

# Uncovering the evidence: Faculty perceptions of distance library services

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## Objective

To evaluate our current offering of services to distance education faculty to see what services are desired and what services need improvement to ensure we are maximizing our efforts to support distance programs, faculty and students.

## Development of assessment tool

- Literature review to identify common methods for soliciting feedback from distance faculty
- The online survey is the method of choice for geographically distributed populations – convenient and efficient
- Identified several studies which included their survey instrument
- Used the services of UVic Libraries' Assessment Resource Office to design our own survey instrument in FluidSurveys
- Project submitted to the University's Human Research Ethics Board and approved
- Online survey disseminated via faculty listserves

## Faculty knowledge and use of distance library services

### 1. Faculty perceptions of current services

- 90% found us very helpful or helpful

### 2. Services faculty regularly use

- Linking to online resources
- Librarian research assistance
- E-reserves
- Instructional guides/videos

### 3. Services faculty perceived to be of most use to their students

- Delivery of materials
- Research consultations
- Instruction

### 4. Barriers faculty encountered

- Ambiguity around who faculty should contact for various course-related issues (e-reserves, technical help)

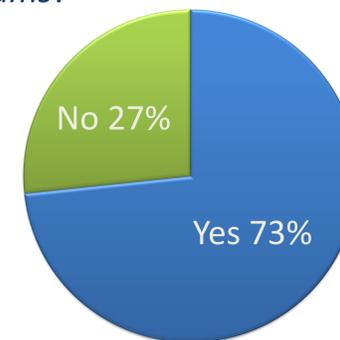
### 5. Faculty suggestions for new services

- Creation of an orientation manual for new instructors
- UVic-branded online tutorials (e.g. citation managers, conducting systematic reviews)

## What we learned

- 83% referred students to the library but only 37% directed students specifically to Distance Learning and Research!
- The greatest need was for ongoing communication with faculty to increase awareness of services provided

*Did you know that the UVic Libraries has a unit dedicated to supporting distance education programs?*



## What we are doing as a result

- Improving awareness to new and existing faculty (particularly sessional faculty)
- Working with communications to Spotlight unit on website & social media
- Improving clarity and consistency of information on related websites
- Building additional online tutorials

## Comments

*"I rely on UVic Library for all my course development activities. This service is most important to me as a faculty member."*

*"I didn't know there was such a specific unit. But I referred my online students to our program's dedicated librarian, using her email address, frequently."*

## Benefits of solicited feedback

- Provide context around fluctuations in usage statistics
- Helps determine priorities and direction for services
- Faculty engagement - It generates a lot more buy-in to changes in services when the changes come as a result of faculty input
- Good way for new librarians to get a better sense of their unit