

April 16, 2024

Faculty Senate



SLU last participated in 2006

Participated now to:

- Get baseline quantitative and qualitative data

- Inform the Libraries & Museums strategic planning process

- Shape the Libraries & Museums priorities, goals, and objectives

Goals

- Help the Libraries better understand our communities perceptions of library service quality

- Provide the Libraries with comparable assessment information from peer institutions

- Help identify best practices





The survey comprises:

22 core questions

5 optional questions

Demographic questions

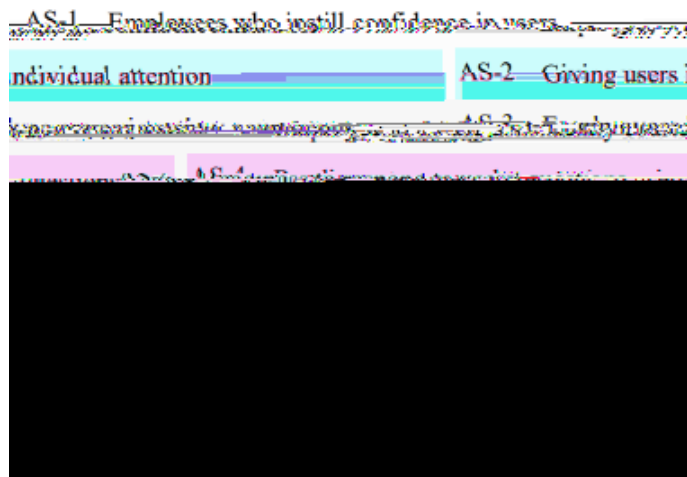
A comments box

Note: Measures users minimum, desired, and perceived level of service for each question

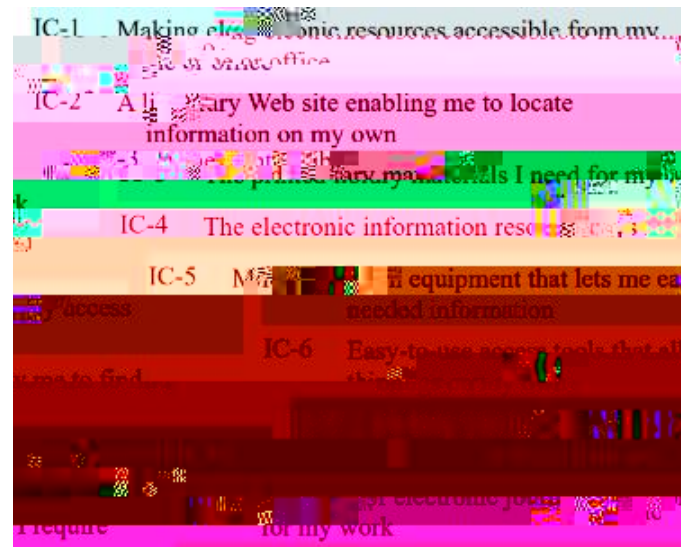




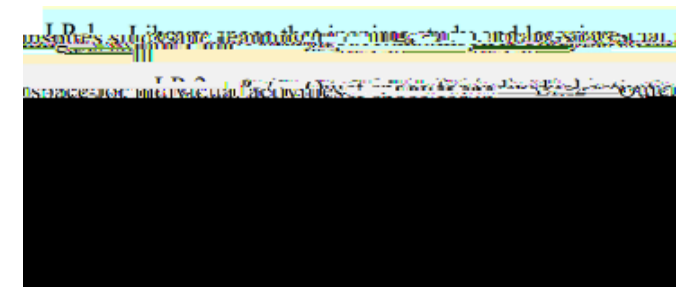
Affect of Service

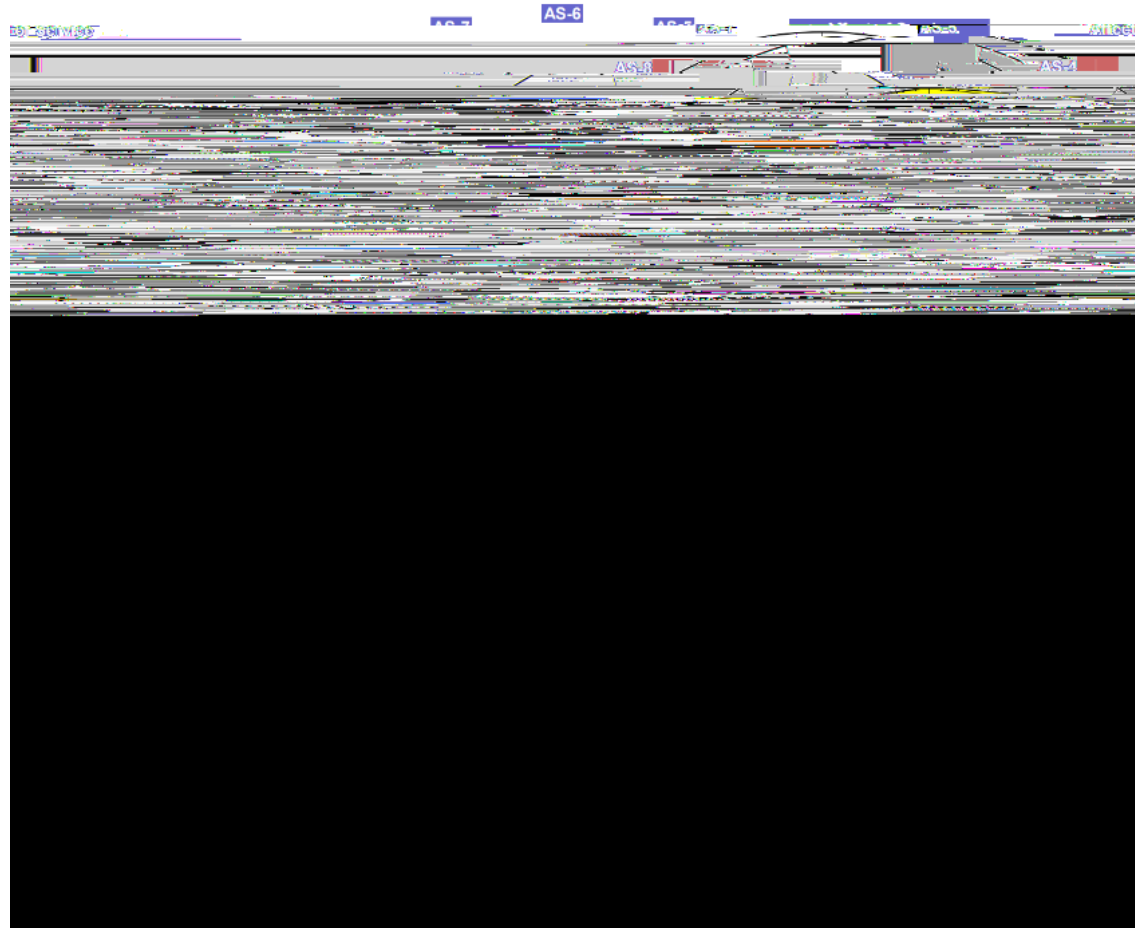


Information Control

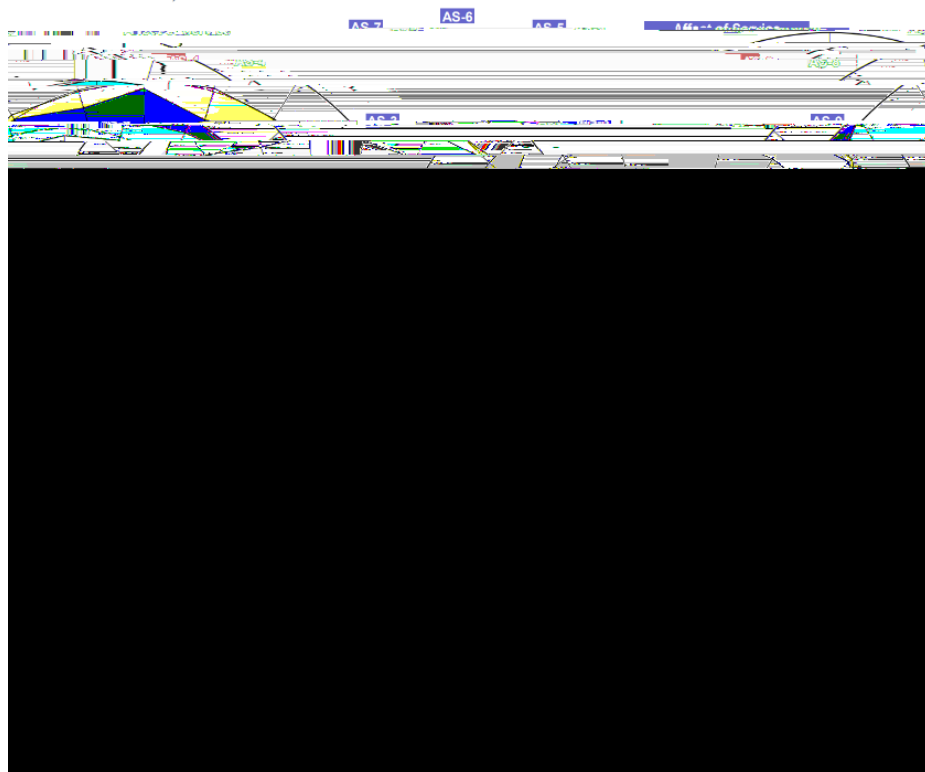


Library as Place

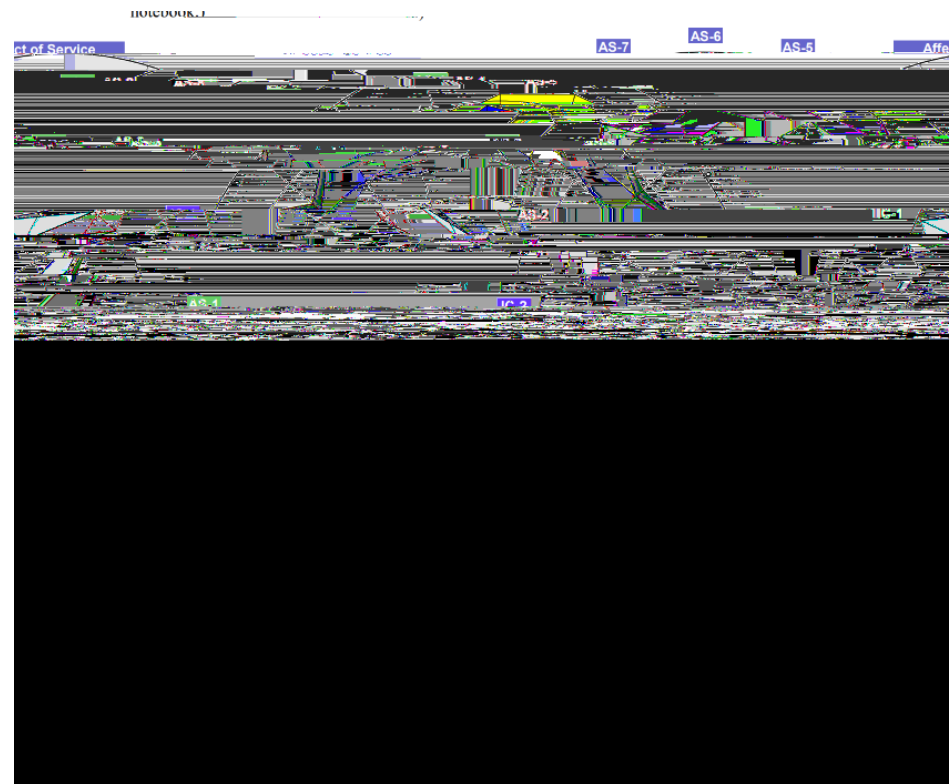




Pius



MCL



	Meet Expectations?	Pius	MCL	Exceed Expectations?	Pius	MCL
Access to specialized collections that support my work	Y	Y	Y	N	N	Y
Accessing library resources through Canvas or online courses	Y	Y	N	N	N	N
Availability of subject specialist assistance from librarians	Y	Y	Y	N	N	Y
Research and publishing support	Y	Y	N	N	N	N
The library as an environment that fosters diversity, equity, inclusion, and belonging	Y	Y	Y	N	N	Y



Undergraduate students:

A getaway for study, learning, and research

Willingness to help users

Graduate students:

Employees who install confidence in users

Community space for group learning and group study

Faculty:

Employees who are consistently courteous

Dependability in handling users' service problems

Staff


Giving users individual attention



Theme: Staff and librarians

"My experience with librarians and library staff has been excellent." - Faculty member

"Staff are very friendly and helpful." - Faculty member





Sample Comments:



Sample Comments:

“Without our reference librarian to help not only our students but our faculty, we would not be able to produce as much scholarship nor would our students become interested in lifelong learning and the pursuit of knowledge...” – Faculty member

“I'm concerned that there is no subject specialist in my field. The last reference librarian really helped to support and advance both my research and my teaching.” – Faculty member

Library Response:

Each department will always have a dedicated liaison to support their library needs. With retirements and departures, occasionally the designated librarian may change. Our librarian allocation is also evolving to provide more equitable service across disciplines.

While it is not possible for librarians to have specific subject expertise for every discipline they cover, they all have advanced knowledge of library services and our collections.

If you find you are not receiving the expected library support for your research or teaching, please reach out to your subject liaison with your specific issue or concern.



Sample Comments:

"I've been frustrated by the lack of access to particular journals." – Faculty Member

"Near all the resources for classical humanities are not available online." –

Sample Comments (beyond LibQual):

"Many of our colleagues at R1 institutions have institutional memberships to journals that allows them to publish without bearing the article publication fees."

"I'm considering publishing with a [journal name], I found they have an agreement with MOBIUS.... Could you clarify if SLU would be covered. I do not have funds to publish there otherwise..."

Library Approach:

The Libraries and Museums is committed to exploring ways we can advance open access from both social justice and financial perspectives

There are several different approaches that libraries can take including sponsorship of OA journals and negotiations with publishers to bundle APC costs with subscriptions costs. (Read and Publish Agreements)

We are currently sponsoring one low-cost OA Journal (Brill Research Perspectives in Jesuit Studies) and investigating potential Read and Publish agreements as we renew publisher contracts.

If you have journals you are interested in, or would like to have a deeper discussion, please let us know.



The full report, and reports for Pius and MCL, are available on our [LibGuide](#)

Results informed Libraries & Museums strategic planning



