Motivation

- Annual survey
- Inform planning
- Evaluate service quality and collections
- Track service improvements over time
Population

- UTS faculty, $n = 12$
- UTS students, $n = 64$
- CU Religion department faculty, $n = 5$
- CU Religion department students, $n = 5$
Faculty
Findings: Collections

The Burke Library Faculty Survey 2011
Please rate the overall quality of the Burke Library collections in each subject area.

<table>
<thead>
<tr>
<th>Subject Area</th>
<th>NA</th>
<th>Very poor</th>
<th>Poor</th>
<th>Good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>World Religions</td>
<td></td>
<td></td>
<td>4</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Psychiatry and Religion</td>
<td></td>
<td></td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Preaching &amp; Worship</td>
<td></td>
<td></td>
<td>3</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Ethics</td>
<td>1</td>
<td></td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Systematic Theology</td>
<td>4</td>
<td></td>
<td>1</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Church History</td>
<td>1</td>
<td></td>
<td>4</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Biblical Studies</td>
<td>4</td>
<td></td>
<td>8</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

Percentage distribution: 0% NA, 10% Very poor, 20% Poor, 30% Good, 40% Very good.
Findings: Services

The Burke Library Faculty Survey 2011
Please rate your satisfaction with the following library services at the Burke Library:

- The "Research Practices" course at UTS
- The Writing Center at Burke Library
- Library orientation sessions for Burke Library
- Workshops at Burke Library
- Instant Messaging (IM) a librarian
- Calling a librarian
- Emailing a librarian
- Asking a question at the circulation desk
- Asking a question at the reference desk

Graph showing satisfaction levels with each service.
Findings: Instruction

The Burke Library Faculty Survey 2011
Which of the following would you like to learn more about? (Please choose all that apply.)

- Other (please specify)
- Community Analysis Tools for Ministry
- Copyright for Religious Organizations
- Resources for Life-Long Learning in Religion and Theology
- Faculty Panel on Research Practices
- Web Design Principles for Churches
- Finding Articles and Recent Research
- Finding Books with CLIO
- Computing Skills for Academic Success
- Records Management for the Local Church
- Exegetical Resources
- Digital Resources for Art in Ministry & Teaching
- BibleWorks Bible Software (for PCs)
- Accordance Bible Software (for Macs)
- Tools for Saving and Citing Research Resources
- Copyright, Fair Use & The Digital Age
- Digital Tools for Faculty Research and Collaboration
- New Media Tools for Teaching
- New Library Resources for Religious/Theological Studies
- Burke Library Special Collections for Teaching and Research

- Copyright for Religious Organizations
- Resources for Life-Long Learning in Religion and Theology
- Faculty Panel on Research Practices
- Web Design Principles for Churches
- Finding Articles and Recent Research
- Finding Books with CLIO
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- Digital Tools for Faculty Research and Collaboration
- New Media Tools for Teaching
- New Library Resources for Religious/Theological Studies
- Burke Library Special Collections for Teaching and Research

- Other (please specify)
Findings: Overall Satisfaction

The Burke Library Faculty Survey 2011
Please rate your overall satisfaction with services and collections at the Burke Library.
Students
Findings: Collections

The Burke Library Survey 2011
Please rate the overall quality of the Burke Library collections in each subject area.

- World Religions: 24% Very good, 17% Good
- Psychiatry and Religion: 16% Very good, 19% Good
- Preaching & Worship: 12% Very good, 21% Good
- Ethics: 15% Very good, 22% Good
- Systematic Theology: 16% Very good, 30% Good
- Church History: 18% Very good, 33% Good
- Biblical Studies: 15% Very good, 40% Good

Legend:
- NA
- Very poor
- Poor
- Good
- Very good
Findings: Services

Please rate your general satisfaction with the following services at the Burke Library:

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning</td>
<td>20</td>
<td>20</td>
<td>8</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Photocopying</td>
<td>16</td>
<td>16</td>
<td>8</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Printing</td>
<td>24</td>
<td>20</td>
<td>17</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Borrow Direct</td>
<td>20</td>
<td>20</td>
<td>11</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>22</td>
<td>20</td>
<td>21</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Rare books</td>
<td>16</td>
<td>16</td>
<td>8</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Archives</td>
<td>14</td>
<td>14</td>
<td>10</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Group study space</td>
<td>12</td>
<td>12</td>
<td>15</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Quiet study space</td>
<td>30</td>
<td>30</td>
<td>27</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Courseworks @ Columbia University</td>
<td>10</td>
<td>10</td>
<td>31</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Blackboard @ UTS</td>
<td>16</td>
<td>16</td>
<td>32</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Using electronic course reserves</td>
<td>20</td>
<td>20</td>
<td>25</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Using print course reserves</td>
<td>18</td>
<td>18</td>
<td>26</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Renewing books</td>
<td>35</td>
<td>35</td>
<td>21</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Checking out books</td>
<td>32</td>
<td>32</td>
<td>32</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Please select one response:
- **Very Satisfied**
- **Satisfied**
- **Dissatisfied**
- **Very Dissatisfied**
- **NA**
Findings: Group Study

When you study, what percentage of your time is spent studying in a group or individually? (A group is defined as two or more people working together.)

- **Individual Study**
  - 0.00%: 1.50%
  - 5.00%: 2.90%
  - 10.00%: 3.00%
  - 15.00%: 4.50%
  - 20.00%: 5.90%
  - 25.00%: 11.80%
  - 30.00%: 14.70%
  - 35.00%: 17.60%
  - 40.00%: 41.20%

- **Group Study**
  - 0.00%: 1.50%
  - 5.00%: 2.90%
  - 10.00%: 15.20%
  - 15.00%: 43.90%
Findings: Satisfaction

Please rate your satisfaction with the following library services at the Burke Library:

- The "Research Practices" course at UTS: 11 (Very satisfied), 3 (Satisfied), 4 (Dissatisfied)
- The Writing Center at Burke Library: 6 (Very satisfied), 26 (Satisfied), 14 (Dissatisfied)
- Library orientation sessions for Burke Library: 1 (Very satisfied), 7 (Satisfied), 21 (Dissatisfied), 14 (Dissatisfied)
- Workshops at Burke library: 1 (Very satisfied), 2 (Satisfied), 11 (Dissatisfied), 10 (Very dissatisfied)
- Instant Messaging (IM) a librarian: 1 (Very satisfied), 2 (Satisfied), 11 (Dissatisfied), 10 (Very dissatisfied)
- Calling a librarian: 1 (Very satisfied), 2 (Satisfied), 9 (Dissatisfied), 4 (Very dissatisfied)
- Emailing a librarian: 0 (Very satisfied), 3 (Satisfied), 10 (Dissatisfied), 10 (Very dissatisfied)
- Asking a question at the circulation desk: 2 (Very satisfied), 4 (Satisfied), 29 (Dissatisfied), 28 (Very dissatisfied)
- Asking a question at the reference desk: 1 (Very satisfied), 3 (Satisfied), 21 (Dissatisfied), 27 (Very dissatisfied)
Findings: Instruction

Which of the following would you like to learn more about?
(Please choose all that apply.)

- Community Analysis Tools for Ministry: 19.4%
- Copyright for Religious Organizations: 11.3%
- Resources for Life-Long Theological Learning: 43.5%
- Faculty Panel on Research Practices: 30.6%
- Web Design Principles for Churches: 21.0%
- Finding Articles and Recent Research: 41.9%
- Finding Books with CLIO: 21.0%
- Computing Skills for Academic Success: 21.0%
- Records Management for the Local Church: 12.9%
- Exegetical Resources: 43.5%
- Digital Resources for Art in Ministry & Teaching: 14.5%
- BibleWorks Bible Software (for PCs): 21.0%
- Accordance Bible Software (for Macs): 43.5%
- Tools for Saving and Citing Research Resources: 58.1%
Findings: Overall Satisfaction

Please rate your overall satisfaction with services and collections at the Burke Library.

- Very satisfied: 43.3%
- Satisfied: 50.7%
- Dissatisfied: 6.0%
- Very dissatisfied: 0.0%
Action

• What are you planning on, or hoping to do, based on these results?
• What did you learn?
• What was surprising?
• What was confirming?
Thank You!

aje2117@columbia.edu