
Journals and Academic Faculty

LibQUAL+ 2006-2009

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Northumbria International Conference

Florence

17 August 2009

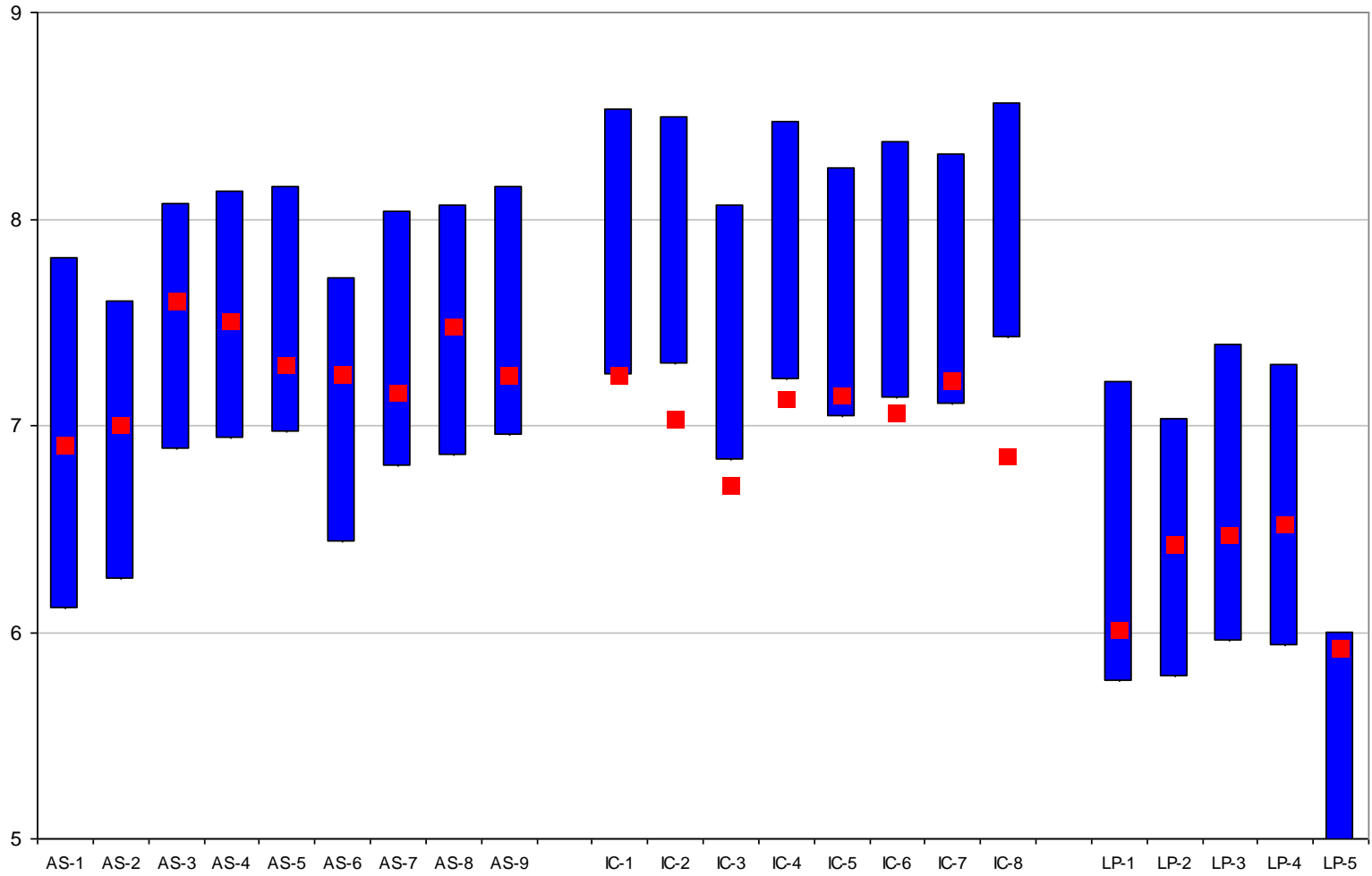
Some questions for today

- Given the substantial investment in journals, why are faculty consistently dissatisfied with their library's journal collections?
 - What is the relationship between journal collections and overall library satisfaction among faculty?
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LibQUAL+ Overview

- 22 core questions
 - 1-9 scale
 - Ratings of minimum, desired, perceived
 - Locally selected questions
 - General satisfaction ratings
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LibQUAL+ 2006 ARL Composite Faculty

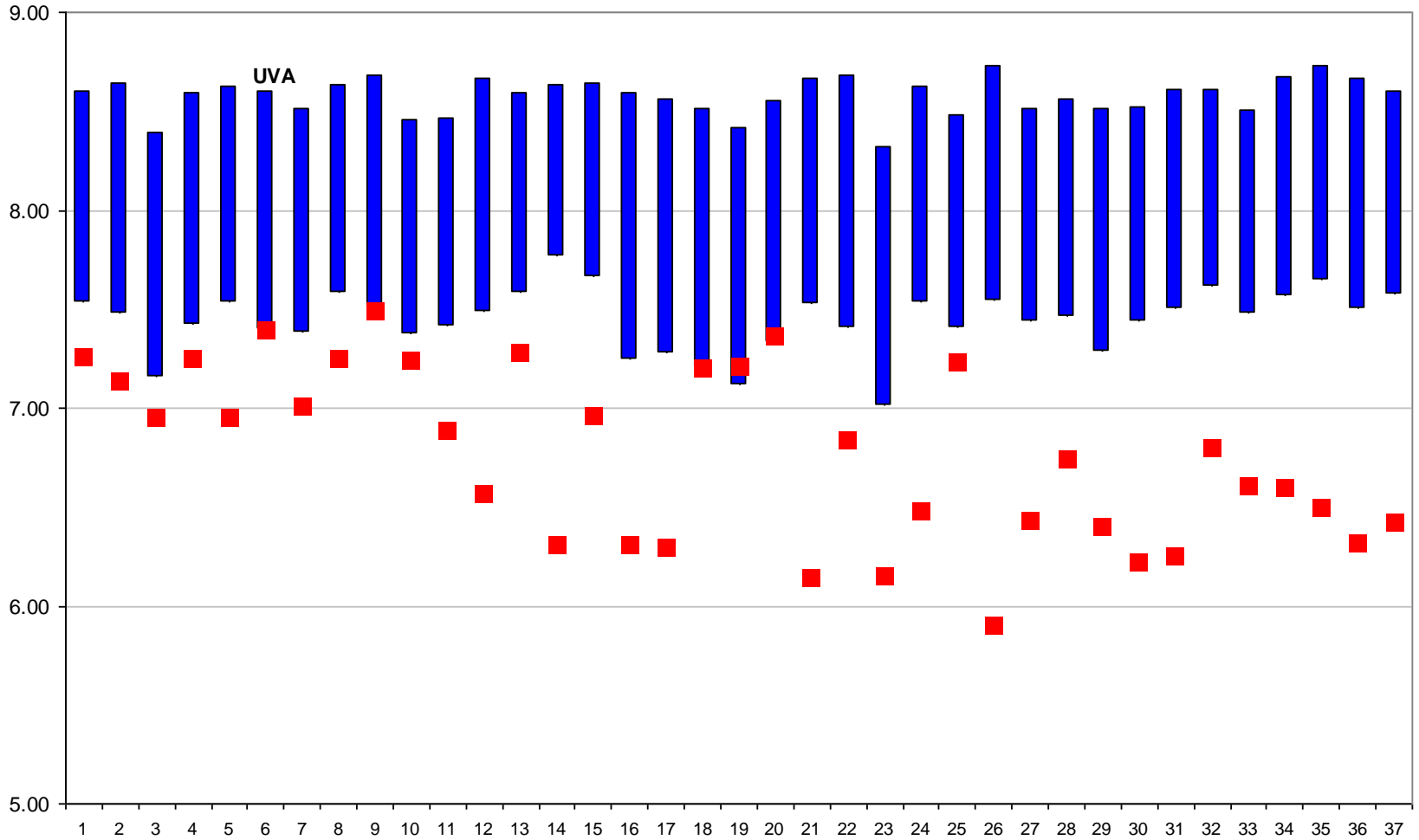


LibQUAL+ Question IC-8

- Print and/or electronic journal collections I require for my work



LibQUAL+ 2006
Faculty Ratings of Journal Collections
37 ARL Libraries

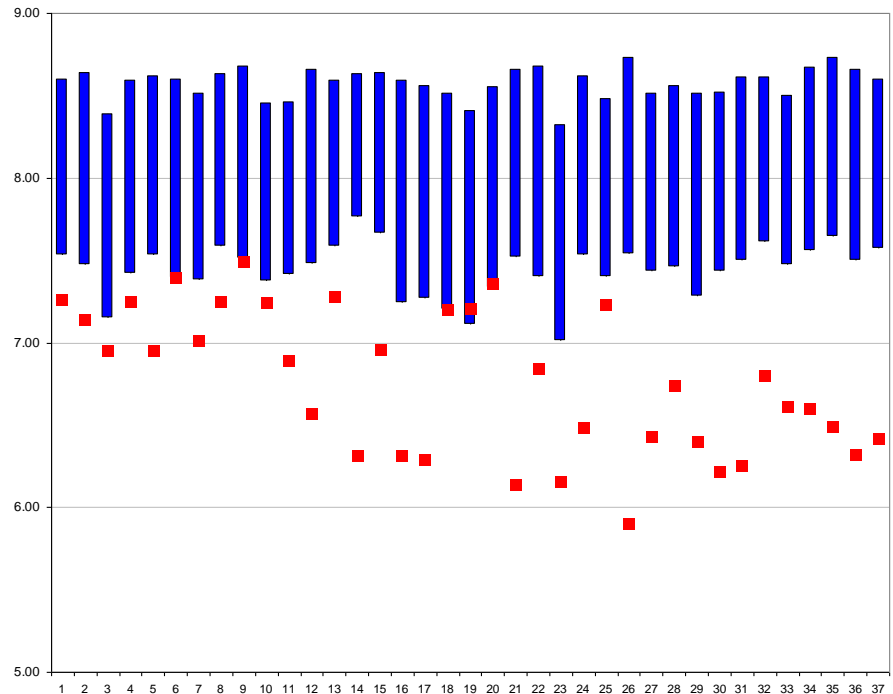


Dollars and Desires

- Serial expenditures at ARL libraries ranged from \$3.6M to \$11.4M US in FY05
 - The 37 libraries spent \$232M for serials
 - No relation between serial expenditures and faculty 'desired' score
($r = -.14$)
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Dollars and Perception

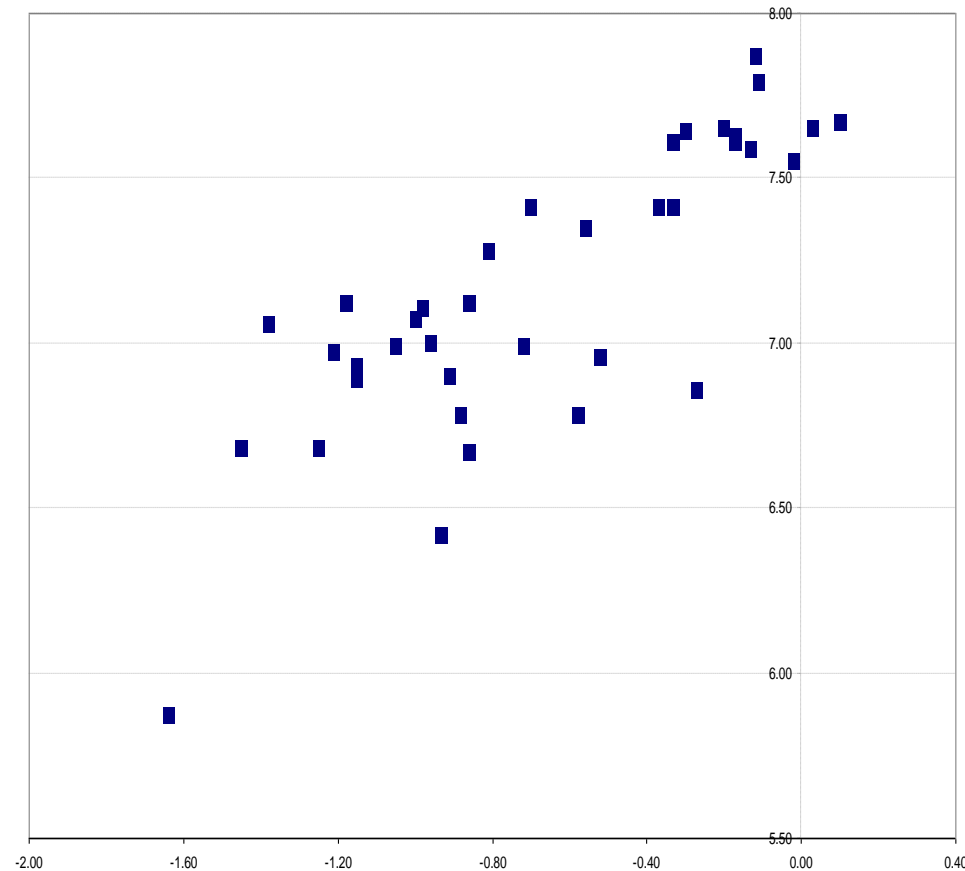
- Do serial expenditures affect the perception scores and the adequacy gaps for IC-8?
- Significant correlation of serial expenditures and IC-8 adequacy gap, among faculty
($r = .63$)



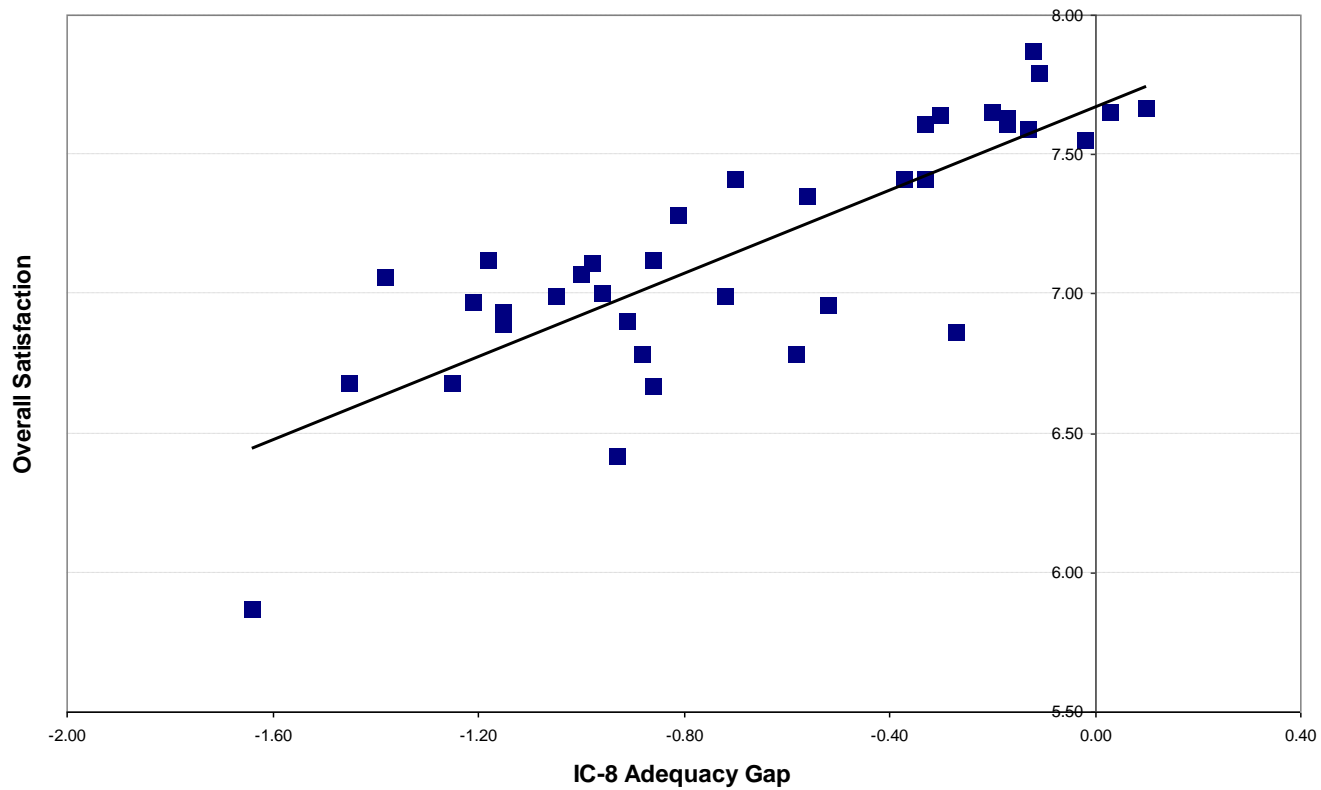
Journal Ratings and Overall Satisfaction

- Do journal scores relate to overall satisfaction?
- Strong correlation of IC-8 adequacy gap and overall satisfaction, among ARL faculty.

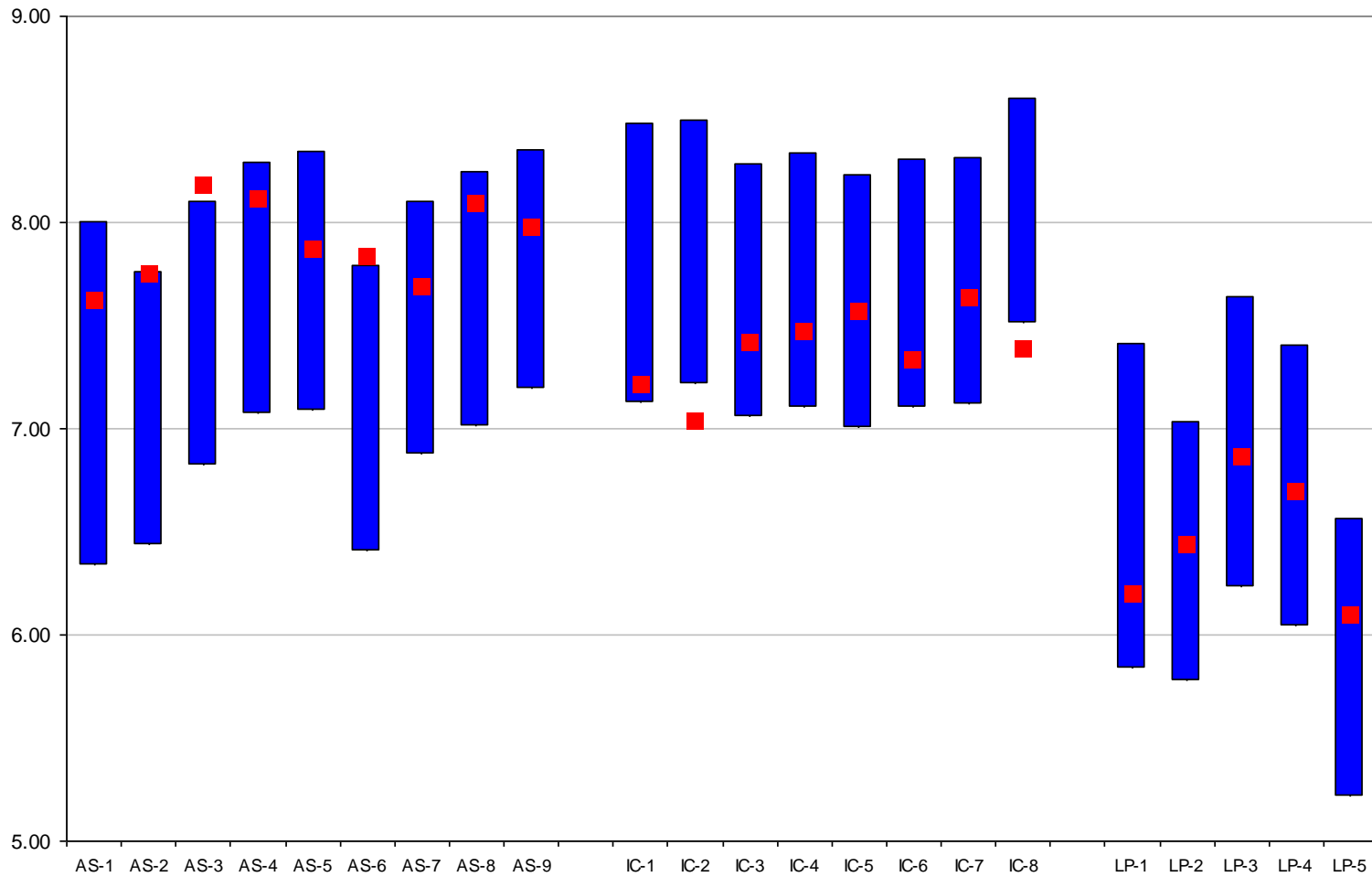
($r = .81$)



ARL Faculty 2006



LibQUAL+ 2006 University of Virginia Faculty

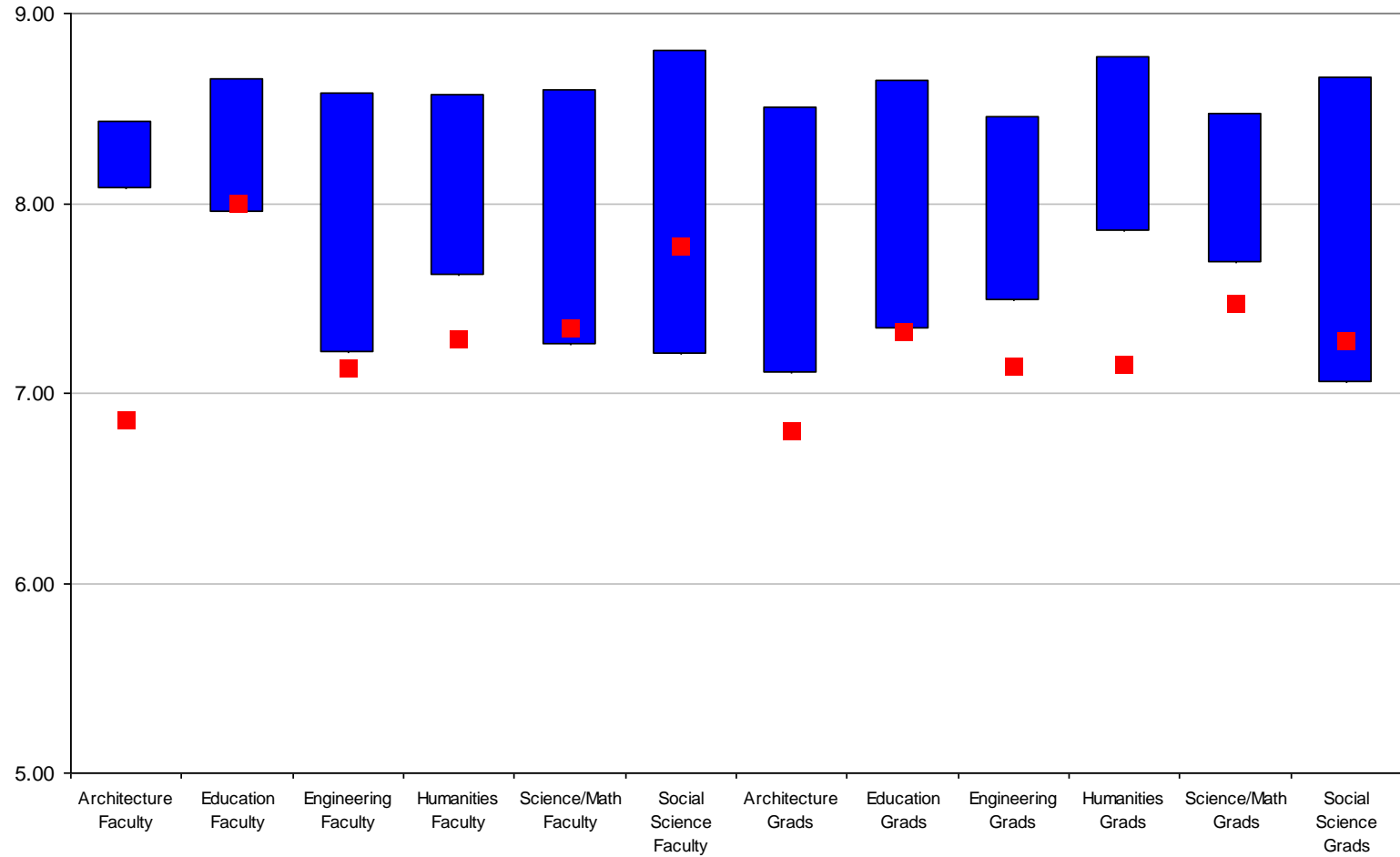


Following up with Journals at UVa

- Who is unhappy?
 - Drilling down by college and discipline
 - Why are they unhappy?
 - Reading the comments
 - Conducting targeted interviews
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LibQUAL+ 2006

UvA Faculty and Graduate Student Ratings of Journal Collections



82 faculty interviews

- Humanities – 20
 - Engineering – 19
 - Architecture – 14
 - Social Science – 10
 - Science/Math – 8
 - Education – 7
 - Music/Arts – 2
 - Business – 2
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Specific shortfalls

- Access to journals is confusing
 - Need more foreign titles
 - Need more backfiles and older content
 - Location (storage, branches) is a problem
 - Electronic remote access does not work well
 - Facilities for browsing need improvement
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How is the Library responding?

- Improving search interfaces
 - Open URL resolver
 - Usability testing
 - New discovery mechanism--Blacklight
 - Greater effort to inform and instruct faculty
 - New awareness of the importance of journals
 - Putting off journal cuts as long as possible
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Responses in specific units

■ Fine Arts Library

- Transfer of monograph money to serials
- More physical space for journal use

■ Music Library

- Comprehensive review of all music subs
 - Analysis of use and accessibility
 - Identification of holdings gaps
 - Suggestions for additions and cancellations
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The finding...

- *At research institutions...*

How faculty feel about the library is greatly influenced by how they feel about the journal collections.

A forthcoming project by Jennifer Rutner, Columbia University Libraries

- Analysis of recent data
 - Faculty at ARL participating libraries
 - 2007-09
 - Replication of the study at Columbia
 - Drilling down by academic unit
 - Interviews with faculty
 - Comparison of results
 - Do UVA and Columbia faculty differ?
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