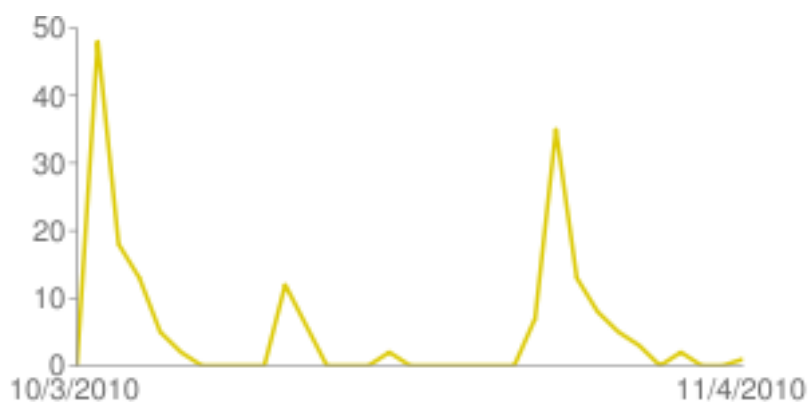


BACKGROUND AND METHODOLOGY

In Fall 2010, the LLR Communication & Outreach committee developed a faculty survey to: 1) assess librarian subject liaison communication practices; 2) evaluate faculty use of library services and collections; 3) solicit information on how well the library meets students' learning needs; 4) discover in which new services faculty would be most interested. The survey instrument utilized Google Docs Forms and consisted of twelve questions which allowed for several types of responses. Responses types included multiple selections and/or written comments and a few with single selection only. Responses to the two questions answered only with written comments are compiled in Appendix 1 and 2.

The survey was sent to all CCSF faculty via email over a one month period during which it was distributed three times. The initial request was sent October 4 through the college-wide faculty distribution list. Using the same list, another request for responses was sent October 13. A final reminder was sent to departmental faculty by their subject liaisons the week of October 25. The survey instrument was closed November 4. Despite several reminders, only 175 of all part- and full-time faculty responded, but is nevertheless a significant improvement in response rate over the 2005 Faculty Survey. Figure 1 illustrates response rates during the survey period spiking immediately after each set of emails. Survey data was automatically inputted into a spreadsheet, disaggregated in MS Excel and analyzed.

FIGURE 1: Response rate



ANALYSIS

An examination of respondents' primary campus of instruction (See Figure 2) shows 132 (75%) teach at Ocean and 39 (22%) at Mission with significantly fewer respondents teaching at other

campuses. It is noteworthy 15 (9%) of responding faculty teach at campuses without libraries – Chinatown/Northbeach, Evans, Castro, Airport, Civic Center – and were particularly vocal in their comments about the absence of direct library services at their location. Despite access issues at satellite campuses, faculty, when asked to score 1 as low and 5 as high on their rating for the library’s online and on-site services and resources meeting students’ learning needs, gave an average score of 3.55 (See Figure 3). 98 (54%) people gave an above average rating.

FIGURE 2: At which campus(es) do you primarily teach?

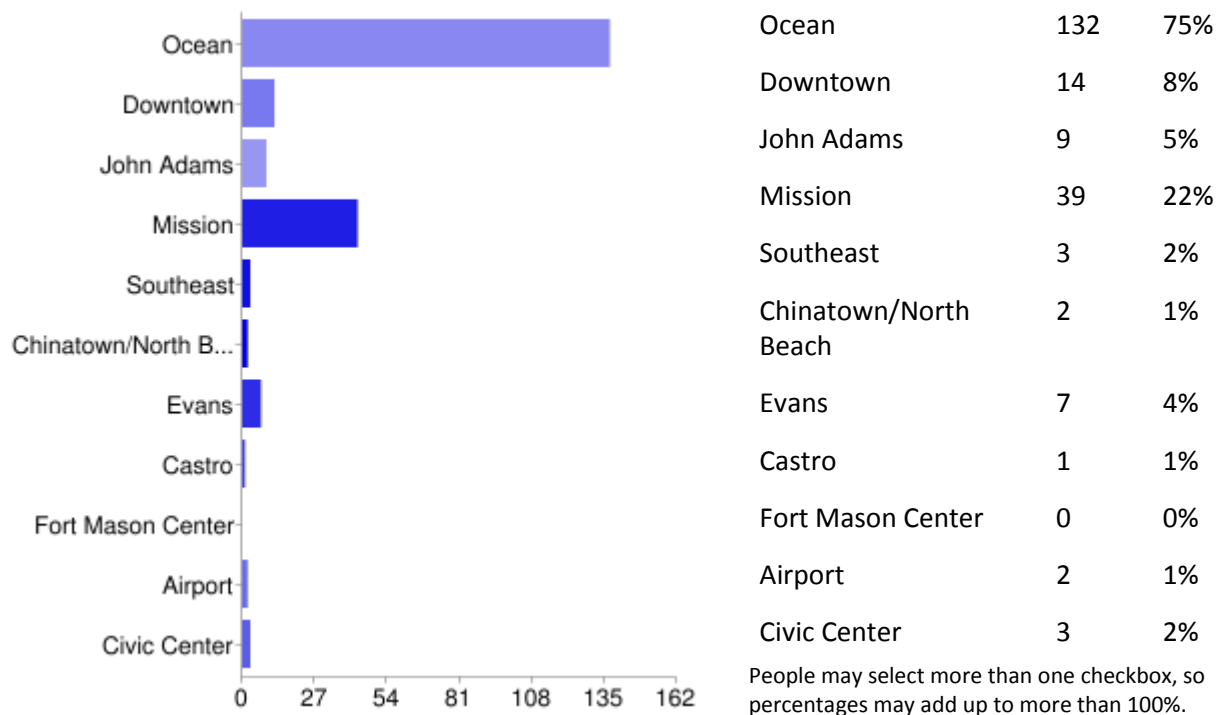


FIGURE 3: Rate how the library's online and on-site services and resources meet your students' learning needs?



Communication

Communication was a major topic of this survey. In general, faculty seemed content with the communication they had with the library. 140 (80%) faculty reported they were satisfied with the level of communication from the librarian assigned to their department with 0 (0%) reporting they preferred less (See figure 4). The comments of the 35 (20%) faculty who wanted more communication, reflected a high interest for librarians attending department meetings, preferably at flex day. The preferred mode of communication, shared by 153 (87%) faculty, was email, followed second by the desire for their library liaison to attend department meetings as entered by 37 (21%) people (See Figure 5). Survey comments routinely stated faculty preference for communications specific to their subjects and relating to department needs.

FIGURE 4: Are you satisfied with the communication between you and the librarian assigned to your department.

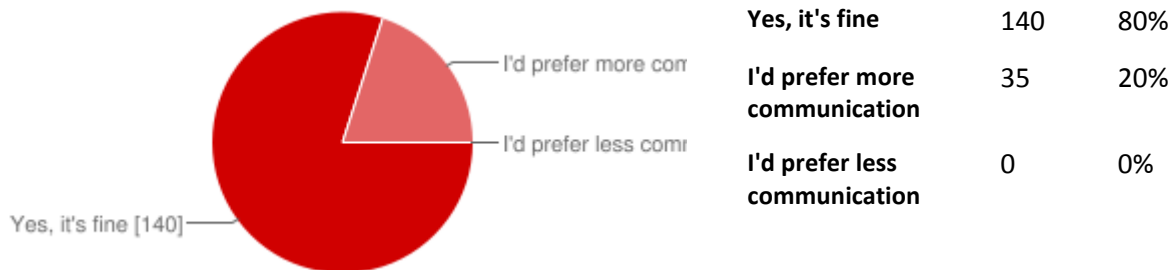
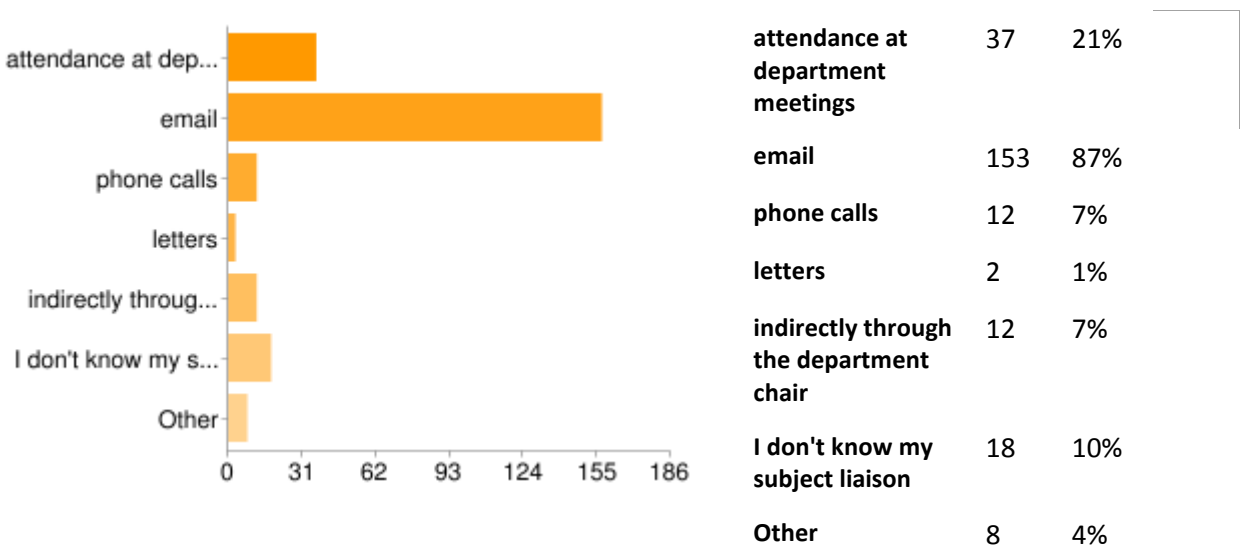


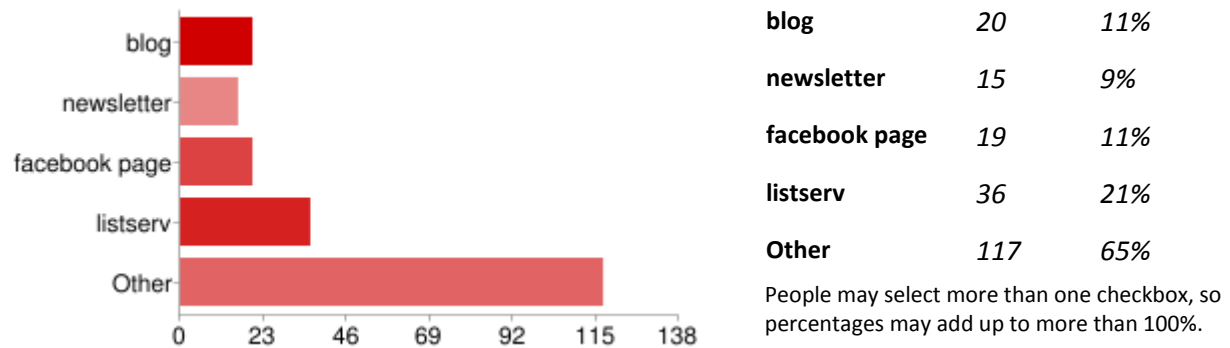
FIGURE 5: How would you prefer to be contacted by the librarian assigned as liaison to your department?



People may select more than one checkbox, so percentages may add up to more than 100%.

With regard to department communication with students, the survey revealed an even distribution in the use of blogs, newsletters, Facebook and listserves (See Figure 6). Comments entered under “Other” indicated departments communicate with students primarily through the department website or email.

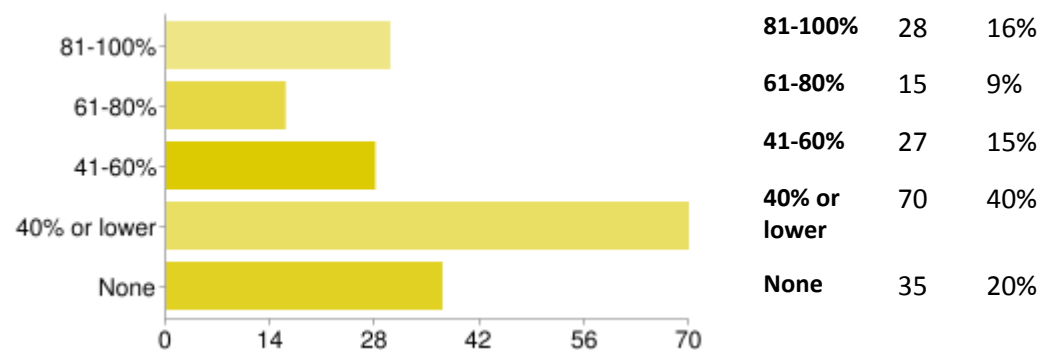
FIGURE 6: Does your department use any of the following to communicate with students?



Services and Collections

The library offers a variety of services and collections to supplement curriculum and student learning. Assessing which and the frequency of their use in the classroom or in coursework would prove useful in determining future strategies. Figure 7 illustrates 70 (40%) faculty use library or Media Center resources for at least 41% of their courses/assignments. It also shows 105 (60%) faculty as using the same resources to supplement less than 41% of their instruction. These results clearly indicate a need to promote Library and Media resources to support curriculum and class assignments.

FIGURE 7: What percentage of your courses/assignments requires some type of Library/ Media Center use?



Despite regular requests each semester for instructors to place materials on reserve, Figure 8 shows 72 (41%) faculty responded they either did not know this service was available (2%) or they have done so for less than 41% of their courses (39%). It is promising to note that 103 (58%) instructors have materials on reserve in the library for over 40% of their courses (See Figure 8) and that 122 (70%) individuals reported placing textbooks and other materials on reserve (See Figure 9).

FIGURE 8: What percentage of the courses you teach have materials on reserve at the library?

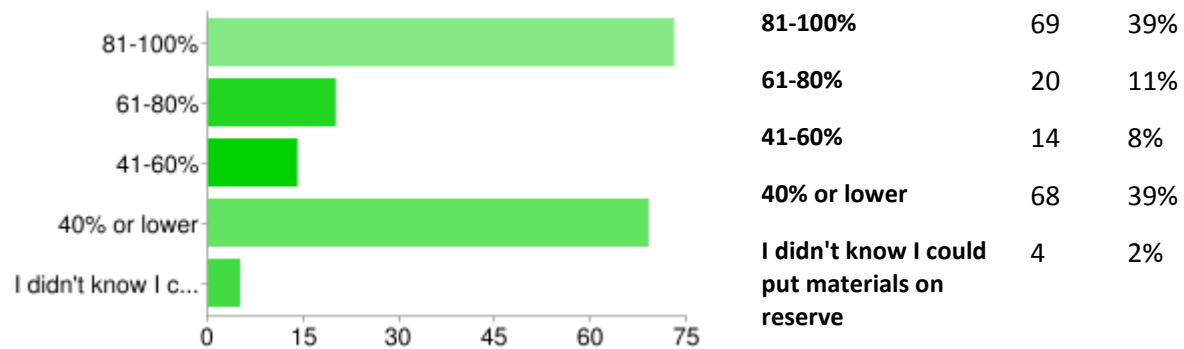
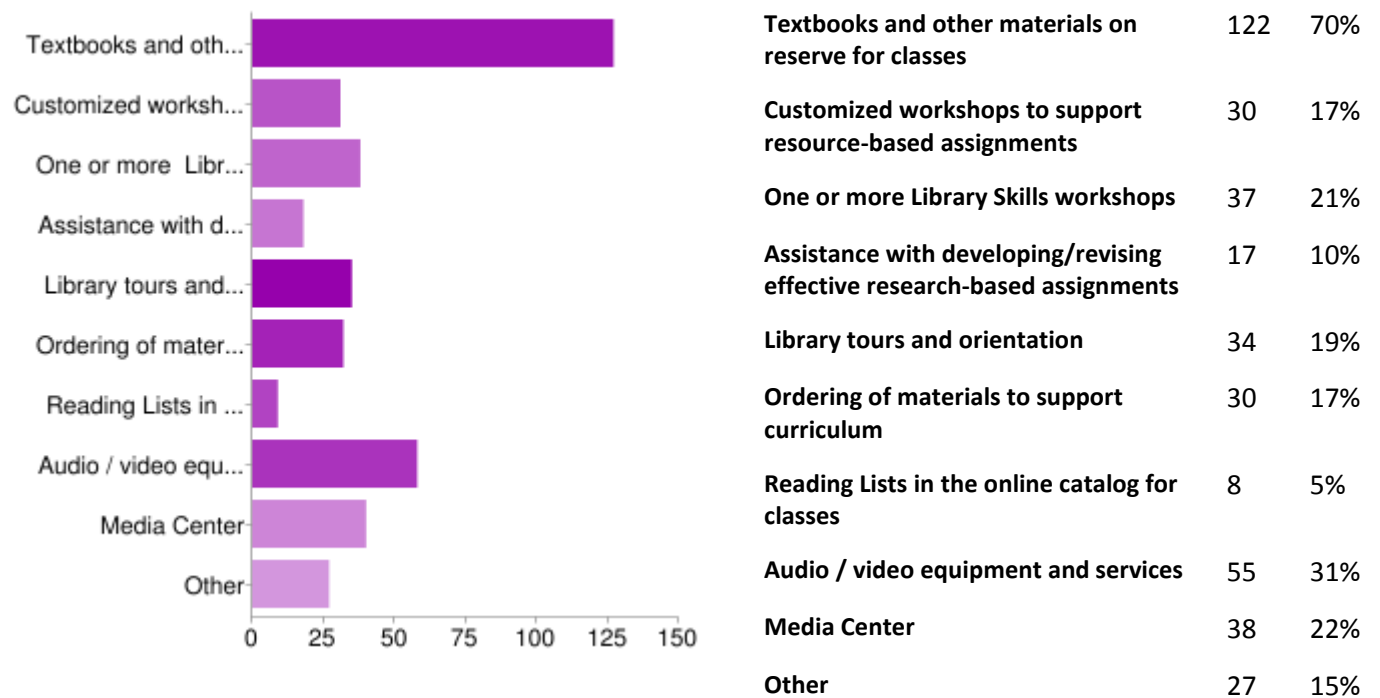


FIGURE 9: I use the following services provided by the library:

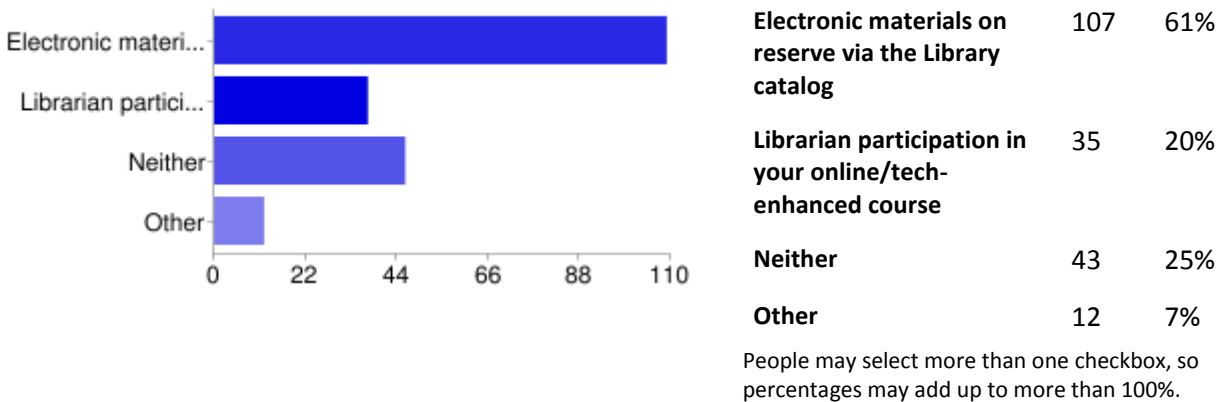


People may select more than one checkbox, so percentages may add up to more than 100%.

New Services

The library piloted two new services in Spring and Fall 2010: e-reserves and the embedding of librarians in online or tech-enhanced courses. A majority, 107 (61%) faculty, indicated interest in the former and 35 (20%) in the latter (See Figure 10). Among the other comments, there was a significant call for library services at the Evans campus.

FIGURE 10: I would be interested in the following new library services:



RECOMMENDATIONS

- Inventory department modes of online communication with faculty and students (Communication & Outreach committee).
- Redesign subject liaison directory to include photograph, contact information and statement inviting communication with librarian. Promote link to this page from subject department websites.
- Encourage subject selectors to continue to meet with their department faculty by such means as attending department and flex day meetings and in person; and promote new services such as electronic reserves and embedded librarians in appropriate online and hybrid courses.
- Consider reinstating future Evans campus library into LLR planning documents and increase communication and services at Evans and other satellite campuses.

APPENDIX 1: What could the Library, Media Center and/or Audiovisual do to improve services and resources that benefit students and faculty?

I've been trying to find a media/computer lab where my students can work on their multi-media digital photostories that allows them to record their voices. We use a variety of programs including www.voicethread.com, www.glogster.com, www.vocaroo.com and Microsoft photostory. Students need headsets that allow them to hear as well as mics to record. I haven't yet found a place with computers AND mics where my students can create these projects.

I very much appreciate the museum quality displays throughout the library!!!

I feel the library has done all it can with the meager resources it has. Sascha Hutchings and Nadine Rosenthal from the Learning Resource Center gave excellent presentations to our beginning class. We hope to make this a regular event.

better online science journals

I use the Media Center rarely. I have some materials on reserve there for students, but in 3 years I doubt they have been checked out by students more than once or twice. If there were a way for students to access certain materials via streaming media on the web, that might be used more. That may be prohibitively expensive now, but maybe sometime...

I said above that I would be interested in librarian participation in my online course - but actually I'm not sure how that would work. I'd love to consider it, though. In my online course, students complete library workshops now for extra credit. Also, James Lim and Karen Saginor have both been helpful in troubleshooting the online students' access to EBSCO host database.

We received quite a bit of support when we attempted to create a small lending library for the students at Civic Center campus, and for that we are grateful. Our students can't go to the Ocean campus because it's so far away, so lessons that require the resources provided, are not realistic.

Make some relevant journals (e.g., "College Mathematics Journal" published by the MAA) available electronically to students.

Notifications at the end of the semester about the status of books on reserve.

I find the services are very good.

The CCSF Library is fine overall; the responsive staff is much appreciated. There is little in the library that students find useful for astronomy courses. But we do keep our books on reserve with you; it is helpful to be notified now and again by the Reserves staff to review those reserve texts.

We used to use the computer rooms in the library for classes to meet once or twice a semester. I don't even know if those are still available... but the other computer rooms across campus appear to be oversubscribed.

My students must complete Library Workshops A and B (and soon C) as an orientation to the library services and to satisfy information competency requirements outlined in our student handbook. I think the orientation should begin with either a librarian visit or a video clip of a librarian explaining the objectives or just putting a face to the library. Then at the conclusion of the workshop, the students can (as they do now) close out the experience with a face-to-face interaction with the librarian.

I think more electronic access for the students would be great.

Have later hours for computer labs. The whole library doesn't need to be open just the computer labs. There really doesn't even need to be someone on duty, I just need to be able to get my class into one of the lab rooms. Night classes that require have been forever crippled due to the change in hours that makes the computer labs all but inaccessible.

I am incredibly impressed with the level of involvement of our ESL-library liaison, Kim Ginther-Webster. She has been an active personal and departmental support. I also am impressed by the breadth of services, particularly related to research, that the library offers instructors and students.

On the downside, I have had students report back to me that materials I knew and had checked as being available in the Media Center were reported as not in their collection, which has been frustrating. The staff itself

has been helpful in resolving these problems, though!
The library is doing a great job!
Add more resources to school databases. Greater access to more scholarly journals, specifically within the humanities.
opening hours in the evening
Help create Wiki's
Honestly, I have not taken full advantage of the Library and so do not have any ideas on how to improve its holdings and/or services.
be here
Include extensions cords with audio visual equipment Any knowledge of internet access in particular classrooms at the campus would be helpful. Be open on Saturdays.
Publicize services offered.
Keep textbooks and other materials current. A good selection of journals and other health care materials.
All such services are effective and convenient for faculty and students.
Provide professional assistance in choosing textbooks.
Would love to assign students online video assignments if the Library had media resources for them.
Have a kind of guide on how faculty can put books on reserve and also a guide on how to provide e-books for the online library.
Upgrade the ESL collection of books and materials, including audio books, and DVDs, and CDs, for the range of low- to high-level ESL learners.
Assist in conducting content classes using the computers in the library
Have access to eJournals, as they have at State Universities.
access to science journals like Science, Nature
Have more copies of my textbook on reserve. I have had a great experience showing films to my class in the library this semester. They have a wonderful stock of research films.
CNB currently has no library facility for students. We're eagerly looking forward to getting a library in our new campus and making services and resources available to students & faculty.
Extended hours. Friday and Sat.
The services provided seem adequate.
Library should have longer hours and open on Fridays & Saturdays. More tutoring available for students such as Accounting or Excel
It's fine.
Longer open hours (most likely impossible given the budget cuts)
My class don't use the library facility that much.
Have more evening and weekend hours.
Keep doing what it has been doing.
I think the Library does a very good job in meeting students and faculty needs. The Audiovisual Dept. has definitely improved over recent years. My students benefit from taking the library workshops designed to help students with their research.
Offer workshops to students that tll them what's available to them in the library in the intro level classes.
1. I would love to have students able to use a language lab set-up to practice interpreting skills 2. Assist in finding free video sources such as youtube on specific health and anatomy topics 3. Assist in finding good translation and bilingual medical glossary resources
provide more low-level ESL reading for students
more money for books & CDs; do research for me on CDs that are available related to my courses
Contact us to let us know what you offer in terms of the Media Center. I have very low level basic skills students. Do you have support materials that could assist their reading and writing?
advertise hours and tutorial help
They already do an excellent job at the Alice Statler Library.

<p>Maybe we have this, but it would be great to have a list of major resources like periodicals and books for Child Development--especially periodicals. It would be good for our department to use your services more often and have more conversation about how we can partner to help students build their academic skills.</p>
<p>You are doing a great job at the Alice Statler Library.</p>
<p>At the Evans campus we have many students. Recently, and increasingly in the future Construction Trades is/will be offering credit courses and the only research resources students have involve the internet. We need to add books and dvd's.</p>
<p>Doing a great job already</p>
<p>Help departments set-up Facebook acconts; blogs, etc., maybe provide template and/or workshops during flex.</p>
<p>Access to media locations where they could watch streaming documentaries or listen to podcasts related to biology material.</p>
<p>Support from Statler Library is excellent. An update of new titles coming in every semester, or even every month would help us to stay current with what is in the collection.</p>
<p>Perhaps provide list of videos etc for our three disciplines...anthropology, psychology, sociology</p>
<p>In past years under Julia Bergman's watch, she solicited recommendations for book and journal titles from our department faculty and actually added these to the library's architecture and design collection. Given the current budget issues, no one can expect a continuance of this. However, it would be great to at least have a few key purchases each academic year. There are some excellent design related documentaries on DVD that are released each year. Perhaps a premium subscription to Fora.tv, which features substantive, current, and provocative presentations on a diversity of issues, would also be valued by many departments.</p>
<p>more computers</p>
<p>You could acknowledge that over 300 fashion students are taking fashion classes at the Downtown Campus and that they need to find WWD, French, Italian, British and Japanese Vogue on your shelves. I've been trying to get these publications for the past 10 years!</p> <p>You could work with someone at the Evans campus to create a satellite library at that campus that would cover sewing and design publications (many of which I would be happy to donate or get copies from vendors-- in terms of library services, that campus is a "wasteland."</p>
<p>Please allow music CDs to circulate, ideally to both students and to faculty. If that's not possible, please at least permit the faculty to check them out, if only for short-term loans. As things stand, NO ONE can check them out, and we faculty must purchase CDs to play in class, even though they may be in your collection. No other college music library, to my knowledge, forbids faculty from checking out CDs. Given that you permit us to check out VHS tapes for classroom viewing, this rule against circulating audio CDs makes little sense to me.</p>
<p>I have not used very much of what you have because I have not figured out how to make use of all these wonderful things. So I don't know what you could do to improve! I know there are many possibilities that could improve student learning.</p>
<p>purchase of more video films related to my department</p>
<p>Innovative book loan services in the community that does not entail students having to travel to the Ocean campus. Expand software offerings, update hardware, and remain proactive in updating technologies.</p>
<p>The Language Center should have a repository of print media in the languages taught at CCSF. An informal area where students could discuss the print media in the target language would be beneficial.</p>
<p>Have more videos and not let teachers sign up for the whole semester</p>
<p>They are doing a fine job now with the Reserve Book service, and audio-visual equipment services for the classroom. My students use the Library every day to study and to prepare for class.</p>
<p>Text book loan program</p>
<p>Have computers available to the evening staff so that there are openings for all users not just a few.</p>
<p>It's a great library - I am just too busy to really take advantage of it!</p>
<p>Be opened in the evenings and weekends</p>
<p>More health/medical journals, esp. full text.</p>
<p>ordering educational films that are new or fairly new releases, so the student can have fresh materials and not materials from 10 years ago. i understand that this can only be accomplished if there is an interaction of library and instructor, and here is where the</p>

library can help, by having more communication with the instructors by personal e-mails and by keeping a record of books/films of interest for those classes.
Keep up the great work!
I love the idea of on-reserve electronic readings.
I am very please with the services that I have been getting from the library staff.
Stay open longer so that I can take my class into a computer lab to show them how to do statistics in Excel.
Have more text books available for loan to low income students
Come to our classrooms and help us set up and use audio/visual equipment. Teach us how to use the equipment such as cameras and laptops in the classroom.
Obtain online access to more scientific journals.
To coordinate with faculty (so faculty can encourage/connect via assignments) so students can take advantage of all services of the Library.
I don't know, but we need more coordinated follow-thru and real practice beyond the workshops....
I should try to require use of library in my course so students would be sure to use.
Place Math textbooks on reserve in the LAC, so students receiving tutoring can have a book to use in the LAC, with the tutor.
Ultimately, it is our responsibility to know what the library offers. But I have very much appreciated in the past when librarians asked for input what to buy and informed me of relevant new purchases in my field.
Open Fridays
Nothing comes to mind.
I find the resources and library staff to be extremely helpful and the services are excellent.
At the mission campus, projectors need to be checked out from the library, however, their hours do not match class hours (evenings, weekends). A long-term solution has not been worked out. Preferable would be for the projectors to be available all the time without making special arrangements, or perhaps can be checked out to departments for the semester.
I would like a librarian visit to my class to discuss research methods and options. OR a visit to the library would be nice.
Ask for suggested matierals to purhcase for our classes and to advise faculty of relevent materials that are acquired.
Just continue the fine job already being done.
Be open for longer hours.
Order material that faculty has been ordering.
I would like to see AV's budget increased to include spare parts for the LCD projectors that we all know will eventually blow a lamp. Instead of waiting for the operational one to finally go and then have to spend sometimes weeks to get a new one does not support the teaching faculty very well. Having extra lamps on hand would mean replacement within a day or two.
purchase more video docs related to the dept.
I'm only part-time and am not sure at this time.
Do more presentations in the class-rooms
I would like to make better use of the library for student research, but I have not done a good job incorporating that into my courses. I would be disappointed if this service (assistance and student training) were removed as a resource.
More access to online, peer-reviewed literature and search capabilities
More computer use?
You're doing great.

APPENDIX 2: What could the Library, Media Center, and/or Audiovisual department do to improve communication with faculty?

I like the idea of a Library Blog.

I have found the library and media center and av faculty and staff very helpful!

I am satisfied with the current level of communication presently utilized.

I think you are doing a good job now. There are some parts of the website that could be clearer - I would suggest a student or faculty focus group (or observation group) of new users to look at how easy it is to locate key resources. Also, that sheet that describes the differences between Media Center, Broadcasting, and AV services is helpful - maybe it could be easier to find on the website.

Just continue to keep faculty informed via email.

Do you send out a list of resources by email every semester?

I'm not certain of the possibilities, so maybe an open house for faculty to explain some of the things that might be offered to programs. I just started using Insight to tech-enhance all of my courses and I would like to know how this department can help me.

More access to audiovisual equipment.

I feel communication is already very good, but one improvement would be that if any library webpages were going to change that we be notified in advance. I have links to various library webpages in my online classes and these need to be revised when changes are made to your site.

The library is doing a great job!

We currently have no library at our campus and no staff so this survey is not really applicable. We can only hope for the future! :-)

participate in Flex day meetings

Thank you.

connect with the world of CTE, not just academics

Notify the college campus of changes in hours. Keep posting Library schedules in prominent places.

Perhaps send a representative to department meetings to present services offered and solicit ideas.

The communication at John Adams with the HCT department is fine.

The above departments already have effective communication with faculty.

Send out communications on how to order or reserve material remotely without having to come into the library and fill out forms in person.

Many part timers shift campuses, and they don't usually know what perks are at teach campus. The Mission campus & JAD have sent emails describing their services, so I used them right away.

attending dept meetings and updating us on what's available would be great.

come to our Jan. flex meeting for a 5-10 minute presentation.

s/Jim Connors

Dept. Chair

ADMJ/FSC

Newsletter

Library Staff could attend department meetings at the campus-level to present on library services and make themselves available to speak to classes.

I am not sure what services are available to classroom faculty from the Media Center and the Audiovisual Department. It might be helpful to have a brochure printed to advertise the services of each and distributed to all faculty.

Email is fine.

newsletter

Contact me directly by e-mail. Also, I really miss having the Saturday hours at Mission Campus. In the past, Martha did a great workshop on citations/plagiarism for my Saturday class at Mission. Not having that as a resource is a major drawback.

Communication seems adequate.

It's fine.
I have had very good interactions with the above staff.
Send out email or newsletters.
I think they do a good job already.
Send emails.
What I would like to see is a list of new acquisitions in history, whether it be in U.S. history, Chinese history, world history, etc. I'd like to see a list of new acquisitions by the Audiovisual Dept. as well.
Create a list of services directed at faculty within this department that they can take advantage of. Work with the chair of the dept. to arrange workshops.
They could have a regular schedule to highlight some of the exhibits or materials available. It would be great to have some type of communication from them every other month.
Quarterly news updates on services for students and faculty
let me know in advance how much money is available for purchases for the year and deadlines
Contact us. My phone # is 452-5487 in DSPS
Bonnie has been great--very proactive. I wonder if she would be interested in coming to a department meeting on Flex Day to talk with us a bit and meet faculty in the department. Thanks.
Andrea Niosi and Sandy Sadler do a fantastic job communicating with our faculty.
More contact through department meetings
The Evans campus serves many economically dis-advantaged students. The various grant/book loan programs are little understood. Some clarification to our counselors (including financial aid counselors) would be welcome.
Maybe more emails, or come to a department meeting.
We have great communication with our library faculty and support staff
I don't feel like I get any communication really except about the workshops.
reach out to chair to remind them of services available
Target email communications to the interests of each department via respective library liaisons. Initial meetings each academic year via scheduled department meetings could provide the best venue for each department to communicate their changing needs to the library.
communication is fine
Feature the creative talents of the fashion department's students in their display cases.
Maybe a webpage and brochure specific to our department can be used to advertise the services. Also, faculty members who are using several of the services could be models of how to use them, and give testimonials.
I use a great deal of visuals for all my classes and your A/V is well equipped for the time being.
send out an email alerting the department that new related resources are available
Update and hardware/software for students and librarians at the Downtown Campus.
Doing a great job already.
send out updates
Provide list of services offered or send these out by email to encourage faculty to make use of the services offered.
I would like to learn more about how to order certain materials (like books or journals) to help support accounting, finance, taxation, non-profit management, and other business subjects
send out a quarterly (or at the start of fall and spring semester) newsletter with updates, new acquisitions and reminders of services offered and featuring staff...seems a bit impersonal right now, this would make the library more "personable"
Stop deleting publications!!
explained above.
I have never had any communication problems with any part of our wonderful library and learning resources employees.
The only thing I would say is that it's really hard to book equipment so far in advance. I understand that time is needed, but sometimes student presentations get screwed up, and we need something with less than a week's notice. We try to work in advance, but we are working with busy, overcommitted students.

I am very satisfy so far with the services that I have gotten fro the library.
drop by for a presentation at our department meeting on flex day
Listen to our expertise more about types of books and software to purchase.
Provide information on new services/material available via email.
Make streaming videos of the different stages of the research process. Do this with actors or actual librarians and students performing ...
have meetings to discuss out of date materials and keep up with current needs
see above
I used to get notifications about books on reserve needing to be renewed. I don't get those notices anymore. They were helpful.
Send emails and continue getting our input before deciding, such as closing on Fridays
Nothing needed - I will communicate with the library staff if/when the need arises.
Email newsletters, updates, new materials.
I don't even know what are the library, media center and/or audiovisual department have to offer.
Publish lists on new materials that are acquired and to ask instructors what materials might be relevent to their classes.
Keep us better informed of services available for students.
When you have general news, such as the arrival of new AV equipment or adding of new search resources, place an article in City Currents.
Trying to open people up to new ways to use your services? Look to creating a series of articles in City Currents highlighting innovative uses of Library services by individual faculty.
Just continue the fine job already being done.
Inform faculty either through college-wide e-mail or individual e-mail when new books and audio-visual material is acquired.
A Semesterly notice indicating what services are available (we tend to forget over time....).
i am currently satisfied.
I'm only part-time and am not sure at this time.
Attend departmental meetins during flex days
Send a hard copy list of services and hours (ie. tutoring hours). Send a hard copy list of people to contact for certain training, workshops. Remind faculty of the scientific database searches available through CCSF.
I have not had a person from the library ever contact us.
Good website with a list of events and services. You may already have it, but we don't often get directed to it, so we don't know it's available.
research of assigned topics for research papers...a guide online for students to refer to before working on term papers...