

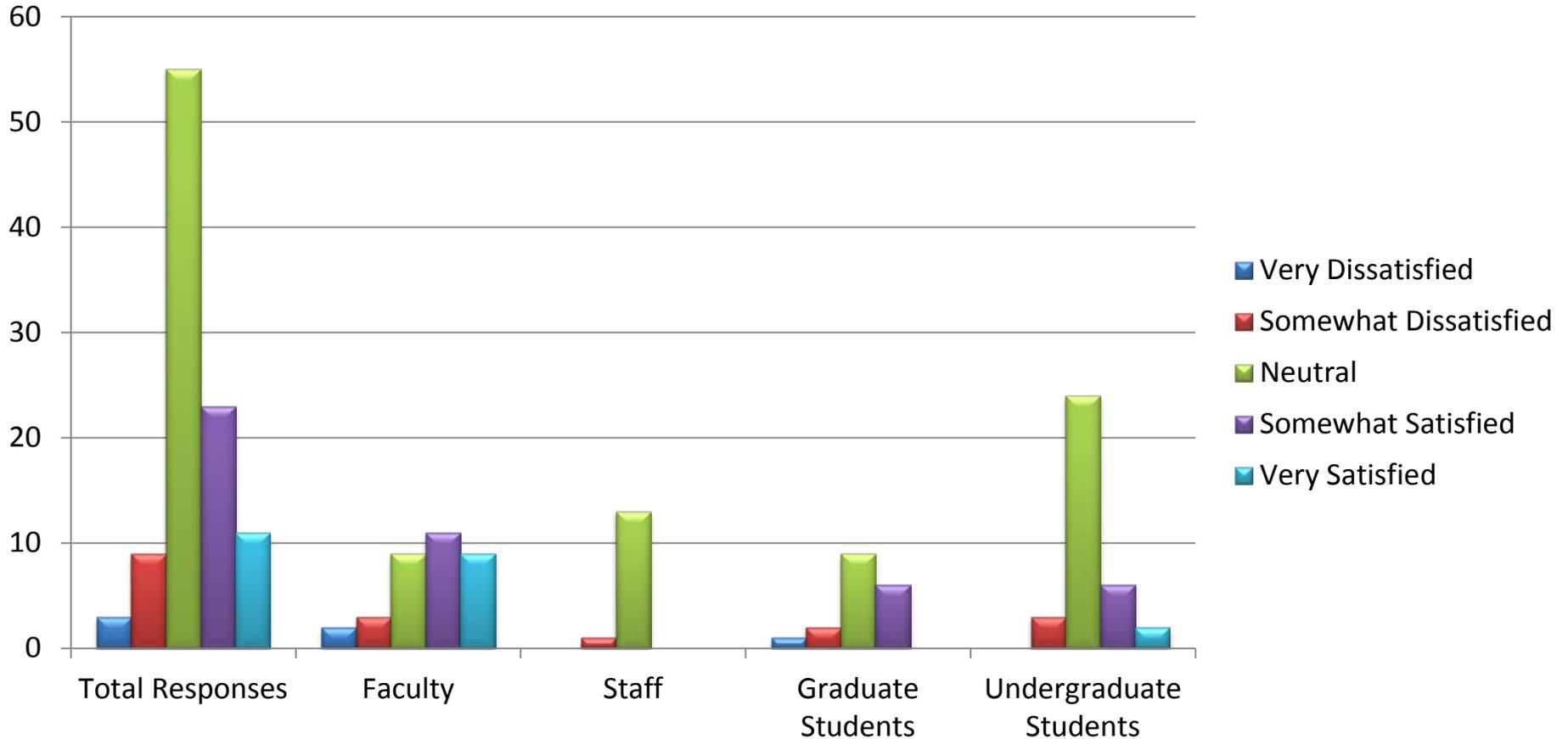
Library Services Survey Spring 2011

Summary of responses

Library Services Survey - Spring 2011 - Question 1

What was your overall assessment of the serials selection and cancellation process?

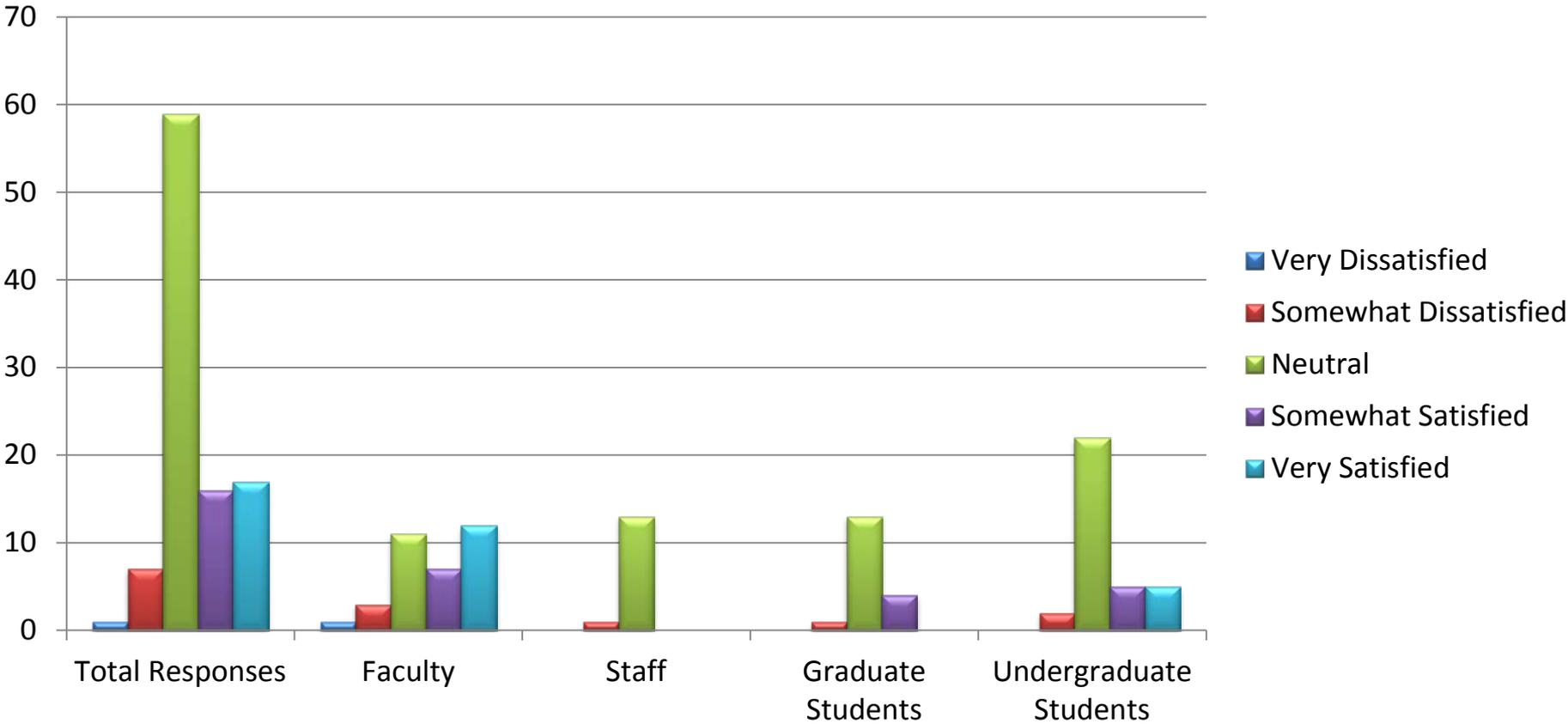
Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	3	9	55	23	11	101
Faculty	2	3	9	11	9	34
Staff	0	1	13	0	0	14
Graduate Students	1	2	9	6	0	18
Undergraduate Students	0	3	24	6	2	35
<i>answered question</i>						101
<i>skipped question</i>						4



Library Services Survey - Spring 2011 - Question 2

How satisfied were you with the background information to make your decisions? "Background information" is the Library-supplied information to assist departments in evaluating their subscriptions. It included such factors as price and online use counts.

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	1	7	59	16	17	100
Faculty	1	3	11	7	12	34
Staff	0	1	13	0	0	14
Graduate Students	0	1	13	4	0	18
Undergraduate Students	0	2	22	5	5	34
<i>answered question</i>						100
<i>skipped question</i>						5

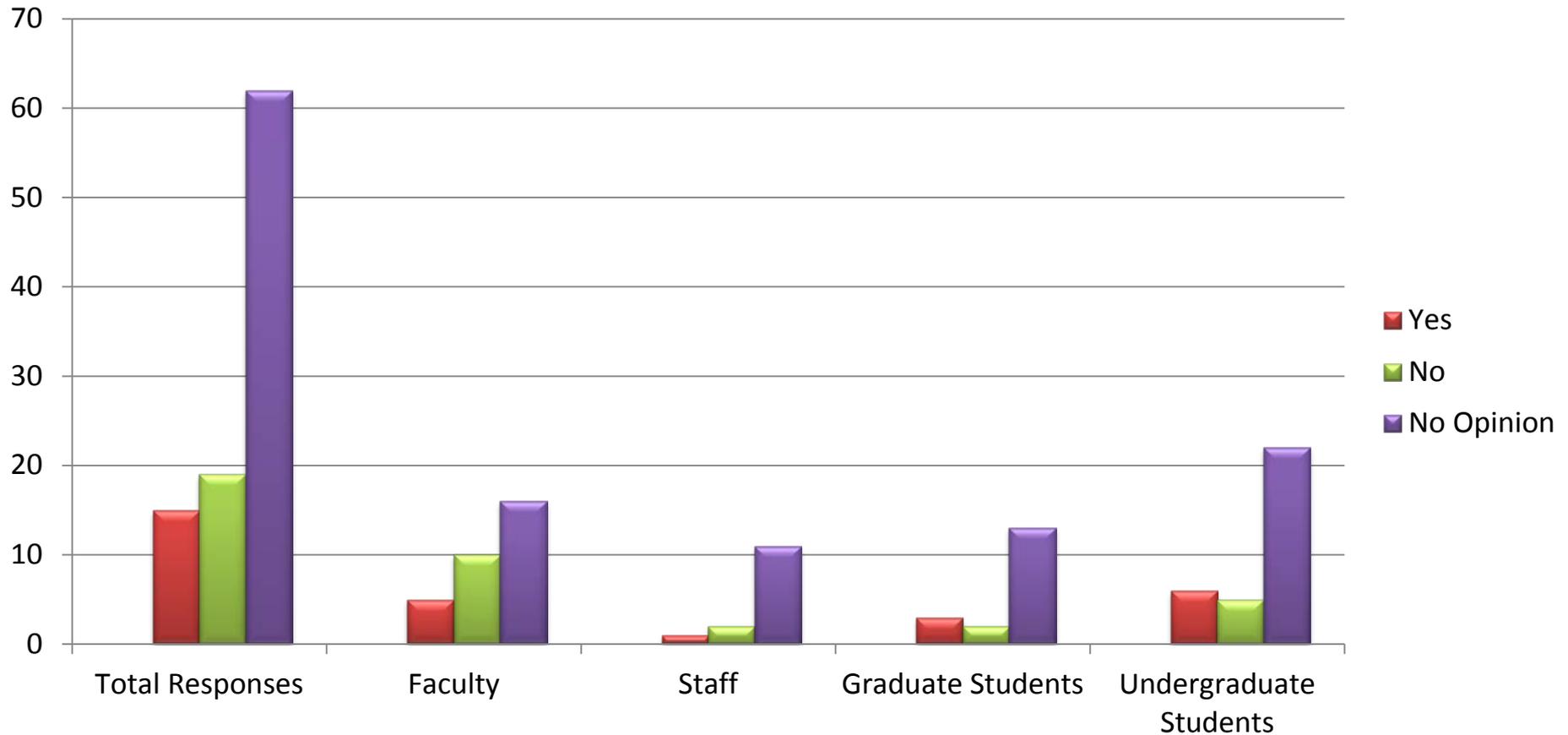


Library Services Survey - Spring 2011 - Question 3 (part 1)

What can we do in future years to improve the process, other than starting it earlier? For example:

Should we implement a different method for making decisions?

Answer Options	Yes	No	No Opinion	Response Count
Total Responses	15	19	62	96
Faculty	5	10	16	31
Staff	1	2	11	14
Graduate Students	3	2	13	18
Undergraduate Students	6	5	22	33

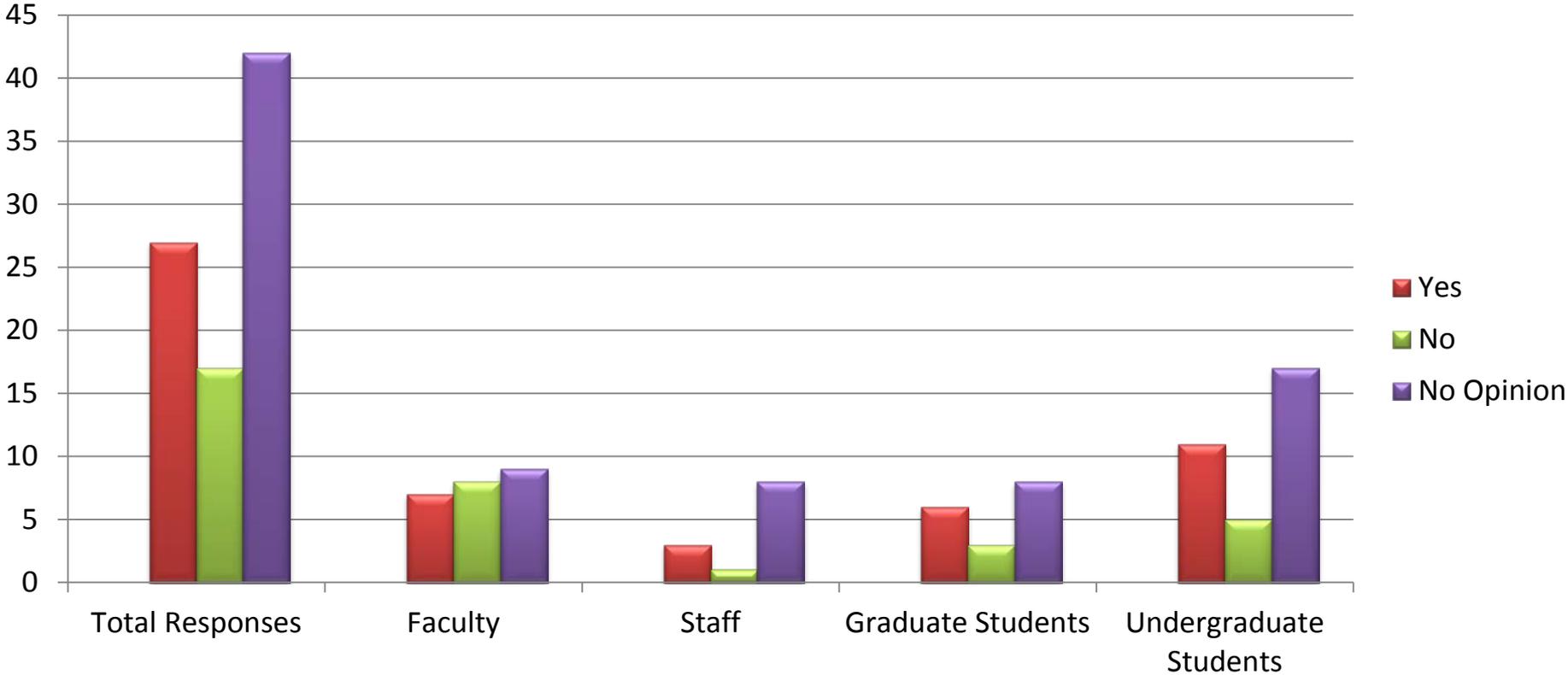


Library Services Survey - Spring 2011 - Question 3 (part 2)

What can we do in future years to improve the process, other than starting it earlier? For example:

Should final decisions on controversial cases be made by inter-departmental groups or by the colleges instead of departments?

Answer Options	Yes	No	No Opinion	Response Count
Total Responses	27	17	42	86
Faculty	7	8	9	24
Staff	3	1	8	12
Graduate Students	6	3	8	17
Undergraduate Students	11	5	17	33
<i>answered question</i>				98
<i>skipped question</i>				7



Library Services Survey - Spring 2011 - Question 3 (part 3)

What can we do in future years to improve the process, other than starting it earlier? For example:

Other suggestions

Faculty

There needs to be more blending and negotiation between departments as cuts continue.

the idea that we are cutting serials for any reason suggests that we wish to gradually go out of the research business. If that is the strategy of the university, I might as well leave.

The last question in this page makes no sense. It says: (something) or (something) This has no yes/no answer

I do not know what this process was.

What is a controversial case?

Make the guidelines that go out to individual department liaisons and chairs more concise

and easier to follow regarding relevant timelines and deadlines.

Its a bad situation all around for budgets.

By inter-departmental groups. There are many journals that are of interest in more than two colleges, like physics / electrical engineering.

Don't make any more cuts in the library budget. It is bad enough as it is.

Staff

Greater transparency in the process, and greater communication to the student body about the cuts, why they are being made, and what those cuts entail for library patrons would behoove those involved in this process.

Graduate Students

Sorry, I don't have any part in departmental decision making on journals so my opinion shouldn't count on this question.

Undergraduate Students

If printing double sided saves paper, than it has to save money. Pass the savings along to students to make it a more viable alternative.

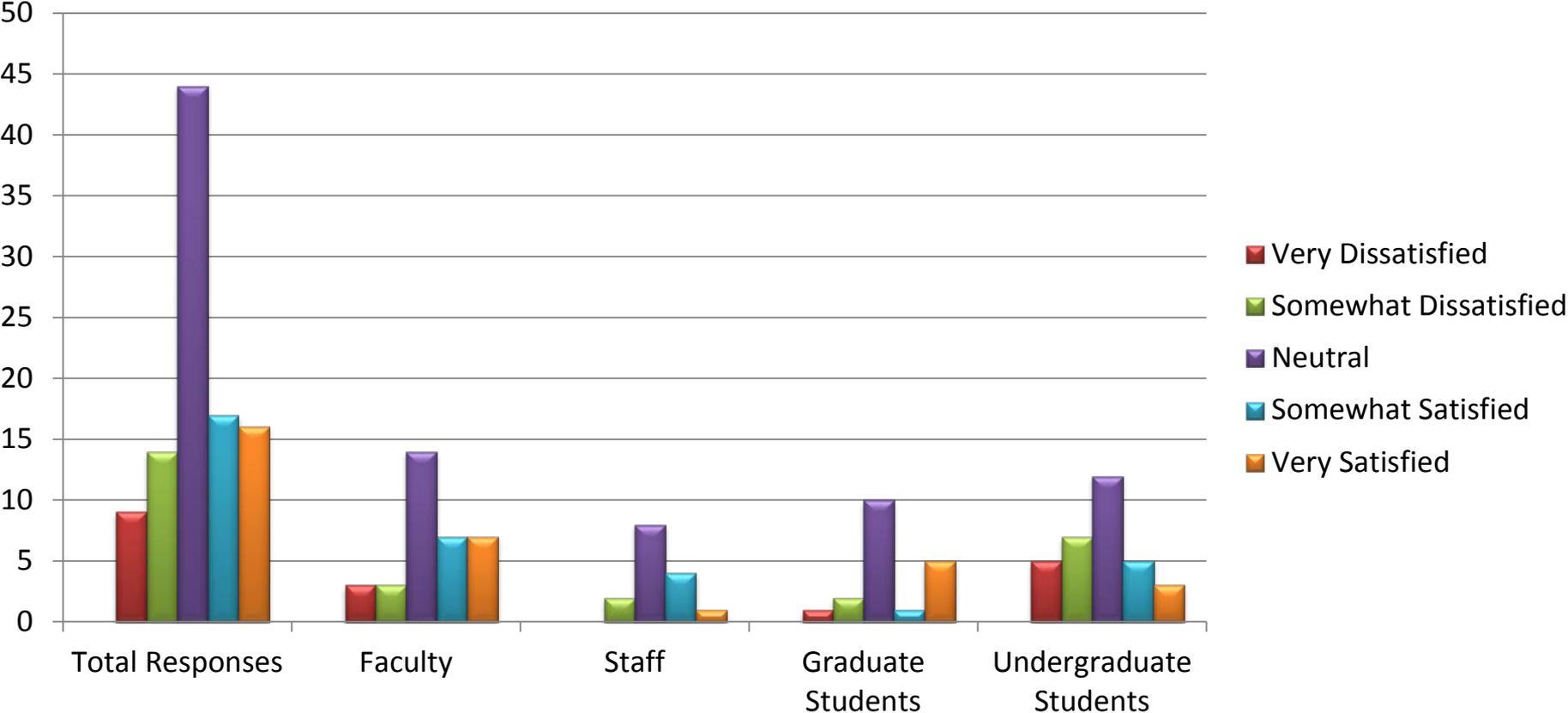
That second option should be re-written because it's a double barreled question, but I think it should be an inter-departmental decision.

Library Services Survey - Spring 2011 - Question 4 (part 1)

Please tell us your opinion of the following service cuts, which have been implemented by the library as cost savings measures.

Reduced hours at the serials desk by one hour each morning and 1.5 hours each night.

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	9	14	44	17	16	100
Faculty	3	3	14	7	7	34
Staff	0	2	8	4	1	15
Graduate Students	1	2	10	1	5	19
Undergraduate Students	5	7	12	5	3	32

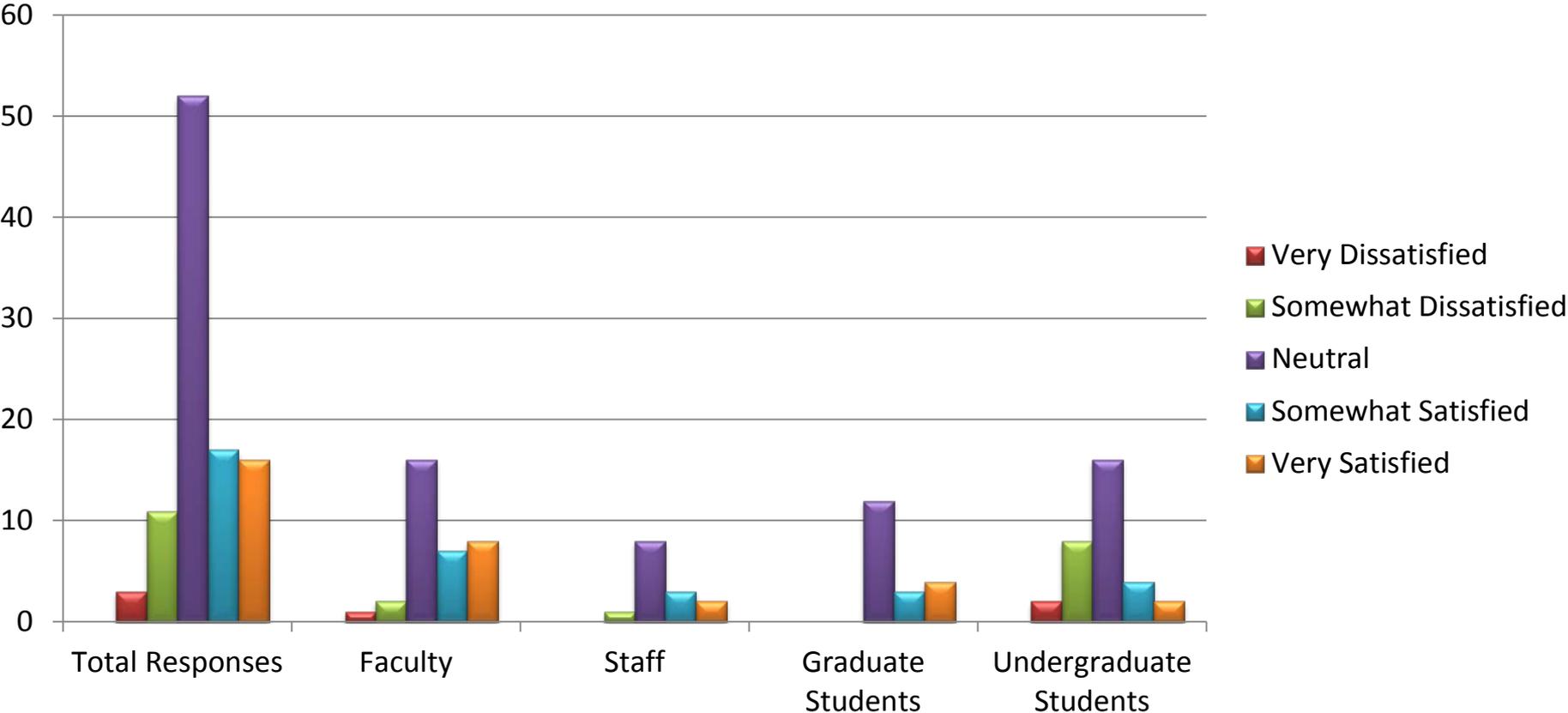


Library Services Survey - Spring 2011 - Question 4 (part 2)

Please tell us your opinion of the following service cuts, which have been implemented by the library as cost savings measures.

No staffing in the slide library - users can meet with a staff member in slide library by appointment only.

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	3	11	52	17	16	99
Faculty	1	2	16	7	8	34
Staff	0	1	8	3	2	14
Graduate Students	0	0	12	3	4	19
Undergraduate Students	2	8	16	4	2	32

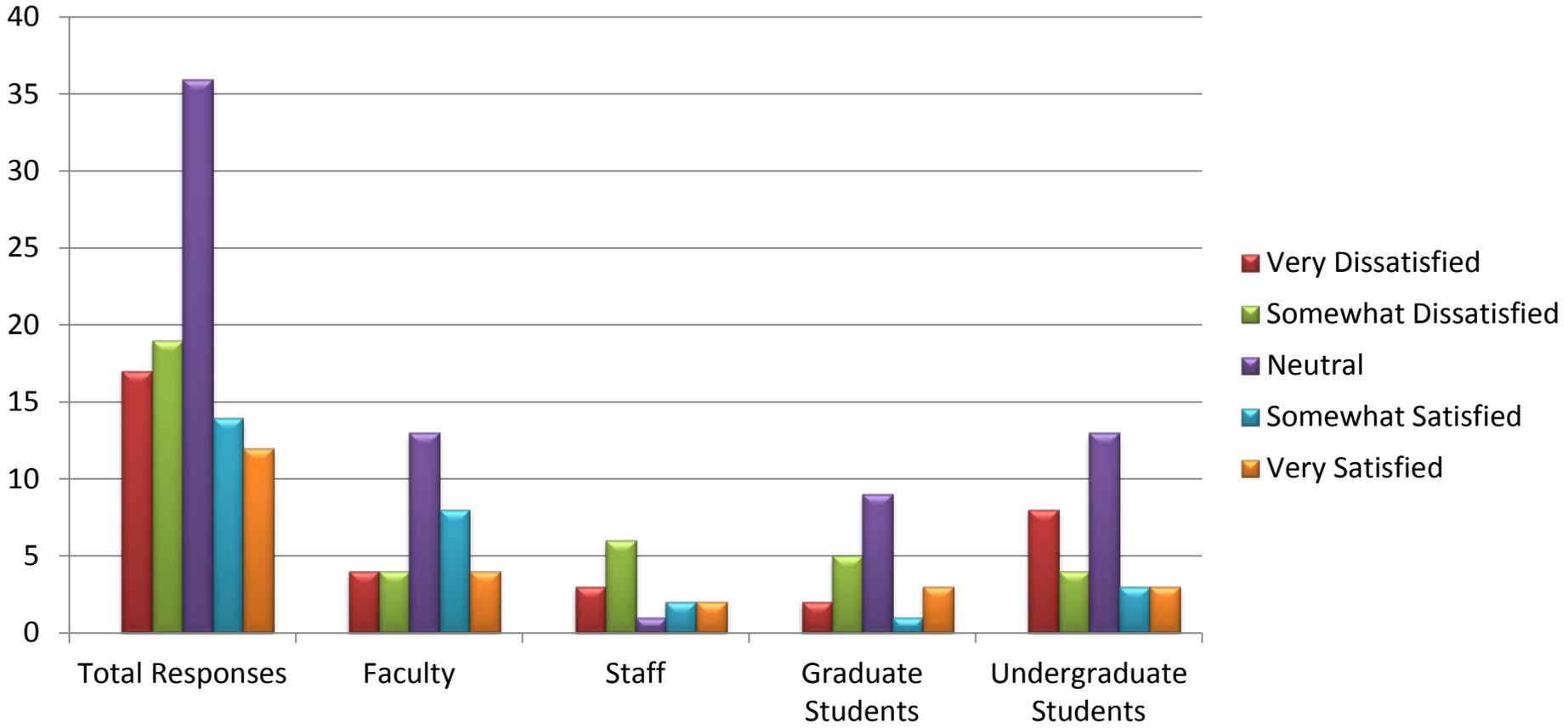


Library Services Survey - Spring 2011 - Question 4 (part 3)

Please tell us your opinion of the following service cuts, which have been implemented by the library as cost savings measures.

No library book sales

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	17	19	36	14	12	98
Faculty	4	4	13	8	4	33
Staff	3	6	1	2	2	14
Graduate Students	2	5	9	1	3	20
Undergraduate Students	8	4	13	3	3	31

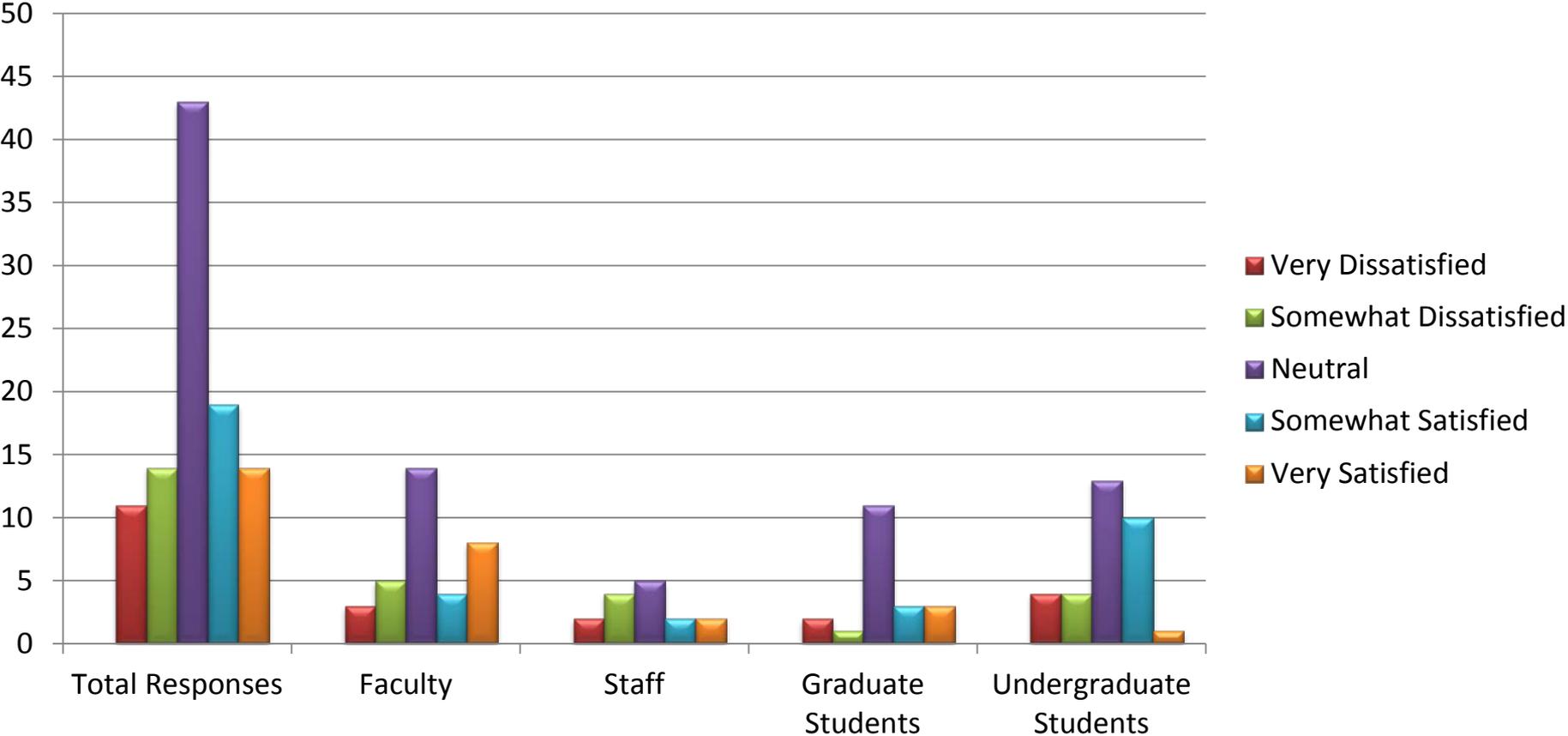


Library Services Survey - Spring 2011 - Question 4 (part 4)

Please tell us your opinion of the following service cuts, which have been implemented by the library as cost savings measures.

Most print journals are no longer bound.

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	11	14	43	19	14	101
Faculty	3	5	14	4	8	34
Staff	2	4	5	2	2	15
Graduate Students	2	1	11	3	3	20
Undergraduate Students	4	4	13	10	1	32

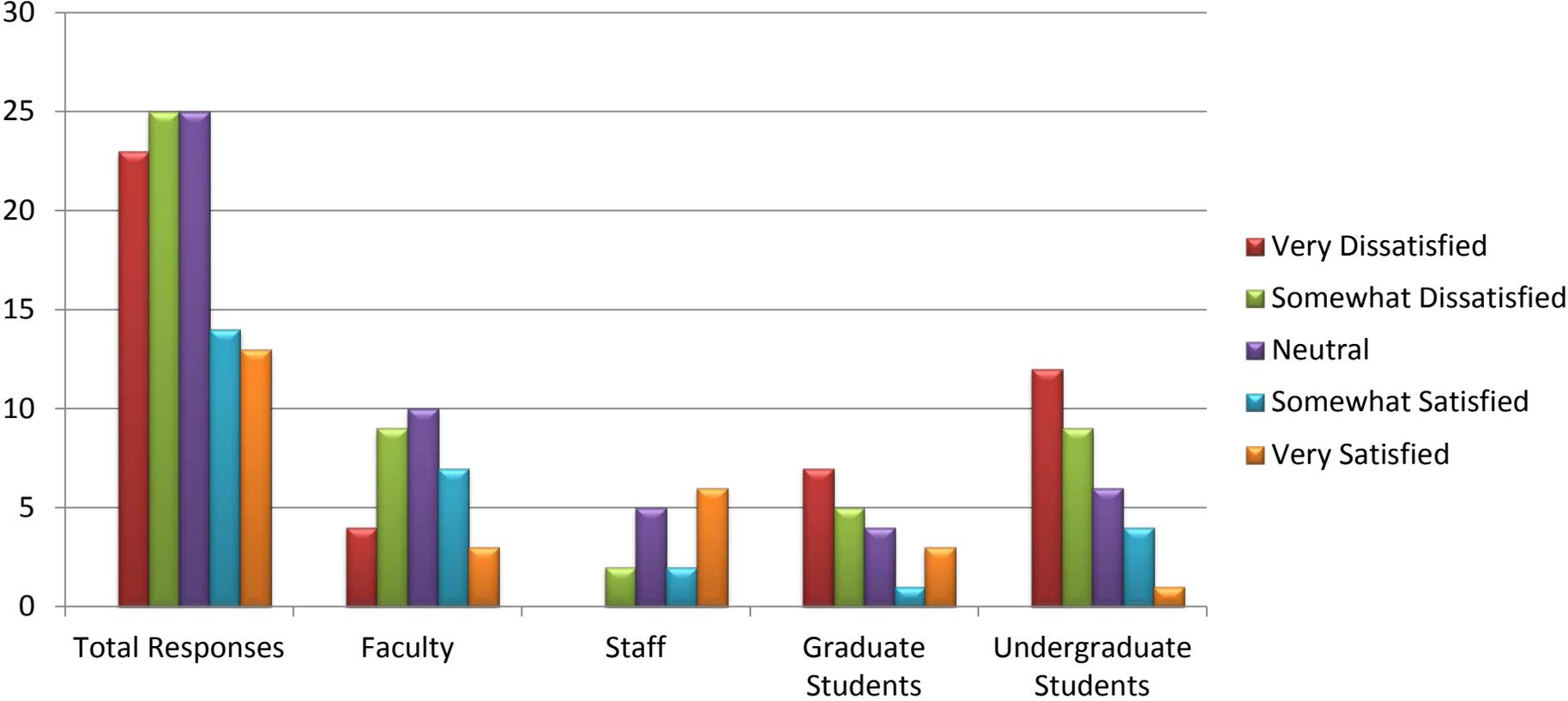


Library Services Survey - Spring 2011 - Question 4 (part 5)

Please tell us your opinion of the following service cuts, which have been implemented by the library as cost savings measures.

Library closed on Saturdays during summer and winter sessions.

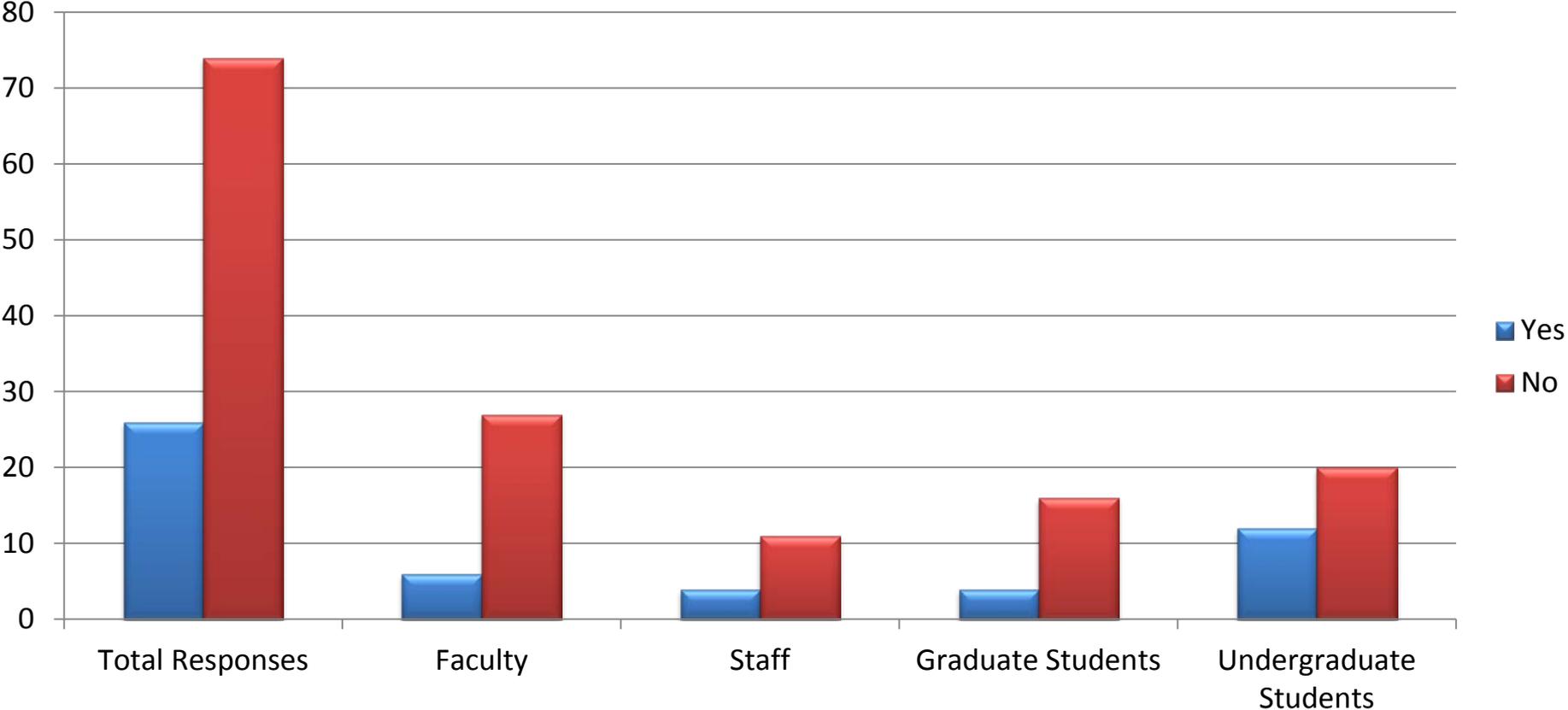
Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	23	25	25	14	13	100
Faculty	4	9	10	7	3	33
Staff	0	2	5	2	6	15
Graduate Students	7	5	4	1	3	20
Undergraduate Students	12	9	6	4	1	32
<i>answered question</i>						101
<i>skipped question</i>						4



Library Services Survey - Spring 2011 - Question 5

Have you used any library tutorials on our web pages in the last 12 months?

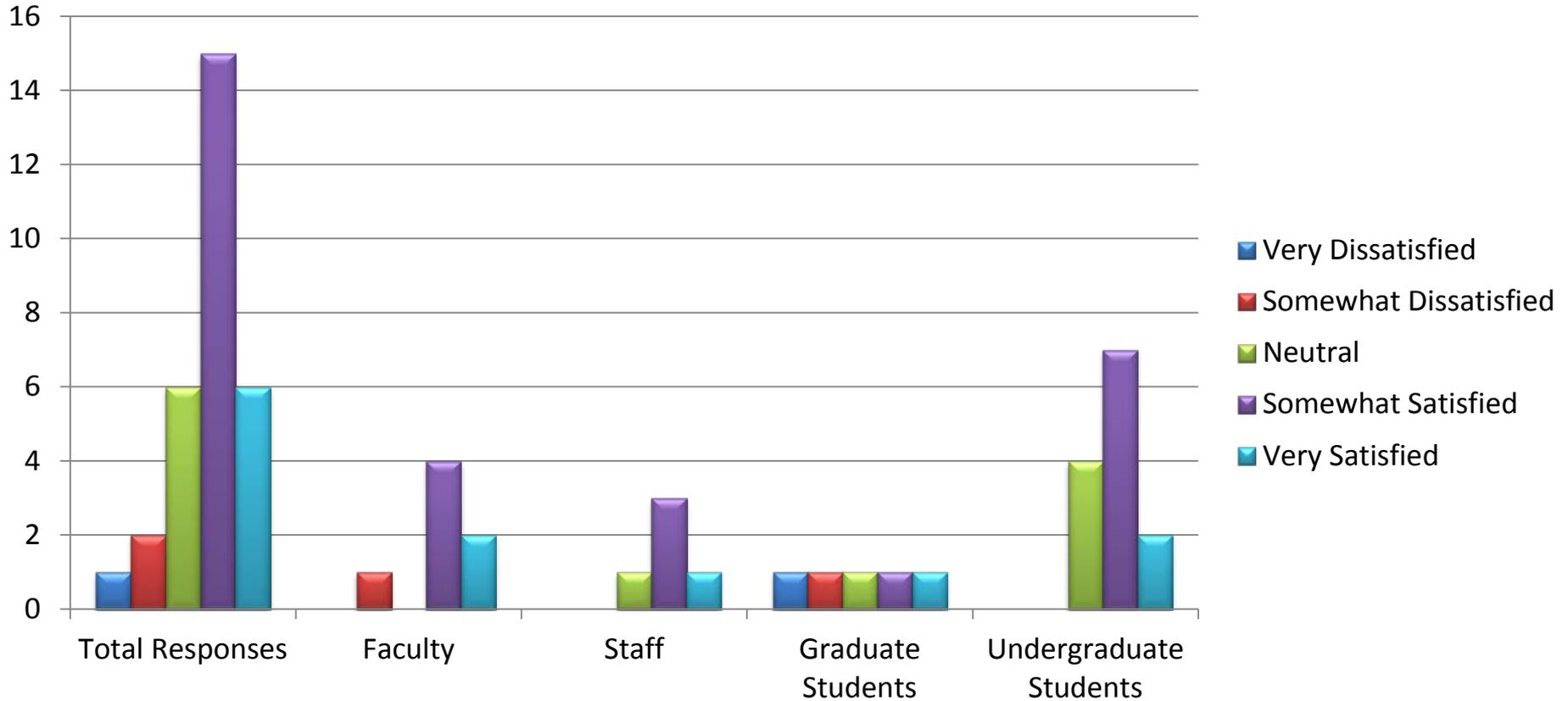
Answer Options	Yes	No	Response Count
Total Responses	26	74	100
Faculty	6	27	33
Staff	4	11	15
Graduate Students	4	16	20
Undergraduate Students	12	20	32
<i>answered question</i>			100
<i>skipped question</i>			5



Library Services Survey - Spring 2011 - Question 6

If you answered "yes" above, how satisfied were you with the library tutorials you used?

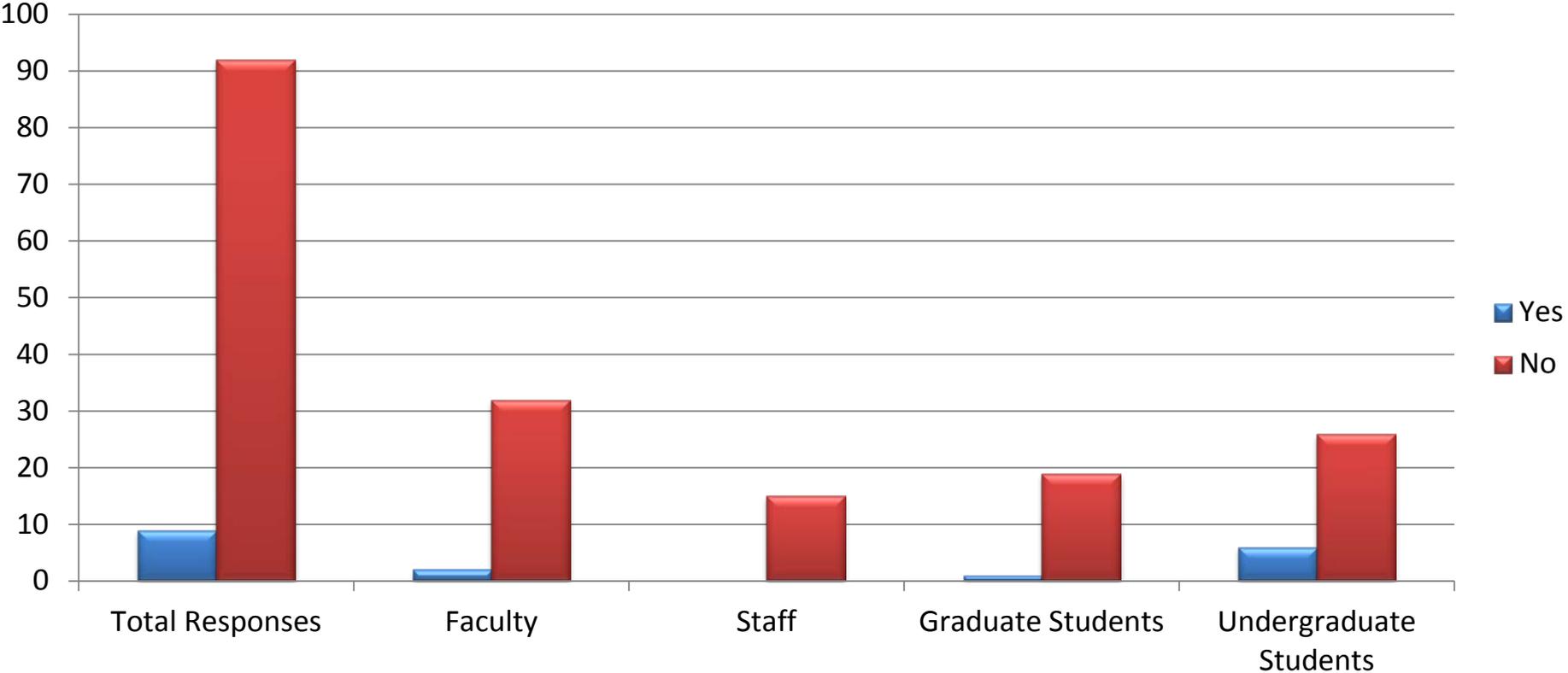
Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	1	2	6	15	6	30
Faculty	0	1	0	4	2	7
Staff	0	0	1	3	1	5
Graduate Students	1	1	1	1	1	5
Undergraduate Students	0	0	4	7	2	13
<i>answered question</i>						30
<i>skipped question</i>						75



Library Services Survey - Spring 2011- Question 7

Have you used any Wimba instruction sessions in the last 12 months?

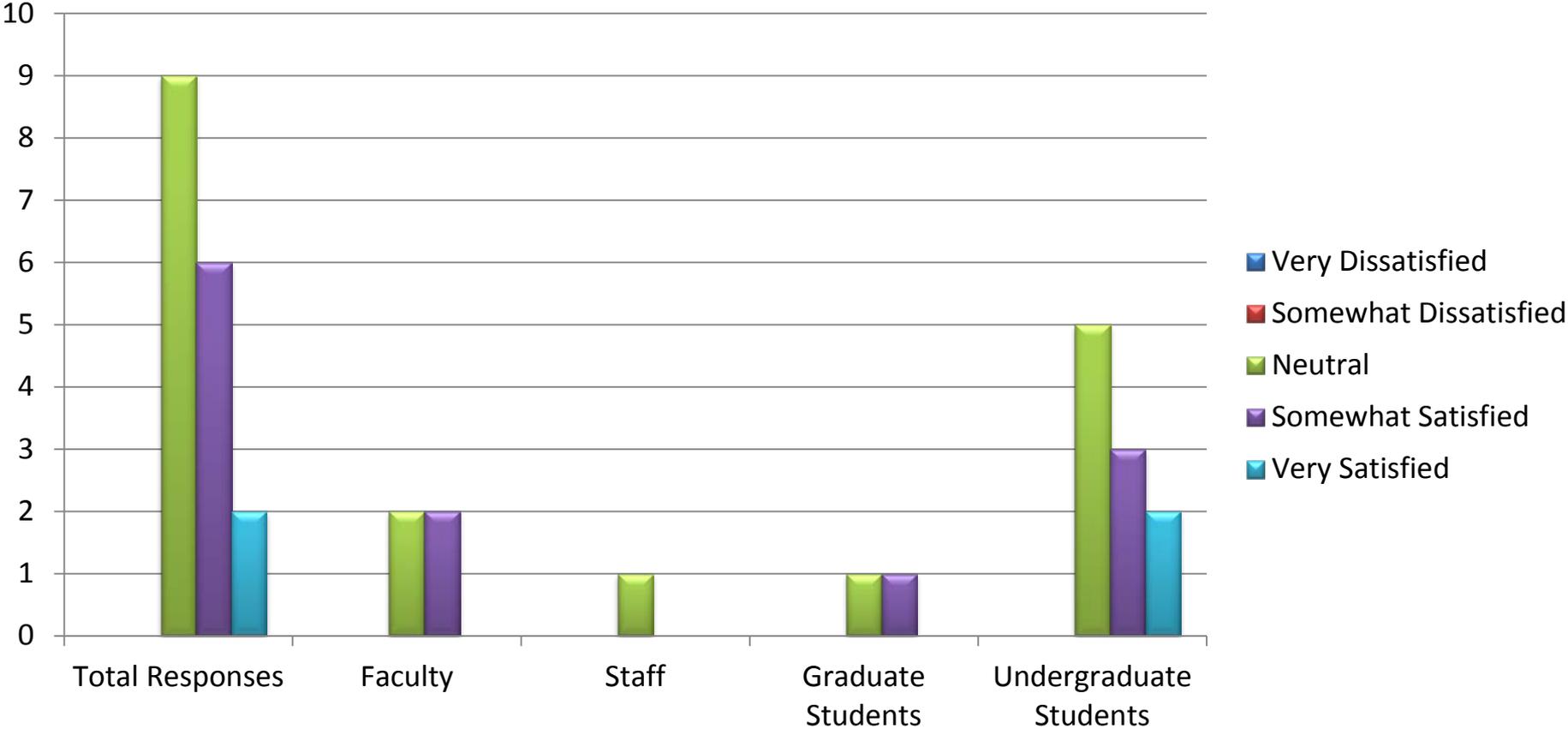
Answer Options	Yes	No	Response Count
Total Responses	9	92	101
Faculty	2	32	34
Staff	0	15	15
Graduate Students	1	19	20
Undergraduate Students	6	26	32
<i>answered question</i>			101
<i>skipped question</i>			4



Library Services Survey - Spring 2011 - Question 8

If you answered "yes" above, how satisfied were you with those Wimba instruction sessions?

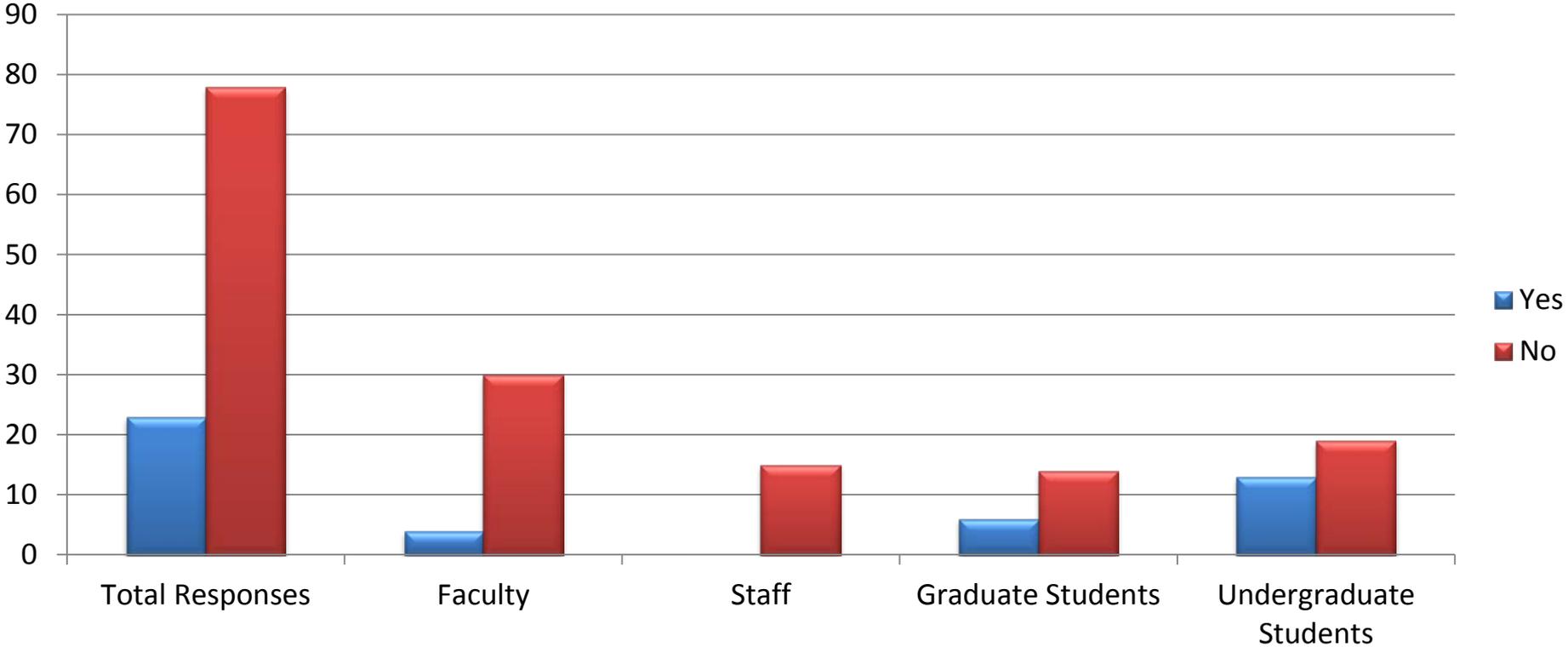
Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	0	0	9	6	2	17
Faculty	0	0	2	2	0	4
Staff	0	0	1	0	0	1
Graduate Students	0	0	1	1	0	2
Undergraduate Students	0	0	5	3	2	10
<i>answered question</i>						17
<i>skipped question</i>						88



Library Services Survey - Spring 2011 - Question 9

Do you expect to reserve any of the above facilities (faculty study rooms, graduate student lockable bins, small lockers for all users) in the next year?

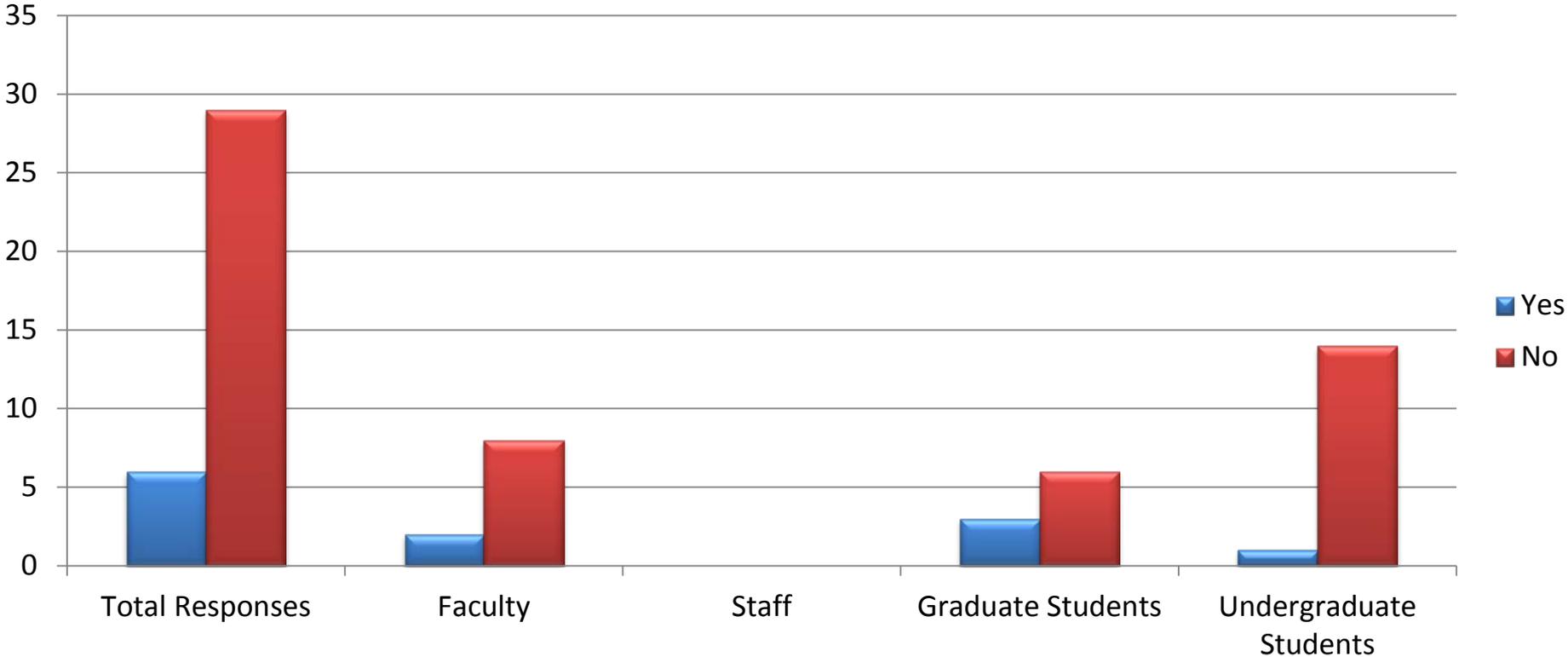
Answer Options	Yes	No	Response Count
Total Responses	23	78	101
Faculty	4	30	34
Staff	0	15	15
Graduate Students	6	14	20
Undergraduate Students	13	19	32
<i>answered question</i>			101
<i>skipped question</i>			4



Library Services Survey - Spring 2011- Question 10

If you answered "Yes" above, would you reserve any of the above facilities if there were a rental charge?

Answer Options	Yes	No	Response Count
Total Responses	6	29	35
Faculty	2	8	10
Staff	0	0	0
Graduate Students	3	6	9
Undergraduate Students	1	14	15
<i>answered question</i>			35
<i>skipped question</i>			70



Library Services Survey - Spring 2011 - Question 11

If you answered "Yes" to Question 10, what is the most you would be willing to pay per semester to reserve a:

Faculty study room

Faculty	\$25.00	\$25.00	
Graduate Students	\$100.00	\$10.00	\$20.00
Undergraduate Students	\$1.00		

Graduate student lockable bin

Faculty	\$10.00		
Graduate Students	\$50.00	\$5.00	
Undergraduate Students	\$1.00		

Small locker

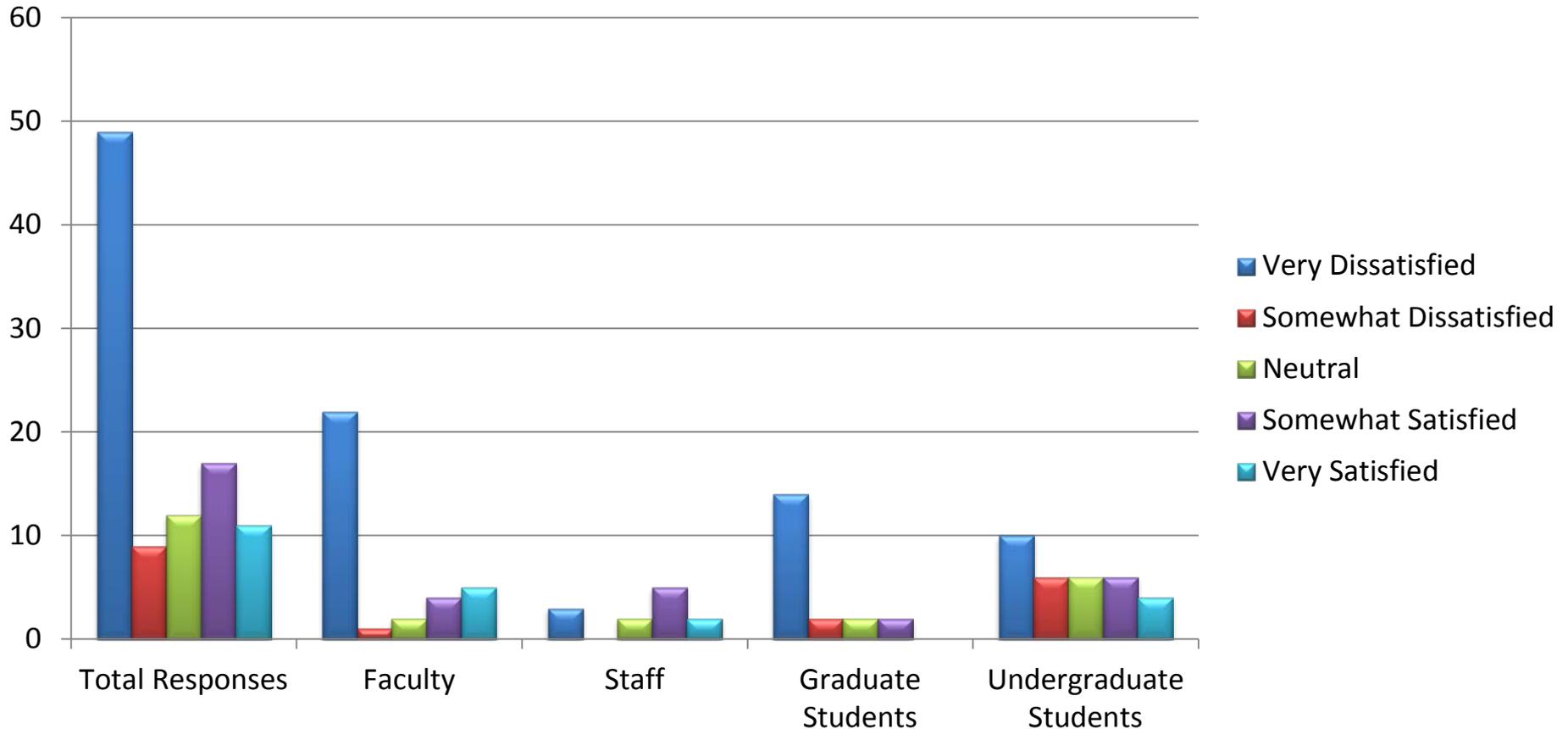
Faculty	NA	\$15.00	
Graduate Students	\$35.00		
Undergraduate Students	\$0.50		

Library Services Survey - Spring 2011 - Question 12 (part 1)

We need to identify \$60,000-\$80,000 in additional service cuts for FY12-F15. Please rate the following general service areas in terms of how you would react to a cut in each area:

Reduce the availability of free Interlibrary Loans to five per semester per person.

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	49	9	12	17	11	98
Faculty	22	1	2	4	5	34
Staff	3	0	2	5	2	12
Graduate Students	14	2	2	2	0	20
Undergraduate Students	10	6	6	6	4	32

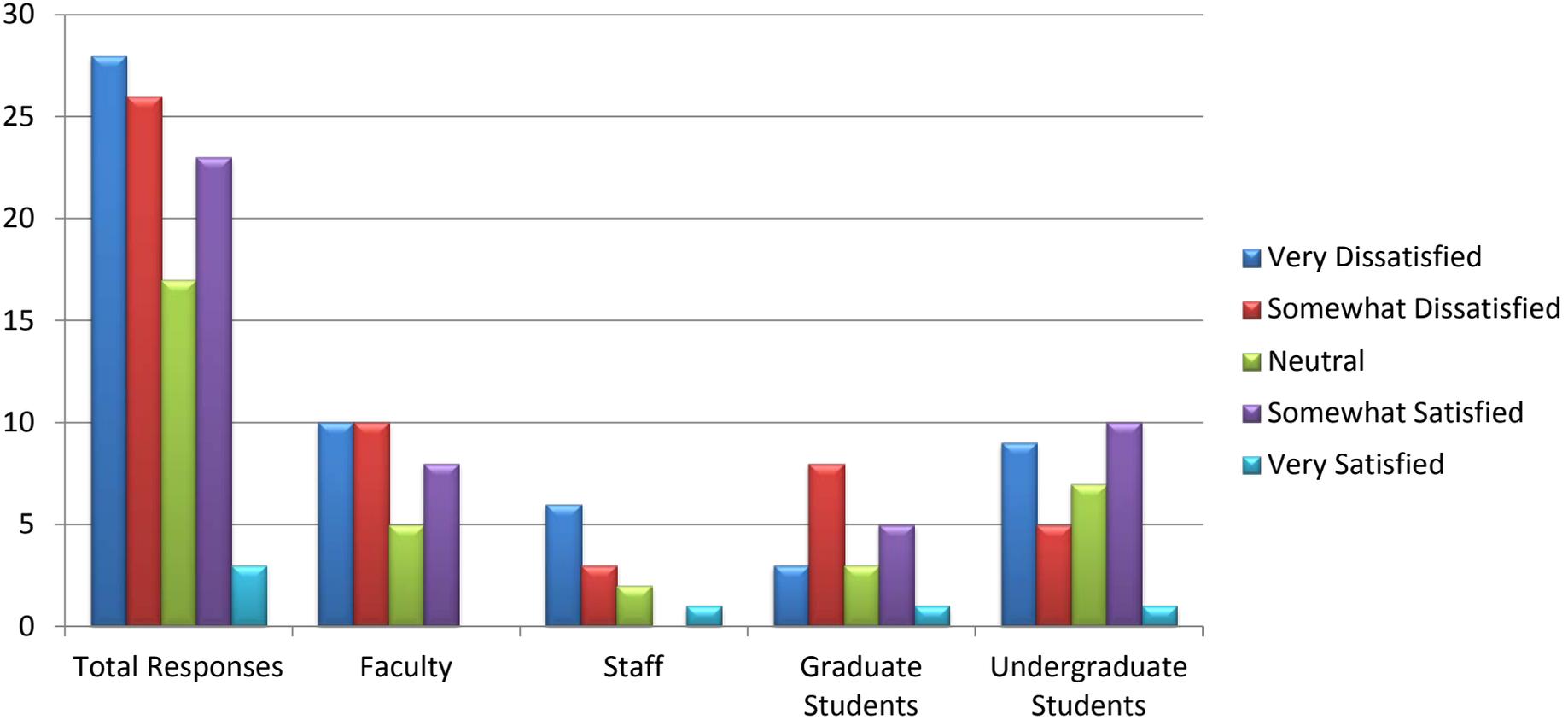


Library Services Survey - Spring 2011 - Question 12 (part 2)

We need to identify \$60,000-\$80,000 in additional service cuts for FY12-F15. Please rate the following general service areas in terms of how you would react to a cut in each area:

Reduce Circulation desk hours by 2 hours per day (currently, the circulation desk hours are the same as Library's open hours, i.e. 94 hours per week during the Fall and Spring semesters)

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	28	26	17	23	3	97
Faculty	10	10	5	8	0	33
Staff	6	3	2	0	1	12
Graduate Students	3	8	3	5	1	20
Undergraduate Students	9	5	7	10	1	32

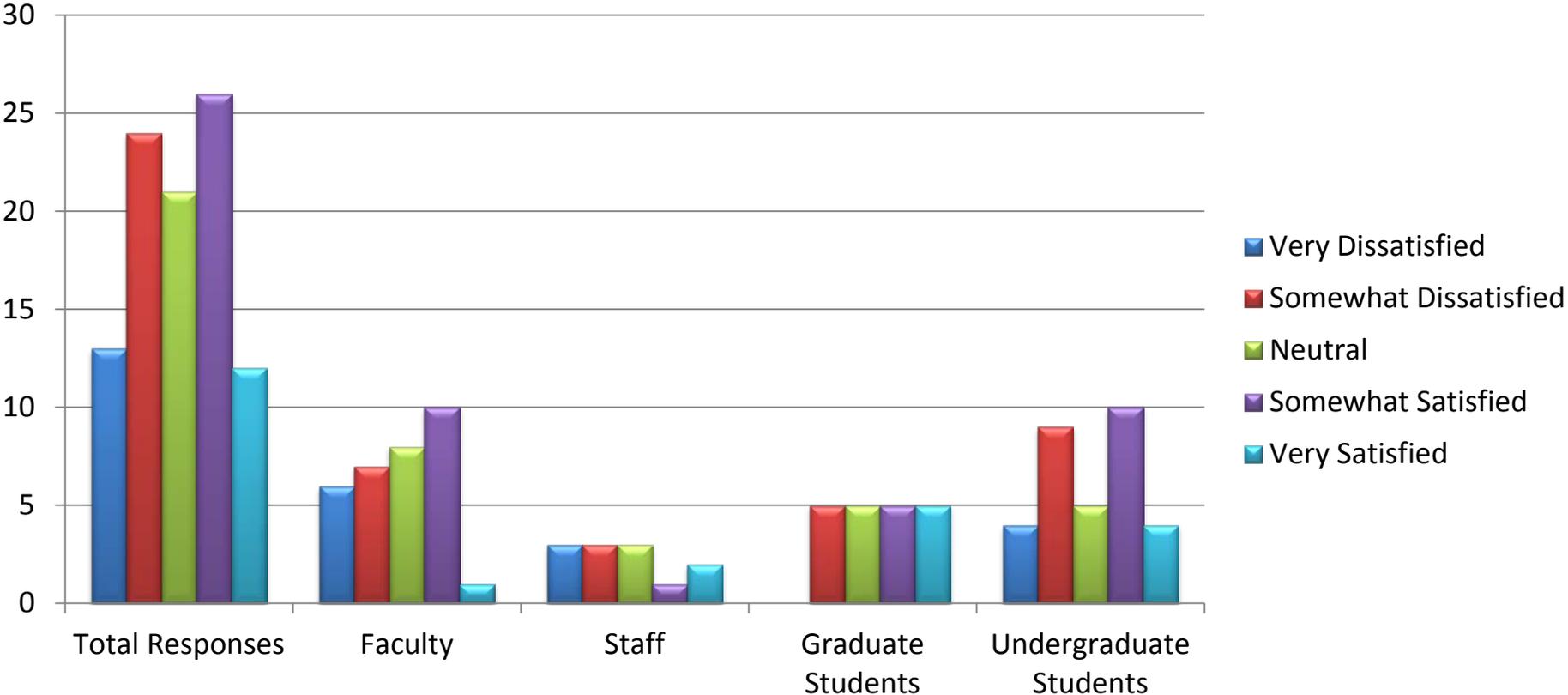


Library Services Survey - Spring 2011 - Question 12 (part 3)

We need to identify \$60,000-\$80,000 in additional service cuts for FY12-F15. Please rate the following general service areas in terms of how you would react to a cut in each area:

Reduce Library Media desk hours by 3 hours per day (currently, the Library Media desk is open 72 hours per week during the Fall and Spring semesters)

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	13	24	21	26	12	96
Faculty	6	7	8	10	1	32
Staff	3	3	3	1	2	12
Graduate Students	0	5	5	5	5	20
Undergraduate Students	4	9	5	10	4	32

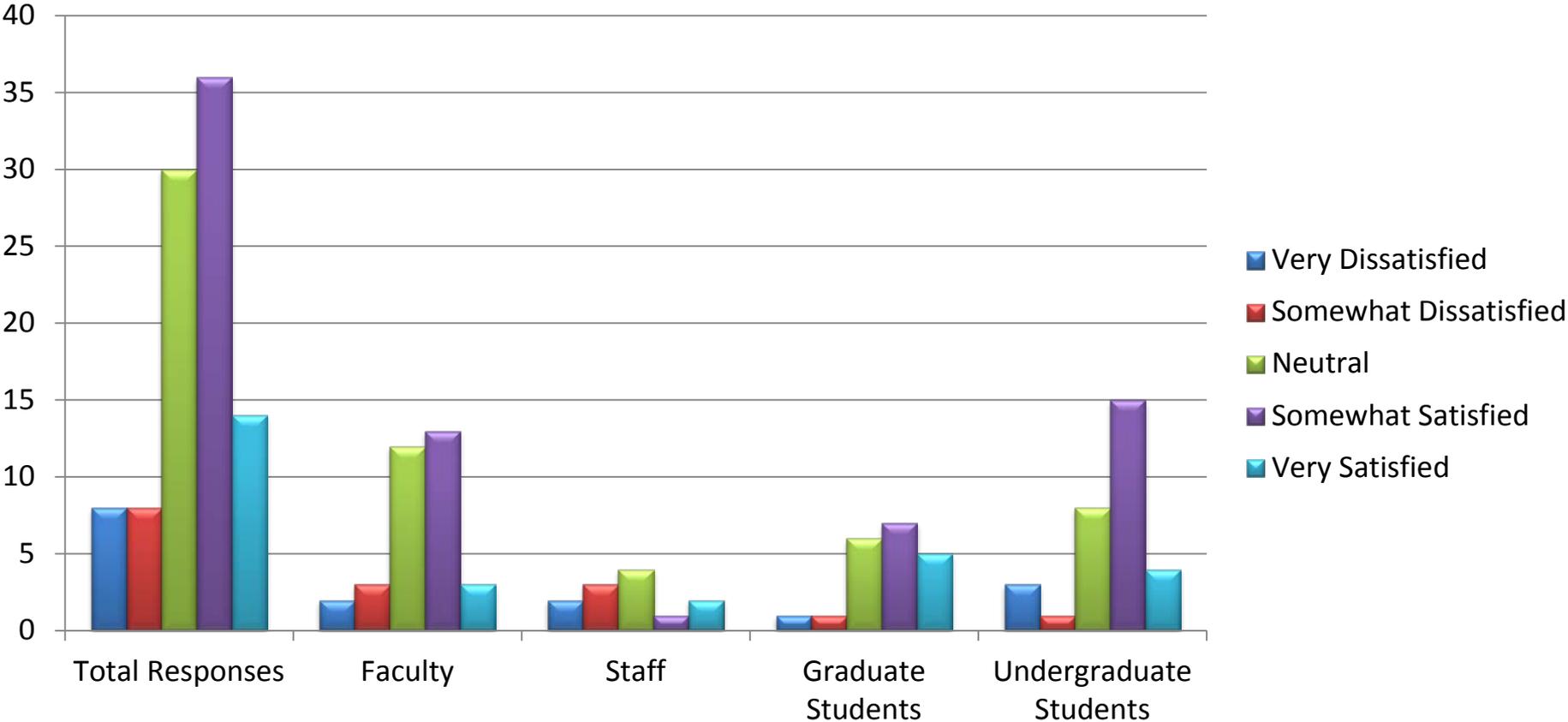


Library Services Survey - Spring 2011 - Question 12 (part 4)

We need to identify \$60,000-\$80,000 in additional service cuts for FY12-F15. Please rate the following general service areas in terms of how you would react to a cut in each area:

Reduce Serials desk hours by 3 hours per day (currently, the Serials desk is open 71 hours per week during the Fall and Spring semesters)

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	8	8	30	36	14	79
Faculty	2	3	12	13	3	33
Staff	2	3	4	1	2	12
Graduate Students	1	1	6	7	5	20
Undergraduate Students	3	1	8	15	4	31

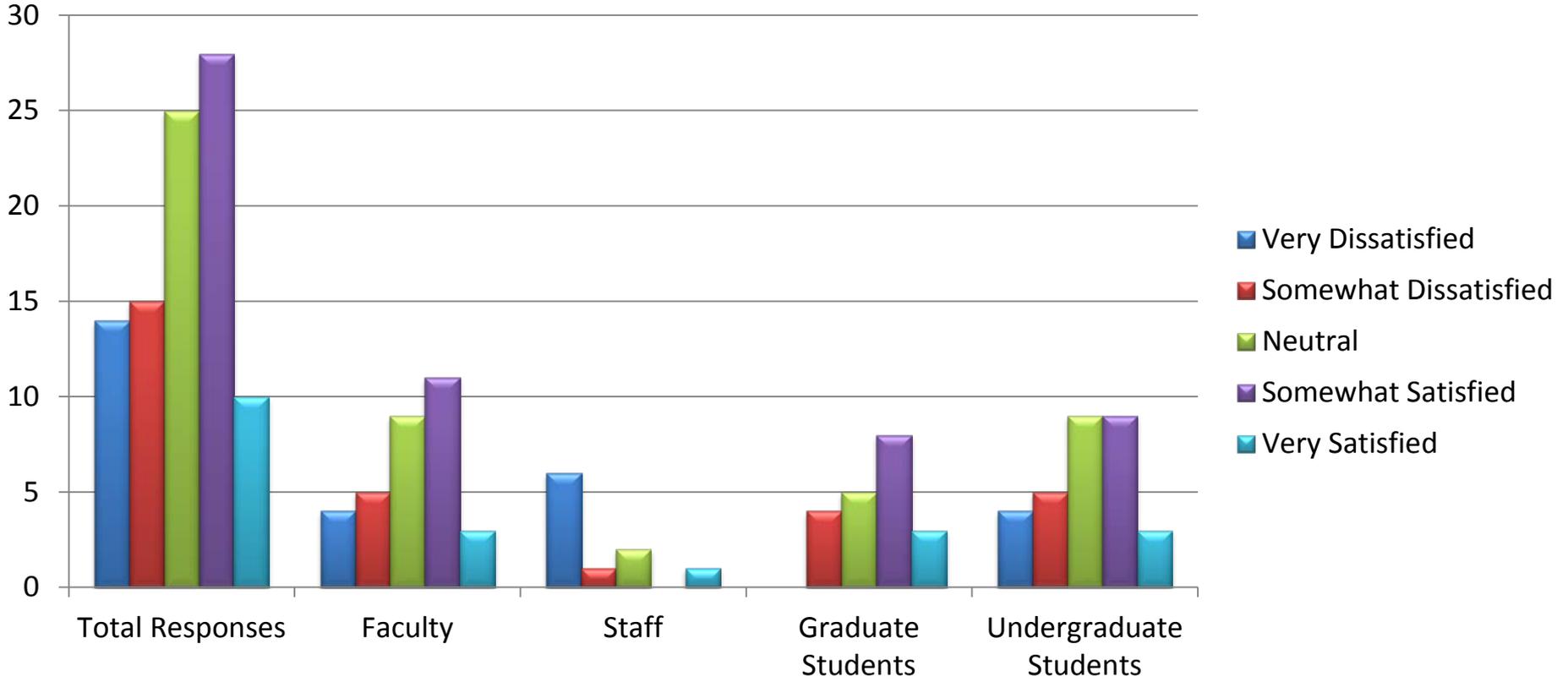


Library Services Survey - Spring 2011 - Question 12 (part 5)

We need to identify \$60,000-\$80,000 in additional service cuts for FY12-F15. Please rate the following general service areas in terms of how you would react to a cut in each area:

Reduce Reference desk hours by 3 hours per day (currently, the Reference desk is open 71 hours per week during the Fall and Spring semesters)

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	14	15	25	28	10	75
Faculty	4	5	9	11	3	32
Staff	6	1	2	0	1	10
Graduate Students	0	4	5	8	3	20
Undergraduate Students	4	5	9	9	3	30

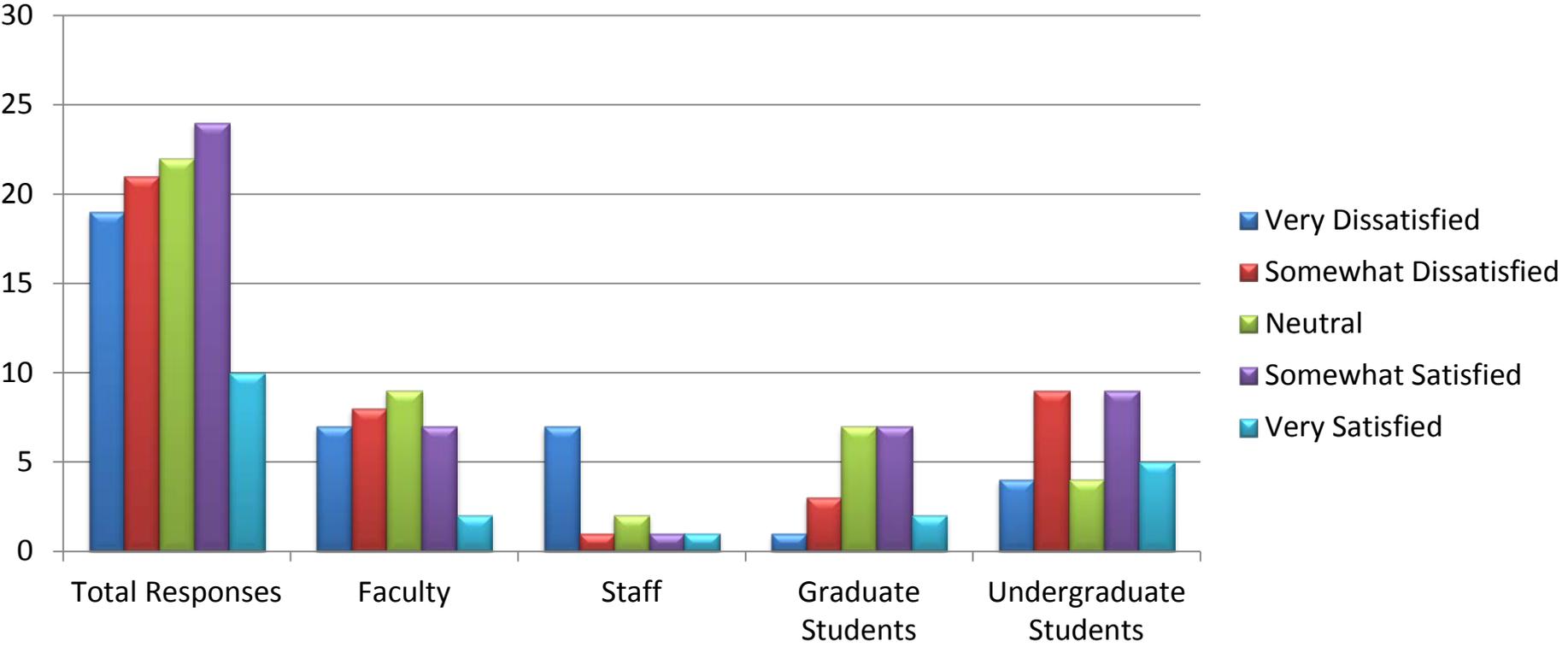


Library Services Survey - Spring 2011 - Question 12 (part 6)

We need to identify \$60,000-\$80,000 in additional service cuts for FY12-F15. Please rate the following general service areas in terms of how you would react to a cut in each area:

Reduce security staffing by 3 hours per day (the entrance would be monitored from the circulation desk as it is now when security staff are elsewhere in the building)

Answer Options	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Response Count
Total Responses	19	21	22	24	10	96
Faculty	7	8	9	7	2	33
Staff	7	1	2	1	1	12
Graduate Students	1	3	7	7	2	20
Undergraduate Students	4	9	4	9	5	31
<i>answered question</i>						98
<i>skipped question</i>						7



Library Services Survey - Spring 2011 - Question 13 (Part 1)

Please tell us if you have other ideas for cost savings in the library.

Faculty

Close the Serials Desk. Close media and allow media item check out at circulation.

eliminate paper journals except for the top 100- all others to go electronic- including back issues (whether this saves money or not. Sell back issues of these journals and remove from library. Cut staff involved in maintaining paper journals. Reduce book purchases and rely on ILL for books. ILL is not suitable for most journal requests- we need ejournals.

Reduce heating/cooling energy usage

what about putting the reference desk and the circulation desk together and the media and serials desk

I am sure you already do this, but get online only for journals where possible.

Reduction of free ILL services would greatly hamper scholarship by faculty!!!!

Staff

Motion sensors on lights in the bathrooms that would turn off when no one was using the facility.

Possibly have a ringer or someway to contact a staff member when someone needs the reference desk. This way staff would not need to be there at all times but they could still be available if necessary.

I'd increase the amount charged for equipment rental in the library such as projectors and event setup. I'd also make use of social media to encourage donations.

Reducing service hours by 1 hour per day (7 hours a week) for each service desk might go down better than reducing one service desk's operating hours by 21 a week.

How, precisely, reductions in service hours will reduce cost in a meaningful way is not clear to me. Staff must work 40, 30, or 20 hours per week (as per their position descriptions) consequently, just as much money will be spent on staff. Faculty are assumed to work eight or more hours in a day, and so I do not see how removing a service (the providing of which is intrinsic to the departments, not some aside or side project) would reduce the cost of payroll unless the intention is to keep services reduced, and cannibalize lines of employment that become available due to attrition.

don't build the retriver learning center, its a huge waste of money and its ridiculous that any money at all is being spent on construction projects when the budget is so bad. also, stop buying new computer monitors that aren't needed at all.

Library Services Survey - Spring 2011 - Question 13 (Part 2)

Please tell us if you have other ideas for cost savings in the library.

Graduate Students

reducing circulation desk timings will be fine if the self-checkout machine works and we could check out books by ourselves.

(1) Switch as many print books as possible to downloadable electronic books to save on purchasing costs. The number of copies "out" at a time can be limited the same way that Howard County Public Library does. (2) Use dimmed or motion-sensitive lights during off-peak hours to reduce energy consumption.

combine the information desk and the check out desk, less staff and saves money

energy saving

Undergraduate Students

Lights off at night

Turning off most of the lights would be helpful... Especially when closed?

Turn off the lights after closing, alot of power is wasted just by leaving those lights on. The cleaning staff has (from other people I've talked to) too many people and they don't get enough done, so reduce staff and insure that the staff on hand is doing their job effectively. Also change the lighting to more efficient lightbulbs if this hasn't been done already.

Library Services Survey - Spring 2011 - Question 14 (Part 1)

Please tell us if you have any other observations, concerns or suggestions you would like to share with us about cost savings in the library.

Faculty

who came up with the idea that cutting scientific journals is somehow a useful strategy for growing research universities?
Do you really want to send this message to the faculty?

Is there some way to get online subscriptions across the University system, perhaps more expensive than a single one, but cheaper over the several universities?

library services is extremely important for the learning experiences of students. It is also very important to improve professors' work productivity. SERVICES should not be cut.

Staff

My concern with not having the security desk maned, is with the growing insidents of armed robberies and assault I feel we would be leaving ourselves open an unprotected.

Reduce the amount of gift processing and used books added to the collection.

Security is needed for all the hours of Library is open. Circulation can not observer properly, to many distractions and blocked view.

The options provided for costs savings are decisions between bad and worse. Furthermore, the budgeting process remains opaque and that makes providing feasible suggestions difficult.

As the library has been cut with what seems like little mercy, each option essentially boils down to: "How can we provide less value to our students while extracting the same (or greater) revenue from them?". The necessity of cuts is not lost on me, but there seems to be little recognition from the administration of the campus that we are diminishing the resources and services available to students, thus depriving them of value in their education.

The suggestions provided for cost savings also flies directly in the face of the Middle States recommendations for improving as, what they considered, our anemic and profoundly lacking student services.

Library Services Survey - Spring 2011 - Question 14 (Part 2)

Please tell us if you have any other observations, concerns or suggestions you would like to share with us about cost savings in the library.

Graduate Students

Please please please do not limit free ILLs to 5 per semester. As a graduate student conducting research, 5 is much too low a limit. Consider limiting non-honors undergraduate students instead.

For me, the most important services of the library are the ability to check out books in person when I need them, interlibrary loans, and online access to journals

The library remaining closed for the entire spring break was outrageous. Can't student workers be available with one or two full-time staff members? Thanks!

Undergraduate Students

Small Fees ranging up to a dollar are okay.

Perhaps getting an automatic CD retrieval system would be helpful for cost-saving at the media desk.

Please do not cut back on subscriptions to databases/journals as I find it hard to get current articles as it is.
