

Academic Staff Survey: Library Services.

Background to the Survey

Between July and September 2009, the Liaison team carried out an Academic Staff survey. The survey was intended to canvass the views of Academic staff (as a distinct customer group) on Library Services.

The survey was distributed in the conference packs at the University Annual Learning & Teaching Conference and also promoted through the Library Web Pages, All-Staff Bulletin and through School Offices. In total 19 responses were received, which is a low response. The argument could be made that a low response was due to the fact the survey was done during the summer months, when less academics are on campus. However, whether the survey would be more fruitful during term when academics are more time-poor is perhaps something which could be tested in future surveys.

The survey's purpose was to profile the ways that Academic Staff currently receive information from the Liaison team and to see how effective current communication channels are. It was also intended to see if academics thought there were any services that the Liaison team do not currently offer.



The Government Standard

Survey Analysis

Q1. Which school do you work in?

Over half the respondents were from the School of Health and Social Sciences, with a low number of responses from Games Computing & Technology and Built Environment & Engineering.

Q2. How do you mainly find out about new Library services?

The majority of respondents stated the All-Staff Bulletin. There was a noticeably small response for Course Committees and Library webpages. No one indicated Notices in the Library or any other.

Q3. How did you find out about the new induction process?

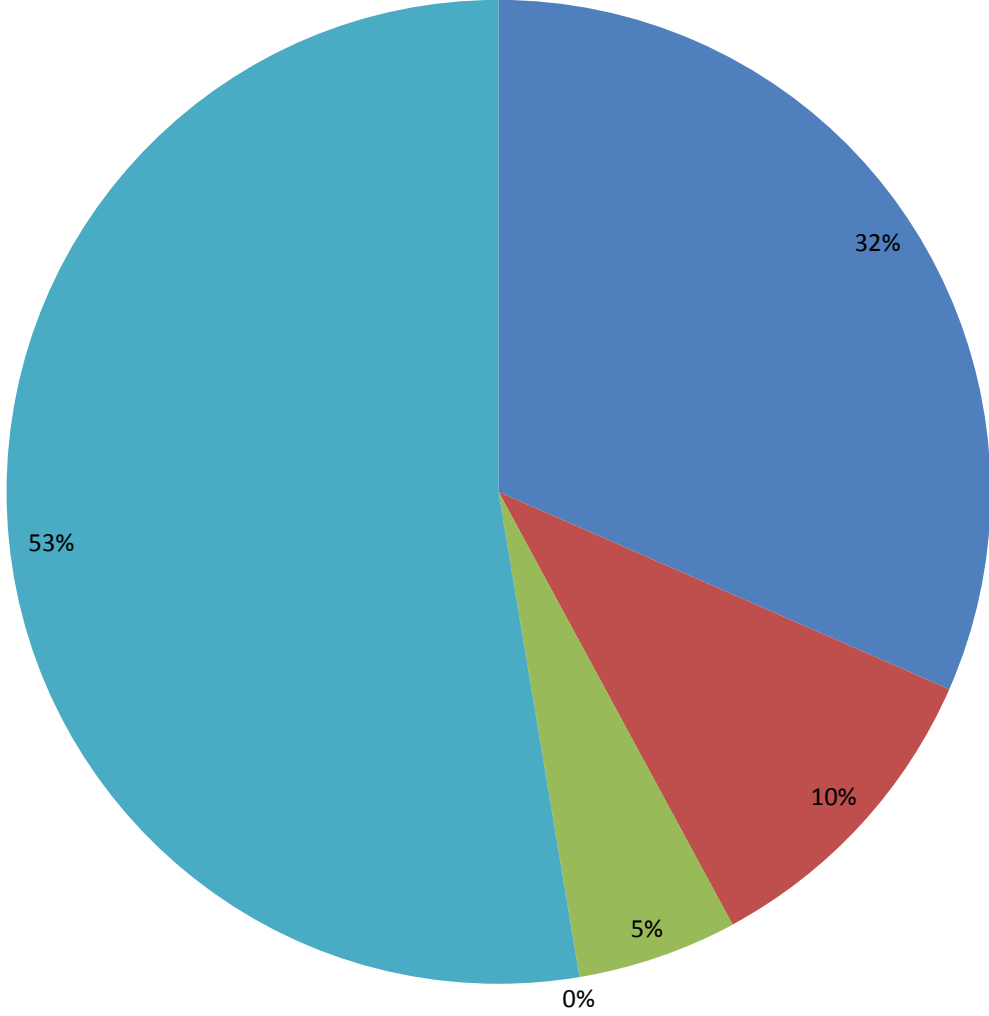
The majority of the respondents again stated the All-Staff Bulletin, and over a third through their Subject Librarian.

The information about the new induction process had been disseminated through emails from Subject Librarians to the academics and the All-Staff Bulletin which falls in line with the responses. For the 21% who didn't know, we can only presume that they did not read the item in the All-Staff Bulletin or the email that was sent to all staff.

Q4. Is there any new service you think we should offer in the Library that we do not offer at present?

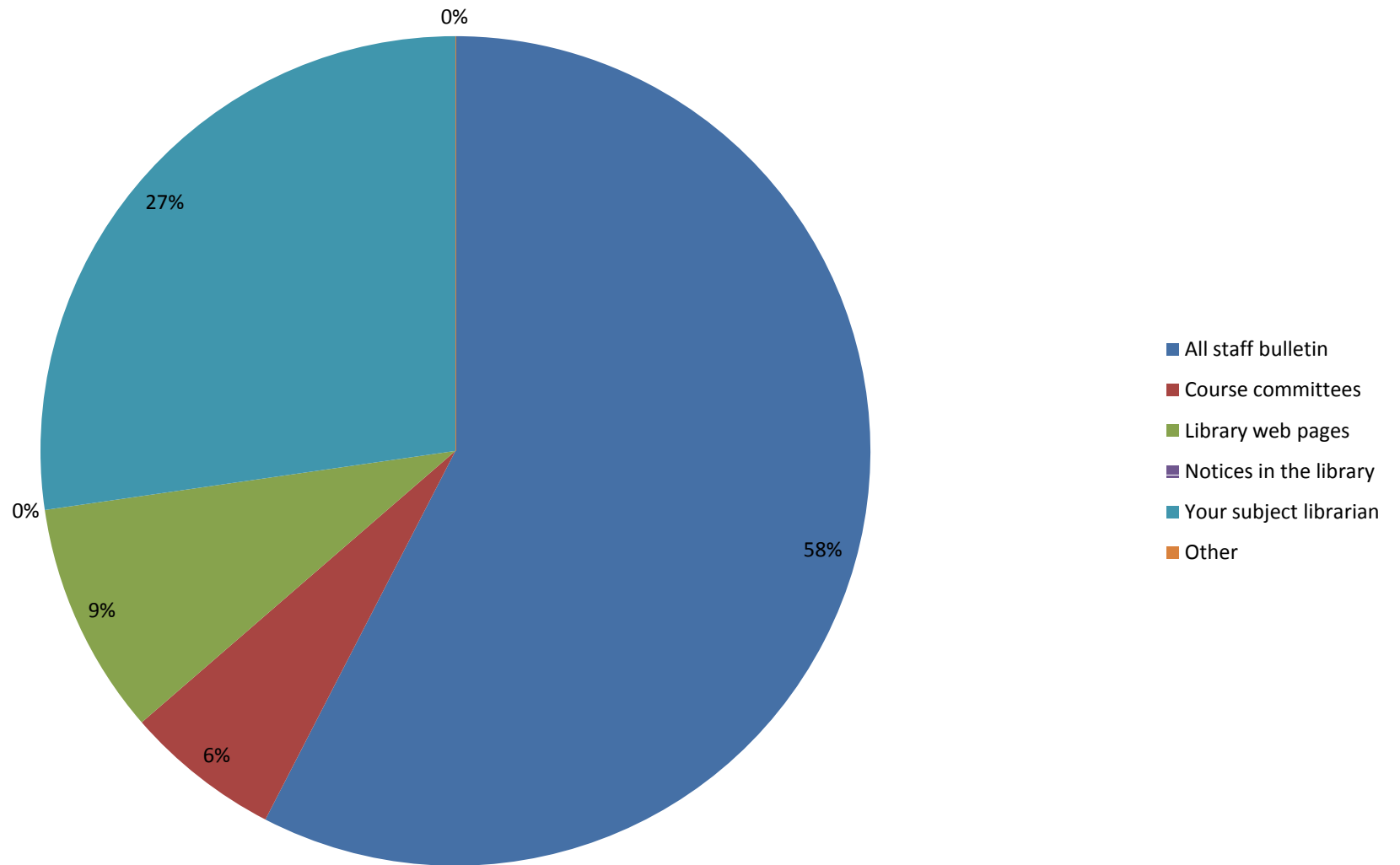
60% stated yes, and 40% said no, when analysing the comments most of these refer to offering or extra Study Skills or Information Literacy sessions. More work is necessary in promoting the sessions that are available through the Subject Librarian. Previously there has been a low take up when offering these sessions outside the classroom in students own time. The solution here is to build them in to the teaching programme and work has already begun in some programmes with the Information Literacy programme the Library is developing.

Which School do you work in?

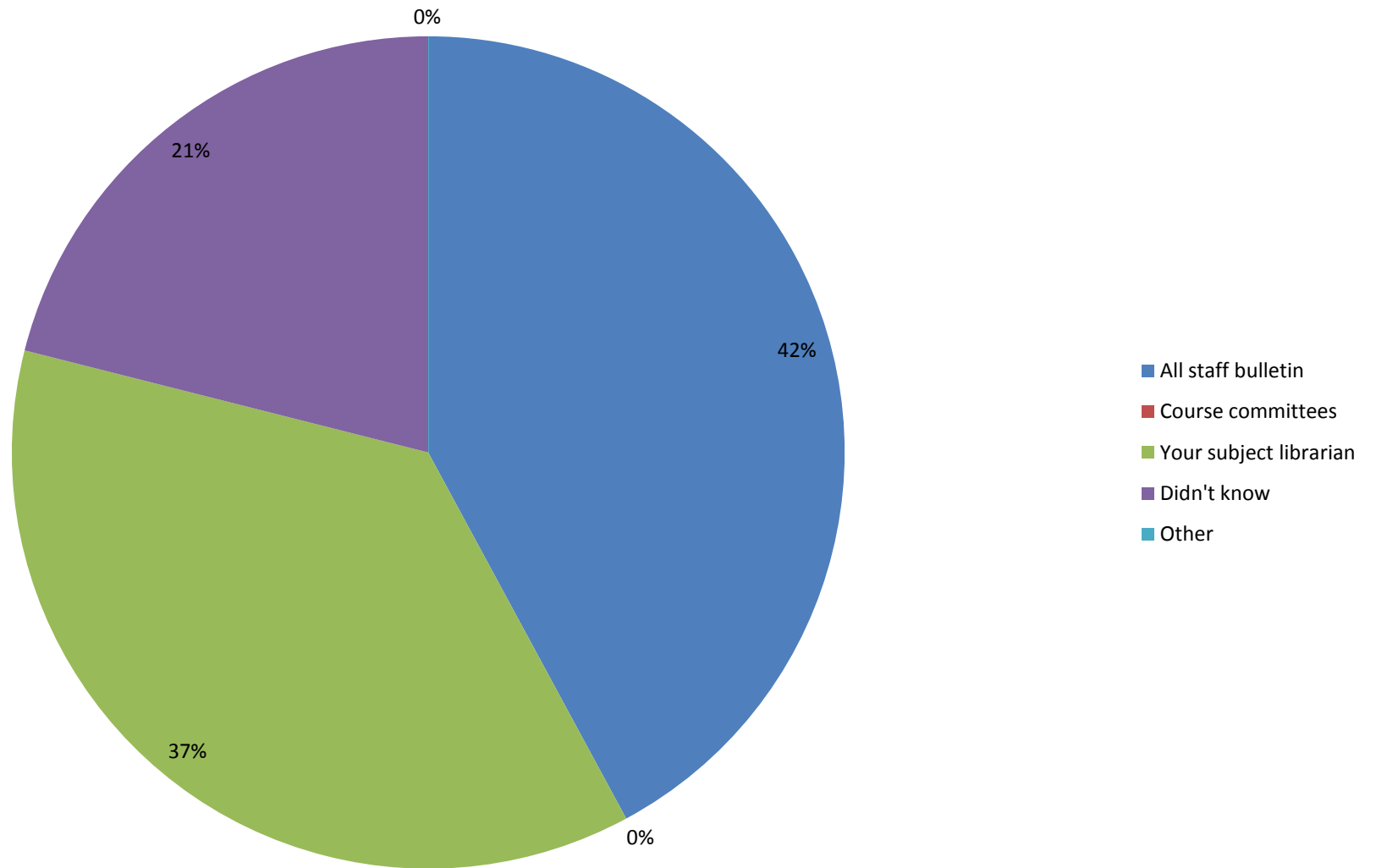


- Arts Media & Education
- Business school
- Built Environment & Engineering
- Games Computing & Technology
- Health & Social Sciences

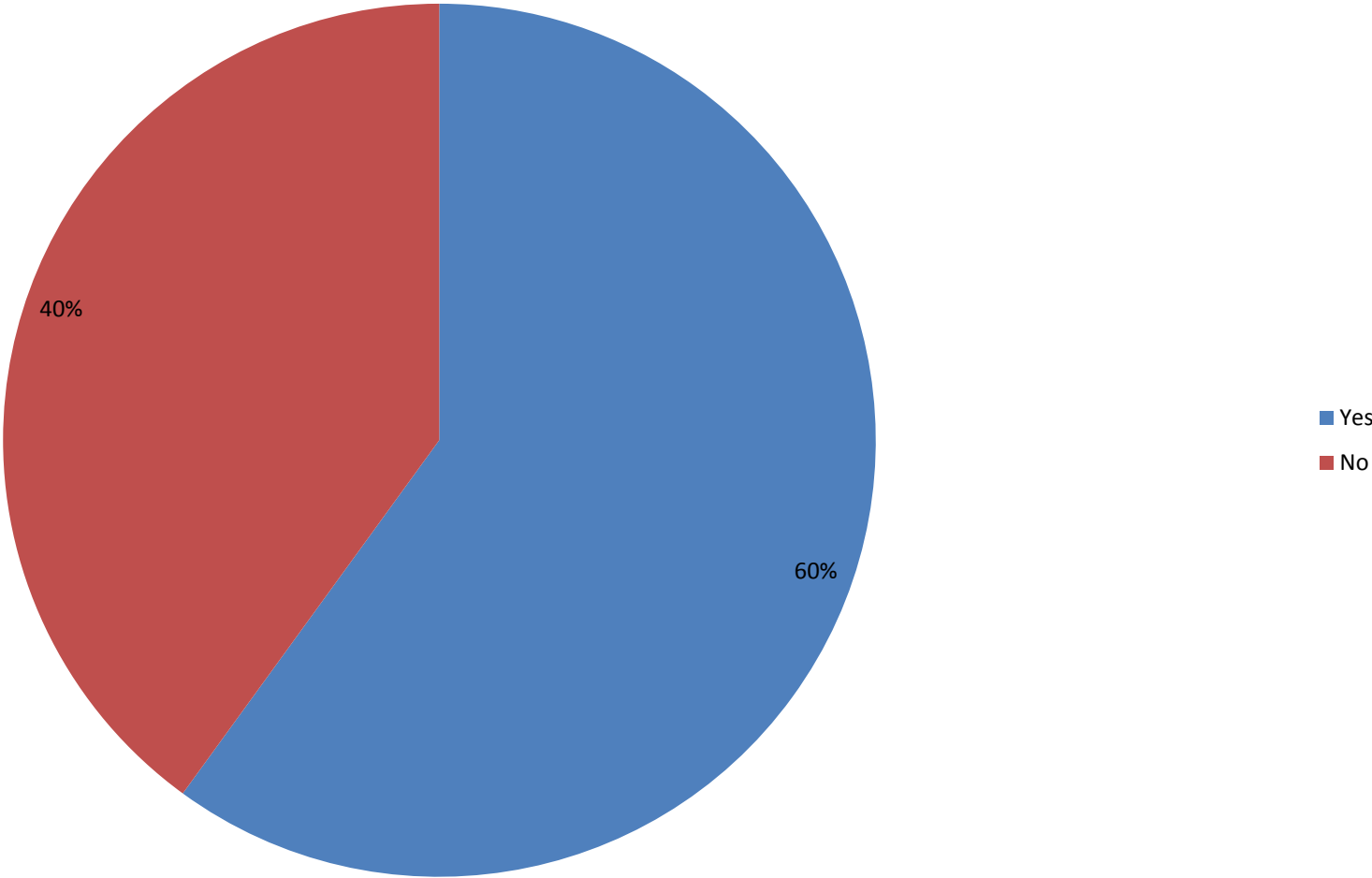
How do you mainly find out about new Library services?



How did you find out about the proposed new induction process?



Is there any service you think we should offer that we do not offer at present?



Academic Staff Survey: Library Services

Any other comments and suggestions

1. The library facilities here are very impressive and excellent. Staff always helpful and areas clean. SLZ also same.
3. Individual sessions on searching and library use that are booked. Good support for students.
5. Study skills workshops, e.g. note taking, essay writing, report writing, some referencing. Some things are better offered by library rather than Student Services as there is a perception that Student Services is for people with learning difficulties or specific needs.
10. A book recall system that gives readers 1 week's notice to return a book if needed by another reader. This would help create fairer access to books that have limited numbers.
12. More resources such as texts... with more supplies of main text so several for students to use. However, always this costs money and we realise resources and money are tight.
13. Targeted support for students who struggle with (a) basic I.T. skills, (b) using internet for research where may need full text articles to critique.
14. Longer opening times on Fridays & weekends. More effective advertising to students of training/help sessions, e.g. via tutors on school notice boards etc.
16. Yes – support for dyslexic students trying to access books and journals etc., who may have problems navigating web pages or reading catalogues.
18. I know that you offer an excellent session on electronic resources. I think that this could be publicised further. Anne K. did a session with our dissertation students and they were extremely positive about it. They all wished that they had had the session at an earlier stage in their degree. I think that this could be extended into a workshop. It was really good.
19. The new library system is inferior to the previous one. Are we stuck with it? The old one was much more flexible in terms of its searching and sorting capabilities. The new one seems to place style over substance. Seeing a picture of the book is of little merit, but having detailed bibliographic information is by far more useful for academic purposes. It's very frustrating to use.