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INTRODUCTION

Webster University Library conducted Library Satisfaction Surveys in 2007, 2010 and 2013 with students, faculty, and staff at the St. Louis, international and extended campuses and in the online programs. The surveys were used to measure satisfaction with library materials, services, technology, and facilities. Average response scores for satisfaction levels of library resources and services were computed for the 2007, 2010 and 2013 surveys and reported together on the same charts for comparison. Valuable information from these surveys was gathered as user comments in text boxes. Based on user comments from all three of these surveys, the library made changes to its services, policies, collections, and facilities.

The current library survey, Library Survey of 2016, was redesigned to move beyond satisfaction-based questions in order to keep up with library assessment best practices, and to produce a library survey report that library management could use to support strategic directives and planning. The name of the survey was changed from Library Satisfaction Survey to Library Survey to reflect the changes.

The data collection centered on:

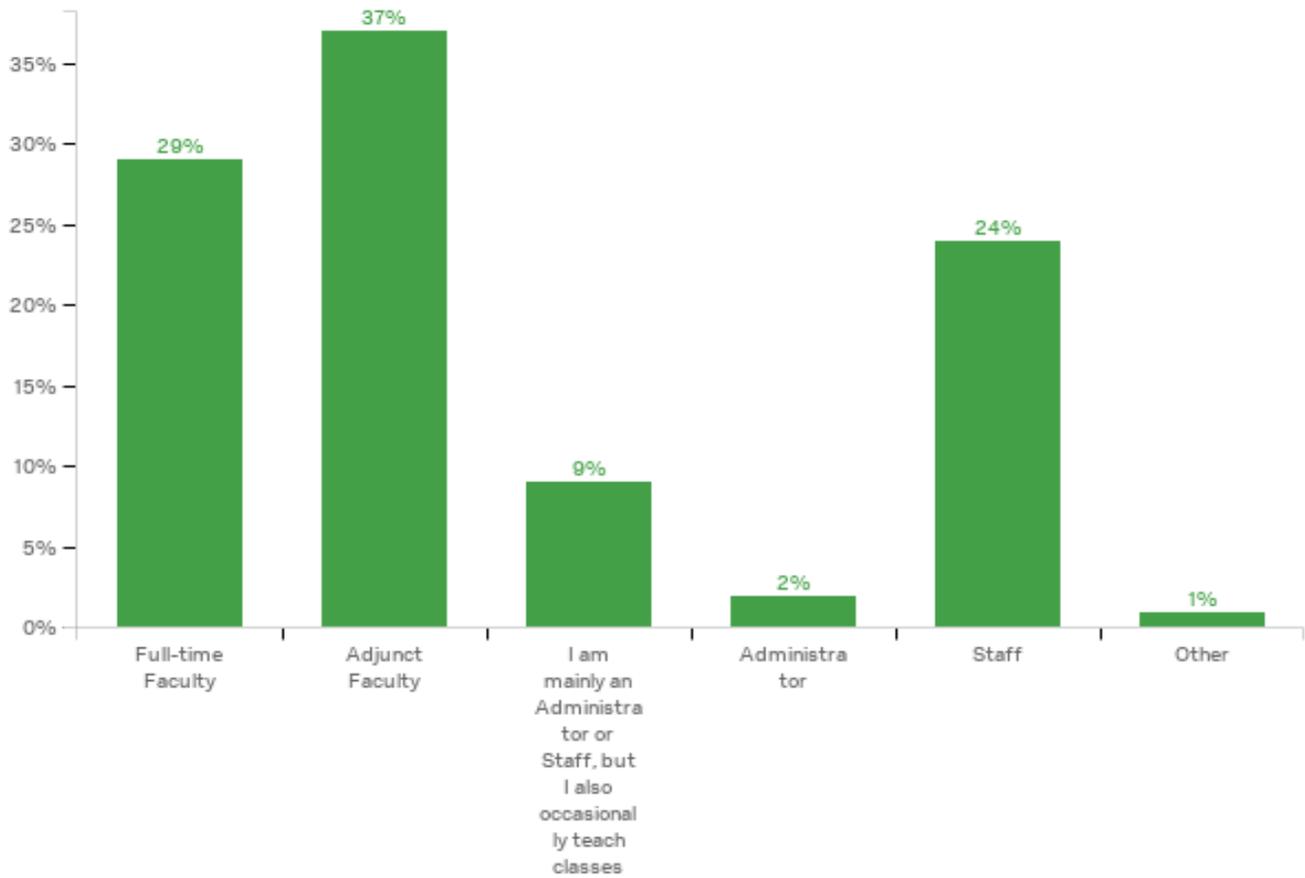
- Examination of faculty/students engagement with the library – identifying how they use library resources and services, and their importance
- Examination of faculty/students research habits outside of library resources and services
- Collection of evidence to demonstrate library impact and value on instruction and research
- Marketing of library resources and services to survey participants by creating an awareness of the resources/services

The library survey was created using Qualtrics and was adapted from library surveys used by Claremont Colleges Library and Massachusetts Institute of Technology Library. The survey was strictly voluntary and anonymous, and it was heavily marketed to the worldwide Webster University community to increase participation rates over the previously administered Library Satisfaction Survey in 2013. The marketing of the survey was successful and the participation rate increased overall by 65% (1,085 students and 226 faculty/staff took the 2016 survey).

The Library Student Survey Report 2016 is available and is related to this report. To obtain a copy, please email Judy Geczi at judygeczi18@webster.edu.

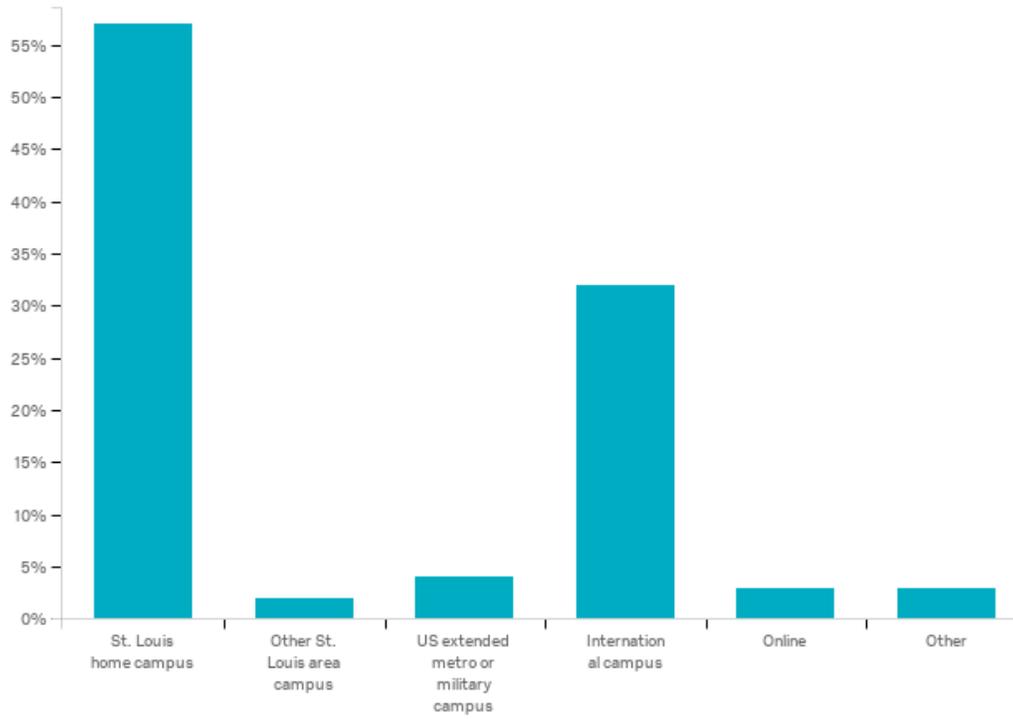
DEMOGRAPHICS

What best describes your role at Webster University?

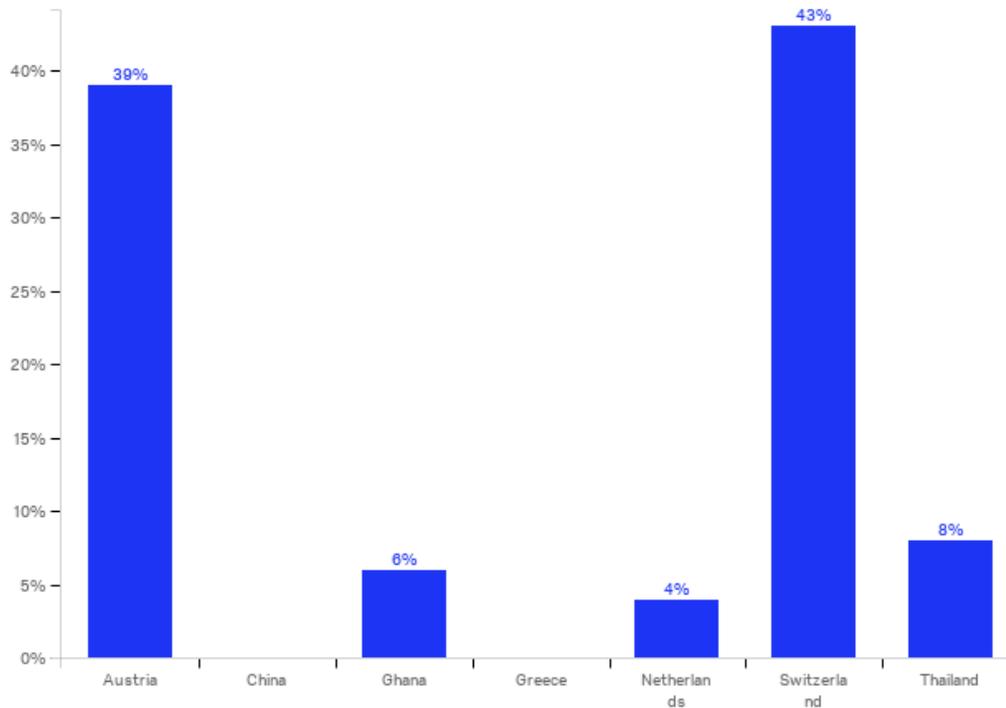


DEMOGRAPHICS

What is your campus location?

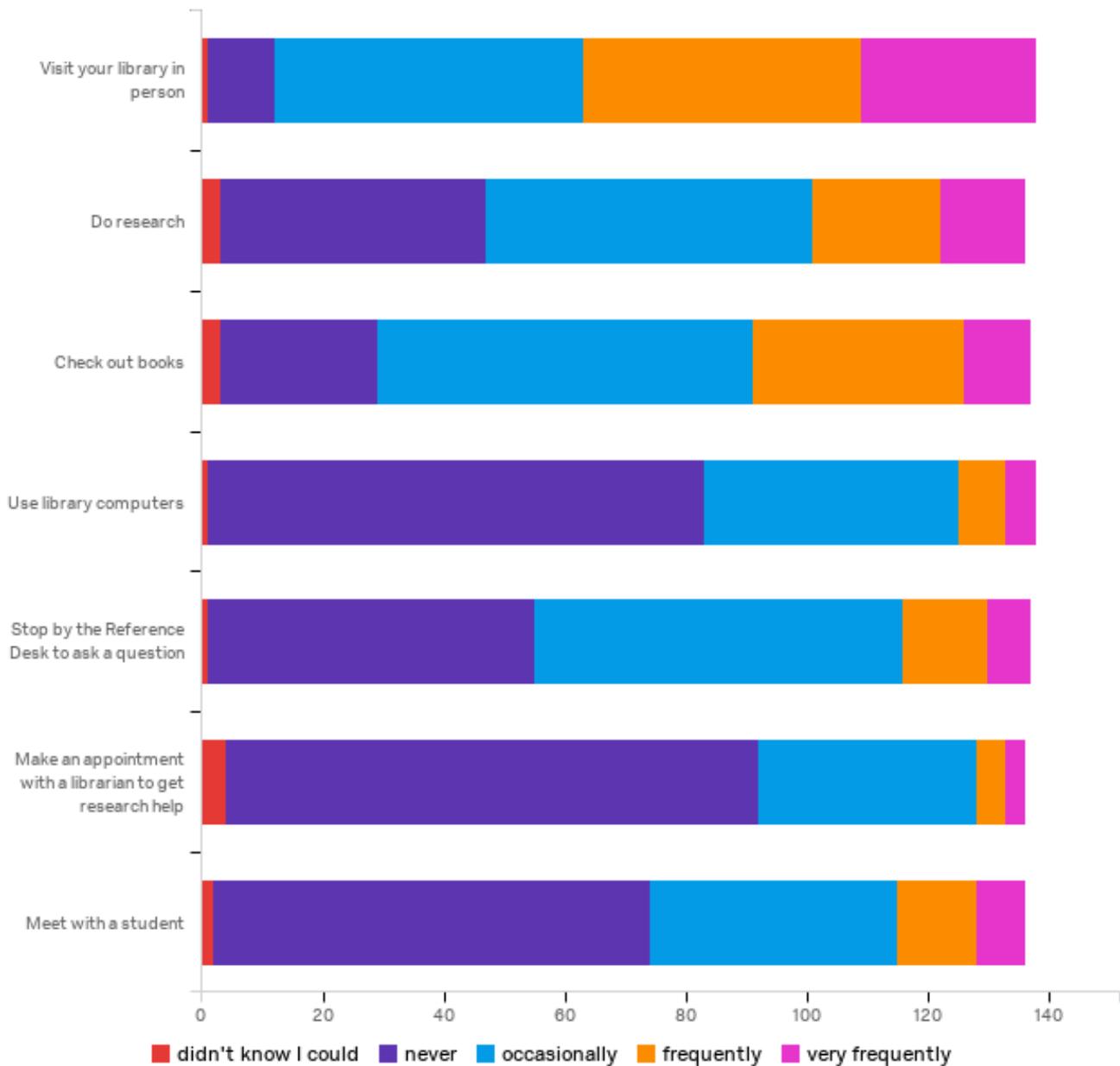


What is your international campus location?



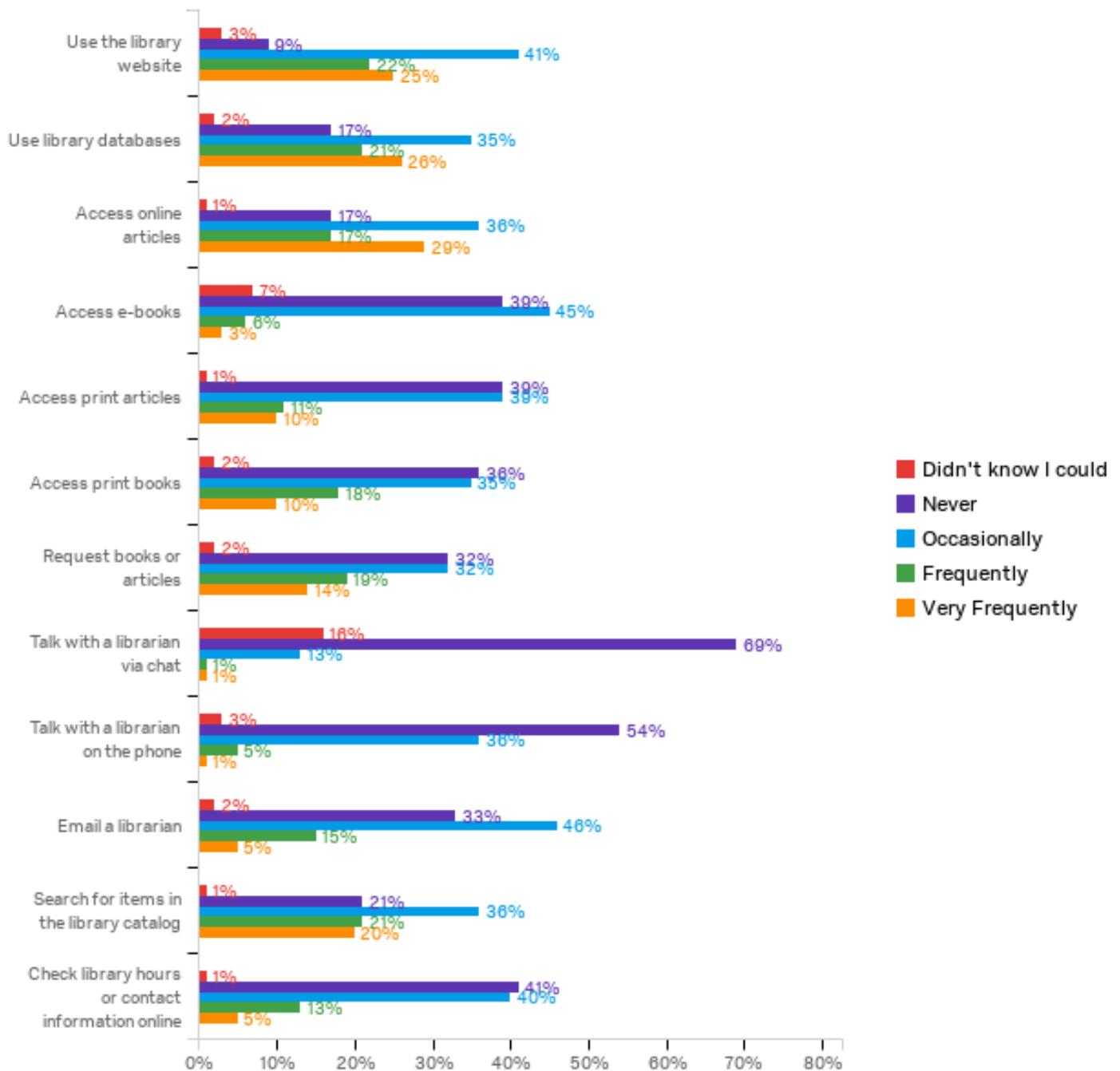
FACULTY/STAFF ACTIVITIES in the INTERIOR SPACES of the LIBRARY BUILDING

During the semester, about how often do you use the library BUILDING or PHYSICAL LOCATION to...



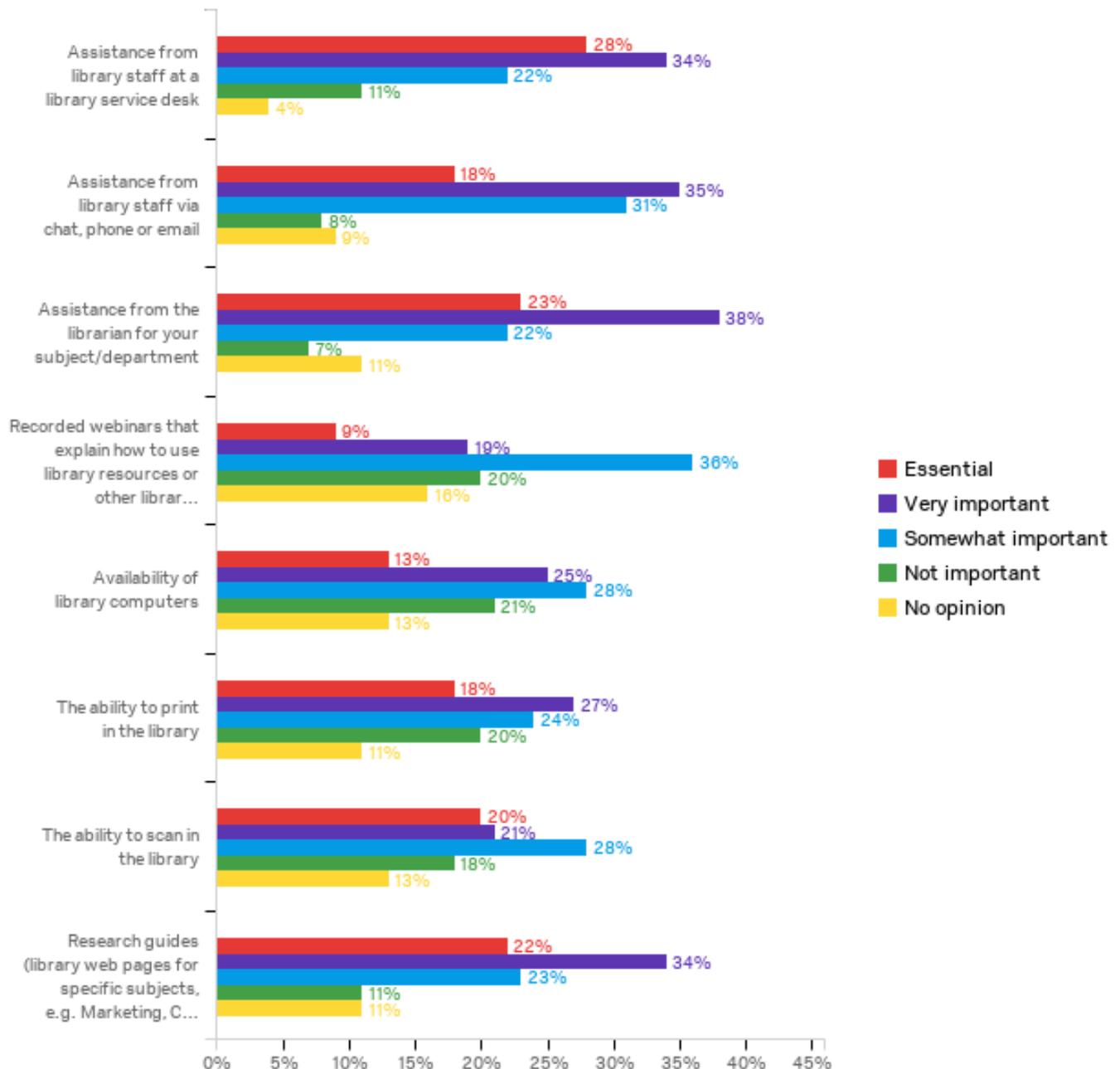
USE of LIBRARY RESOURCES AND SERVICES

During the semester, about how often do you...



IMPORTANCE of LIBRARY RESOURCES and SERVICES

How important is each of the following for supporting your courses or your research?



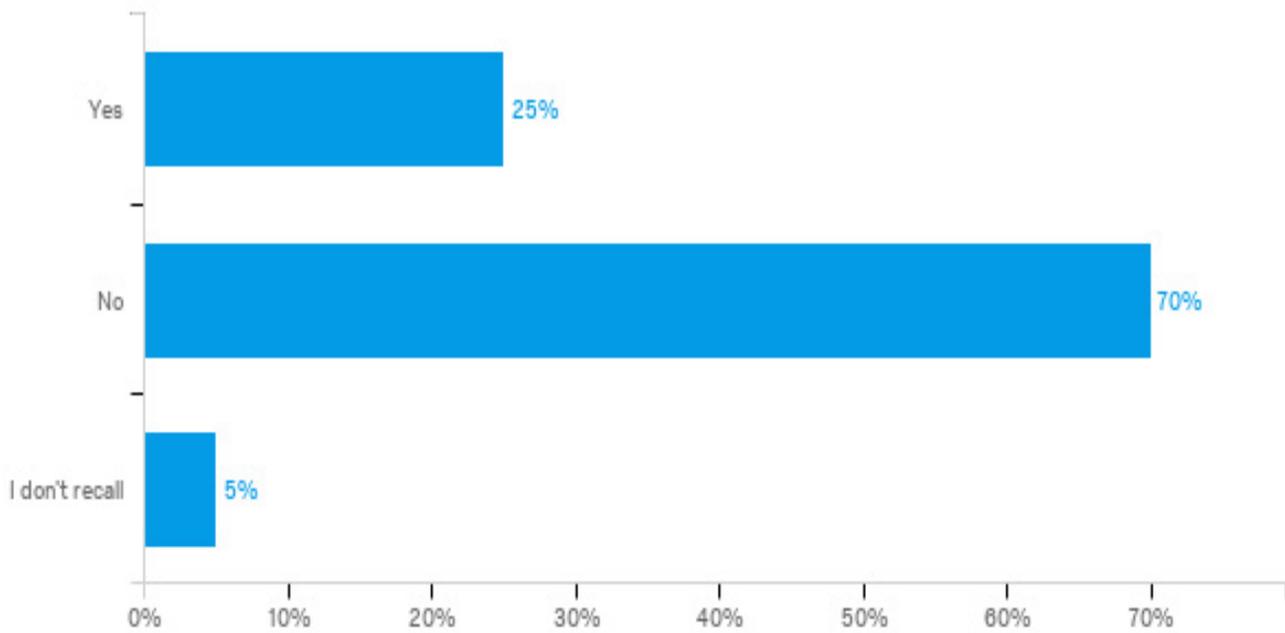
SATISFACTION with LIBRARY RESOURCES and SERVICES

Are you satisfied with this item or service?

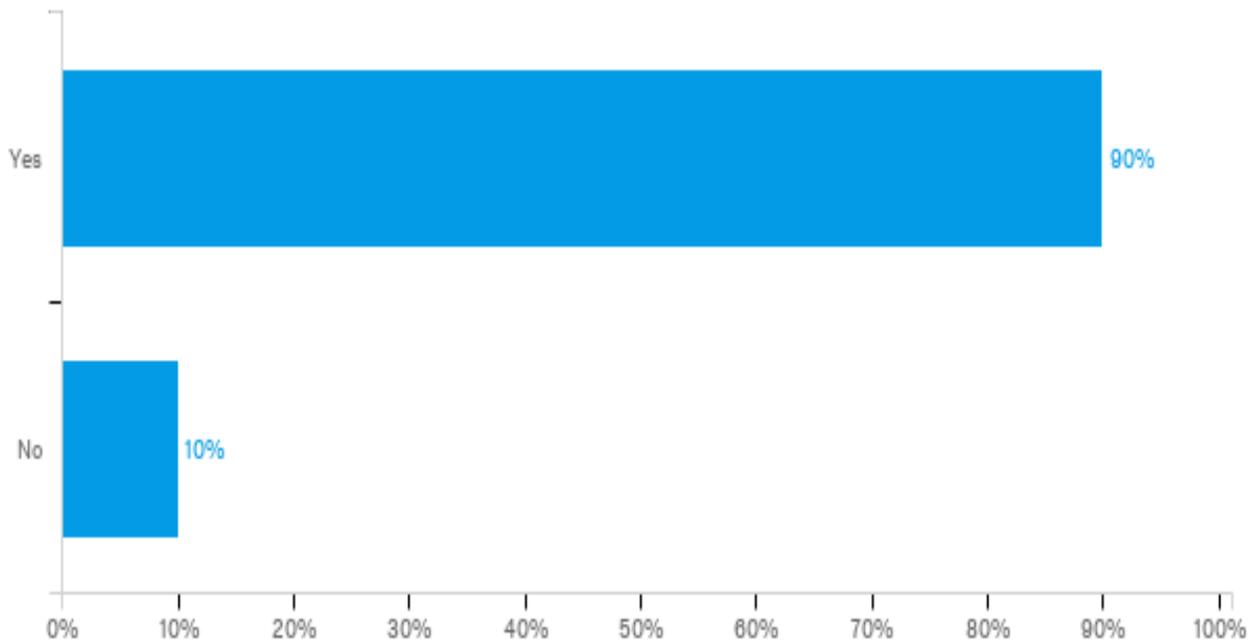
Question	Yes	No
Use the library website	95%	5%
Use library databases	91%	9%
Access online articles	92%	8%
Access e-books	91%	9%
Access print articles	94%	6%
Access print books	95%	5%
Request books or articles	96%	4%
Talk with a librarian via chat	96%	4%
Talk with a librarian on the phone	97%	3%
Email a librarian	99%	1%
Search for items in the library catalog	96%	4%
Check library hours or contact information online	100%	0%
Assistance from library staff at a library service desk	99%	1%
Assistance from the librarian for your subject/department	97%	3%
Recorded webinars that explain how to use library resources or other librar...	100%	0%
Availability of library computers	96%	4%
The ability to print in the library	97%	3%
The ability to scan in the library	97%	3%
Research guides (library web pages for specific subjects, e.g. Marketing, C...	98%	2%

EFFECTIVENESS of WEBINARS

Have you attended a library webinar?

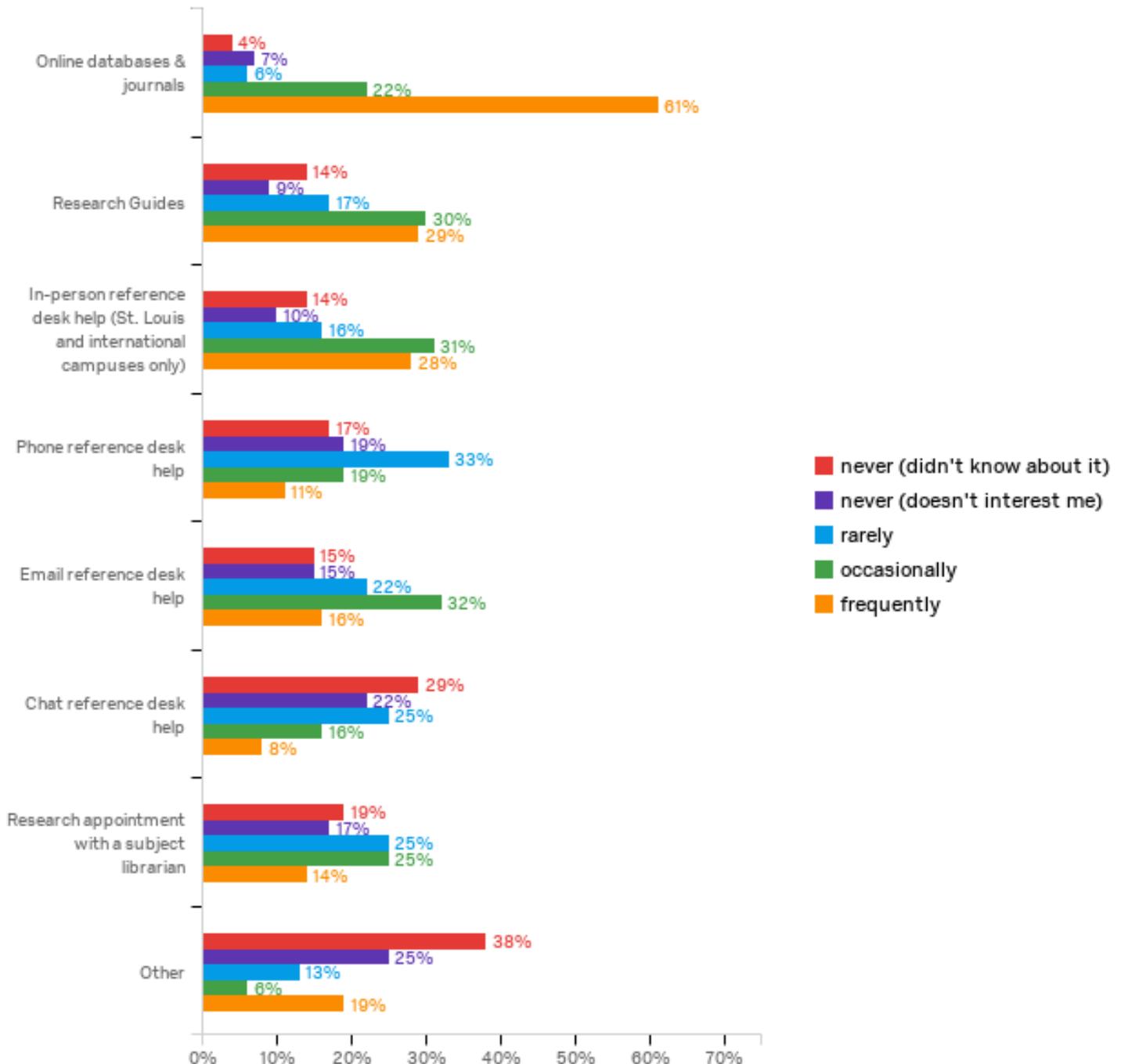


Would you recommend any of those webinars to someone else?



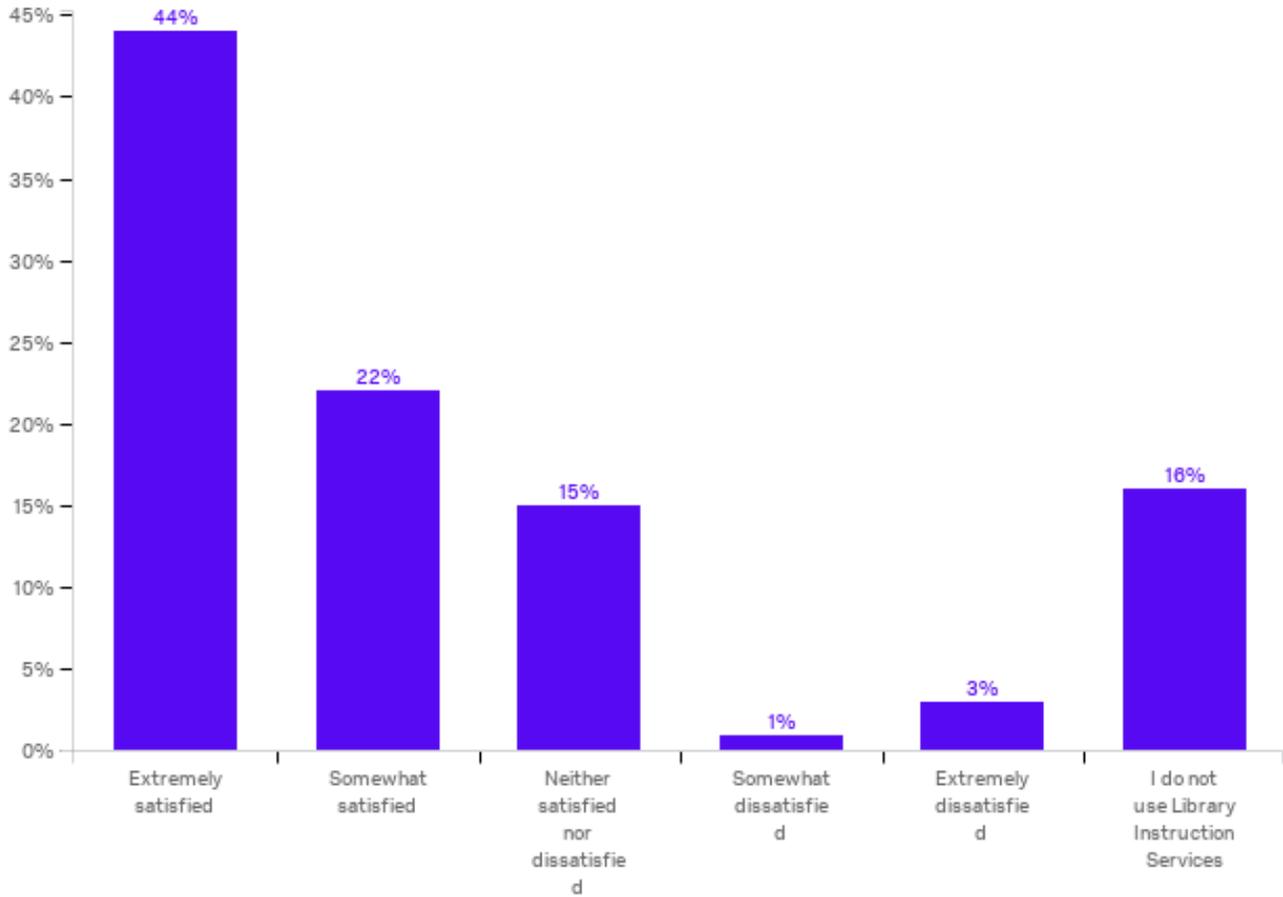
FACULTY RECOMMENDATIONS that CONNECT STUDENTS to RESEARCH SUPPORT

Over the past academic year, how often have you recommended the following Webster University Library services to your students?



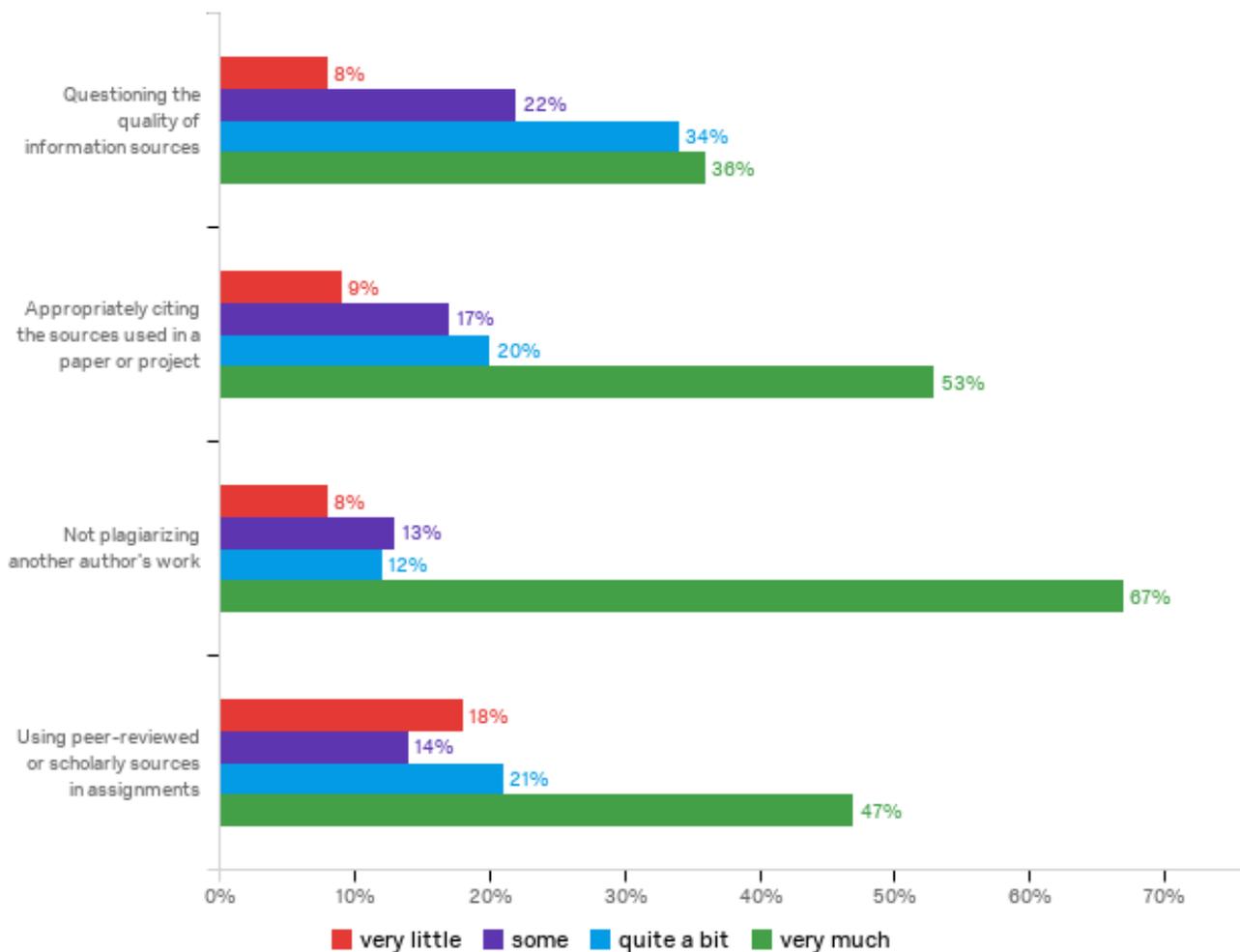
FACULTY SATISFACTION with LIBRARY INSTRUCTION SERVICES

Overall, how satisfied are you with Library Instruction Services?



FACULTY SUPPORT for STUDENT'S PROPER USE of SOURCES IN ACADEMIC PAPERS

Over the past year, how much have you emphasized the following in the courses you teach?



QUALITATIVE DATA ANALYSIS

The survey provided many opportunities for faculty and staff to enter comments, compliments, complaints, and virtually any other type of text they desired. The open-ended questions were optional and included:

- 1) What additional library resources or services would help you teach more effectively?
- 2) What do you appreciate about the library?
- 3) What would you like to change about the library?
- 4) Describe your ideal library.
- 5) Please elaborate on any items/services you were not satisfied with in the previous question
- 6) Do you have any other comments or suggestions?

POSITIVE COMMENTS

The most common type of open-ended responses were compliments! Faculty and staff complimented a variety of things including the library staff, specific library resources and services, and the library's physical and virtual environment.

"The librarians are very friendly and helpful"

"I love the library. The physical space is so calming. I love that I can check out scripts, cds, dvds, books, and look for items online before I arrive. I LOVE our online databases for listening and video!!!!

"The people and environment are very positive"

"The best librarians I could ask for. The building and layout are welcoming. The services are abundant"

"It's a beautiful spaces that is a great work area. There is also a great selection of books on various topics I have needed. Also, the willingness to purchase material that will be helpful for my course"

"Thank you for your support of Webster faculty and students!"

NEGATIVE COMMENTS

There were not enough negative comments submitted by faculty and staff to report on them collectively. Also, there were not reoccurring themes in the negative comments, which is another reason that the comments could not be centered on certain issues. This is a good thing and can be looked at favorably.

If you are interested in reviewing the raw qualitative data collected in the library faculty survey, please contact Judy Geczi at judygeczi18@webster.edu.

APPENDIX A

Faculty and Staff Survey Instrument Information

The faculty/staff survey instrument was adapted from previous library surveys at Claremont Colleges Library and Massachusetts Institute of Technology Libraries that are licensed under a Creative Commons Attribution 3.0 License. If you'd like further information about these other surveys, please see the citations below.

Horowitz, L. (2014) MIT Library Survey. Retrieved from <http://libguides.mit.edu/assessment/mitlibrarysurveys>

Lowe, M. Sara; Booth, Char; and Savova, Maria, "Claremont Colleges Student Survey (Spring 2014)" (2014). Library Staff Publications and Research. Paper 25. http://scholarship.claremont.edu/library_staff/25

Lowe, M. Sara; Booth, Char; and Savova, Maria, "Claremont Colleges Faculty Survey (Fall 2013)" (2014). Library Staff Publications and Research. Paper 23. http://scholarship.claremont.edu/library_staff/23