

ENCORE CATALOG

When asked if they had used the new Encore catalog and article quick search, 58% (34) said no, while 36% (21) said yes. None of the seven comments were positive; generally, they agreed that “it could be improved.”

AVAILABILITY OF LIBRARY’S RESOURCES

When rating the availability of the Library’s resources in satisfying their needs in their academic area, 53% (31) said “excellent,” 31% (18) said “good,” and 10% (6) said “fair.” Only one answered “poor.” A single comment in the excellent category was “extremely satisfied with all areas of the library.” In the “good” category, one comment was “for the size school and budget, I think it’s fine.” In the “fair” category, one commented “I’m sad that our book holdings are so meager...key journals are missing from the shelves now...students have little guidance from the library...” Under the “poor” category, the single comment was: “incredibly outdated books. And the online Choice cards are a poor substitute for the old, analog version.”

ONLINE LIBRARY PURCHASE REQUEST

When asked if they had used the online Library Purchase Request feature, 68% (40) said no, and 25% (15) said yes. One was not aware of the service. Another called it a wonderful resource!...so pleased that the orders are taken care of so quickly!”

GENERAL COMMENTS

Sixteen respondents offered additional comments and suggestions. These included “does a good job,” “Thanks for all that you do,” “meets my needs,” “impressed with the subscriptions providing me online access,” “You guys don’t get the real credit that you deserve,” and “job well done.”

Other suggestions included: “Would like to see some cosmetic enhancements,” “instruction on how to appropriately use Google might be a great workshop,” “library is far more concerned with renting laptops and planning snack bars than serving as a research library,” “when books are available only as eBook at a partner PASCAL institution, it often prevents me from borrowing the book. There needs to be a way to somehow fill in this loophole,” “it could use a few new comfortable chairs for quiet reading on both floors,” and “workshops [to] highlight the resources available in all of the disciplines.”

Two respondents asked for services that are already provided. One suggested we provide Google Scholar links to the library’s electronic holdings, which is available now. Another asked that we correct a problem for online students to obtain their ID card number without coming to campus. This has been addressed via Swampfox for Students and the new gmail login.

The 2015 survey indicates that the majority of the faculty who responded do require students to use the library and are satisfied with the assistance they receive from library staff including instruction and interlibrary loans. However, a number of them reported dissatisfaction with the lack of current book resources and instruction for classes and faculty workshops.

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