# Faculty Use of Drexel Libraries Services

Drexel University has agreed to participate in a federal study of the use, outcomes, and return-on-investment (ROI) of academic libraries conducted by the University of Tennessee Center for Information and Communication Studies. This study involves two parts: an in-depth cost study of services provided by the Drexel Libraries (which is completed) and surveys of faculty and students. Below is the faculty survey for you to complete. The survey asks you to answer questions about how often you use services and focuses on the most recent use, how much of your time is involved (this is an indicator of the value you place on the services), the purposes for using the services, and outcomes.

This survey will take up to 15 minutes to complete depending on the extent of your library use. The survey has been conducted on the ROI of library collections in the U.S. and several other countries and has been extremely useful to the libraries for decision-making and planning purposes.

You may exit the survey or leave a question unanswered at any time. There is minimal risk attached to your participation and any details about you and your work situation will be kept completely confidential. Any papers or conference presentations based on the collected data will contain only summary data without direct links to an individual survey response.

If you have questions at any time about the study or the procedures, (or you experience adverse effects as a result of participating in this study) you may contact Dr. Carol Tenopir (451 Communications Building, 1345 Circle Park Drive, Knoxville, TN 37996; 865-9747911; ctenopir@utk.edu). If you have questions about your rights as a participant, contact the Office of Research Compliance Officer at (865) 974-3466.

By continuing, you give permission to gather and analyze the answers you give to the questions that follow.

*This survey deals with Drexel Library Services by asking how many times you use each service, time spent using, and consequences of use.*

1. In the past year (12 months), approximately how many times did a librarian help you to conduct a reference search (catalog, databases, getting access, etc.)? **(If no times, enter "0" and skip to question 5)**

   _____

2. About how much total time did you spend working with the librarian on these searches? (If no time, please enter "0")

   In minutes  _____
   OR
   In hours _____

3. If there were no librarian to conduct the search, where would you go to conduct this last search?

☐___ I would not bother

☐___ I would conduct the search myself

☐___ I would go to another source

☐ Other (please specify) : _____

4. If there were no library, I would expect to spend: (If no time or money, please enter "0")
   In minutes _____
   OR
   In hours _____
   OR
   In dollars _____

5. Drexel librarians sometimes work with faculty on research projects. In the past year (12 months), did you work with a librarian on such a research project?

☐      ___ Yes

☐      ___ No. **If no, check and then skip to question 11.**

6. On how many projects?
   _____

7. About how much time did you spend working with the librarian on the most recent research project? (If no time, please enter "0")

   In minutes _____
   OR
   In hours _____
   OR
   In days _____

8. How much time or money did you save because a librarian helped you with the project? (If no time or money, please inter "O")
   In minutes _____
   OR
   In hours _____
   OR
   In days _____
   OR
   In dollars _____

9. How important was working with a librarian to this project?

☐      ___ Not at all important

☐      ___ Somewhat important

☐      ___ Important

☐      ___ Very important

⬚    ___ Absolutely essential

10. How was working with a librarian important? **Check all that apply**.
   ___ It improved the result
   ___ It narrowed / broadened / changed the focus
   ___ It inspired new thinking / ideas
   ___ It resulted in collaboration / joint research
   ___ It resulted in faster completion
   ___ It saved time or other resources
   ___ No positive outcomes
   Other (Please specify): _____

11. In the past month (30 days), how many times did you seek assistance from a Drexel Libraries service desk to answer questions about library services, circulation assistance, looking up something, troubleshooting, etc.? (If none, please enter "0")

   _____

12. In the past month (30 days), how many times did you ask for assistance by telephone reference, email, text or instant messaging, etc.)? **(If none, please enter "0" and skip to question 15)**
   _____

13. How much of your total time was involved in gaining assistance in the library and/or remotely in the past month? (If no time, please enter "0")
   In minutes _____
   OR
   In hours _____

14. How much time or money do you think you saved because of the library assistance?
   In minutes _____
   OR
   In hours _____
   OR
   In dollars _____

15. In the past year (12 months), did you attend a formal class or instruction course taught by the Drexel Libraries staff?
⬚    ___ Yes
⬚    ___ No. **If no, skip to question 18.**

16. How much of your time did the course take? (Include class time and studying for the class.)
   In minutes _____
   OR
   In hours _____

17. How important was working with a librarian to this project?
- ☐   ___ Not at all important
- ☐   ___ Somewhat important
- ☐   ___ Important
- ☐   ___ Very important
- ☐   ___ Absolutely essential

18. In the past month (30 days), did you receive any informal instruction by library staff? (e.g., in use of workstations, searching, databases)
- ☐   ___ Yes
- ☐   ___ No. **If no, skip to question 21.**

19. About how much total time did you spend with library staff members?
In minutes _____

20. How important was working with a librarian to this project?
- ☐   ___ Not at all important
- ☐   ___ Somewhat important
- ☐   ___ Important
- ☐   ___ Very important
- ☐   ___ Absolutely essential

*The  Drexel Libraries provides access to Audiovisual materials such as videos, films, etc*

21. In the past year (12 months) did you use such materials?
- ☐   ___ Yes
- ☐   ___ No. **If no, skip to question 27.**

22. How often did you borrow such audiovisual materials provided by the Drexel Libraries?

_____
_____
_____
_____

23. About how much total time did you spend getting access to the materials from the Drexel Libraries?
In minutes _____
OR
In hours _____

24. For what purposes did you use these materials?
___ Classes
___ Non-university presentations
___ Personal  education
Other (please specify): _____

25. Consider the LAST TIME you obtained audiovisual materials from the library. If the materials were not available from the Drexel Libraries, from where would you obtain them?

☐     ___ I would not bother **(If chosen, skip to question 27)**

☐     ___ I would obtain it from another source  (please specify) :

      _____

26. In order to obtain the audiovisual equipment, if the Drexel source were not available, I would expect to spend: (If no  time or money spent, please enter "0")
In minutes  _____
OR
In hours _____

27. The  Drexel Libraries provides access to several types of equipment,(e.g. iPads, laptops), and accessories such as battery chargers, Internet cables, etc. In the past year (12 months), how many times have you borrowed such equipment? **If zero, please enter "0" and skip to question 31.**

      _____

28. About how much time did you spend getting access to this equipment from Drexel Libraries?
In minutes  _____

29. If the Drexel Libraries did not lend this equipment, would you have gotten it from elsewhere?

☐     ___ Yes

☐     ___ No  **If no, skip to question 31.**

30. If the library service wasn't available, about how much would it cost you in time and / or money? (if no  time or money, please enter "0")
In minutes  _____
OR
In dollars _____

31. The  Drexel Libraries provides access to other materials such as DVDs, leisure materials (e.g., a novel), In the past year (12 months) have you used such materials?

☐     ___ Yes

☐     ___ No  **If no, skip to question 36.**

32. How often did you borrow such materials from the Drexel Libraries?

      _____
      _____
      _____
      _____

33. About how much time did you spend getting access to such materials from the Drexel Libraries?
    In minutes _____

34. If the library did not provide such materials, would you have gotten it from elsewhere?
    ☐    ___ Yes
    ☐    ___ No  **If no, skip to question 36.**

35. About how much would it cost you in time and / or money to obtain these materials from another source? (If no  time or money, please enter "0")
    In minutes _____
    OR
    In dollars _____

36. The Drexel Libraries informs its users about services in many ways. Which of the following have you ever used, participated in, or read? **(Choose all that apply)**
    ___ Library tour
    ___ Exhibits and displays
    ___ Newsletter, In Circulation
    ___ Library blog, library updates via Twitter, Facebook
    ___ Open house
    ___ Librarian consultation
    Other (Please specify): _____

37. In the past year (12 months), have you used library workstations in the library?
    ☐    ___ Yes
    ☐    ___ No  **If no, skip to question 40.**

38. About how much time (in minutes) did you spend using those workstations in the past term? If zero, please enter "0".
    In minutes _____
    OR
    In hours _____

39. For what purposes did you use the workstations? **(Choose all that apply)**
    ___ Research  projects
    ___ Support teaching
    ___ Prepare  publications
    ___ Prepare  non-class presentations (e.g., conference paper)
    ___ To keep  up or continue education
    ___ E-mail, blog,  Facebook, etc.
    Other (please specify)_____:

40. About how much of your time was involved in going to and from the printer, photocopier, or scanner service (in minutes)?

_____

41. Why did you choose the Drexel Libraries for your printing, photocopying or scanning?

    _____
    _____
    _____
    _____
    _____

42. If the Drexel Libraries did not have any, would you go elsewhere to use a printer, photocopier, or scanner?
- ___ Yes
- ___ No **If no, skip to question 47.**

43. What other service would you use?

    _____
    _____
    _____
    _____

44. To print, photocopy, or scan from another source, I would expect to spend:
    In minutes _____
    OR
    In dollars _____

45. Have you used the Drexel Libraries workspaces in the past term for leisure or work activities?
- ___ Yes
- ___ No **If no, skip to question 47.**

46. For what reasons did you use this space? (**Choose all that apply**)
    ___ Quiet / comfortable place to relax
    ___ To meet with students
    ___ To meet with others
    Other (please specify):_____

47. Have you used any library group study/conference/classrooms in the past term?
- ___ Yes
- ___ No **If no, skip to question 50.**

48. For what reasons did you use the rooms? (**Select all that apply**)
    ___ For a class
    ___ For a meeting
    ___ For a quiet place to work
    ___ For a place to work with a group on an assignment or project
    Other (please specify):_____

49. How much total time did you spend using these rooms in the past term?
    In minutes  _____
    OR
    In hours  _____

50. Have you attended any special programs, invited speeches, etc. in the Drexel Libraries rooms in past term?
⍰    ___ Yes
⍰    ___ No  **If no, skip to question 52.**

51. How much total time did you spend at these special programs, etc.?
    In minutes  _____
    OR
    In hours  _____

## Demographics

*This section is about you. The purpose of collecting this information is to give us  the opportunity to search for additional meaningful patterns in the collected data. You are almost finished!*

52. Please record your principal department or office:

    _____
    _____
    _____
    _____

53. Please indicate your principal school or college:
⍰    ___ College  of Arts  and Sciences
⍰    ___ School  of Biomedical Engineering
⍰    ___ Bennett S. LeBow College  of Business
⍰    ___ School  of Education - Goodwin College
⍰    ___ College  of Engineering
⍰    ___ Drexel University College  of Medicine
⍰    ___ College  of Nursing and Health Professionals
⍰    ___ School  of Public Health
⍰    ___ The iSchool  at Drexel
⍰    ___ Earle Mack School  of Law
⍰    ___ Antoinette Westphal College  of Media  Arts  and Design
⍰    ___ School  of Technology and Professional Students - Goodwin College
⍰    Other : _____

54. What is your position?
⍰    ___ Professor
⍰    ___ Associate professor
⍰    ___ Assistant professor

- ▢    ___ Lecturer
- ▢    ___ Teaching or clinical faculty
- ▢    ___ Adjunct faculty
- ▢    ___ Administrator (e.g. President, VP, Dean, Director)
- ▢    ___ Associate or Assistant Director, VP, or Provost
- ▢    ___ Coach
- ▢    ___ Other (please specify) :

55. In the past two years, how many of the following have you published? (If the answer is none, please enter "0" instead of leaving a blank.)
_____Articles in refereed / scholarly journals
_____Non-refereed articles
_____Scholarly books
_____Chapters in scholarly books, proceedings, etc.
_____Creative works (e.g., exhibit of paintings, video, costumes)
_____Other _____

56. In the past two years, have you received any awards or special recognition for your research, teaching or other professional-related contributions?
- ▢    ___ Yes
- ▢    ___ No  **If no, skip to question 58.**

57. Briefly describe your awards or recognition:
_____
_____
_____
_____

58. About how much time (in minutes) did you spend responding to this survey?
_____

59. Please indicate any comments you might have concerning the Drexel Libraries resources, services, staff or this survey.
_____
_____
_____
_____

*THANK YOU! Copies of the final report of this study will be announced and made available through the Libraries later this year.*