

TREXLER LIBRARY FACULTY SURVEY, SPRING 2004

Please complete the following questions and return your survey to a library service desk or through interoffice mail by **Wednesday, 14 April 2004**. Your feedback is important to us as we strive to improve library collections and services.

I. DEMOGRAPHIC INFORMATION

1. What is your status at Muhlenberg College? (Circle one)

Professor Associate Professor Assistant Professor Instructor Lecturer Staff Other _____

2. What is your division? (Circle one) Humanities Sciences Social Sciences Other _____

II. LIBRARY VISITS

When you (or a student worker on your behalf) come to the library, how often do you use these services and collections? (Circle the number that *best* represents your answer)

	Several times a week	Weekly	Monthly	2-3 times / semester	Never / Rarely	Not Familiar / Not Applicable
Media:						
3. Video (DVD and VHS) collection -----	1	2	3	4	5	N/A
4. Music CDs, Audiobooks-----	1	2	3	4	5	N/A
5. Microform collection-----	1	2	3	4	5	N/A
6. Slide collection -----	1	2	3	4	5	N/A
7. Video classroom (B-02)-----	1	2	3	4	5	N/A
8. CD ROMS (ex. General Social Survey)--	1	2	3	4	5	N/A
9. Copiers -----	1	2	3	4	5	N/A
10. Circulation Desk (Borrowing books)-----	1	2	3	4	5	N/A
11. Circulation Desk (Course reserves)-----	1	2	3	4	5	N/A
12. Interlibrary Loan (In person)-----	1	2	3	4	5	N/A
13. Reference area computers (Level A)-----	1	2	3	4	5	N/A
14. Reference desk (Research assistance) -----	1	2	3	4	5	N/A
15. Reference book collection (Level A)-----	1	2	3	4	5	N/A
16. Library instruction classroom & sessions-----	1	2	3	4	5	N/A
17. Newer Print journals & periodicals (Level A)----	1	2	3	4	5	N/A
18. Older Print journals & periodicals (Level C)----	1	2	3	4	5	N/A
19. Main collection books (Levels B and C)-----	1	2	3	4	5	N/A
20. New York Times Bestsellers (Level A)-----	1	2	3	4	5	N/A
21. Government Information-----	1	2	3	4	5	N/A
22. Special Collections -----	1	2	3	4	5	N/A
23. Faculty study carrels -----	1	2	3	4	5	N/A
24. Curriculum Laboratory (Level C) -----	1	2	3	4	5	N/A
25. Faculty Center for Teaching (Level C)-----	1	2	3	4	5	N/A
26. Classrooms in Library (B-06)-----	1	2	3	4	5	N/A

27. How often do you visit the Trexler Library **IN PERSON**? (Circle the option that best applies)

Daily Weekly Monthly 2-3 times/ semester Never

28. **Open ended question:** What would bring you into the Trexler library more?

III. THE PHYSICAL EXPERIENCE IN THE LIBRARY

Please respond to the questions below by circling the number that *best* represents your answer.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
A. I know where to find assistance with:					
29. Research questions -----	1	2	3	4	N/A
30. Borrowing books-----	1	2	3	4	N/A
31. Ordering new library materials-----	1	2	3	4	N/A
32. Locating books and journal articles-----	1	2	3	4	N/A
33. Interlibrary loan -----	1	2	3	4	N/A
34. Course Reserves-----	1	2	3	4	N/A
35. Special Collections-----	1	2	3	4	N/A
36. Security/Lost and found -----	1	2	3	4	N/A
37. Equipment (Computers, Microfilm Readers, Copiers) -----	1	2	3	4	N/A
B. The following services and collections are open or available when I need them:					
38. Reference (research help) -----	1	2	3	4	N/A
39. Circulation & Course Reserves-----	1	2	3	4	N/A
40. Interlibrary loan -----	1	2	3	4	N/A
41. Special Collections-----	1	2	3	4	N/A
42. Video classroom (B-02)-----	1	2	3	4	N/A

43. Additional Comments & Suggestions:

IV. REMOTE ACCESS TO THE LIBRARY

44. How often do you visit the Trexler Library **via the Internet?** (Circle the option that best applies)
 Daily Weekly Monthly 2-3 times/ semester Never
45. The library website is easy to navigate, and I always find what I am looking for on the website. (Circle one)
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable

A. When you visit the library online, how often do you use these services and collections? (Circle the number that best represents your answer)

	Several times a week	Weekly	Monthly	2-3 times / semester	Never / Rarely	Not Familiar / Not Applicable
46. Library Catalog-----	1	2	3	4	5	N/A
47. Course Reserves-----	1	2	3	4	5	N/A
48. Databases (PsycInfo, Books in Print ----- JSTOR, MLA, Academic Search Premier, etc...)	1	2	3	4	5	N/A
49. Full Text Journal Locator -----	1	2	3	4	5	N/A
50. Government Documents pages-----	1	2	3	4	5	N/A
51. Interlibrary Loan pages and services-----	1	2	3	4	5	N/A
52. Library Instruction Guides-----	1	2	3	4	5	N/A
53. Citation Guides (APA, MLA, etc...) -----	1	2	3	4	5	N/A
54. Reference help (via email, phone or chat)-----	1	2	3	4	5	N/A

55. Open-ended question: What would increase your use of the library website?

V. ACCESS FROM OFF-CAMPUS

56. What sort of Internet access do you have from home?
- | | |
|---|--|
| <input type="checkbox"/> None / No access from home | <input type="checkbox"/> Cable Modem (RCN, Service Electric) |
| <input type="checkbox"/> AOL, MSN, Wal-Mart dialup | <input type="checkbox"/> DSL |
| <input type="checkbox"/> Other dialup service _____ | <input type="checkbox"/> Other _____ |

57. Which Internet browser do you most frequently use:

- Internet Explorer (Microsoft)
- Netscape Navigator
- Opera

- AOL
- MSN
- Other _____

58. Do you access the library website from off-campus? Yes No

59. Have you attempted to access library databases (EconLit, JSTOR, etc...) from off-campus? Yes No (If no, skip to #62.)

60. If you answered yes in #59, were you successful in your attempts to configure your Internet browser so that you could search the library databases? Yes No

61. If you answered yes in #60, how difficult was it to configure your Internet browser to search these databases? (Circle one)

- Extremely difficult Moderately difficult Relatively easy Easy Not Applicable

62. Additional Comments & Suggestions:

VI. COLLECTION & SERVICE ADEQUACY

Indicate the **ADEQUACY** of each of the items listed below by circling the appropriate number next to it.

- 1 – Excellent
- 2 – Very Good
- 3 – Fair
- 4 – Inadequate
- 0 – No Opinion / Not Applicable

Q #		For your students	For your research and teaching
63, 64.	Books	1 2 3 4 0	1 2 3 4 0
65, 66.	Periodicals (Only in print)	1 2 3 4 0	1 2 3 4 0
67, 68.	Periodicals (Online)	1 2 3 4 0	1 2 3 4 0
69, 70.	Index Databases (MLA, etc...)	1 2 3 4 0	1 2 3 4 0
71, 72.	Full Text Databases (JSTOR, etc...)	1 2 3 4 0	1 2 3 4 0
73, 74.	Library Website	1 2 3 4 0	1 2 3 4 0
75, 76.	Government Documents	1 2 3 4 0	1 2 3 4 0
77, 78.	Special Collections	1 2 3 4 0	1 2 3 4 0
79, 80.	DVD and VHS videos	1 2 3 4 0	1 2 3 4 0
81, 82.	Music CDs	1 2 3 4 0	1 2 3 4 0
83, 84.	New York Times Bestsellers	1 2 3 4 0	1 2 3 4 0
85, 86.	Books on Tape	1 2 3 4 0	1 2 3 4 0
87, 88.	Course Reserves	1 2 3 4 0	1 2 3 4 0
89, 90.	Extended Library Hours	1 2 3 4 0	1 2 3 4 0
91, 92.	Reference Librarian assistance	1 2 3 4 0	1 2 3 4 0
93, 94.	Bibliographic Instruction sessions	1 2 3 4 0	1 2 3 4 0
95, 96.	Speed of Interlibrary Loan	1 2 3 4 0	1 2 3 4 0

97. In the last year, how often did you hear complaints from students about a lack of library **materials**? (Circle One)
 Never Rarely Sometimes Regularly Often

98. In the last year, how often did you hear complaints from students about a lack of library **services**? (Circle One)
 Never Rarely Sometimes Regularly Often

99. Additional Comments & Suggestions:

VII. COLLECTION & SERVICE IMPORTANCE

Indicate the **IMPORTANCE** of each of the items listed below by circling the appropriate number next to it.

- 1 – Absolutely Essential
- 2 – Very Important
- 3 – Somewhat Important
- 4 – Unimportant / Unnecessary
- 0 – No Opinion / Not Applicable

Q #		For your students	For your research and teaching
100, 101.	Books	1 2 3 4 0	1 2 3 4 0
102, 103.	Periodicals (only in print)	1 2 3 4 0	1 2 3 4 0
104, 105.	Periodicals (Online)	1 2 3 4 0	1 2 3 4 0
106, 107.	Index Databases (MLA, etc...)	1 2 3 4 0	1 2 3 4 0
108, 109.	Full Text Databases (JSTOR, etc...)	1 2 3 4 0	1 2 3 4 0
110, 111.	Library Website	1 2 3 4 0	1 2 3 4 0
112, 113.	Government Documents	1 2 3 4 0	1 2 3 4 0
114, 115.	Special Collections	1 2 3 4 0	1 2 3 4 0
116, 117.	DVD and VHS videos	1 2 3 4 0	1 2 3 4 0
118, 119.	Music CDs	1 2 3 4 0	1 2 3 4 0
120, 121.	New York Times Bestsellers	1 2 3 4 0	1 2 3 4 0
122, 123.	Books on Tape	1 2 3 4 0	1 2 3 4 0
124, 125.	Course Reserves	1 2 3 4 0	1 2 3 4 0
126, 127.	Extended Library Hours	1 2 3 4 0	1 2 3 4 0
128, 129.	Reference Librarian assistance	1 2 3 4 0	1 2 3 4 0
130, 131.	Bibliographic Instruction sessions	1 2 3 4 0	1 2 3 4 0
132, 133.	Speed of Interlibrary Loan	1 2 3 4 0	1 2 3 4 0

134. **Open ended question:** What library service or resource do you value most?

135. **Open ended question:** What current library service or resource is most expendable?

VIII. USE OF OTHER LIBRARIES

136. If you use libraries other than the Trexler Library at least once in a calendar year, which ones do you use? (Check all that apply)

- Allentown Public Library
- Cedar Crest
- DeSales
- Lafayette
- Lehigh
- Moravian
- Other _____

137. Why did you use the other libraries? (Check all that apply)

- They have materials that the Trexler Library lacks
- They have materials that are often checked out at the Trexler Library
- Used a particular database(s) (please specify) _____
- Used special research collection
- Bigger library
- They are closer to where I live
- Other? Please explain _____

138. Open-ended question: Please identify or describe any products and/or services at other institutions that you would like to see available at the Trexler Library:

IX. USING THE LIBRARY FOR YOUR RESEARCH

139. The Trexler Library's collections and services are essential in my professional research. (Circle one)
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable

140. Are you currently writing—or did you write in the past **two years**—a paper, article or book that requires library resources?
 Yes___ No__ (If no, skip to #144)

141. In doing this project, to what degree did the library's collection of **books** meet your research needs?
 Completely Mostly Somewhat Barely Not at All N/A

142. In doing this project, to what degree did the library's **periodical** collection meet your research needs?
 Completely Mostly Somewhat Barely Not at All N/A

143. In doing this project, to what degree did the library's **interlibrary loan service** meet your research needs?
 Completely Mostly Somewhat Barely Not at All N/A

144. In the past **two years**, have you obtained a grant or funded research that relied in any way on the Trexler Library collections and services? Yes___ No___

145. If yes, please briefly describe how you used the library's services and collections in completing this grant.

146. In the last year, how did you identify needed research information? (Check all that apply)

- Online catalog
- Indexes (PsycInfo, MLA, etc..)
- Internet
- Footnotes and bibliographies in articles and books
- Colleagues
- Library Staff
- Other _____

147. During the past year, what percent of the **books** that you needed did you locate in the library, **excluding** interlibrary loaned items? (Circle one)
 0 – 40% 40 – 60% 60 – 80% 80 – 100% N/A

148. During the past year, what percent of the **journal and magazine articles** that you needed did you locate from the library or in a library database, **excluding** interlibrary loaned items? (Circle one)
 0 – 40% 40 – 60% 60 – 80% 80 – 100% N/A

149. During the past year, how many books and articles have you requested through interlibrary loan? (Circle one)
 0 1-2 3-5 5-10 10+

150. The Trexler Library has adequate resources and services so that I can do my research and scholarship. (Circle one)
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable

151. Open-ended question: What can / should the library do to increase the value that you currently obtain from the library's collections and service?

X. ORDERING, PURCHASING, LEARNING ABOUT NEW LIBRARY MATERIALS, AND COLLECTION DEVELOPMENT.

Please respond to the questions below by circling the number that *best* represents your answer.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Familiar No Opinion
A. Ordering Books & Media					
152. I frequently order books through my department's Library Liaison.	1	2	3	4	N/A
153. There is an equitable distribution between myself and my departmental colleagues in the ordering of new books.	1	2	3	4	N/A
154. I am informed as to the status of my department's book budget.	1	2	3	4	N/A
155. I feel included in decisions to build library collections in my teaching and research areas.	1	2	3	4	N/A
156. The library informs me of new items in the main book collection, as well as about areas of the collection that need to be developed.	1	2	3	4	N/A
157. The <i>Choice</i> book review cards that my department receives feature relevant titles for my students and my own research.	1	2	3	4	N/A
158. It is easy to order new books.	1	2	3	4	N/A
159. I am always able to order the books that I need.	1	2	3	4	N/A
160. The library needs to get rid of items in the collection that are outdated and irrelevant.	1	2	3	4	N/A
161. I am willing to assist librarians in selecting items for removal from the collection.	1	2	3	4	N/A
162. I regularly order media (videos, CD-ROMS, music, etc.)	1	2	3	4	N/A
163. I am informed of new media titles in my discipline.	1	2	3	4	N/A
164. Ordering new media titles is easy to do.	1	2	3	4	N/A
165. I am always able to purchase the media titles that I need.	1	2	3	4	N/A

166. Open ended question: Please indicate your level of satisfaction with the current method of ordering new materials (green order cards, *Choice Review* cards, and online order forms). Also, what is your preferred method of ordering new items for the library's collection?

B. Ordering Periodicals & Databases (Note: The term "periodicals" will be used here to indicate all periodicals, including newspapers, magazines and journal titles)

Please respond to the questions below by circling the number that *best* represents your answer.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Familiar No Opinion
167. I regularly make suggestions for new subscriptions to periodicals.	1	2	3	4	N/A
168. I am informed as to how frequently periodicals and databases in my discipline are used.	1	2	3	4	N/A
169. I feel included in decisions to build my department's periodical and database collections.	1	2	3	4	N/A
170. The library always purchases the periodicals and databases that I have requested.	1	2	3	4	N/A

171. The library has purchased **permanent online access** to particular journal titles that we also have **in print**. What, in your opinion, should the library do with the print journals that are now duplicated?

- Withdraw print, rely solely on electronic journal archives.
- Move print journals to off-site storage for safekeeping; rely on electronic journal archives.
- Keep duplicated print journals in the library, and continue providing access to electronic journals.
- Other _____

172. Comments / Concerns about ordering new materials:

XI. INFORMATION LITERACY, INSTRUCTION AND REFERENCE SERVICES

Definition: Information literacy is a set of abilities requiring individuals to "recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information." (American Library Association)

Please respond to the questions below by circling the number that best represents your answer.

- | | Strongly
Agree | Agree | Disagree | Strongly
Disagree | Not Familiar
No Opinion |
|---|-------------------|-------------------|------------|-----------------------------|----------------------------|
| 173. The reference librarians are responsive to my research needs and reference questions. | 1 | 2 | 3 | 4 | N/A |
| 174. The reference librarians are available when I need their assistance for research and/or instruction. | 1 | 2 | 3 | 4 | N/A |
| 175. Consultations with the reference librarians are beneficial for my research. | 1 | 2 | 3 | 4 | N/A |
| 176. I frequently direct my students to the library for reference assistance. | 1 | 2 | 3 | 4 | N/A |
| 177. My student's quality of work improves when they consult with a librarian. | 1 | 2 | 3 | 4 | N/A |
| 178. The Trexler Library's bibliographic instruction program is an important program in contributing to the educational mission of Muhlenberg College. | 1 | 2 | 3 | 4 | N/A |
| 179. Information literacy is an essential skill for all students. | 1 | 2 | 3 | 4 | N/A |
| 180. Every First Year Seminar should feature an information literacy component. | 1 | 2 | 3 | 4 | N/A |
| 181. My students enter my classes with an acceptable level of information literacy skills. | 1 | 2 | 3 | 4 | N/A |
| 182. My students know how to critically evaluate information | 1 | 2 | 3 | 4 | N/A |
| 183. In the last three years , have you had a bibliographic instruction session in one of your classes? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| 184. If yes, how valuable or useful was this for your students? (Circle one) | | | | | |
| Extremely valuable | Valuable | Marginally useful | Not useful | Don't know / Not Applicable | |
| 185. Do you, or someone on your behalf, create webpages for your courses? (Circle one) | | | | | |
| Always | Sometimes | Rarely | Never | Don't know / Not Applicable | |
| 186. Do you use Blackboard in your classes? (Circle one) | | | | | |
| Always | Sometimes | Rarely | Never | Don't know / Not Applicable | |
| 187. If you use Blackboard, would you be interested in having a librarian participate in your Blackboard discussions? | | | | | |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| 188. Do you use library instruction guides in your classes? (Circle one) | | | | | |
| Always | Sometimes | Rarely | Never | Don't know / Not Applicable | |
| 189. Would you like to have a librarian visit a class more than once to assist in a particular project or to facilitate discussions? | | | | | |
| <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| 190. Would you like to have librarian input in designing a course assignment or research project? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| 191. Open ended question: How do you attempt to integrate information literacy skills in your classes? | | | | | |

XII. FUTURE LIBRARY SERVICES

**What services, collections and programs would you like to see the Trexler Library add in the coming year(s)?
 (Circle the number that *best* represents your level of approval of the library implementing these proposed service)**

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Familiar No Opinion
192. Wireless Internet Access throughout library. -----	1	2	3	4	N/A
193. Check out laptops for in-library use. -----	1	2	3	4	N/A
194. Electronic Reserves (Digitizing articles and book chapters for access beyond the library building). -----	1	2	3	4	N/A
195. Coffee cart / Coffee shop. -----	1	2	3	4	N/A
196. New full text databases. -----	1	2	3	4	N/A
197. New print journal subscriptions. -----	1	2	3	4	N/A
198. A home proxy method that would not require adjustments to your Internet browser to access library databases. -----	1	2	3	4	N/A
199. Digitize slide and image collection for online access. -----	1	2	3	4	N/A
200. GIS (Geographic Information System) Lab for mapping data for use in faculty and student research. -----	1	2	3	4	N/A
201. Create a data warehouse / data library for statistical, survey and research datasets. -----	1	2	3	4	N/A
202. Create a Center for Student Research in the library. -----	1	2	3	4	N/A
203. Conduct regular workshops for faculty and students on plagiarism, webpage creation, PowerPoint, etc... -----	1	2	3	4	N/A
204. Renew books from home and office computers. -----	1	2	3	4	N/A
205. Place holds and recalls on checked-out items from home and office computers. -----	1	2	3	4	N/A
206. Offer a formal online chat reference service. -----	1	2	3	4	N/A
207. Create library subject webpages for all disciplines, majors and minors. -----	1	2	3	4	N/A
208. Join PALCI (Pennsylvania Academic Library Consortium, Inc.), which would provide Muhlenberg users with greater interlibrary borrowing opportunities. -----	1	2	3	4	N/A

209. If a small amount of new funding were made available to the library, please **rank your priorities** for using these funds on a scale from **1 to 5 with 1 as being most important.**

- ___ Buy more books
- ___ Subscribe to more print journals
- ___ Purchase access to more full text electronic databases
- ___ Purchase more media (DVDs, Videos, etc..)
- ___ Hire more library staff

210. Additional Comments & Suggestions:

XIII. LIBRARY MARKETING & COMMUNICATION

211. How do you learn about library services and programs? (Check all that apply)
- | | |
|--|--|
| <input type="checkbox"/> Library website | <input type="checkbox"/> Muhlenberg Weekly Newspaper |
| <input type="checkbox"/> Muhlenberg College homepage or Messageboard | <input type="checkbox"/> Muhlenberg Advocate Newspaper |
| <input type="checkbox"/> Librarian email | <input type="checkbox"/> Library mailings |
| <input type="checkbox"/> Conversations with librarians | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Printed materials in the library | |

212. The library should make a better effort of informing me of library services and programs. (Circle one)
Strongly Agree Agree Disagree Strongly Disagree Not Applicable

213. Would you be interested in receiving a regular (weekly) email of new materials in the library? Yes No

214. Would you be interested in receiving a regular (quarterly) library newsletter? Yes No

215. Additional Comments & Suggestions:

XIV. GENERAL SATISFACTION

216. In general, I am satisfied with the way that I am treated at the Trexler Library. (Circle one)
Strongly Agree Agree Disagree Strongly Disagree Not Applicable / No Opinion

217. In general, I am satisfied with library support for my learning, research, and teaching needs. (Circle one)
Strongly Agree Agree Disagree Strongly Disagree Not Applicable / No Opinion

218. In general, I am satisfied with library support for my student's needs. (Circle one)
Strongly Agree Agree Disagree Strongly Disagree Not Applicable / No Opinion

219. How would you rate the overall quality of service provided by the library? (Circle one)
Excellent Good Barely Adequate Poor Not Applicable / No Opinion

220. How would you rate the overall quality of collections provided by the library? (Circle one)
Excellent Good Barely Adequate Poor Not Applicable / No Opinion

221. Open ended question: What do you like best about the library? (Use back side of page for additional comments)

222. Open ended question: What do you like least about the library? (Use back side of page for additional comments)

223. Open ended question: Please share any additional comments or suggestions regarding the Trexler Library. (Use back side of page for additional comments)

THANK YOU for taking the time to complete this survey!
Return this survey to: David Oldenkamp, Trexler Library