increases for the library from the University. One person stated "You have done an amazing job of soliciting faculty feedback as you tried to continue to provide a high level of service and resources while your budget declined, and then strategically deciding what to cut and what to keep." Many comments were supportive of newer library initiatives including support for open access publishing, affordable/open textbook programs, mail delivery of materials, and equipment loans to students. There were also suggestions to improve the interfaces for several services and add programs, which will be investigated. Every suggestion will be reviewed and those that are actionable will be prioritized.

In response to a question asking faculty what they value most about the library, there were numerous comments praising the online journal collections, the library's robust and diverse collections in general, and the online availability of books and video content. So, while current collections of all types are appreciated, there is a need and demand for additional content. Finally, faculty indicated that they sincerely value library employees: customer service, knowledgeable and helpful staff, and instruction for students were consistently praised.

We appreciate all the thoughtful responses to the survey and look forward to working with faculty to improve.