

2022  
**LIBRARY**  
**SURVEY**

Staff Data Brief

**Assessment Committee Members**

Heidi Senior  
Ben Maceda  
Chris Wiley Smith  
Philip Vue  
Tori Ward

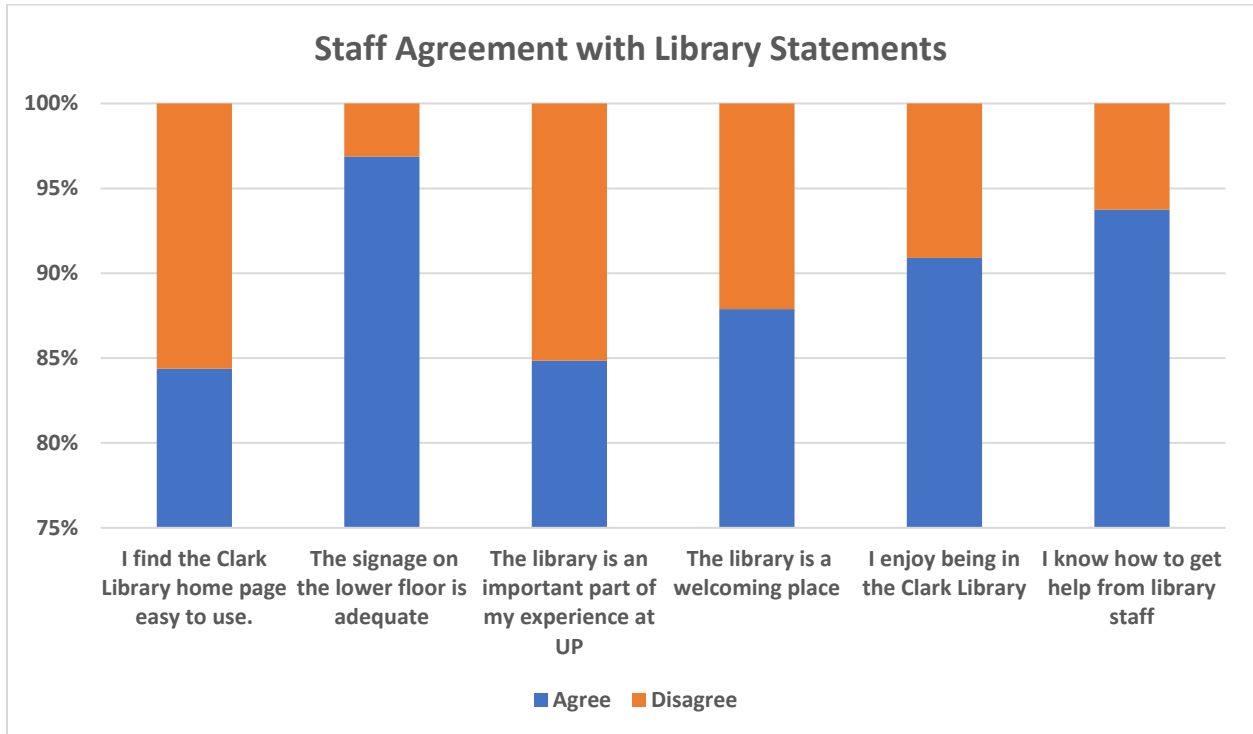
# Table of Contents

General Staff Response Information.....	2
Staff Agreement Statements About the Library .....	2
Library Services .....	3
How well do "Important" Services Meet Staff Needs.....	4
Themes in Staff Comments.....	5
Library Communication Preference .....	6
Library and Museum Resources.....	7
Library Website Improvements .....	9
Library Resources.....	10

## General Staff Response Information

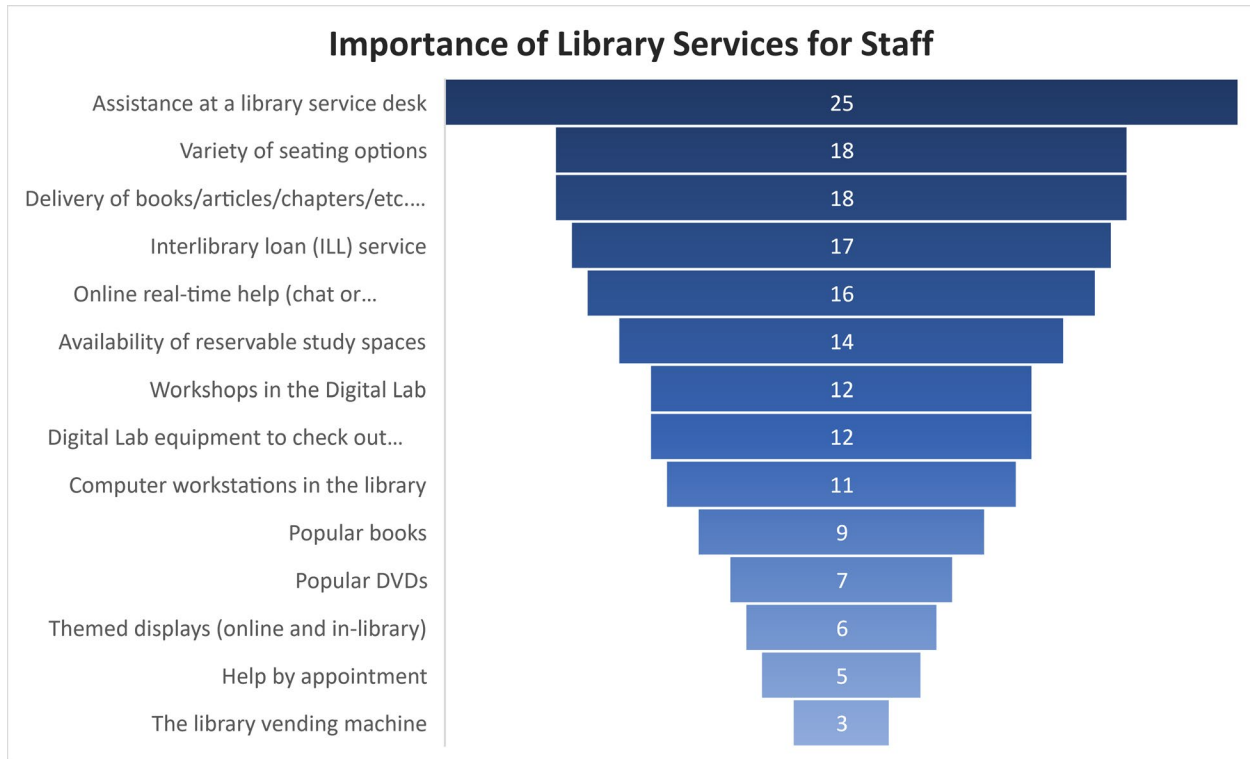
A total of **38** staff members responded to the 2022 Clark Library Survey. Staff reporting finding the Clark Library to be a side benefit of being employed at UP, but some did mention feeling that there were obstacles to utilizing library resources.

## Staff Agreement Statements About the Library



## Summary

Staff agree that the library is an enjoyable, welcoming place on campus, and that it is easy to find assistance or find their own way to whichever resources they may need. However, a higher percentage of staff respondents (when compared to student populations) stated that they did not feel the library is a welcoming place, there was also some disagreement with the ease of use of the library website and the importance of the library to staff members at University of Portland.



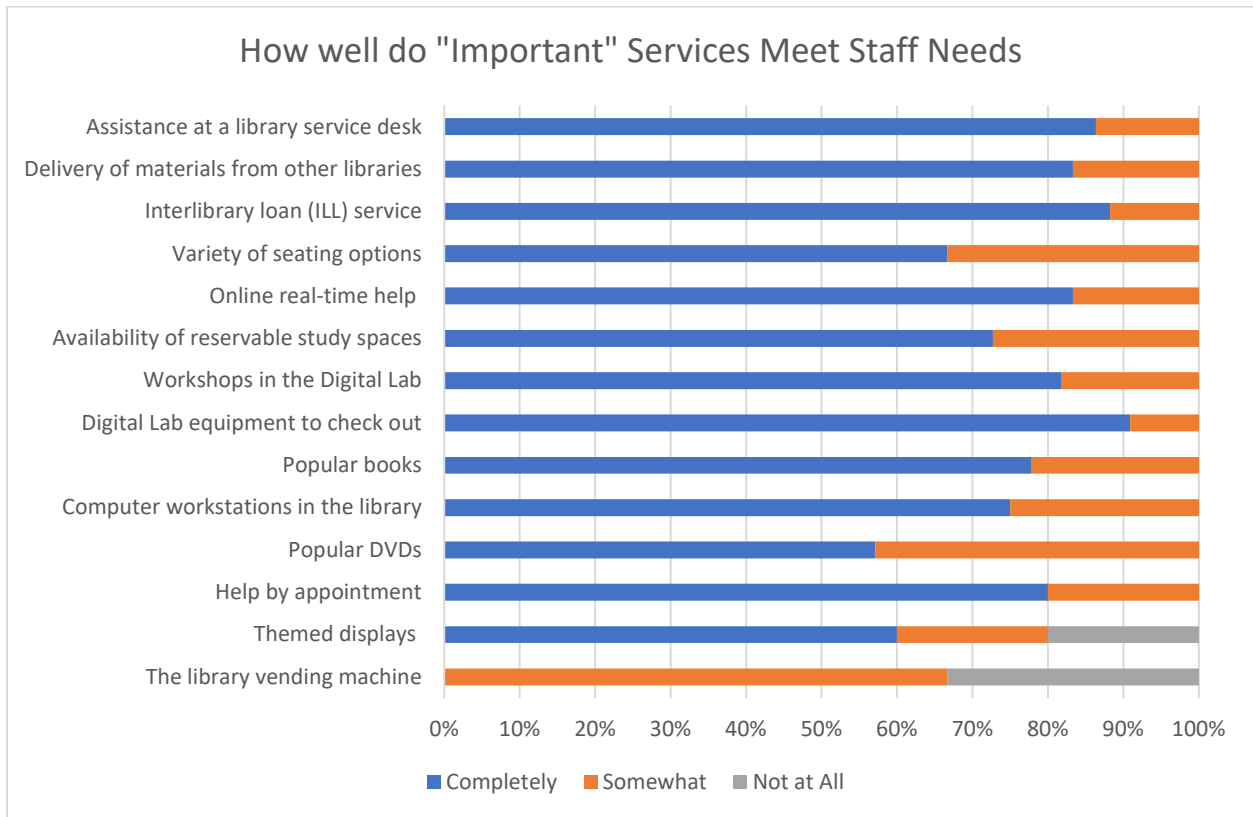
### Summary

The top seven most important services for Staff were: Assistance at a library service desk, Variety of seating options, Delivery of books/articles/chapters/etc. from other libraries (Summit or Interlibrary Loan), Interlibrary loan (ILL) service, Online real-time help (chat or consultations), and Availability of reservable study spaces Workshops in the Digital Lab.

The three deemed least important were: themed displays (online and in-library), Help by appointment, and the library vending machine.

For the less important services, staff said they generally did not need them to complete their job duties and generally preferred to use local public libraries to borrow materials for leisure activities. To quote one respondent, “It is not that they are not important, I just do not have a need to utilize them personally.”

## How well do "Important" Services Meet Staff Needs



### Key Comments on Satisfaction Question

- It is all so simple and easy to use. There is always someone to answer any questions if necessary.
- As a staff member, the library is a resource I was (and continue to be) so excited to be able to access. The staff is knowledgeable and friendly, and the space feels accessible and welcoming. I'm pleased with the Clark Library and it feels like a perk of employment at the university.
- You haven't mentioned ability to print documents. This is extremely important to me.
- It is unclear if I can use the rooms available. I love the Digital Lab. That's it.
- Sometimes the students at the service desk don't know the answers to my questions, but overall I am very satisfied with the resources provided by the library.
- I don't see a lot of book displays other than the one near the front desk. It would be nice to have more book displays throughout the library or a way to suggest displays.

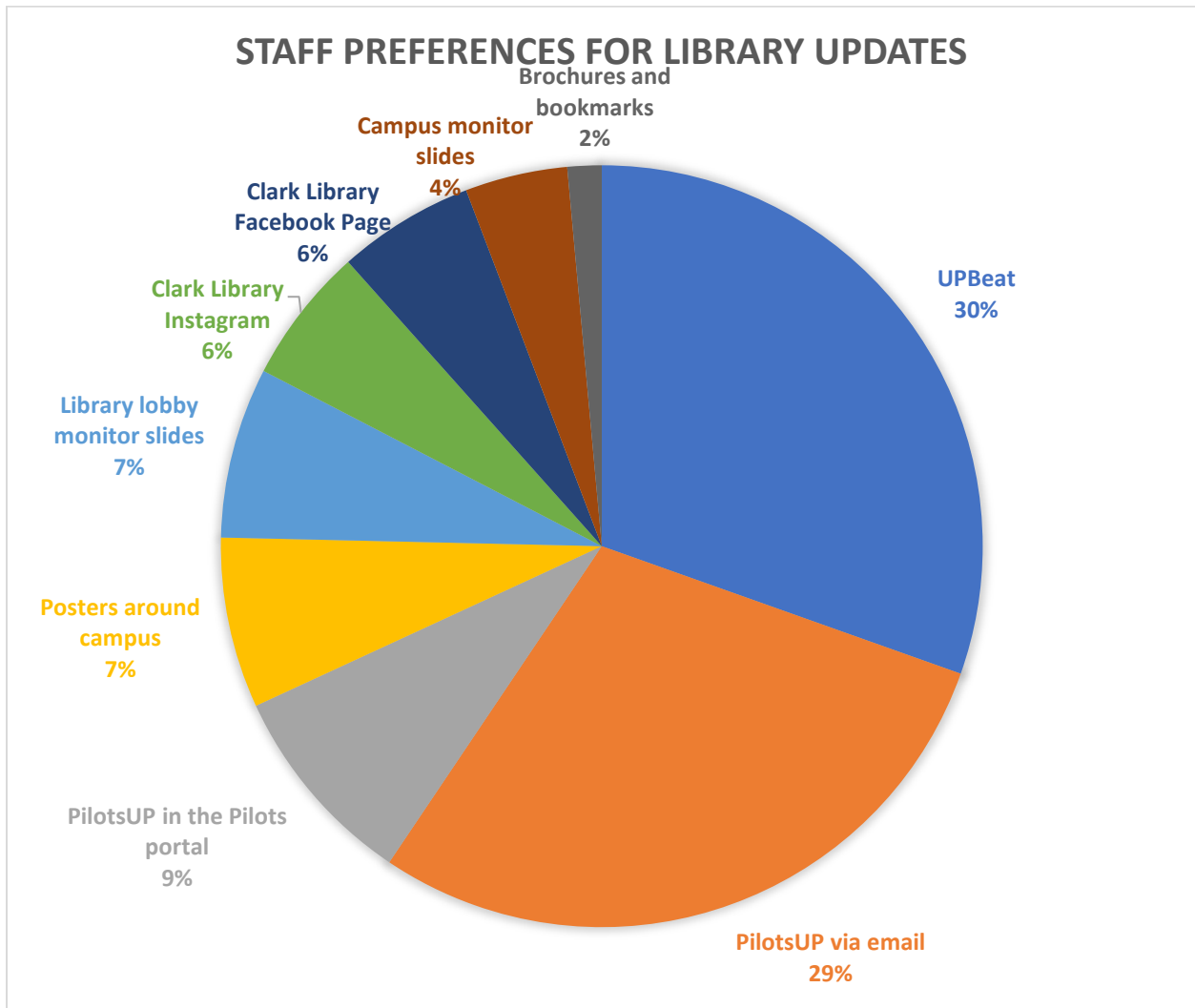
## Themes in Staff Comments

Themes	Count
Assistance at a library service desk	3
Popular DVDs	2
Printer	1
Themed Displays	1
Policy	1
ILL/Summit	1

## Summary of Clark Library Support Comments by Themes

Themes	Summary of Comments
Assistance at Library Desk	It can be difficult to get attention at the service desk, and sometimes the assistance is not that helpful
Popular DVDs	More DVD options would be nice
Printer	The printer is an important service
Themed Displays	More displays would be nice
Policy	It was hard to get service because the staff was busy talking.
ILL/Summit	Unclear why Summit sometimes cancels orders

## Library Communication Preference



### Summary

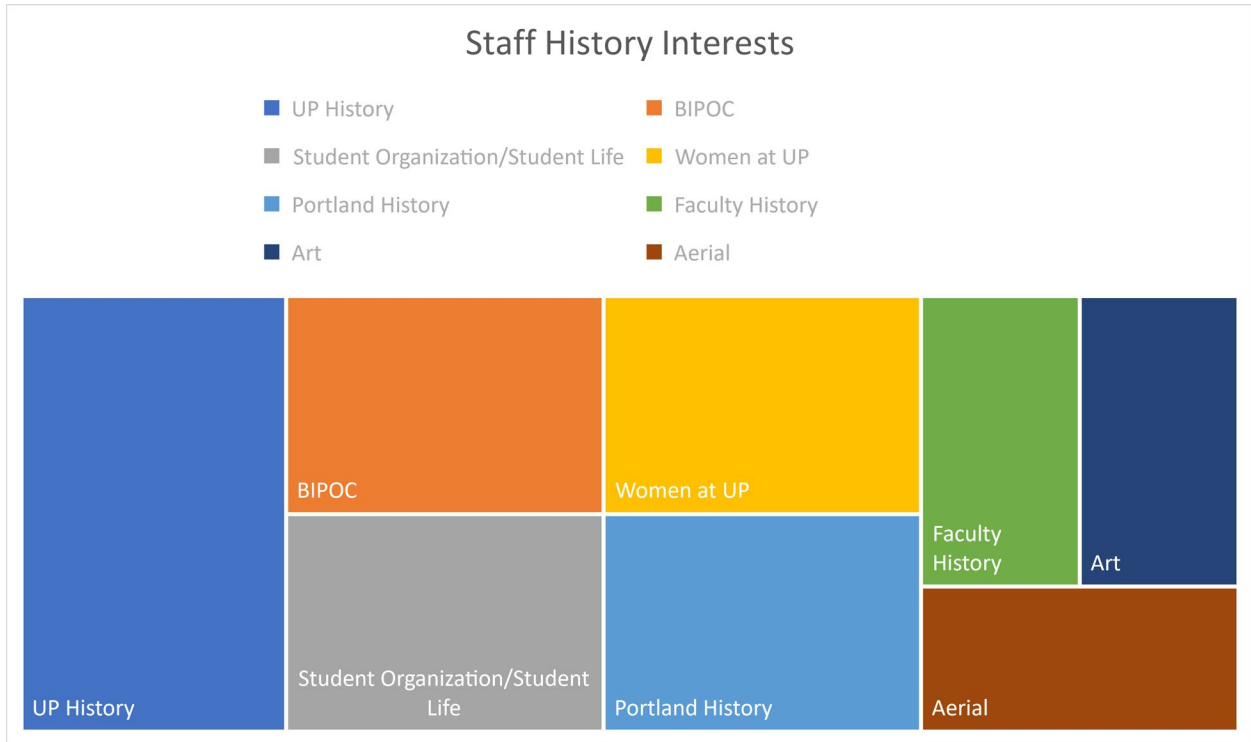
Staff expressed a strong preference for notices via email. They prefer to use university channels to receive announcements related to the library. More than 1/4 of staff comments mentioned that they do not use social media for work. Staff appreciate having a centralized place to learn about University, and Library related news.

### Comments

- I like getting school info via email
- I don't use social media, but do pay attention to announcements on PilotsUP and UPBeat!
- I like to keep all of my communications about different campus resources in one place.
- Sending info to me via email is the best way to reach me regardless of where I am physically on campus. I check my email many, many times a day.

**Question**

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



**Summary**

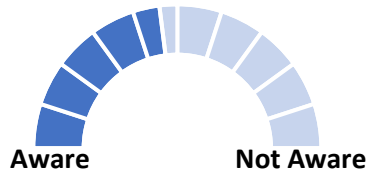
The survey received 22 comments on history interests from staff. Staff expressed the most interest in University History, with BIPOC history, Student organization/Student life, Women at UP, and Portland History all gaining equal interest, and Faculty History, Art and Aerial history of the area all coming in tied for third.



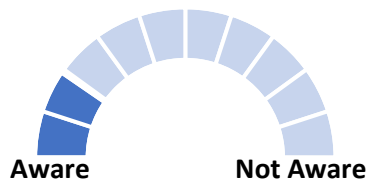
## Question

Are you aware of the following ways in which the Library showcases University History?

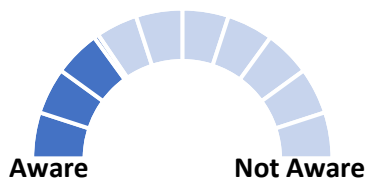
### Museum Display



### Digital Collections



### Museum Blog



## Summary

Overall, staff respondents were not aware that the Library and the Museum showcase University History in physical displays, digital collections, and the Museum blog.

However, staff were more aware of the Museum Display because they saw the physical displays in other campus buildings they frequent.

Staff were not always aware of the museum blog but expressed interest in learning about University history through this avenue.

## Comments

- I have heard there is a museum, but I am unclear about how to access the space! I have noticed the postings in UPBeat and appreciate them, but have been so busy these past several months, that I'm not taken the time to read them.
- I am excited to hear there is a blog and will check it out!
- I miss seeing as many displays, as the case in BC has been empty often since the pandemic started.

## Recommendations

More marketing about the resources.

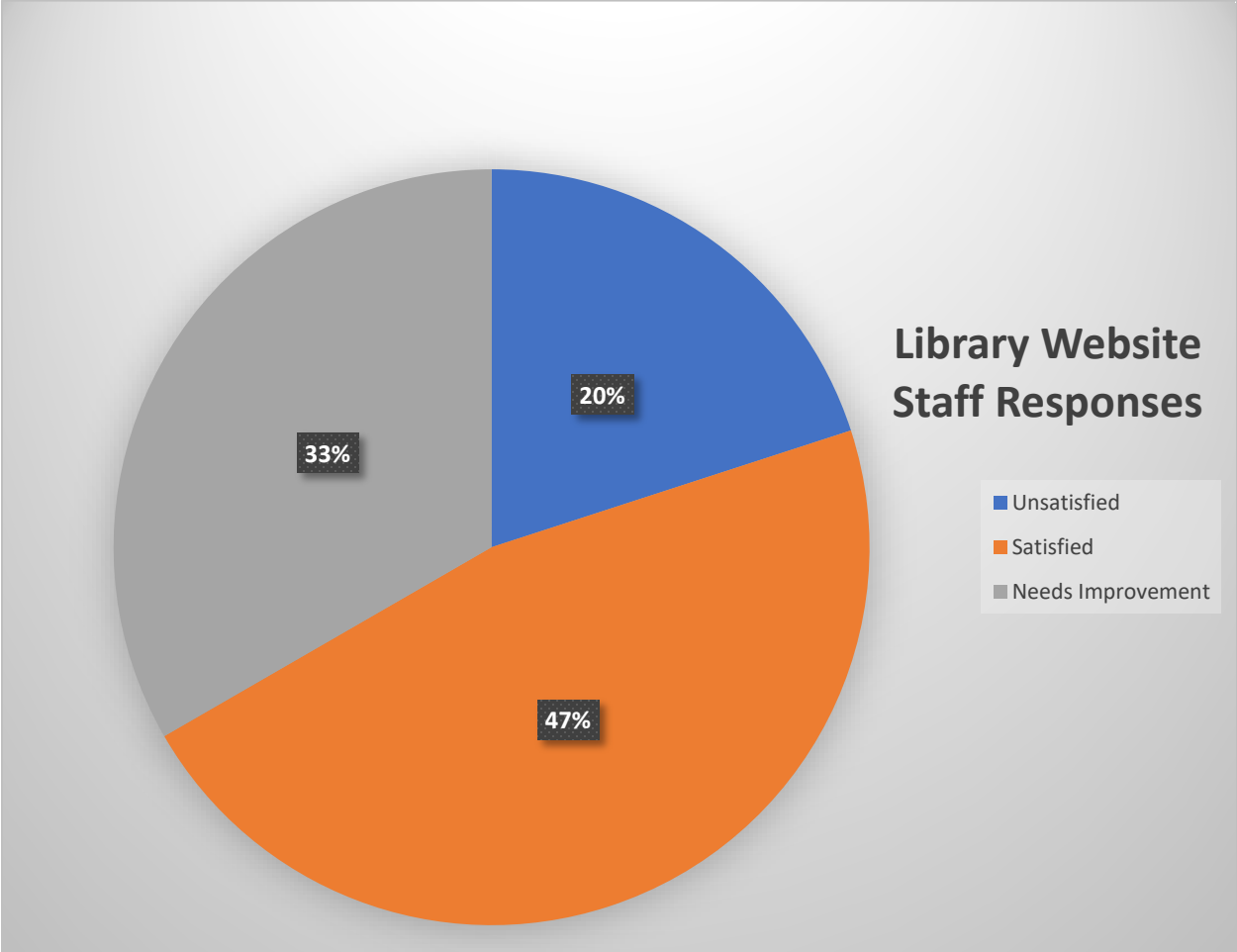
## Comments

- I am not usually aware of what is being displayed as far as the museum/archives. Are their rotating exhibits?
- I was not aware of any of the library showcases!
- More advertising in pilots.up.edu would help.
- I didn't really know about the digital collections. I'll have to check them out.

# Library Website Improvements

## Question

Which aspects of the Library’s website could we improve on?



## Summary

Most staff respondents were either unsatisfied or wanted improvements to the library website. It is worth noting that only 15 of the 38 respondents answered the questions related to the library website. Of these 15, 7 felt positively about the library website, and the other 8 either felt it needed improvement or unsatisfied with their experience using the library website.

## Library Resources

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

Themes	Comments
<b>Information on Library Services</b>	<ul style="list-style-type: none"><li>• Lack of good communication about all the library resources and hard to find what's new at the library. The what's new section box is small and not obvious as it is tucked away.</li><li>• YES! I do not know the difference between inter loan, Summit, etc...</li></ul>
<b>Locating Materials</b>	<ul style="list-style-type: none"><li>• There used to be a computer downstairs with the catalog on it so you could look up a book's code before going to find it. I know usually I use my phone for that now, but sometimes my phone is dead, so it'd be nice to have that back.</li><li>• The perennial challenge (not just particular to UP) of locating ILL materials in Hebrew, since there (still) doesn't seem to be a transliteration standard widely in use!</li></ul>
<b>Third Party Issues</b>	<ul style="list-style-type: none"><li>• Nothing confusing. I wish I could borrow books through Summit or ILL longer, but I know the Clark Library doesn't have control over that.</li><li>• Online scholarly journal access is always a little fussy, but I don't think that's a Clark library issue</li></ul>

### Summary

Staff respondents wanted to have more accessible information on how to use library resources, and how to locate and utilize materials themselves.