

2022  
**LIBRARY**  
**SURVEY**  
Faculty Data Brief

**Assessment Committee Members**

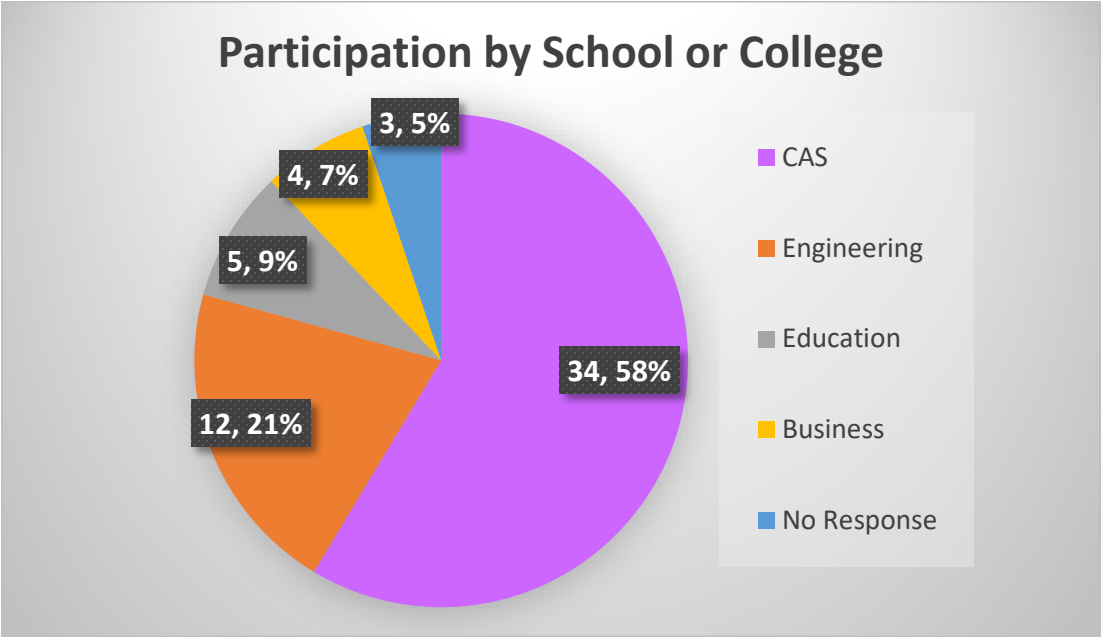
Heidi Senior  
Ben Maceda  
Chris Wiley Smith  
Philip Vue  
Tori Ward

## Table of Contents

Faculty Demographic Data.....	2
Agreement with Statements About the Library.....	3
The Importance of Library Services .....	4
How Well Do "Important" Services Meet Faculty Needs?.....	5
UP History Topics of Interest for Museum Displays and Blog Posts.....	6
Faculty awareness of the ways in which the Library showcases University History .....	7
Faculty Preferences for Library Communication .....	8
Library Website Improvements .....	8
Library Resources.....	10

Faculty Demographic Data

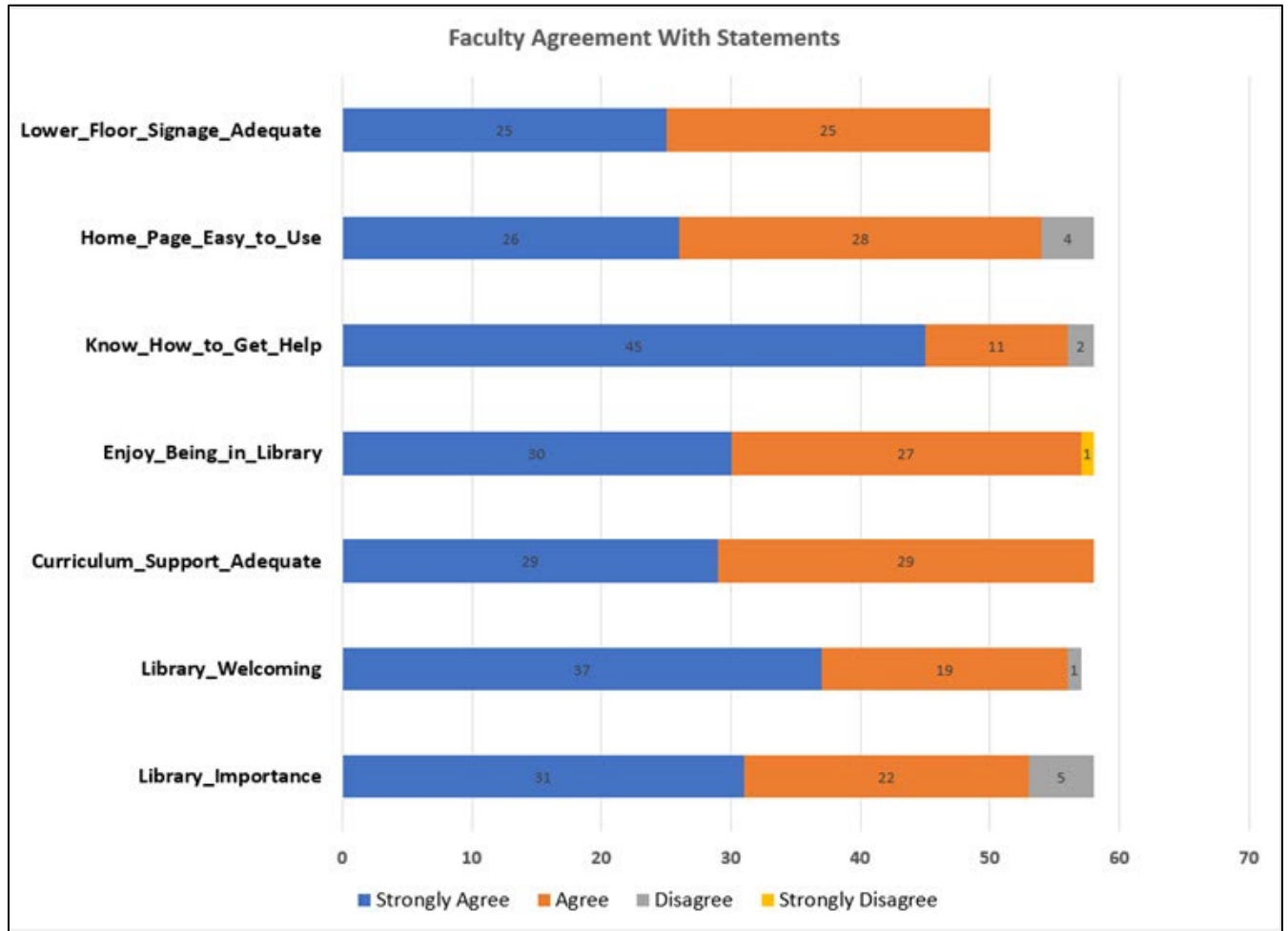
A total of 58 Faculty completed the survey.



Notice that the School of Nursing is not represented.

## Agreement with Statements About the Library

Question: Please rate your level of agreement with the following statements.



### Summary

While faculty generally agree with the statements, they selected “Strongly Agree” (SA) by over 30 percentage points for just two items: “I know how to get help from Library staff” (77 % SA to 20% Agree) and “The Library is a welcoming place” (65% SA to 33% Agree). They were evenly divided over the rest of the statements. The faculty who disagreed with statements (“The Library home page is easy to use” and “The Library is an important part of my experience at University of Portland”) are mostly in Engineering, with one in Biology and one in Math. The faculty who strongly disagreed with the statement “I enjoy being in the Clark Library” is also in Engineering.

The 31 comments on this question were mainly (22, 71%) positive and related to service, Summit, and Interlibrary Loan. Example positive comments: “I love the Clark Library! I am so grateful to the amazing librarians, and I appreciate that I can easily get books I need through Summit,” and “Our library (and in particular the staff) are amongst the most welcoming I have experienced at many higher ed institutions. The reference librarians are AMAZING not only in their service to faculty but especially their service to students.”

Negative or suggestion-for-improvement comments were about library space, Summit, the Library home page, and the adequacy of the Library collection, but about adequacy for faculty research rather than in support of the curriculum, e.g., "I do find myself requesting quite a few books from Summit Libraries for my own research which sometimes does become part of my curriculum." (Theology)

Other complaints or suggestions for improvement:

"I still am occasionally nonplussed when [the Library] doesn't have a volume I would expect it to have."  
(Political Science & Global Affairs)

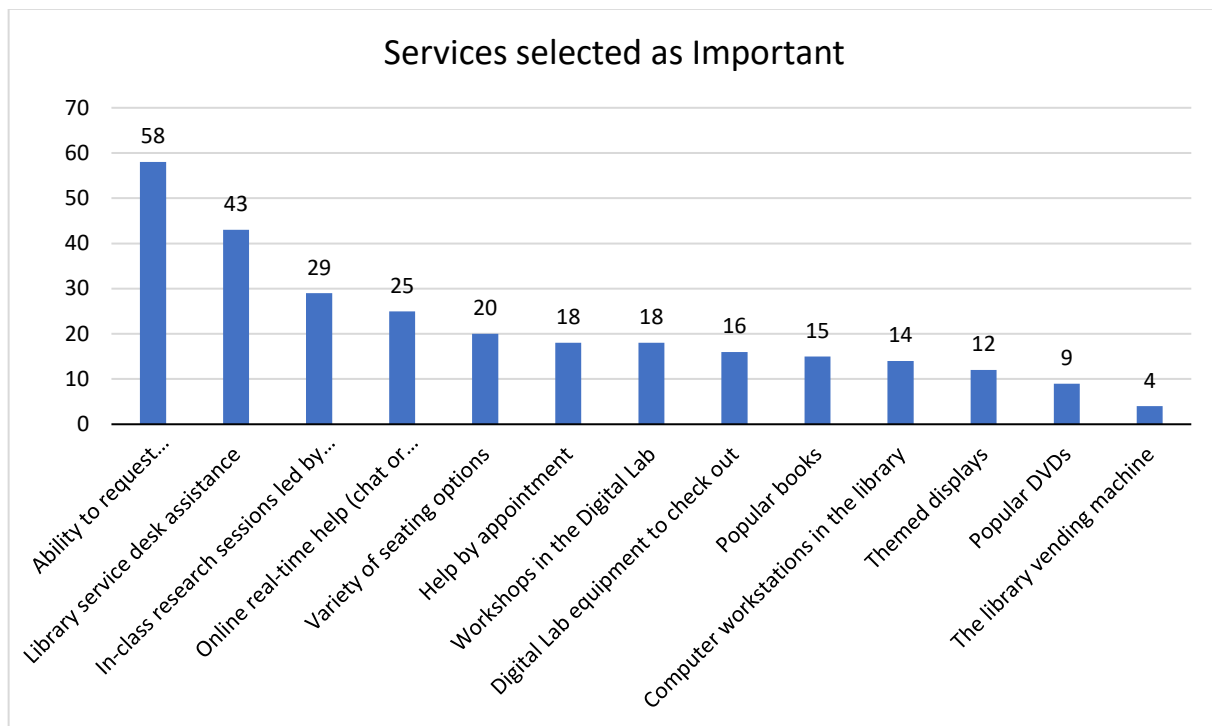
"It would be nice if the library had subscriptions to more journals - I often have to order articles through Interlibrary Loan." (Engineering & Computer Science)

"My only disappointment is that there is not room for our music library within the library space. It is housed in a boiler room and contains thousands of dollars' worth of scores. The room it is in, should be a green room or storage space for the Mago Hunt recital hall as we have neither." (Performing & Fine Arts)

"It is very rare that when I type in the name of a book that I want that I actually get a hit back that matches that book. Half the time it seems to be a review of the resource, or something like that."

"I didn't find the Clark Library home page easy to use initially, but have learned over time how to navigate it." (Psychological Sciences)

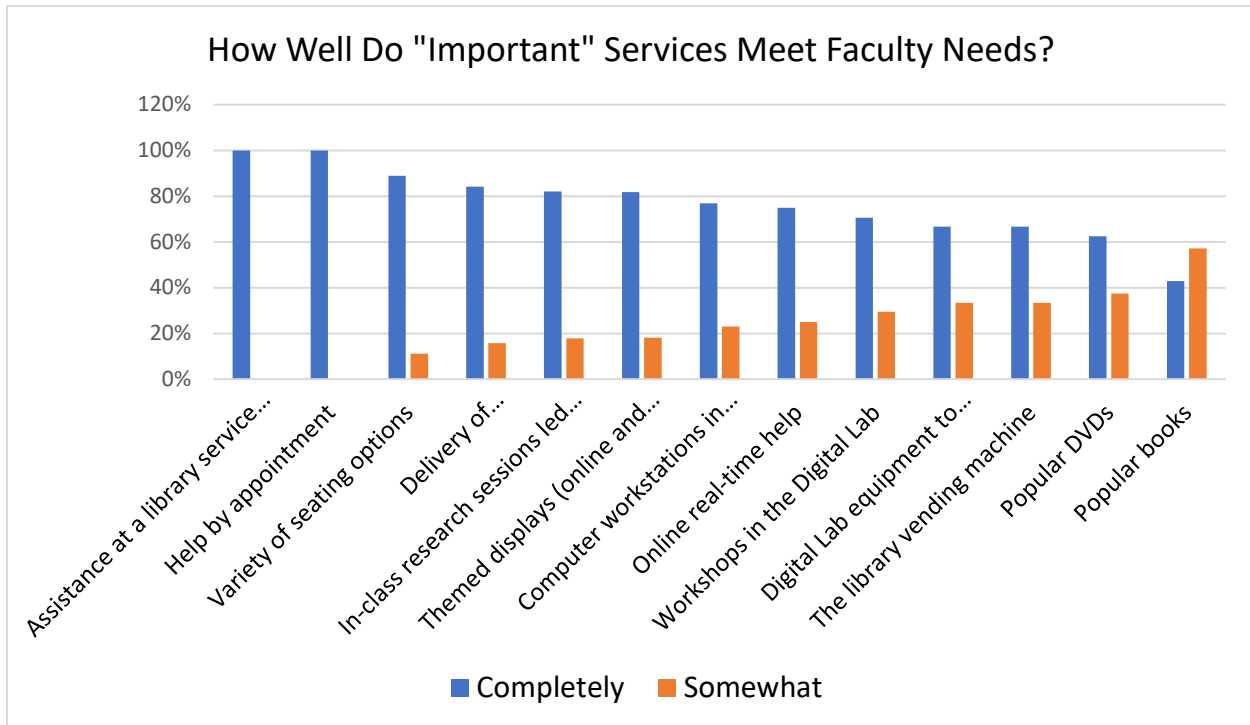
### The Importance of Library Services



## Summary

All respondents selected “Ability to request books, book chapters, etc. from other libraries” as an important library service. Seventy-four percent (74%) selected “Assistance at a Library service desk.” The remaining items were selected by 50% or fewer of the faculty.

## How Well Do "Important" Services Meet Faculty Needs?



Bearing in mind that few faculty selected some of these items, and that the division is between “Completely Meets” and “Somewhat Meets,” it’s still interesting to note that for faculty, assistance at a library service desk and the “help by appointment” service are the only services that completely meet their needs. It could be interesting to follow up and ask for more input about some of these items.

One theme of comments on “unimportant” services is that faculty see these services as intended for students and not for them. One person commented that many of these services are “bells and whistles” for them, and others said the services were not important to them but were definitely important to others. Several faculty said they use their public library for popular materials.

Suggestions for improvement:

“I love the collection of popular books on the ground floor of the library. I only wish the fiction selection was a bit bigger.” (International Languages & Cultures)

“I often have to use ILL to secure books and other resources (e.g., DVDs) - at times the loan time frame seems short/rushed and I'm regularly requesting extensions.” (Psychological Sciences)

“Would like to see more soft copy availability for external materials.” (Engineering)

“Occasionally there are materials that aren't available from ILL or Summit, and I typically just look for another resource rather than hunting down the exact thing I was interested in.” (Mathematics)

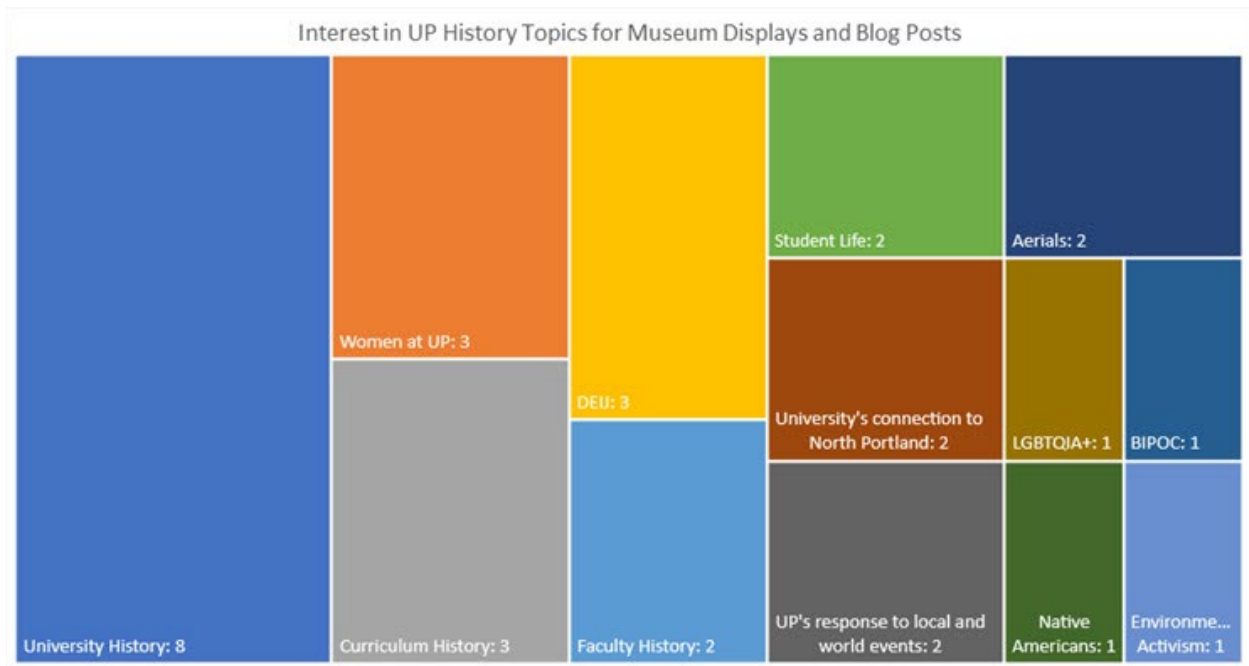
“I would love it if we had Voce Vista and a workshop on it but I think I am one of 2 people in the music dept. that might possibly be interested in that - maybe someone in physics as well I guess.” (PFA)

“The main frustration I occasionally have is when we'll either not have digital access to an academic journal, or that access is limited.” (Political Science)

“There's a vending machine in the library? Tell me more!” (Sociology & Social Work)

### UP History Topics of Interest for Museum Displays and Blog Posts

**Question:** The University Museum creates displays and blog posts about the history of campus. What aspects of University history would you be interested in?



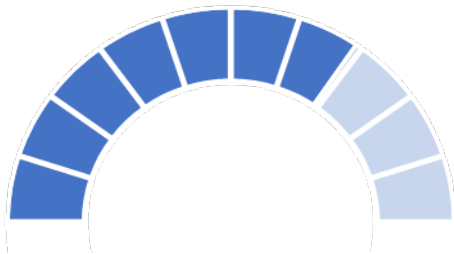
Themes	Count
University History	8
Women at UP	3
Curriculum History	3
DEIJ	3
Faculty History	2
Student Life	2

Aerials	2
University's connection to North Portland	2
UP's response to local and world events	2
LGBTQIA+	1
BIPOC	1
Native Americans	1
Environmental Activism	1

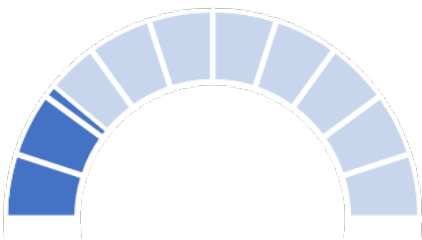
### Faculty awareness of the ways in which the Library showcases University History

**Question:** Are you aware of the following ways in which the library showcases University history? Select the items you are aware of.

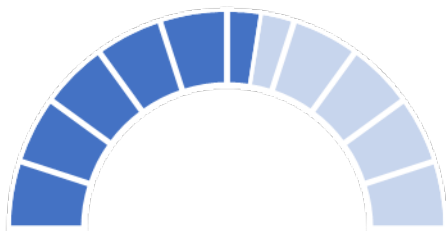
#### Museum Displays



#### Museum Blog



#### Digital Collections



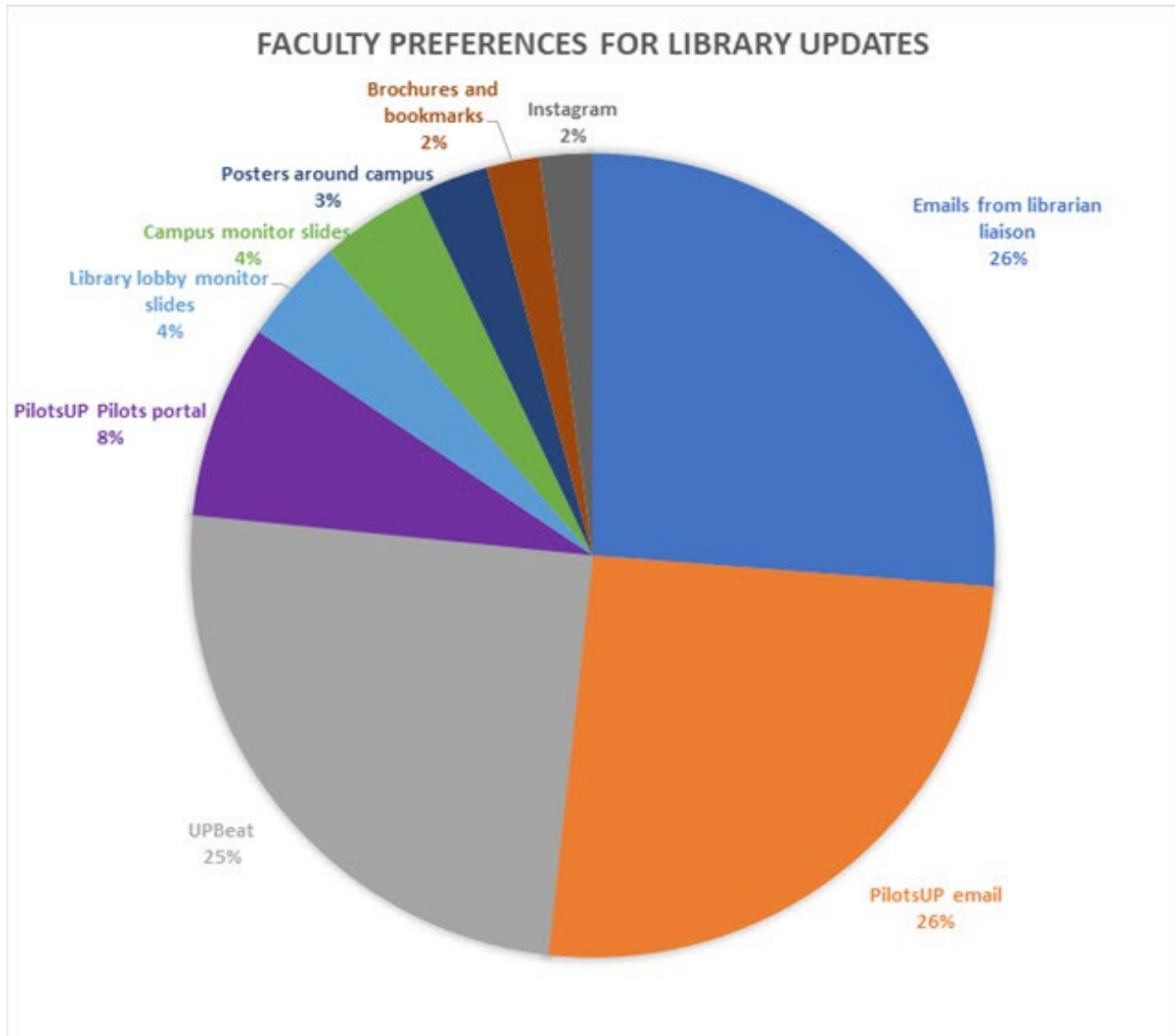
#### Comments

- Keep up the Superb & Interesting Projects (Theology)
- My PSY 101 students seem to enjoy an assignment in which they have to check out and identify principles of perception (from our unit on sensation and perception) in exhibit pieces from the "Art in the Clark Library", either via the online digital collection or in-person. It also introduces them to the great art throughout the library!
- Love the move to preserve the collections of rare and historical works through digitization (where possible). Too much history to risk losing it. (Education)



## Faculty Preferences for Library Communication

**Question:** Please indicate your preference for receiving updates about library events, resources, etc.



Summary: From the 59 faculty responses, the top preferred methods to receive library updates were direct liaison emails, PilotsUP emails, and UPBeat. These accounted for over three quarters of the selections. In comments faculty mentioned appreciating passive information exposure through email and broad announcements via UP and PilotsUP. Faculty largely preferred using work channels for updates on library related topics. These preferences were consistent across departments and regardless of frequency of visits to the Clark Library. Faculty were less interested in updates via social media or physical signage than undergraduates.

## Library Website Improvements

**Question:** Which aspects of the Library's website could we improve on?

Theme	Negative	Neutral	Positive	Grand Total
Navigation	7	2	1	10
Search Reliability	5	0	0	5
Website Design/UI	4	1	5	10
Databases	4	0	2	6
Sign-in requests	3	0	0	3
Catalog	2	1	0	3
Iliad	1	0	0	1
Link Resolver	1	0	0	1
Serials-News	1	1	0	2
Homepage	1	2	0	3
General	0	10	5	15
Term Confusion	0	1	0	1
Search Filters	0	1	0	1

### Comments:

“I notice for myself that I almost always have to click the "show more" when filtering resources [under the format list]--I'm curious why what I'm looking for...usually books in the actual library... seems to not show up in the first set of formats....” (Theology)

“It would be nice if "my account" and "advanced search" were more obvious- like one of the bigger tabs, it took me forever to find those and I am sure students might run into that problem as well.” (Performing & Fine Arts)

“I wish I could have folders of books that I have previously checked out on topics. For example, there are particular books that I check out for particular class sessions each year. I have to go back and research them individually and then check out again. I wish I could save these so I could just select all from that class folder and have them pulled for check out.” (Education)

“Would be nice if there was more of a welcome and description of all of the library services. The main page is just a list of how to get to other resources.” (Chemistry)

“As a faculty, I am not always clear how to access the complete listing of databases and resources that I can use from the front page.” (Performing & Fine Arts)

“Maybe a "Start Here!" orientation or pop-up Help window. The site can be a little difficult to navigate and I'm often walking students through very specific steps to get to databases I'd like them to use for literature reviews.” (Psychological Sciences)

“The search isn't always the most reliable at finding what I'm looking for. And it seems like every other turn I'm asked to sign in somewhere.” (Engineering & Computer Science)

“When I'm searching for articles in a database external to the library, and I need to request several through Iliad, I have to re-access the Iliad page repeatedly. I don't know that that's under your control though.” (Business)

“It would be really nice if we had on campus access to News portals like NYT and the WSJ. While we can look up articles through the databases, it is rather clunky to look up an article via Google, navigate to the databases, and then try to search for that same article.” (Engineering & Computer Science) / “I want it to be quick and easy to access newspaper articles that are behind paywalls, like NYT and Oregonian. I can dig through pro-quest and other databases, but it would be awesome to be able to just access it through my browser (e.g., I follow a reporter on twitter, who remarks something interesting about an article, I want to be able to click the link and open the article.)” (Sociology & Social Work)

“I often need to log in multiple times when searching for and requesting journal articles (sometimes multiple log-ins for a single search & request). I would love a truly single sign-on option for all my library needs!” (Biology)

“Maybe I’m missing something, but I get to "journal search" by doing a blank initial search because there doesn't appear to be a journal search option on the first search page.” (Political Science and Global Affairs)

“I wish there was a way to select the databases all at one time before searching topics.” (Education)

“I have to navigate through many pages before I find the Kanopy or other movie databases for movies in Spanish.” (International Languages & Cultures)

“testing broken permanent links” (Business)

“RefWorks links and information can be difficult to find. A link somewhere on the main page would be helpful.” (Chemistry)

## Library Resources

**Question:** What do you find confusing and/or challenging about using the Clark Library resources?

Key Themes:	Count
Accessibility	5
Single sign on	3
Collection	2
Databases	2
Course Reserves	1
Course Guides	1
Homepage	1

### Comments:

“Can the default for course reserved be to add the same resources used in previous semesters of the same course number? One fewer thing to do each semester is always a big help to me.”

“Often I don't find the library's online resources effectively linked with the UP's single sign in framework and I have to provide my credential several time, but I can live that -- sorry, just nitpicking...”

"I sometimes don't understand why I get emails updated my due dates--sometimes the change is just a day, but the randomness of when/why this happens causes me momentary confusion and then I don't worry about it. I appreciate getting the periodic emails reminding me of what I have checked out."

"I have a hard time remembering how to get back to Statista or Kanopy."

"I've sometimes struggled to figure out how to request materials via ILL."

"I wish the logout time wasn't so short. I often find I am searching for articles and skimming a few in between, when I go back to look at a few more I have to sign in again."

"Under the initial search on the main page, it's not clear what "UP Only" vs. "UP + Summit" vs. "UP + Summit + Articles" means. What is Summit (can this be clarified)? Does UP Only not include Articles?"

"This might not be the place for this comment, but it would be excellent to have a way for me to show documentaries or clips from Netflix in class (without having to break rules and use my personal account). I know there are several other streaming services (e.g., Kanopy), but sometimes things are only on Netflix (e.g., 13th, etc.). Thanks!"

"Sometimes it is difficult with how many additional times I need to log in to use databases that are linked from your site. I understand the need for subscription though, so it is not too much of a hassle."

"Sometimes I have difficulty finding/using the proxy server address when accessing articles off-campus."