

## Faculty Satisfaction with Library Resources

### 1. Introduction

The fall semester 2003-4 Faculty Survey contained several questions exploring faculty satisfaction with the College's libraries. Reporting the results is complicated by the fact that different faculty groups use different libraries. At one end of the spectrum, Arts and Sciences faculty primarily use Swem Library and its branches in, for example, Physics, Chemistry, and Music. At the other end of the spectrum, Law and SMS/VIMS faculty have their own completely separate libraries. Somewhere in the middle are Education and Business faculty who use both Swem Library and the professional development libraries in their own buildings. Consequently, this report focuses on faculty responses by academic area.

College-wide, 62.3% of all tenured and tenure-eligible faculty members responded to the survey, the highest response rate of any faculty survey to date at the College. Table 1 gives Response rates by academic area.

**Table 1. Survey Response Rates by Academic Area**

Academic Area	Response Rate
A&S Area I	67%
A&S Area II	63%
A&S Area III	66%
Business	61%
Education	69%
Law	48%
SMS/VIMS	48%

### 2. Overall Satisfaction Levels

Survey Question 20 asked faculty to describe the extent to which they agreed or disagreed with the statement "In general, I am satisfied with library support for my teaching and research." Response options were: strongly agree (SA), agree (A), disagree (D), strongly disagree (SD) and not sure. The next table shows what happens when the responses are grouped by academic area. Recall that in Arts and Sciences, Area I consists of humanities departments and programs, Area II is the social sciences, and Area III is the natural sciences.

**Table 2. Overall Library Satisfaction, by Academic Area**

	SA + A	D + SD	Not Sure
A&S Area I	80%	17%	3%
A&S Area II	64%	33%	3%
A&S Area III	73%	24%	3%
Education	75%	17%	8%
Business	68%	29%	4%
Law	93%	7%	0%
SMS/VIMS	91%	9%	0%

In terms of overall satisfaction with library support for teaching and research, there were no substantial differences between the responses of male and female faculty. When respondents were subdivided by academic rank, there seemed to be steadily increasing satisfaction with the library, assistant professors being slightly less satisfied than associates, and associates slightly less satisfied than full professors.

### 3. Faculty Satisfaction with Various Library Services

To help understand the level of faculty satisfaction with the library, the Faculty Survey included a six more detailed questions that were worked out in consultation with Library staff. The questions were part of Survey Question 10, and were as follows:

10K) In general, how satisfied are you with the adequacy of library holdings?

10L) In general, how satisfied are you with library services?

10M) In general, how satisfied are you with accessibility to library electronic resources from your office or home?

10N) In general, how satisfied are you with the comprehensive collections of full-text articles on line?

10O) In general, how satisfied are you with (library) easy-to-use access tools that allow you to find things on your own?

10P) In general, how satisfied are you with library web sites enabling you to locate information on your own?

Respondents were asked to choose one of the following for each question: very satisfied (VS), satisfied (S), neutral (N), dissatisfied (D), very dissatisfied (VD), or not sure (NS). Because different academic areas use different library facilities as noted in Section 1, we present the results of question 10 by academic area.

### 4. Arts and Sciences Responses

Sixty-five percent of all tenured and tenure-track faculty in Arts and Sciences responded to the fall survey. Table 2 above shows levels of agreement with the assertion “In general, I am satisfied with library support for teaching and research.” Table 2A reproduces the parts of Table 2 from Arts and Sciences.

**Table 2A. Overall Library Satisfaction, Arts and Sciences**

	SA + A	D + SD	Not Sure
A&S Area I	80%	17%	3%
A&S Area II	64%	33%	3%
A&S Area III	73%	24%	3%

The percentages in Table 2A appear to suggest that Area II faculty view the library differently from the colleagues in Area I and III, but a  $\chi^2$  test applied to frequency counts from Areas I, II and III does not support that conclusion ( $p = 0.2459$ ). However, when the response counts for Areas I and II alone are compared, the  $\chi^2$  test yields  $p = .06948$  which almost meets the usual social science criterion for significance.

The next table (Table 3) summarizes Arts and Sciences responses to the six library questions described in Section 3. Row percentages may not sum to 100% because of round-off. The response codes (VS, S, N, D, VD, and NS) are as described in Section 3.

**Table 3. Arts and Sciences Library Satisfaction Levels**

	% (VS + S)	%Neutral	%(D + VD)	% Not Sure
<u>Library holdings</u>				
Area I	51	18	29	1
Area II	36	15	48	1
Area III	41	23	37	0
All A&S	43	18	38	1
<u>Library services</u>				
Area I	82	10	5	3
Area II	86	6	6	1
Area III	63	27	6	4
All A&S	77	14	6	3
<u>Accessibility(home or office)</u>				
Area I	90	4	5	1
Area II	82	7	11	1
Area III	76	15	8	0
All A&S	83	8	8	1
<u>Full-text on-line articles</u>				
Area I	68	25	8	0
Area II	55	17	24	4
Area III	46	27	27	0
All A&S	57	23	19	1
<u>Easy access tools</u>				
Area I	71	23	4	3
Area II	69	17	5	9
Area III	66	23	10	1
All A&S	69	21	6	4
<u>Library web sites</u>				
Area I	73	19	6	1
Area II	75	16	4	5
Area III	68	24	8	0
All A&S	72	20	6	2

The percentages in Table 3 concerning satisfaction with library holdings suggest a problem in Area II, compared with Areas I and III, but a  $\chi^2$  test does not support such a conclusion ( $p = .2490$ ). Neither do  $\chi^2$  tests comparing responses from Areas I and II ( $p = 0.1277$ ), and responses from Areas II and III ( $p = 0.3203$ ).

## 5. Responses from the Schools

Row percentages in the tables in this section may not add to 100% due to round-off. Recall that the survey response rates from the Schools were: Business 61%, Education 69%, Law 48%, and SMS/VIMS 48%.

**Table 4. School of Business Library Satisfaction Levels**

	% (VS + S)	%Neutral	%(D + VD)	% Not Sure
Library holdings	39	39	21	0
Library services	71	14	11	4
Accessibility(home or office)	64	21	14	0
Full-text on-line articles	50	25	22	4
Easy access tools	64	25	11	0
Library web sites	61	25	7	7

**Table 5. School of Education Library Satisfaction Levels**

	% (VS + S)	%Neutral	%(D + VD)	% Not Sure
Library holdings	42	12	46	0
Library services	75	17	8	0
Accessibility(home or office)	79	17	4	0
Full-text on-line articles	42	29	25	4
Easy access tools	75	17	8	0
Library web sites	71	17	13	0

**Table 6. School of Law Library Satisfaction Levels**

	% (VS + S)	%Neutral	%(D + VD)	% Not Sure
Library holdings	79	14	7	0
Library services	93	0	7	0
Accessibility(home or office)	93	0	7	0
Full-text on-line articles	79	7	7	7
Easy access tools	79	21	0	0
Library web sites	57	29	0	14

**Table 7. SMS/VIMS Library Satisfaction Levels**

	% (VS + S)	%Neutral	%(D + VD)	% Not Sure
Library holdings	78	17	4	0
Library services	100	0	0	0
Accessibility(home or office)	91	0	9	0
Full-text on-line articles	78	13	9	0
Easy access tools	87	4	9	0
Library web sites	95	5	0	0

## 6. The Faculty Role in Setting Library Policy

Part of survey question 27 asked respondents to judge the level of influence that William and Mary faculty have in setting library priorities, and the responses by male and female faculty, appear in Table 8.

**Table 8. Faculty Perceptions of Their Influence on Library Policy**

	Adequate	Inadequate	Not sure
Female	29%	30%	41%
Male	47%	23%	30%
All Faculty	41%	25%	34%

While the percentages in Table 8 make the female and male responses seem somewhat different, a  $\chi^2$  test does not support the assertion that a gender difference exists ( $p = 0.09135$ ).

Faculty perceptions of their influence on library policy vary from one academic area to another, as the next table shows.

**Table 9. Faculty Perceptions of Their Influence on Library Policy, by Academic Area**

	Adequate	Inadequate	Not sure
A&S Area I	41%	21%	38%
A&S Area II	35%	24%	41%
A&S Area III	43%	31%	26%
A&S total	40%	25%	35%
Business	36%	29%	36%
Education	50%	13%	38%
Law	36%	21%	43%
SMS/VIMS	57%	30%	13%
All faculty	41%	25%	34%

## 7. Faculty Priorities and the Library

Question 29 of the fall survey asked faculty members to prioritize a list of ways to enhance research at the College. The options were to increase funding for:

- a) library acquisitions
- b) faculty research leaves
- c) research presentations at professional conferences
- d) technology and other equipment
- e) faculty development in using technology
- f) creation and implementation of a College-wide junior leave program.

Faculty members were asked to rate the priority of each of these six as one of very high (VH), high (H), moderate (M), low (L), not a priority (NP), or not sure. The following table shows the percentage of faculty, by area, who rated the six items as very high or high priority. Other sections of the survey report will examine these faculty priorities in greater detail.

**Table 10. Percentage of Faculty Assigning Very High or High Priority, by Academic Area**

	Library	FRA	Conference Presentations	Equipment Technology Purchase	Faculty Development in Technology	Junior Leaves
A&S Area I	62%	83%	86%	42%	31%	75%
A&S Area II	79	84	80	45	31	75
A&S Area III	56	61	62	64	24	58
Business	43	72	79	71	36	46
Education	50	79	88	83	50	46
Law	50	64	64	21	57	57
SMS/VIMS	57	65	65	83	57	22

Table 10 shows that library expenditures are toward the middle of the typical faculty member’s priorities for strengthening research.

The final part of the survey asked faculty members to rank-order, without repetition, their top three choices from a list of eighteen suggestions for improving teaching, or research, or the College in general. The six options described above were among those eighteen. Awarding three points for each first priority vote, two for each second priority vote, and one point for each third priority vote is a standard way to combine such priority rankings, and using that approach, one finds that increased library funding is eighth on the list, with the first three items being faculty salaries, increased funding for research leaves, and increased student financial aid. For more details, see the “Faculty Priorities” section of this report.