

SUMMARY of SURVEY RESULTS from Assignment 2:

Services

- Do faculty, students and staff want personalized service that supports a more digital learning environment? What would some of these personalized services be?

Astronomy and Physics Departments - It would be useful if a librarian could send an email (monthly, quarterly) listing new acquisitions. Most physicists and astronomers use the internet to access what they need, and much more rarely actually go to the library which is far away for us. Anything that increases the availability of e-journals will therefore be appreciated.

As far as convenience of drop-off for books is concerned - it is extremely inconvenient to drop off books even on weekends because there is no drop off box near the road for after-hour and weekend access (referring to Marston Science Library).

It would be very nice if new titles in Physics could be displayed in some fashion.

Because Marston Science Library is so far away perhaps the library could provide a list of new titles by email to the departments each month - the titles could be included in department newsletters.

As long as whatever I click from ADS takes me to a PDF of the journal article, I'll be happy. Use of old journal articles is rare and the location in storage is okay for that purpose.

Putting resources toward Facebook would be of good use. Significantly greater than half of the students here are on it and that number will get closer to 100% with each entering class.

Marston Science Library - Suggests course based resource guides containing information resources pertinent to each class - would be very time consuming. Try with the undergraduate classes with a tie into WebCT.

Environmental Horticulture Department - No suggestions.

Health Science Center Library - In an evaluation of our liaison program, there were a number of activities that our clients found to be valuable (most of which we were already doing)- course-integrated instruction, subject-specific workshops, librarians presenting at department meetings on what is new at the library, working with faculty on their specific requests for information, serving on college-level curriculum committees and dept-level committees, help with subject-specific research, etc.

- Should library subject liaisons be more visible through promotion on Web pages; library handouts; office in the College; Face Book, etc. or all of these options?

Marston Science Library - Suggested making subject liaisons more visible with librarian biography pages linked to the subject specialist list and could also be linked to the VIVO project currently under development. Biography pages would adhere to uniform standards to provide consistency to the content presentation.

Astronomy and Physics Departments - Facebook seems like a good idea for reaching undergraduates and even graduate students. Library Web pages could be improved for ease of navigation, but probably the most useful means of enhancing visibility is having library subject specialists visit the departments in person.

- Should the Library offer book pick-up service in multiple locations including colleges and other key campus locations?

Environmental Horticultural Department - Would be very helpful for those on the agriculture campus.

Astronomy and Physics Departments - This would be good.

Marston Science Library - Library book and article delivery service should be provided at other library and non-library locations on campus. However this is not specific to the sciences and would depend on budget and staffing constraints (to overcome this, consideration should be given to providing this as a cost recovery service).

Health Science Center Library - Yes, yes, yes - we get asked for this a number of times every year.

- Should the Library offer print on demand services - if a book is available online and patron wishes a hard copy print patron could request copy and pick up at designated location such as the Bookstore or local photocopy shop?

Marston Science Library - Print on demand services should not be a library function, but should be a service that is redirected to the bookstore, local photocopy stores or outside vendors. Copyright issues are a concern and this kind of service may not be appropriate for the Libraries.

Astronomy and Physics Departments - Sounds like a good idea to try but I don't have a good sense of how popular it would be.

Health Science Center Library - So far our users have expressed no interest in this. They use books in a couple of different ways. Some books they use so much that they just buy their own; these tend to be required for their degree program (and therefore are available at the bookstore) or are very specialized for their particular research, and are so far at least unlikely to be online. Very often they use proceedings volumes, and such only want a chapter or two out of a book - wouldn't want to buy the whole thing; photocopying or ILLing a chapter works for them.

- Should library subject liaisons simplify electronic resource access by creating Web pages/portals that direct patrons to resources within their subject areas?

Environmental Horticultural Department - This might be helpful.

Astronomy and Physics Departments - Yes, in astronomy this is not as important because there is a database (ADS) that links to all astronomy publications but other fields I sense that this would be very useful.

Marston Science Library - Subject liaison portals should be considered in association with or as a replacement for some of the Libraries website home page. A science specific website with disciplinary pages and course specific subject guides and librarian liaison pages are worth consideration.

Health Science Center Library - Two schools of thought on this one. Some users (and librarians) think that the catalog and similar resources are just too hard to use - that the systems themselves should be made more simple and more intuitive. There was

the feeling among many patrons that they want to be self-sufficient, and that there is no way that a librarian could anticipate their every subject need when building a portal or pathfinder, so they would prefer that the systems be easier and that education on how to use them be available. However, Linda Butson's distance ed students heavily use the portals and online pathfinders that have been made available to them.

Library Resources

- Should the Libraries perform collection analysis (monograph and journal) based on peer institutions identified by faculty in specific subject areas/Colleges?

Environmental Horticultural Department - This would probably be helpful. Appropriate staff (biological scientists) could also be involved in identifying peer institutions. Staff in the department also noted that more consistency in the cataloging of proceedings would be helpful. Currently they are sometimes cataloged by meeting title or subject and can be found sometimes with journals and other times with books. A single system of cataloging all proceedings by the proceeding (meeting) title with the other serials (journals) would be most intuitive.

Marston Science Library - Collection analysis (monograph and journal) based on peer institutions identified by faculty in specific subject areas/colleges in an appropriate but very time consuming task, especially done for all the subject areas/colleges. The variety of research interests in the sciences might be analyzed and addressed through ILL data that MSL has maintained for over 18 years. We know what we need to compete with our peer institutions - we simply don't have the money to acquire what we need. If new material is acquired, it should be electronic in order to make it more accessible to faculty and students especially those who are located throughout the state.

Astronomy and Physics Departments - No opinion.

- Should the Libraries encourage ongoing collection evaluation resulting in withdrawal of low use resources or shifting collections to offsite storage and offering 24 hour book pickup service?

Marston Science Library - Recommends that print material be sent to storage as online becomes available.

Health Science Center Library - Our basic science research faculty and graduate students are not thrilled with the idea of storage, and certainly not for withdrawing low-use materials. For the basic science folks, there are materials (particularly books and proceedings) that are checked out very infrequently, but when needed are needed for real. Our faculty have indicated that a turn around time of 24 hours for retrieving from storage would be acceptable, but withdrawal of research materials would not.

Library Space

- How should the space be reconfigured to provide more group and quiet study areas in the library building? Move print collections to off sight storage? Reduce Reference/Information Commons area? Other suggestions?

Marston Science Library - The library has reconfigured shelving, seating and computers as space has become available by moving some collections to storage. Marston increased electrical outlets for patron laptop use; however, additional electrical capacity and electrical outlets and robust wireless access are needed to support patron use of laptops. Current open design of the building will not accommodate adding study rooms. Marston has designated certain floors as group study or quiet study areas.

- Would faculty, students and staff use an Information Suite located in their college or department? The Information Suite would encourage learning opportunities by offering computer(s), collaboration space, library consultant, and quiet study area with established business hours or 24/7?

Marston Science Library - The library tried a similar Information Suite project with academic departments without much success. For these services to be successfully implemented they need to be established in cooperation with the academic departments with a long-term commitment and a great many more librarians to cover all the science, engineering and agriculture departments.

Health Science Center Library - Our medical students already have an area with computers in their part of the complex, and the PhD students work in researcher's labs and have access to computers. Not sure about the clinical students in the other 5 colleges. There has been interest among the colleges to having a librarian onsite in their depts., but there are all sorts of logistical concerns. For example, there are scores of departments in the College of Medicine, and they are housed in a number of buildings – but we only have a handful of librarians working with those depts. So which departments would get the info suites and the liaisons? In some cases, just keeping the liaisons in the library would make them closer to the majority of the clients than moving them to a suite. Additionally, space is at such a premium at the HSC that it is probably a moot point – virtually no dept/college is gonna give up space for an info suite (or even a desk for a librarian) at this point.

- Would faculty and students respond to online learning environments developed to build searching skills and engage the researcher in collaboration with other researchers – SecondLife, FaceBook, VIVO, Wikis, Blogs, Tagging (del.icio.us, Flickr) and RSS feeds to name a few examples?

Marston Science Library - Suggest that recommending specific action should be informed by the Library 2.0 report on the technologies they have evaluated and received good feedback concerning patron interest in using.

Astronomy and Physics Departments - I think these are all good avenues to pursue. Facebook is obviously in wide use by the students and wikis are quite common in research. It would be useful if the library had a system in place (i.e. a wiki server) that made it easy for people at UF to set up new wikis on a stable server.