

## Summary Report UAA/APU Consortium Library Survey 2022

### *Introduction*

In 2022, the Library Assessment Team signaled a major shift in how the UAA/APU Consortium Library surveyed their user populations. Due to the Covid-19 pandemic, a delay occurred in the timing of the triennial survey. Prior to this, the UAA/APU Consortium Library conducted the LibQUAL+ Library Service Quality Survey four times: in the fall semesters of 2008, 2011, 2014, and 2017. The next survey would normally have taken place in the fall of 2020. This delay allowed us to examine whether the survey instrument that had been used since 2008 was meeting our needs and whether we could conceivably replace it.

One of the concerns regarding the LibQUAL+ survey tool that we had been using since 2008 was the sheer length of it. Many users would open the survey and then not complete it. We received multiple comments from survey participants complaining about the time it took and the repetitive nature of the survey. Additionally, we wanted to tailor the questions in a way that LibQUAL+ could not accommodate. Another factor that we considered was the cost of the survey tool. Creating our own tool would save the library much-needed funds. These concerns, along with some others, led us to determine that a new survey tool should be considered. After conducting a thorough literature review looking at how other academic libraries surveyed their university campuses, a determination was made to model a homegrown tool, based on the University of Washington triennial survey. After discussions with the head of the University of Washington Library Assessment Department clearly stating that we could use their survey and adapt it as needed, we were able to move ahead with our plans. This allowed us to create survey questions addressing the unique needs of our own library users.

The Assessment Team partnered with the Distance Library Services Assessment Committee early in the survey creation process. Since this team had scheduled a survey at the same time as we did, to avoid user survey fatigue, we decided to work together to incorporate their questions into our survey, and thereby serve the needs of both groups. Since the Distance Library Services Assessment Committee was primarily interested in undergraduate students, they participated in creating the survey that polled the undergraduate population.

### *Demographic Survey Questions*

All survey respondents were asked the following demographic questions: What is your university affiliation (UAA or APU)? What campus are you affiliated with (UAA only)? What is your role (undergraduate student, graduate student, faculty, staff)? Undergraduates at UAA and APU were also asked: What is your intended major at UAA or APU? Are you pursuing a degree (selecting from a list of options)? What is your level of study? They were also asked what type of student (international, transfer, first generation college student) they are and where they reside. Finally, undergraduate students were asked about their ethnicity (with an option to not disclose) and what age range they belong to. Graduate students were asked to identify their degree program at UAA or APU, as well as their level of study (master's, doctoral, graduate certificate, non-degree seeking). Faculty at UAA were asked to identify their school or college affiliation. All faculty

were asked to identify their academic title (professor, associate professor, assistant professor, instructor and other).

### *Survey Questions*

All survey participants were asked: How frequently do you VISIT the Consortium Library or ACCESS Consortium Library resources? Respondents could select from 2 times per week, weekly, monthly, once a semester, or less than once a month. A question specifically asked of staff was if they had done any of the following: accessed library resources in person or online for their job, for personal use, attended a meeting or other event in the library, or used the library's open spaces or computers.

Four questions were asked specifically of undergraduate students. These questions covered library use, library space, and library resources. One of these questions asked undergraduates to rate how helpful specific activities were on a scale of: not at all helpful, somewhat helpful, very helpful, and not applicable. The activities they were asked to rate included using online or print resources to complete a course assignment as well as consulting with a librarian. To see the complete survey question, as well as all of the other survey questions asked, please see the detailed Qualtrics survey results reports, located on the [Consortium Library Assessment](https://consortiumlibrary.org/blogs/assessment) website at <https://consortiumlibrary.org/blogs/assessment>.

Graduate students were asked to specifically respond to seven questions concerning library resources. One of these questions asked graduate students to rate the importance of specific library resources and another asked graduate students to rate their satisfaction with print and/or electronic journal collections, and electronic information resources.

Faculty were asked twelve questions concerning library use. Much like the graduate students, faculty were asked questions that included rating the importance of specific library resources to their work, such as books, journals and archival materials. They were asked to rank the level of importance on a scale of: not important, somewhat important, very important, and not applicable. They were also asked to rate their satisfaction with print and/or electronic journal collections and electronic information resources.

### *Open ended questions*

All survey respondents were asked to tell about a time that the Library faculty/staff, services, collections, or spaces had a positive impact on their academic work, as well as a follow up, open-ended question, asking if they had any additional comments about the Consortium Library, including any areas for improvement.

Graduate students were asked what the Consortium Library could do to best support their work as a teaching assistant or instructor, while faculty were asked what the Consortium Library could do to best support their undergraduate teaching.

## *Results*

Upon survey completion, result reports were generated and prepared by the Assessment Team, via Qualtrics, for each user group at both UAA and APU. The comments were extracted from Qualtrics and organized into Excel spreadsheets. The Assessment Team then coded and analyzed the comments. For full details, please refer to the results notebooks and coded comment files, which are available electronically on the [Consortium Library Assessment](#) website.

## *Response rates*

The 2022 survey yielded 991 complete responses. Below is a comparison of user response rates in 2022, 2017, 2014, 2011, and 2008.

### UAA 2022

Respondents by user group

Undergraduate Students: 575 Graduate 76 faculty/staff 267

Total 918

7% response rate in 2022

661 comments were submitted by respondents

### UAA 2017

Respondents by user group

Undergraduate 384 Graduate 52 Faculty 187 Library Staff 20 Staff 89

Total 732

5% response rate in 2017

370 respondents submitted comments

### UAA 2014

Respondents by user group

Undergraduate 1,475 Graduate 233 Faculty 152 Library Staff 15 Staff 94

Total 1,969

10% response rate in 2014

775 respondents submitted comments

### UAA 2011

Respondents by user group

Undergraduate 2,372 Graduate 377 Faculty 284 Library Staff 29 Staff 195

Total 3,257

15% response rate in 2011

1280 respondents submitted comments

### UAA 2008

Respondents by user group

Undergraduate 1,388 Graduate 267 Faculty 233 Library Staff 33 Staff 157

Total 2,078

10% response rate in 2008

876 respondents submitted comments

APU 2022

Respondents by user group

Undergraduate 36 Graduate 12 Faculty/Staff 25

Total 73

8% response rate in 2022

59 comments were submitted by respondents

APU 2017

Respondents by user group

Undergraduate 43 Graduate 15 Faculty 19 Staff 6

Total 83

16% response rate in 2017

40 respondents submitted comments

APU 2014

Respondents by user group

Undergraduate 75 Graduate 45 Faculty 26 Staff 24

Total 170

28% response rate in 2014

58 respondents submitted comments

APU 2011

Respondents by user group

Undergraduate 131 Graduate 65 Faculty 32 Library Staff 1 Staff 14

Total 243

22% response rate in 2011

86 respondents submitted comments

APU 2008

Respondents by user group

Undergraduate 100 Graduate 29 Faculty 27 Library Staff 1 Staff 14

Total 171

31% response rate in 2008

123 respondents submitted comments

### *Methodology*

The new survey is based on the University of Washington Triennial Survey. There are separate surveys for the different user populations. This means that there is a faculty survey, a graduate student survey, an undergraduate student survey and a staff survey. Additionally, there are separate surveys for the University of Alaska Anchorage campus and the Alaska Pacific University campus. This means there are a total of six surveys. Survey takers are asked demographic questions that lead them to the appropriate survey based on which user group they

identify with. The survey tool, which is built in Qualtrics, contains a set of demographic questions, quantitative, and qualitative questions.

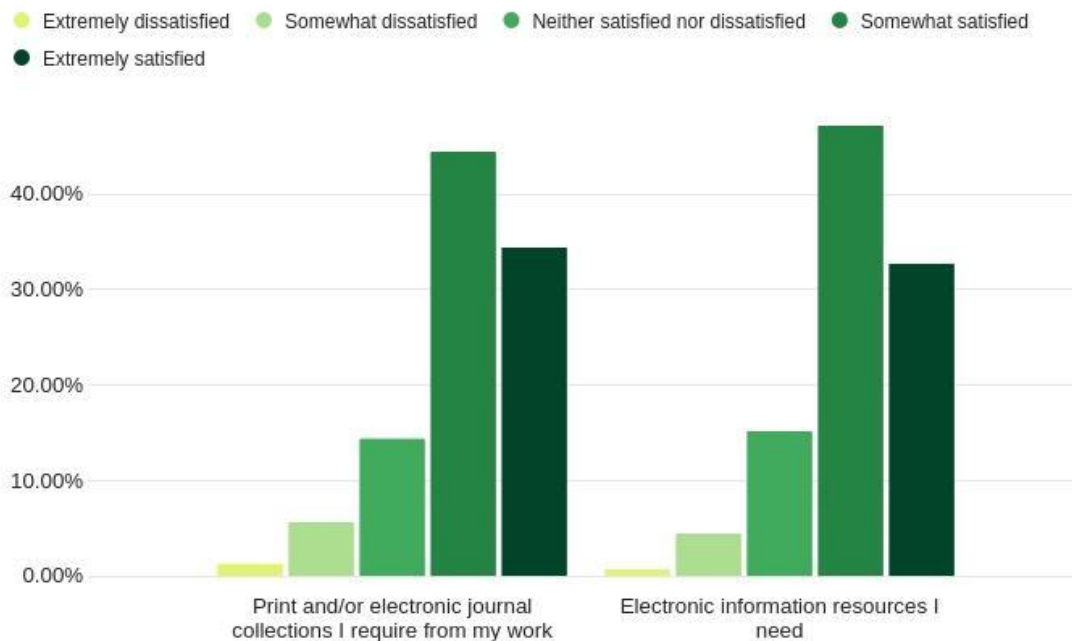
### *Selected Results*

In 2017, satisfaction with library resources dipped slightly, while users' satisfaction with our services and library space continued to rise. The 2017 results are based on 902 completed surveys from both the UAA and APU communities. The 2022 survey yielded 991 complete responses and a similar trend can be seen. Below are selected graphs from the 2022 survey. For complete results, please see the individual survey reports.

### UAA Faculty

As you can see in the graph below, UAA faculty were somewhat satisfied with the Consortium Library print and/or electronic journal collections. Although resources have been consistently cut from the Consortium Library, faculty response to this can be seen as largely favorable and consistent with 2017 results. Results were expected to skew towards neither satisfied nor dissatisfied, but that was not the case. Possible reasons for the more favorable response can be attributed to faculty complacency and acceptance during a time of ongoing budget reductions during a pandemic. Given all the ongoing concerns, faculty are still largely happy with the resources that the library provides. This may also be due to the careful and selective measures used by library faculty when identifying what resources to cut and what resources to retain.

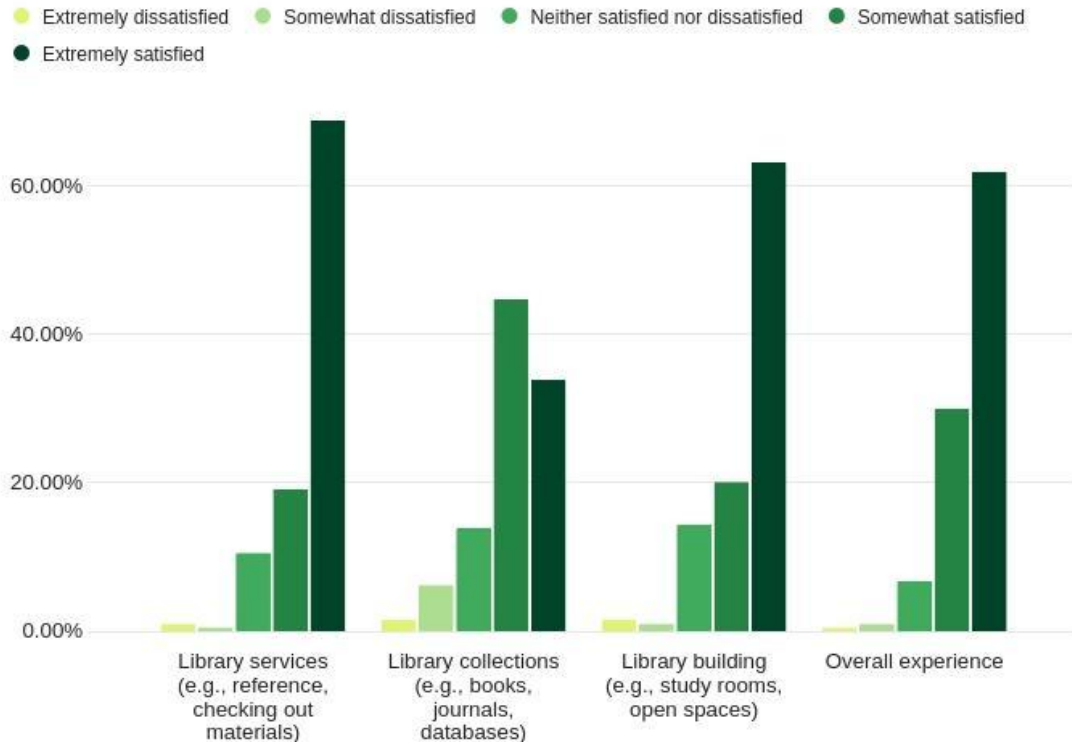
Please rate your satisfaction with the following library resources.



UAA faculty were also asked how satisfied they are with Consortium Library services, collections, building, and overall experience. The UAA faculty were extremely satisfied with the

services, building and the overall experience. However, they were only somewhat satisfied with the collections. This response shows that faculty recognize that the collections could be improved with a more robust budget to support it.

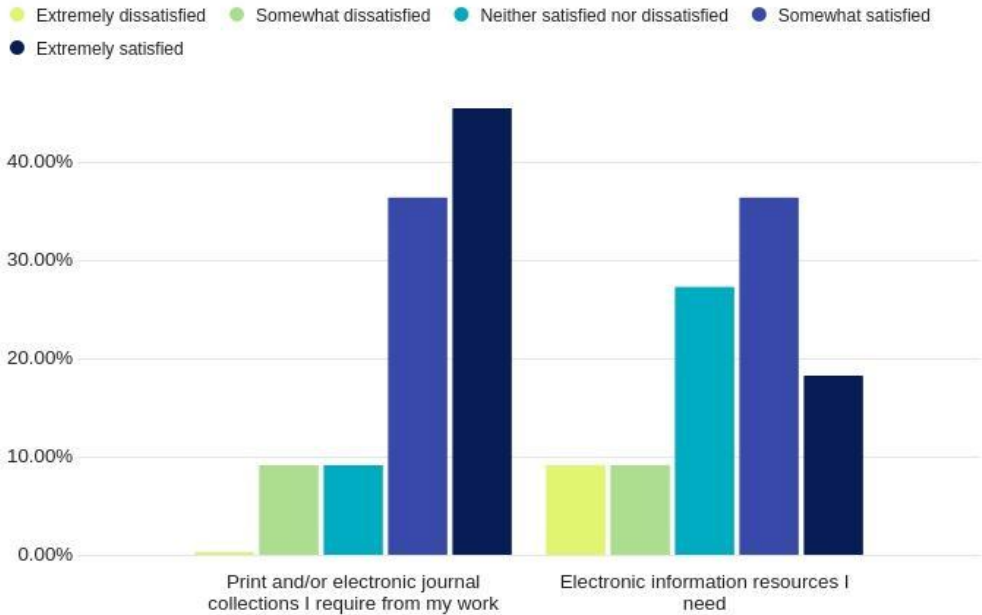
How satisfied are you with the following aspects of the Consortium Library?



### APU Faculty/Staff

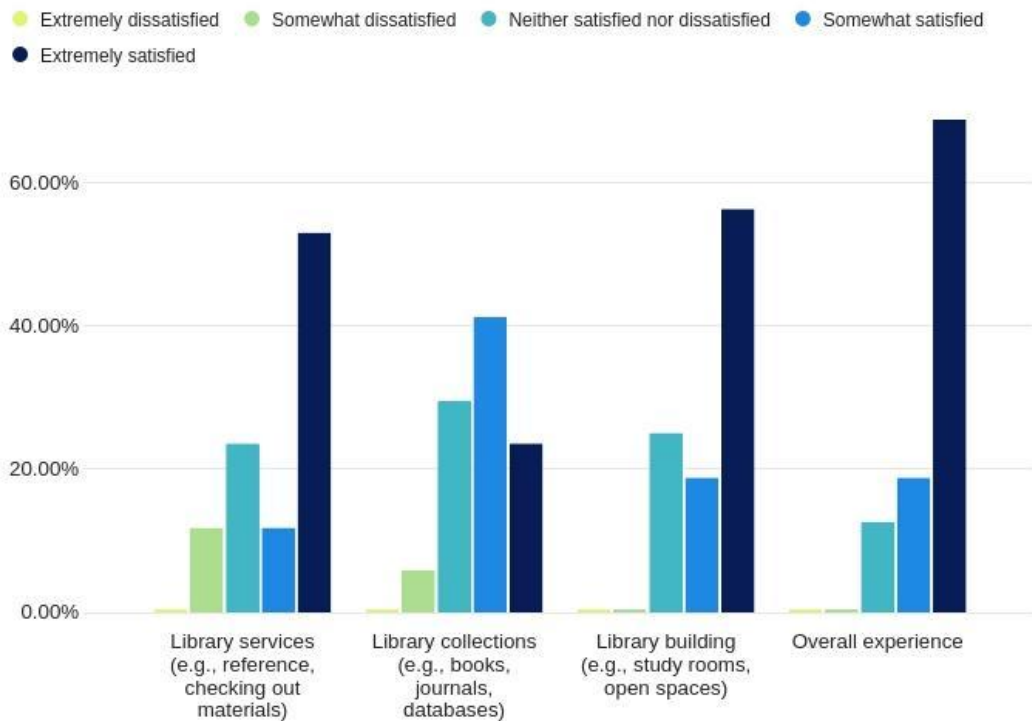
Alaska Pacific University faculty and staff were extremely satisfied with the print and/or electronic journal collections but only somewhat satisfied with electronic resources. These results can in part be attributed to the survey response number for the APU faculty and staff. We had fifteen faculty and ten staff responses and such a small response number can easily alter the results. In addition, the resources at the Consortium Library are vast for an institution of APU's size, so in comparison to similarly sized universities, the favorable results make sense. APU faculty and staff were also operating in a pandemic environment, so we will be comparing these results with the next survey.

Please rate your satisfaction with the following library resources.



Just like the UAA faculty and staff, APU faculty and staff were extremely satisfied with library services, building, and the overall experience. However, as you can see in the graph below, they were only somewhat satisfied with the library collections, indicating that the many years of budget cuts have affected the quality of the collection from the viewpoint of APU faculty and staff.

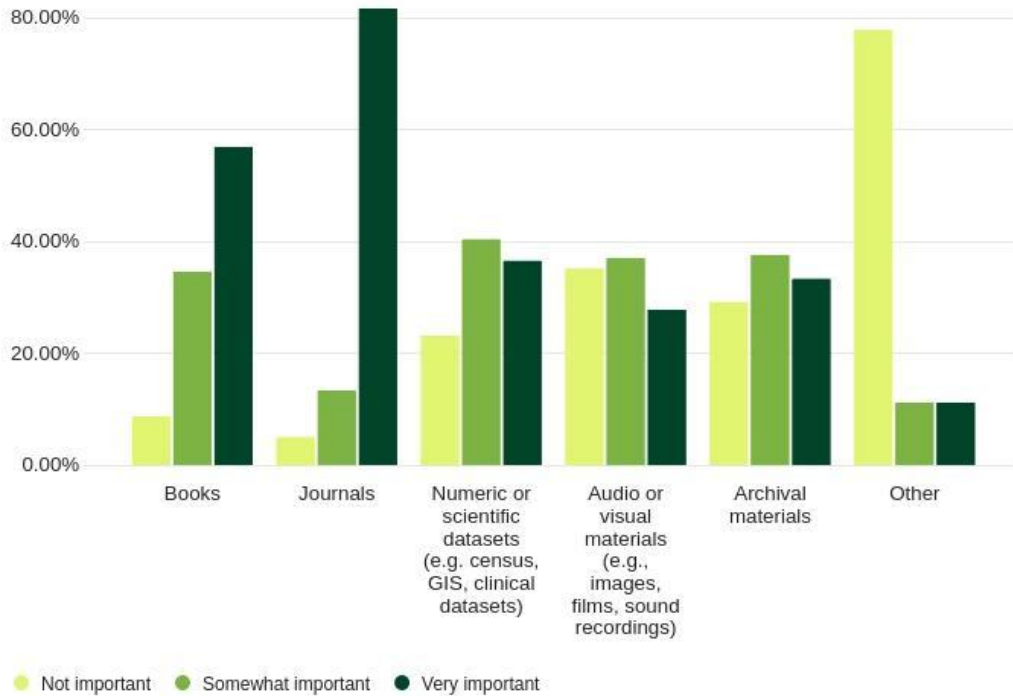
How satisfied are you with the following aspects of the Consortium Library?



## UAA Graduate Students

When asked, UAA graduate students demonstrated that they greatly value books and journals. The need to support continued collection in these areas is of great importance to this user group.

Please rate the importance of these library resources to your work:

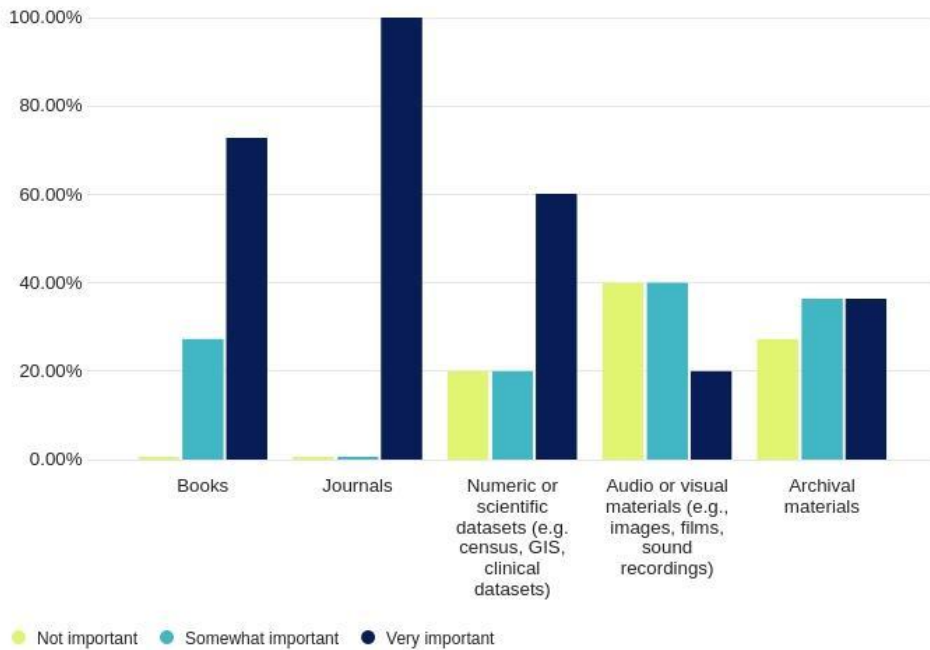


## APU Graduate Students

Much like the UAA graduate students, APU graduate students greatly value books and journals when asked to rate how important they were to their work. Journals are of utmost importance to APU graduate students, as seen in the graph below.



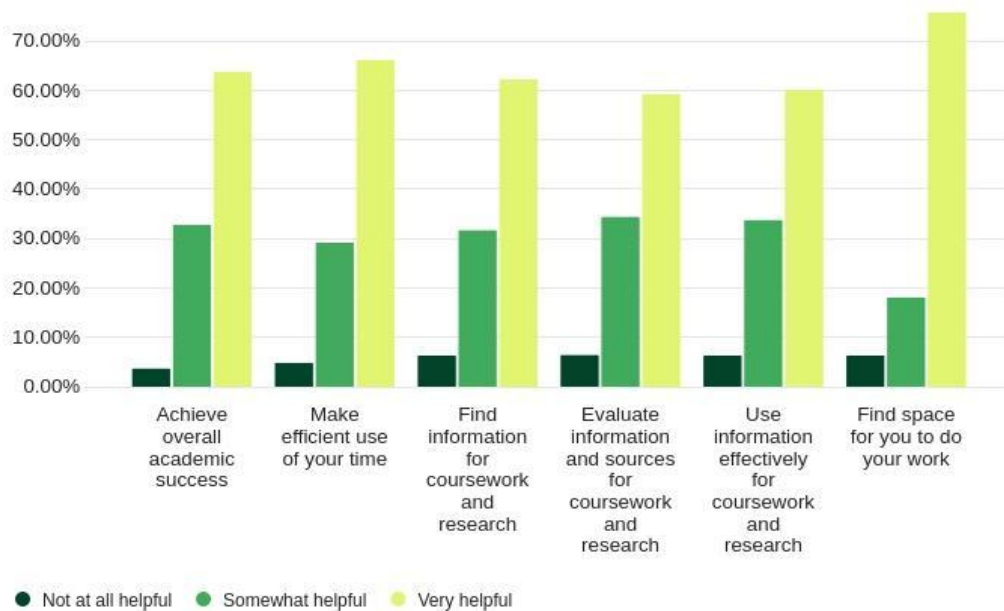
Please rate the importance of these library resources to your work:



### UAA Undergraduate Students

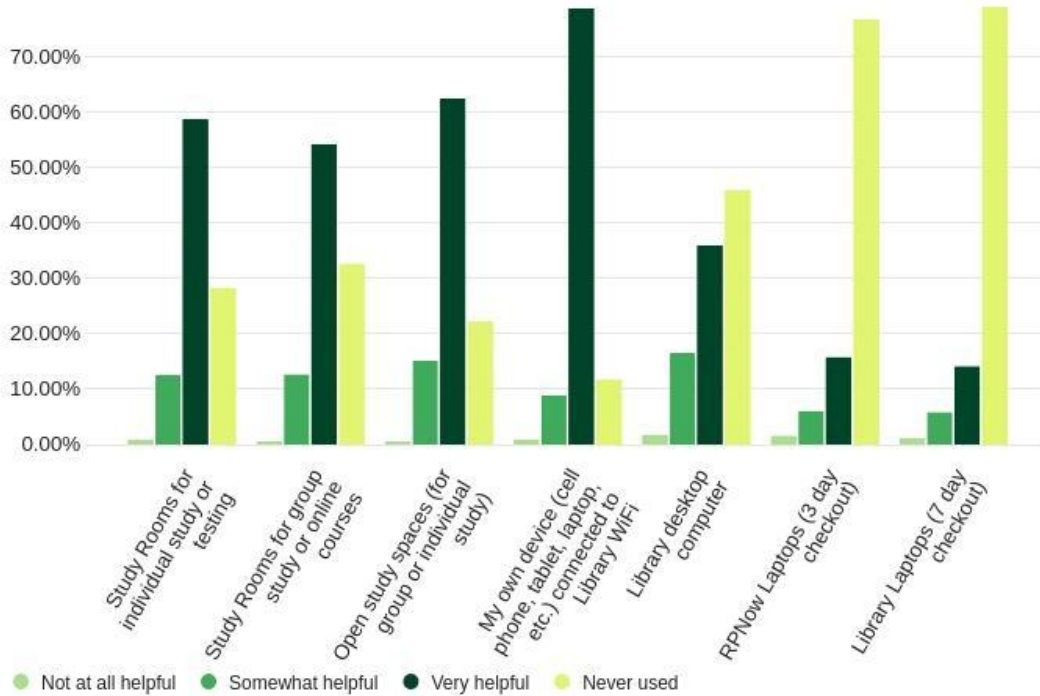
UAA undergraduate students have long indicated that library space is important for them to do their work, and the 2022 survey shows that this trend has not changed. This is by far the most important factor for them, far outweighing making efficient use of their time and achieving overall academic success, the second and third most important factors.

Rate how helpful the Consortium Library has been in your ability to:



In the following graph, UAA students found that the laptops available for checkout at the Consortium Library circulation desk were the most important to their academic success. This includes both the Consortium Library laptops that are available for a seven day checkout and the RPNOW laptops that are available for a three day checkout.

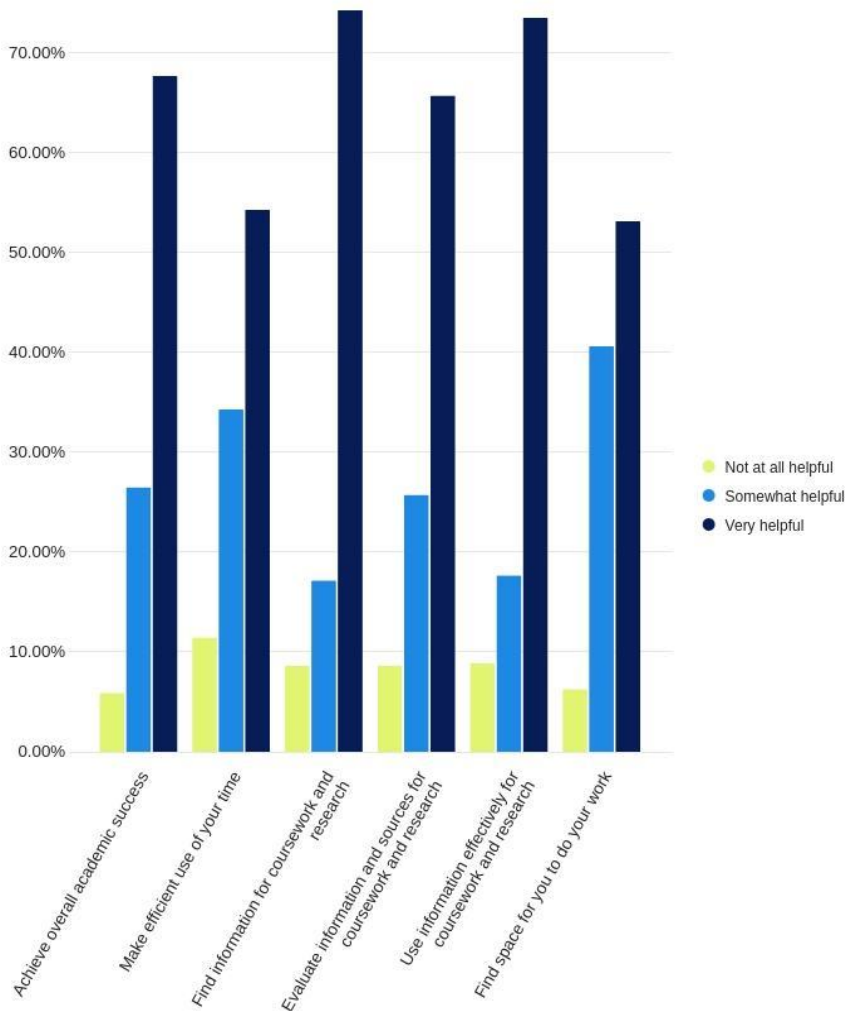
How helpful are the following library spaces and equipment to your academic success?



### APU Undergraduate Students

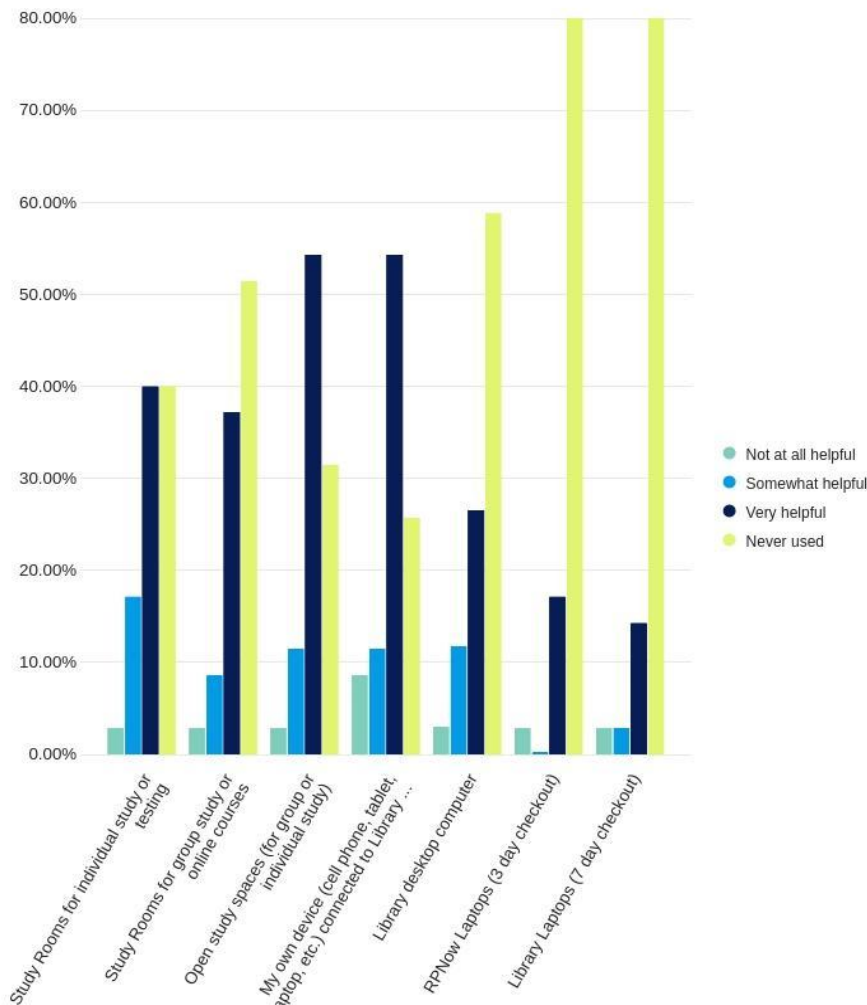
Over 70% of APU undergraduate students valued the library’s help in their ability to use information effectively for their coursework and research, as well as help in finding information and sources for their coursework and research. Over 60% said that help with evaluating information and sources for coursework and research were also very important.

Rate how helpful the Consortium Library has been in your ability to:



Over 50% of APU students found that open study spaces in the Consortium Library were very helpful to them and over 50% found that their own devices, connected to the library wifi, were also important to their academic success. Laptops at the library are provided by UAA and paid by UAA students via the Technology Fee and therefore not available to APU students.

How helpful are the following library spaces and equipment to your academic success?



### Comments

In order to provide a framework for using the comments, a coding system was devised in 2008 that matched comments to the three LibQUAL+ survey dimensions (affect of service, information control, library as place). Each dimension was further subdivided in order to facilitate the analysis and use of survey comments. In addition, each comment was rated as positive, negative, or as a suggestion. Library staff further refined this coding system in 2011 to include other relevant subdivisions and codes that would help track comments regarding positive and negative staff behavior. For the 2022 triennial survey, the same structure was used to code the comments. New codes were added that reflected the pandemic conditions that we were in. The full comments are available on the [Consortium Library Assessment](#) website.

You can see a visual representation of this in the image below. The primary code referred to the space, service, or resources that the comment included. Of course some comments could include multiple codes in each of the columns (i.e. referring to a variety of resources, services, and

spaces, and include both positive and negative opinions). As a result, some comments had to be coded multiple times to reflect the many parts of the comment fully. In response to “Tell us about a time that library faculty/staff services, collections, and spaces had a positive impact on your academic work?”, one faculty survey taker responded: “I found the Consortium Library very helpful for the class I took last year, both the physical collection, electronic resources and Interlibrary Loan, and use all of these resources regularly for my personal hobbies, clubs and activities and other personal and community enrichment activities.” This comment was coded three times to fully capture the results.

We added a code for pandemic related policies, to differentiate with other surveys that were not dealing with that specific historical circumstance. For example, comments about wearing masks would be considered a pandemic related complaint.

There was a general staff behavior category added for comments about library employees.

The Assessment Team determined that in the next survey, we could include a column for specific departments, such as ARLIS (Alaska Resources Library & Information Services) and the Alaska Medical Library. This will allow us to more easily share comments with the appropriate departments within the library.

### *Conclusion*

The UAA/APU Consortium Library administered the LibQUAL+ Library Service Quality Survey in the fall of 2008, the fall of 2011, the fall of 2014, and the fall of 2017. The results of all four LibQUAL+ surveys were largely favorable. The 2022 Library Survey is no exception. However, the results have to be considered within the context of the pandemic environment that affected how and where students, faculty and staff were able to navigate library services and resources. Undoubtedly, this will skew the results in ways that make it difficult to compare the results of the 2022 survey with the results of previous triennial surveys. Given the context of the Covid-19 pandemic restrictions that we were operating in, our reading of the results has to consider factors such as: multiple changes in the way we delivered services, including many library services moving exclusively online, and the effect of mask mandates. The library building was closed to the public until the fall of 2022.

All of the survey results reports for each user group can be found on the [Consortium Library Assessment](#) website. They are grouped into UAA results and APU results. Within each of those, there are three reports: undergraduate students, graduate students, and faculty/staff. Based on the 991 surveys completed in 2022 by the UAA and APU communities, overall the library is meeting at least the minimum expectations, and with some groups, exceeding expectations in terms of quality library facility and services. We hope that the response rate will be higher when faculty, students, and staff are physically more present on campus and engaging more in campus activities.

To survey respondents, thank you for taking the time to complete the survey. The results will assist us in making improvements to the facility, collections, and services that will help us better meet your needs.

Respectfully,

2022 Assessment Team:

Anna Bjartmarsdottir, Chair

Gwen Higgins

Rebecca Moorman

Ruth D. Terry