# *Subject Librarian Contributions to Student Learning and Success*

**Project of Pius/Medical Center Libraries Assessment Committee, Spring 2014**

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# Subject Librarian Contributions to Student Learning and Success

## Introduction

During Spring Semester 2014, the Pius and Medical Center Libraries Assessment Committee conducted a study of Saint Louis University's undergraduate and graduate students about their awareness of subject librarians and their roles, their use of services provided by subject librarians, and the effectiveness and impact of those services. The study consisted of an online survey closely followed by a series of focus groups. The findings of the study will be used to help guide the development of initiatives to increase awareness and use of subject librarian services by the student population.

Those referred to collectively in the study as "subject librarians" are known within their respective libraries as research and instruction librarians, liaison librarians, special collections librarians, and archivists. Research and instruction librarians at Pius Library and liaison librarians at MCL serve as "go-to" library resources for their respective academic, departmental faculty and students. Special collections librarians and archivists do not have academic unit assignments, but instead provide expertise to any faculty and students who engage with manuscripts, rare books, or archival collections. All subject librarians also provide research consultation services to faculty and students, offer instructional support for courses, and provide expertise in the use of the library's resources and collections. Appendix A lists the subject librarians for each library, their academic credentials, and their associated subject areas.

This initiative follows a 2013 report on collections usage and expenditures and a 2014 report on subject librarian contributions to faculty teaching and research, based on a survey of faculty in 2013. All three projects were undertaken at the request of the Dean of Libraries.

## Method

A twelve-question online student survey was open during the last two weeks of March 2014 and completed by 1,185 undergraduate and graduate students (see Appendix B). As a follow-up to the survey, between April 15–24, 2014, library staff and faculty conducted five focus groups in which thirty-six undergraduate and graduate students were asked six questions (see Appendix C). Four of these focus groups were held at Pius Library and one at the Medical Center Library. Student participants for both the online survey and focus groups were recruited through email, pop-up windows on library computers, social media, and signs in the library and around campus. The chance to win a gift certificate to a restaurant was provided as incentive to complete the online survey, and the availability of free food provided an incentive to attend the focus groups.

## Findings: Online Survey

The questions in the online survey were designed to elicit a broad picture of students' awareness of subject librarians and use of their services, the reasons they used those services, and the effectiveness of the interactions. See Appendix B for the complete survey and results.

Students were asked about their awareness of the existence of designated subject librarians in Question 5. The rating scale in Question 10 also collected data on their awareness of eight service categories.

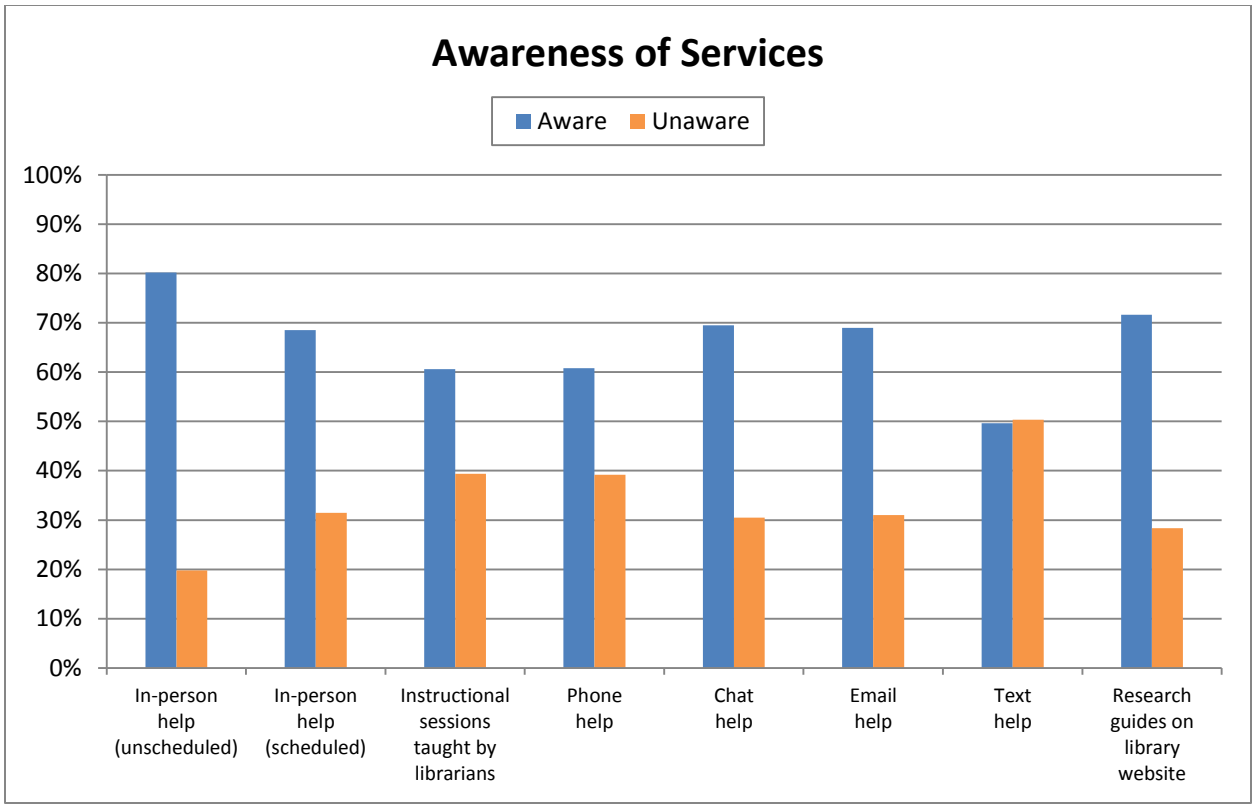
Questions about the libraries' facilities and website (3–4) were designed to show student use of subject librarians' services in the context of other kinds of library use such as studying, using collections, using computing equipment, etc. Students were asked directly whether they had ever worked with a librarian on a paper or course project in Question 7, and a breakdown of the use of eight service categories was gained from the same rating scale (Question 10) that gathered data on awareness. In order to determine the reasons for students' use of librarians' services, the survey asked whether an instructor ever suggested they meet with a librarian (Question 6). It then determined how many students consulted with a librarian on a paper or project and asked what prompted them to do so (Questions 7, 9). Cross-tabulation of Questions 6 and 7 revealed precise data on the relationship between an instructor referral and the probability of the student consulting a librarian. A follow-up question on whether working with a librarian improved the quality of their paper or project (Question 8) gathered data on perceived effectiveness, as did the rating scale of Question 10.

Following is a breakdown of the most important points gleaned on the awareness, use, and effectiveness of subject librarians' services for students.

### Awareness of Services

- Almost half (46%) of student respondents knew that each academic department has a designated subject librarian. This falls short of the 85% of faculty who responded to the same question in our 2013 survey of faculty.
- Student awareness of the eight service categories ranged from 50%–80%.

(see chart on next page)



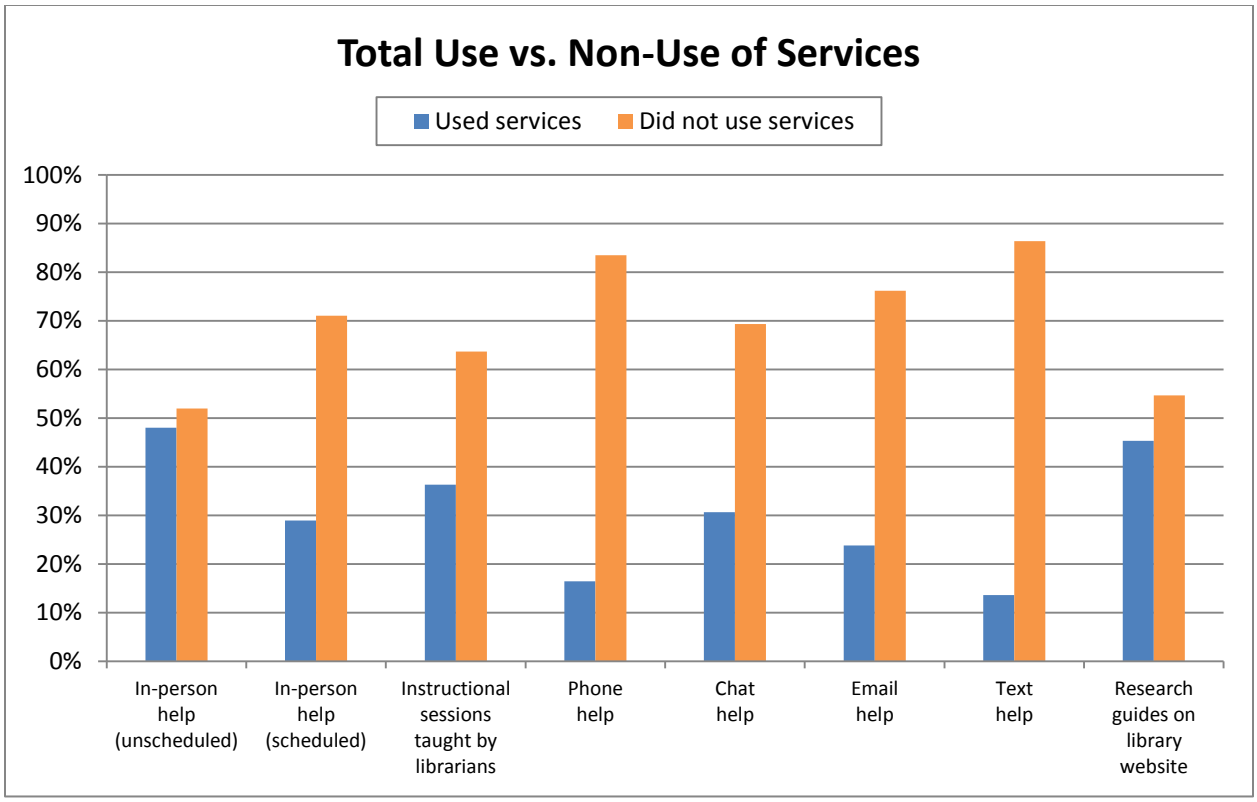

## Use of Services

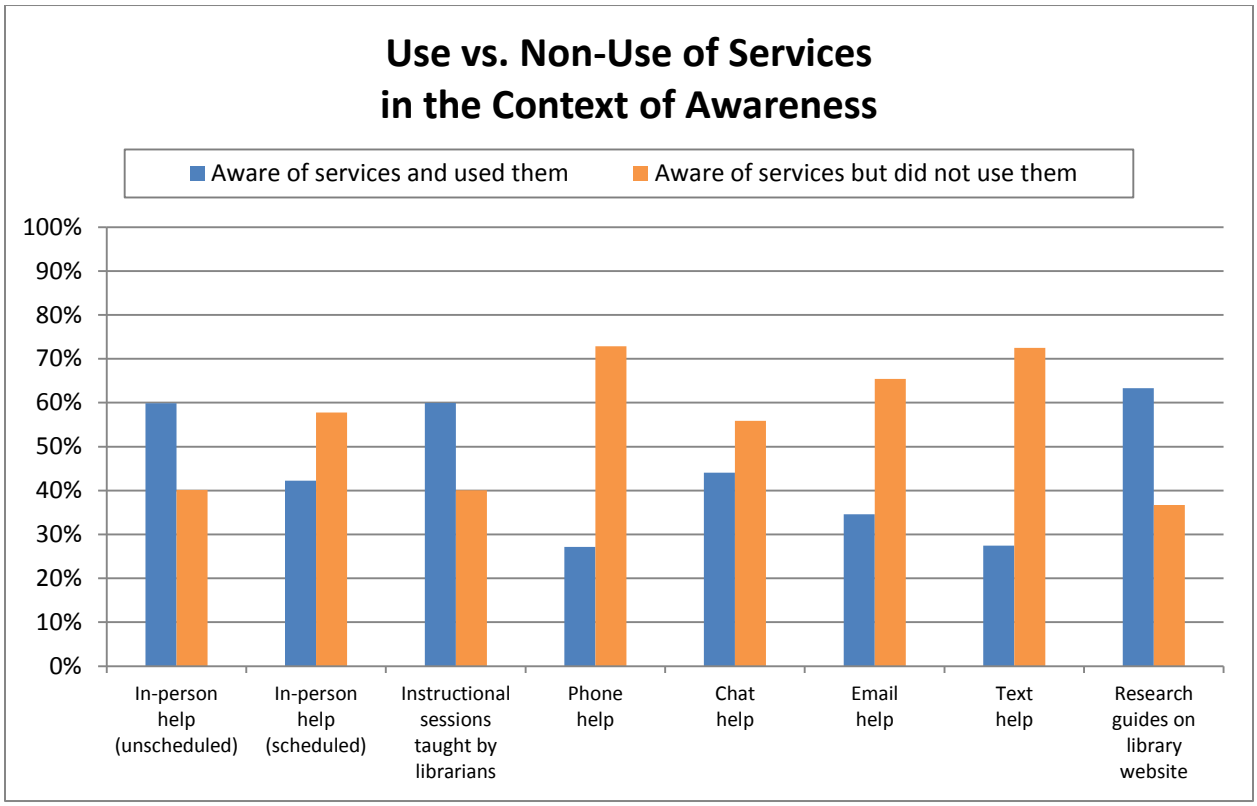
### *Context of Use*

- Fewer students reported visiting the library to use librarians' services (14%–18%) than to study (71%–86%), use the libraries' collections and resources (56%–60%), or use computers, printers, or scanners (22%–57%).
- Fewer students reported using the libraries' websites to get help from a librarian (17%–20%) than to find a book or article (73%–88%), submit an interlibrary loan request (38%), or renew a book (35%).
- More students sought individualized help through the libraries' website than did so in the library (234 vs. 185).

### *Degree of Use*

- 28% of students reported working with a librarian on a paper or course project.
- For all eight service categories, "Never used" – whether aware or unaware – received the majority of responses (52%–86%).
- In four of the eight service categories, the highest number of responses was "Never used (aware of service). The 4 services: in-person help, scheduled, phone help, Chat help, email help.
- For the eight service categories surveyed, 37%–73% of students who were aware of them did not use them.


Total Use vs. Non-Use of Services
Used services
Did not use services
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
In-person help (unscheduled)
In-person help (scheduled)
Instructional sessions taught by librarians
Phone help
Chat help
Email help
Text help
Research guides on library website

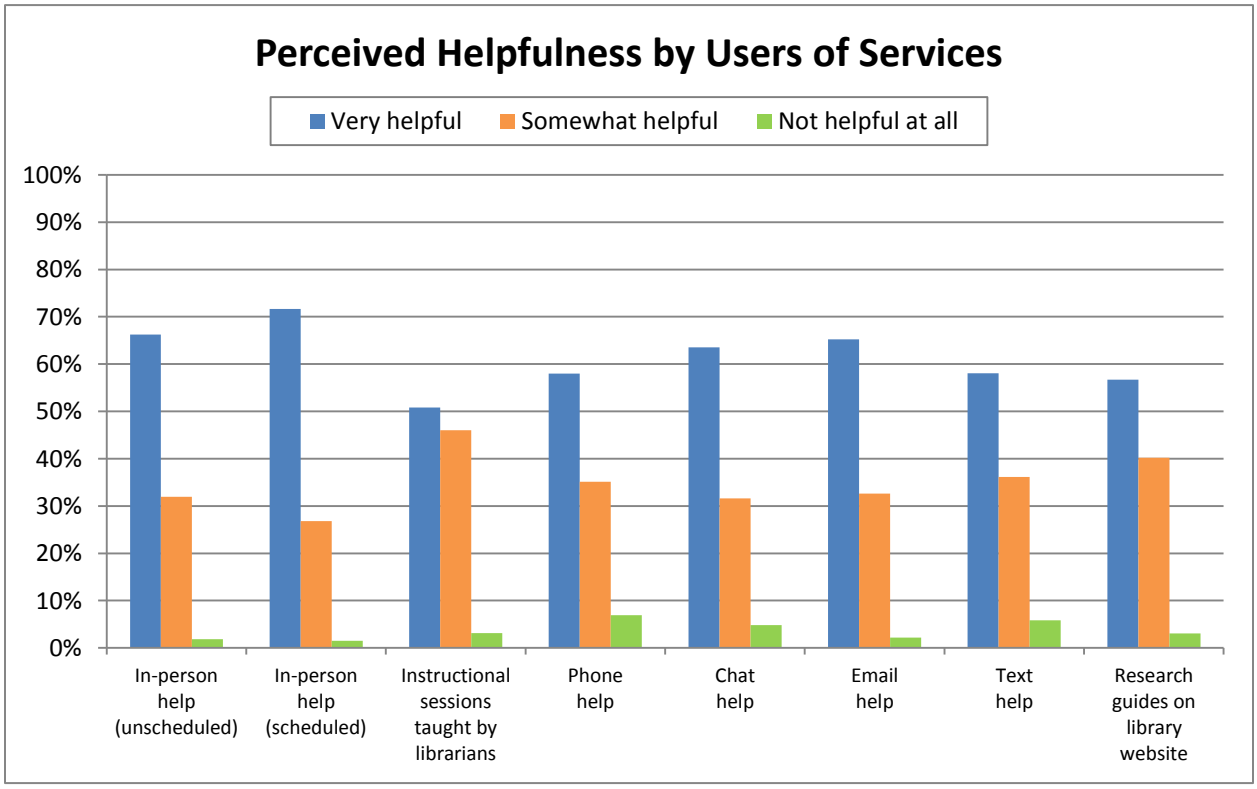

Use vs. Non-Use of Services in the Context of Awareness
Aware of services and used them
Aware of services but did not use them
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
In-person help (unscheduled)
In-person help (scheduled)
Instructional sessions taught by librarians
Phone help
Chat help
Email help
Text help
Research guides on library website

### *Reasons for Use*

- 53% of students said an instructor suggested they meet with a librarian.
- 28% of students reported having worked with a librarian on a paper or course project. Of those who recorded their motivation(s) to consult a librarian, 64% did so because of a referral from an instructor, 36% made the decision on their own, 12% clicked on the "Ask a Librarian" button on the website, 8% had a recommendation from another student, and 6% received a referral from someone at a library help desk. (Multiple selections were allowed.)
- Of students who received a referral by an instructor, 45% consulted a librarian at some point. Of students who were not referred by an instructor, only 9% ever consulted a librarian. Students who received a referral from an instructor were five times more likely to consult a librarian.

## Perceived Helpfulness of Services

- Of the 28% of respondents who said they worked with a librarian on a paper or course project, 91% believed that working with a librarian improved the quality of the paper or project.
- Of the 14%–48% of students who used the various subject librarian services, 93%–98% found them either somewhat helpful or very helpful.



## Findings: Focus Groups

The thirty-six focus group participants were asked about their familiarity with, experience with, and perceived usefulness of a variety of subject librarian services including individual help, group/class meetings, and research guides. They were also asked what motivated them to contact a subject librarian (which also revealed some reasons they do *not* contact subject librarians) as well as how the libraries can best communicate their services. A final open-ended question asked if they had any other advice for the libraries. See Appendix C for focus group questions asked.

Fourteen out of thirty-six participants (39%) reported a general positive experience (no context or specifics given) with subject librarian services.

### Individual help

When asked about individual help (including unscheduled in-person help, scheduled in-person help, phone, chat using "Ask a Librarian" button, email, or text), twelve participants reported having a positive experience (*"I was in a history course and everyone in Special Collections was very helpful. It was drop-in help and they were very accommodating")*, while twelve others reported simply having some awareness or experience with no valuation given. Seven participants reported positive experience with chat service in particular. "*I was impressed. It was almost instantaneous."* Four additional students indicated awareness of chat service or having some experience with it with no valuation given. Several students seemed unsure of the available hours for chat (*"[It would be helpful to know] what the hours for the library chat are so I could plan ahead when I'm going to ask someone a question; I'd mostly need after normal hours, whether in or outside the library")*, and one suggested using Facebook Chat in addition to or instead of what we currently use "*because I like the interface better and would not have to go to the library website."*

### Group or class meetings

Sixteen participants reported having some experience with group or class meetings with a subject librarian, and twelve of those indicated having a specifically positive experience. None indicated having a specifically negative experience.

- *"I think I use something I learned from him nearly every day in my research."*
- *"It made perfect sense to have [her] come in. [She] had a PowerPoint handout that I still have and use."*
- *"It provided the skills we needed…I thought it was appropriate."*

Several students expressed the desire for more targeted and specific class meetings with subject librarians, and several expressed they felt there was too much repetition of basic instruction sessions. *"I've done it* [basic class instruction by a librarian about databases and electronic resources] *three times so it's kind of repetitive."*

### Research guides

Eighteen participants (50%) indicated that they were not aware of the existence of research guides, while fourteen participants noted that they were aware of research guides but did not indicate if they used them or not. Eight students reported a positive experience with research guides.

- *"[Research guides] are very helpful, particularly for the annotations that tell you what sources are good at and what they aren't."*
- *"I use [a research guide] every time I start a paper or I'm doing other research and getting stuck. I use them at least once a month and probably more."*

Six students said they had not used or would not use research guides for a variety of reasons. *"I wouldn't use this. If I wanted information I would go to textbooks, Google, and PubMed."*

Eight participants reported negative or frustrating experiences with using research guides or difficulty in finding them on the website. *"I stumbled onto one of the research guides. I was really impressed, but I didn't know how to use it. It's a little bit confusing."*

### Motivation to contact a subject librarian

When asked what did or would motivate them to contact a subject librarian, the most common answers included needing to find sources, especially when having trouble finding them on their own in the early stages of research, or when researching an unfamiliar subject. *"I would contact a subject librarian if I was not familiar with a new subject I was researching or with a particular source I needed but couldn't find."*

Several students also mentioned they were likely to contact a subject librarian when experiencing general frustration with their own efforts and all other avenues have been tried, to the point of *"utter despair and not finding anything."*

Others indicated they were likely to contact a subject librarian when they have trouble accessing databases, especially from off-campus.

### Reasons a subject librarian *not* contacted

Something unexpected that grew out of follow-ups to the previous question was a discussion of some of the reasons students *do not* contact a subject librarian.

The primary reason seemed to be a strong desire to find information on their own.

- *"I feel like I need to 'fight through' issues like this myself. I was only required once by a class to enlist help from a librarian and it felt like cheating, like I was cheating myself somehow."*
- *"[It's] more like a pride thing; I just try to push through."*
- *"I'm a Ph.D student. It's my problem if I can't find something."*

Some students seem to simply be satisfied with what they are able to find on Google/Google Scholar, and others perceive it to be a hassle to contact a subject librarian.

There also seems to be a perceived non-availability of subject librarians, especially outside of regular business hours.

- *"The time when I would most need to see a librarian is at 4 am the day before the paper is due, when I'd realize I was in trouble and would most need help finding a source."*
- *"I'd mostly need them after normal hours, whether in or outside the library."*

Some will ask for help only if help is needed in a subject outside of their main area of study. They tend to stay within their department (instructors, fellow students) for subject expertise in their main area of study.

Other reasons mentioned include a perceived lack of time (i.e., the student is working on a paper at the last minute), general confusion about subject librarian services, and reluctance due to fear of not having a formal enough question or that the question is not important enough to bother a subject librarian. *"I do as much as I can on my own so that I don't bother the librarian. I would be more comfortable asking a friend for help because it's less formal."*

Several students indicated, in a variety of ways, that if subject librarians were more visible and recognizable, they would be more likely to ask them for help. Some relevant comments included: "librarians are scattered all over the building," "[it's a] hassle to contact [subject librarians]," and "subject librarians need to be more visible." Several of the marketing suggestions students provided related to this as well, including: a readily available pictorial directory of subject librarians with office locations and contact information; subject librarians featured on signage, in display cases, on the website, on the iCommons computer screens, on display screens within the library and elsewhere on campus, and on social media.

# Implications

Significant trends, patterns, and practical implications emerged from survey data and focus group contributions about the subject librarian services offered, their quality and impact, and the respondents' levels of awareness and use of them.

## Quality and Impact of Services

**Subject librarians are delivering effective services to students on all fronts.** All eight of the service categories surveyed were rated as helpful by 93%–98% of those who used them.

**Students who consult librarians report better academic outcomes.** Of those who said they worked with a librarian on a paper or course project, 91% believed that working with a librarian improved the quality of the paper or project.

**By helping students achieve better academic outcomes, librarians contribute to higher student satisfaction and retention.** Results of a University-wide study on undergraduate student satisfaction and retention indicate that both faculty support and student learning (including intellectual growth and

improving academic skills) are two of the most important predictors of student satisfaction. Furthermore, of all the factors affecting student retention, academic performance is shown to have the biggest impact. [SLU Retention Analysis, 11/18/11 and Undergraduate Student Satisfaction at SLU, August 2014 [Draft], published by the SLU Office of Institutional Research]

### Awareness and Use of Services

**Overall non-use of services is very high.** The rates of non-use of the eight service categories surveyed range from 52%–86%, with a mean of 70%. A sizeable majority of students do not use subject librarians' services.

**Some students do not use services because they are unaware of them.** While a majority of respondents indicated awareness of the eight service categories surveyed, 20%–50% did not. Those students should be the focus of outreach efforts.

**Some students do not use services despite being aware of them.** 37%–73% of respondents were aware of the eight service categories surveyed but did not use them, indicating that there may be preconceptions or prejudices that need to be overcome through special efforts in marketing and promotion.

**By far, the most effective "driver of business" for consultations is the instructor referral.** Students whose instructor suggested they meet with a librarian were five times more likely to do so than students who did not receive such a suggestion. Survey comments indicate that a meeting was sometimes required by the instructor, and other times recommended. Encouraging such referrals by instructors could be a crucial step toward increasing student use of subject librarian services.

## Future Actions

With respondents expressing strong approval of the quality and impact of subject librarians' services, the clear target of future action to emerge from the survey and focus group results is the high proportion of students unaware of or simply not making use of those services. The Assessment Committee recommends that subject librarians in the Medical Center Library, Special Collections, Archives and Record Management, and Research and Instruction Services Departments continue to work together to form a comprehensive strategy for promotion of their services. Following are proposed goals and methods of implementation for continuing to develop such a strategy.

### Goals

- Intensify the promotion of the full range of subject librarians' services to students.
- Further cultivate relationships with instructors and make them aware that they are *the most important factor* in getting students to visit a subject librarian.
- Emphasize the apparent link between use of subject librarians' services and improved academic outcomes.

## Implementation

- Formulate a marketing campaign with slogans emphasizing the improved academic outcomes of students who use subject librarians' services.
- Intensify the marketing of services in the following ways:*
    - Virtual: email; expanded social media presence and involvement
    - Print: flyers, mailings, printed directories of subject librarians
    - In person: instructional sessions; resource fairs; freshman orientation
    - Website: redesigned to emphasize and clarify services; improve findability of research guides; improve access to subject librarian directory
    - Library signage
- Increase visibility of subject librarians in the libraries.
- Encourage library staff and student workers at library service points to promote subject librarians' services.
- Work with faculty to increase integration of librarian contact information into course materials.
- Encourage faculty to recommend student consultations with subject librarians as part of the research process for their students.
- Strengthen efforts to work with faculty to integrate library instruction into the curriculum more systematically.
- Consider adopting the following "student-friendly" library policies:
    - Expand and clarify chat hours
    - Expand library's open hours on weekends
    - Create more group study areas
    - Offer social events for students or targeted workshops and training on specific library topics

* Steps taken to date include adding and updating subject librarians' profiles for the website, creating photo directories of librarians for service desks, sending informational postcards to faculty, and making subject librarians' business cards available in academic departments.

# Appendix A

## Pius XII Memorial Library and Medical Center Library Subject Librarians

### Pius XII Memorial Library

| | |
|---|---|
| Timothy P. Achee, M.A., M.L.I.S., C.A. | Archives and Manuscripts |
| Martha Allen, M.L.I.S. | African American Studies |
| Georgia Baugh, M.A.L.I.S., M.A. | Chemistry; Educational Leadership and Higher Education; Educational Studies; Mathematics and Computer Science |
| Debra Cashion, Ph.D., M.L.I.S. | Medieval and Renaissance Manuscripts |
| Ronald W. Crown, D. Phil., M.S.L.S., M.A.R. | Classical Languages; Philosophy; Theological Studies |
| Jamie Emery, M.S. | English; Film Studies, History; Honors; Russian and East European Studies |
| Susan L'Engle, Ph.D., M.A. | Medieval and Renaissance Manuscripts |
| Sarah E. Fancher, M.S. | Cook School of Business |
| Jane Gillespie, M.S.L.I.S. | Biology; Earth and Atmospheric Sciences; Medical Family Therapy; Social Work (except Criminology…) |
| Patricia Gregory, Ph.D., M.L.S., M.A. | American Studies; Modern Languages |
| Rebecca C. Hyde, M.L.I.S. | Political Science; Public Policy Studies; School for Professional Studies; Government Information |
| Shuqin Jiao, M.C.Ed., M.S.L.I.S. | Chinese, English for Academic Purposes (EAP); International Studies |
| Miriam E. Joseph, Ph.D., M.L.S. | Communication Sciences and Disorders; Criminology and Criminal Justice; Psychology; Sociology and Anthropology; Women's and Gender Studies |
| Mikael Kriz, M.S., M.A. | Art History; Communication; Music; Studio Art; Theatre Arts |
| Jennifer Lowe, M.A., M.S. | Rare Books |
| John Montre, M.L.S., M.A. | Parks College of Engineering, Aviation, and Technology; Physics |
| Gregory A. Pass, Ph.D., M.A.LS. | Medieval and Renaissance Manuscripts |
| John Waide, M.A., C.A. | Archives and Manuscripts |

## Medical Center Library

| | |
|---|---|
| W. Gregg Clark, Ph.D., M.S. | School of Medicine |
| Assako Holyoke, M.D., Ph.D., M.S.L.I.S | School of Medicine |
| Mary Krieger, R.N., M.L.I.S | Doisy College of Health Sciences; School of Nursing |
| Donghua Tao, Ph.D., M.A.L.I.S., M.S | College for Public Health and Social Justice (except School of Social Work) |

# Appendix B

## Survey and Results:
## Subject Librarian Contributions to Student Learning and Success

This survey will take approximately 5 minutes to complete. All responses are anonymous. The purpose of this survey is to get SLU students' input on services offered by subject librarians at Pius Library and the Medical Center Library. Survey results will be used to improve the quality of library services. If you wish, at the end of the survey you may register for a chance to win one of three $10 gift certificates to Humphrey's Restaurant & Tavern.
NOTE: Please use the survey's Next and Back buttons instead of your browser buttons.

**1. Which library building do you visit most often?**

- ❍ Pius XII Memorial Library
- ❍ Medical Center Library
- ❍ Not applicable

**2. Which library website do you use most often?**

- ❍ Pius XII Memorial Library
- ❍ Medical Center Library
- ❍ Not applicable

**3. How have you used the library facilities? (Check all that apply.)**

- ❑ To study alone
- ❑ To study with friends
- ❑ To use a study room
- ❑ To look for and/or check out a book or other item
- ❑ To use a database or other electronic resource
- ❑ To use a library computer
- ❑ To use a library printer
- ❑ To use a library scanner
- ❑ To get help with a paper, assignment or course project
- ❑ To consult a subject librarian
- ❑ To attend an instructional session taught by a subject librarian
- ❑ To participate in an orientation or tour
- ❑ To see an exhibit
- ❑ To attend a regular class that meets at the library
- ❑ To buy something at Argo Tea
- ❑ As a student worker employed by the library
- ❑ Other (please specify) _____

**4. How have you used the libraries' website? (Check all that apply.)**

- ❑ To find a book
- ❑ To find an article
- ❑ To renew a book
- ❑ To submit an interlibrary loan request
- ❑ To get help from a librarian
- ❑ To get contact information for a librarian
- ❑ To have an online chat with a librarian
- ❑ To get an online orientation
- ❑ To consult a research guide
- ❑ To check library hours
- ❑ To read about a library event
- ❑ To read a library newsletter or blog
- ❑ To view a library tutorial
- ❑ Other (please specify) _____

**5. Did you know that each academic department at SLU has a designated subject librarian?**

- ❍ Yes
- ❍ No

**6. Has an instructor ever suggested you meet with a librarian?**

- ❍ Yes
- ❍ No

(continued on next page)

**7. Have you ever worked with a librarian on a paper or course project?**

- ❍ Yes
- ❍ No

*[If Yes was selected, the following two questions appeared as follow-ups.*
*If No was selected, neither follow-up question appeared.]*

***7a. If yes, do you think that working with a librarian improved the quality of your paper or project?***

- ❍ *Yes*
- ❍ *No*

***7b. What prompted you to consult the librarian?***

- ❑ *I just decided on my own*
- ❑ *A recommendation from another student*
- ❑ *A referral by someone at a library help desk*
- ❑ *A referral from an Instructor*
- ❑ *I clicked "Ask a Librarian" on the library website*
- ❑ *A pull-off tab on a flyer in the library*
- ❑ *Other (please specify)* _____

**8. Please rate the overall helpfulness of the following services offered by SLU librarians:**

| | Very helpful (5) | Somewhat helpful (4) | Not helpful at all (3) | Never Used (Aware of service) (2) | Never Used (Unaware of service) (1) |
|---|---|---|---|---|---|
| In-person help, unscheduled | ❍ | ❍ | ❍ | ❍ | ❍ |
| In-person help, scheduled in advance | ❍ | ❍ | ❍ | ❍ | ❍ |
| Instructional sessions taught by librarians | ❍ | ❍ | ❍ | ❍ | ❍ |
| Phone help | ❍ | ❍ | ❍ | ❍ | ❍ |
| Chat help using the “Ask a Librarian” button | ❍ | ❍ | ❍ | ❍ | ❍ |
| Email help | ❍ | ❍ | ❍ | ❍ | ❍ |
| Text help | ❍ | ❍ | ❍ | ❍ | ❍ |
| Research guides on the library website | ❍ | ❍ | ❍ | ❍ | ❍ |

**9. Please give us your positive or negative feedback on any of the above services.**

**10. What are the most effective ways librarians can market their services to students? (You may select up to five choices.)**

- ❑ Newslink
- ❑ U News
- ❑ SLU Connection
- ❑ SGA Mailer
- ❑ Email
- ❑ Facebook
- ❑ Twitter
- ❑ Other Social Media (please specify) _____
- ❑ Information on the library's website
- ❑ Signs in the library
- ❑ Signs elsewhere on campus
- ❑ Video screens in the library
- ❑ Video screens elsewhere on campus
- ❑ Through instructors
- ❑ Blackboard Learn
- ❑ Other (please specify) _____

**11. What is the college/school/center of your primary major? (Choose one)**

- ❍ College of Arts and Sciences
- ❍ John Cook School of Business
- ❍ College of Education and Public Service
- ❍ Parks College of Engineering, Aviation, and Technology
- ❍ Albert Gnaegi Center for Health Care Ethics
- ❍ Doisy College of Health Sciences
- ❍ School of Medicine
- ❍ School of Nursing
- ❍ Center for Outcomes Research (SLUCOR)
- ❍ School for Professional Studies
- ❍ College for Public Health & Social Justice
- ❍ Center for Sustainability
- ❍ Undecided

**12. You are:**

- ❍ An undergraduate student
- ❍ A graduate/professional student
- ❍ A non-degree student
- ❍ A student at another school
- ❍ Other (please specify) _____

# Student Survey Results

**April 23, 2014**

## 1. Which library building do you visit most often?

| Answer | Response | % |
|---|---|---|
| Pius XII Memorial Library | 947 | 78% |
| Medical Center Library | 216 | 18% |
| Not applicable | 45 | 4% |
| Total | 1,208 | 100% |

## 2. Which library website do you use most often?

| Answer | Response | % |
|---|---|---|
| Pius XII Memorial Library | 875 | 72% |
| Medical Center Library | 264 | 22% |
| Not applicable | 69 | 6% |
| Total | 1,208 | 100% |

## 3. How have you used the library facilities? (Check all that apply.)

| Answer | Response | % |
|---|---|---|
| To study alone | 1,010 | 86% |
| To study with friends | 838 | 71% |
| To look for and/or check out a book or other item | 706 | 60% |
| To use a database or other electronic resource | 657 | 56% |
| To use a library computer | 625 | 53% |
| To use a library printer | 670 | 57% |
| To use a library scanner | 263 | 22% |
| To consult a subject librarian | 185 | 16% |
| To attend an instructional session taught by a subject librarian | 162 | 14% |
| To participate in an orientation or tour | 168 | 14% |
| To see an exhibit | 147 | 12% |
| To attend a regular class that meets at the library | 127 | 11% |
| To buy something at Argo Tea | 588 | 50% |
| As a student worker employed by the library | 44 | 4% |
| Other (please specify) | 41 | 3% |
| To get help with a paper, assignment or course project | 212 | 18% |
| To use a study room | 670 | 57% |

| [How have you used the library facilities?] Other (please specify) |
| --- |
| Meet with a professor at Argo Tea |
| Supplemental instruction sessions |
| use microfilm and microfilm viewer |
| To attend an event held in the library (something with Interfaith Alliance, I believe) |
| CTTL |
| Class visit to the "Old Book" room |
| For a Meeting |
| I am a distance student. I do not visit the campus libraries. The online library is ok at best. I have used FAR better (more user friendly online library systems) University of Phoenix has a WONDERFUL online libary. UofPx library is user-friendly, records searches, and is easy to use. |
| Pick up an ILL request |
| As a student worker employed by a department other than the library |
| To see a presentation or library event |
| Meeting |
| to study in between classes. I hate the medical school library. It is a disgrace. |
| attend lecture |
| Organize a meeting |
| I haven't |
| To use Graduate Writing Center |
| To meet with a group for a project |
| Meeting Place |
| To use microfilm |
| Vatican Film Library |
| Club meeting |
| For a place with peace and quiet; a quiet escape from the business of life |
| I don't as a distance student |
| To observe behavior. I'm a behavior analyst and I'm studying people's use of the recycling bins here on campus. I've gathered data on the items found within the waste receptacles are Argo Tea on several occasions. |
| I've had some classes that have brought us there to teach us about research, also to use the writing center, puppies at pius |
| Have only used online library, I live out of town |
| To use the Special Collections |
| to pick up books |
| I am a distance student. I do not go to the library. |
| to set up a display for Women's History Month |
| write papers in study cubes on 4th floor |
| Nap |
| To attend chemistry office hours |
| To read for recreation and relax |
| interlibrary loans |
| Assistance from reference librarian with literature research for integrative reivew |
| Eat lunch at Argo tea area |
| To use microfilm; to attend a lecture |
| I am an online student and only use the websites. |

## 4. How have you used the libraries' website? (Check all that apply.)

| Answer | | Response | % |
|---|---|---|---|
| To find a book | | 854 | 73% |
| To find an article | | 1,029 | 88% |
| To get help from a librarian | | 234 | 20% |
| To renew a book | | 413 | 35% |
| To get contact information for a librarian | | 110 | 9% |
| To get an online orientation | | 38 | 3% |
| To consult a research guide | | 178 | 15% |
| To check library hours | | 689 | 59% |
| To read about a library event | | 143 | 12% |
| To read a library newsletter or blog | | 53 | 5% |
| To view a library tutorial | | 83 | 7% |
| To submit an interlibrary loan request | | 445 | 38% |
| Other (please specify) | | 17 | 1% |
| To have an online chat with a librarian | | 195 | 17% |

| Other (please specify) |
|---|
| access database |
| ereserves for class |
| never have |
| have not |
| I've never used the website |
| to connect to online databases |
| Only for a first year class |
| To get the library phone number |
| online course reserve material |
| I have never used the library website |
| Links to Clinical Key and other relevant medical school websites |
| Lib Guides |
| i dont |
| course reserves |
| none |
| required class assignments |

## 5. Did you know that each academic department at SLU has a designated subject librarian?

| Answer | | Response | % |
|---|---|---|---|
| Yes | | 545 | 46% |
| No | | 637 | 54% |
| Total | | 1,182 | 100% |

## 6. Has an instructor ever suggested you meet with a librarian?

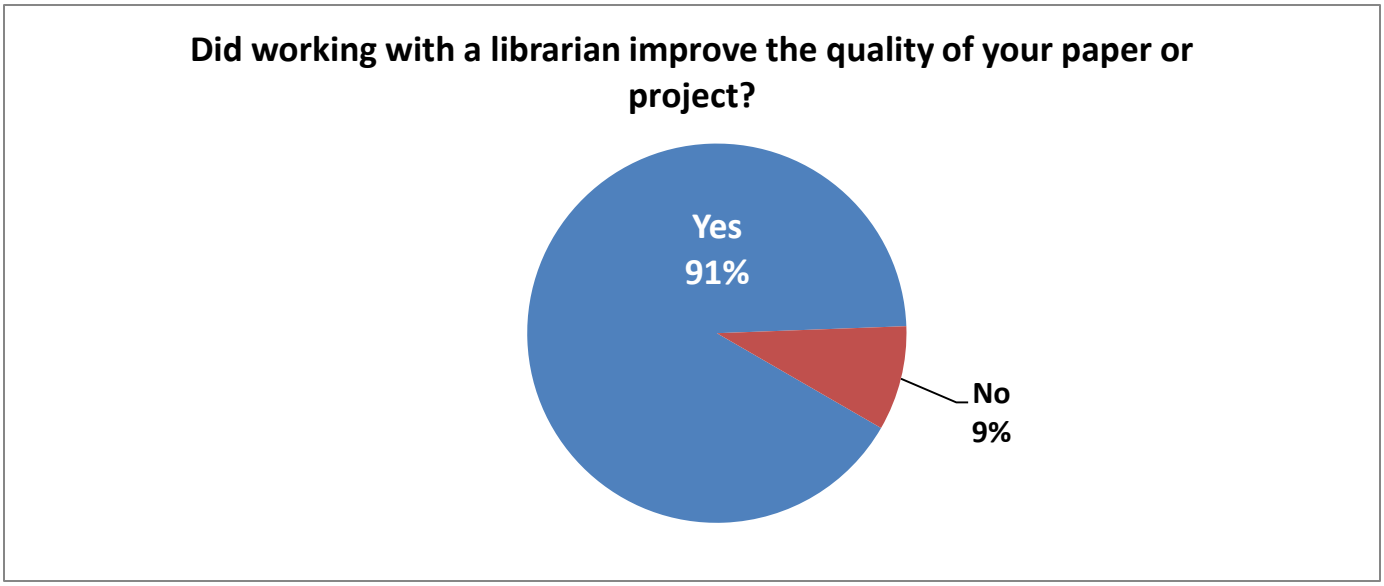
| Answer | | Response | % |
|---|---|---|---|
| Yes | | 627 | 53% |
| No | | 554 | 47% |
| Total | | 1,181 | 100% |

## 7. Have you ever worked with a librarian on a paper or course project?

| Answer | | Response | % |
|---|---|---|---|
| Yes | | 331 | 28% |
| No | | 851 | 72% |
| Total | | 1,182 | 100% |

## 8. If yes, do you think that working with a librarian improved the quality of your paper or project?

| Answer | | Response | % |
|---|---|---|---|
| Yes | | 296 | 91% |
| No | | 29 | 9% |
| Total | | 325 | 100% |

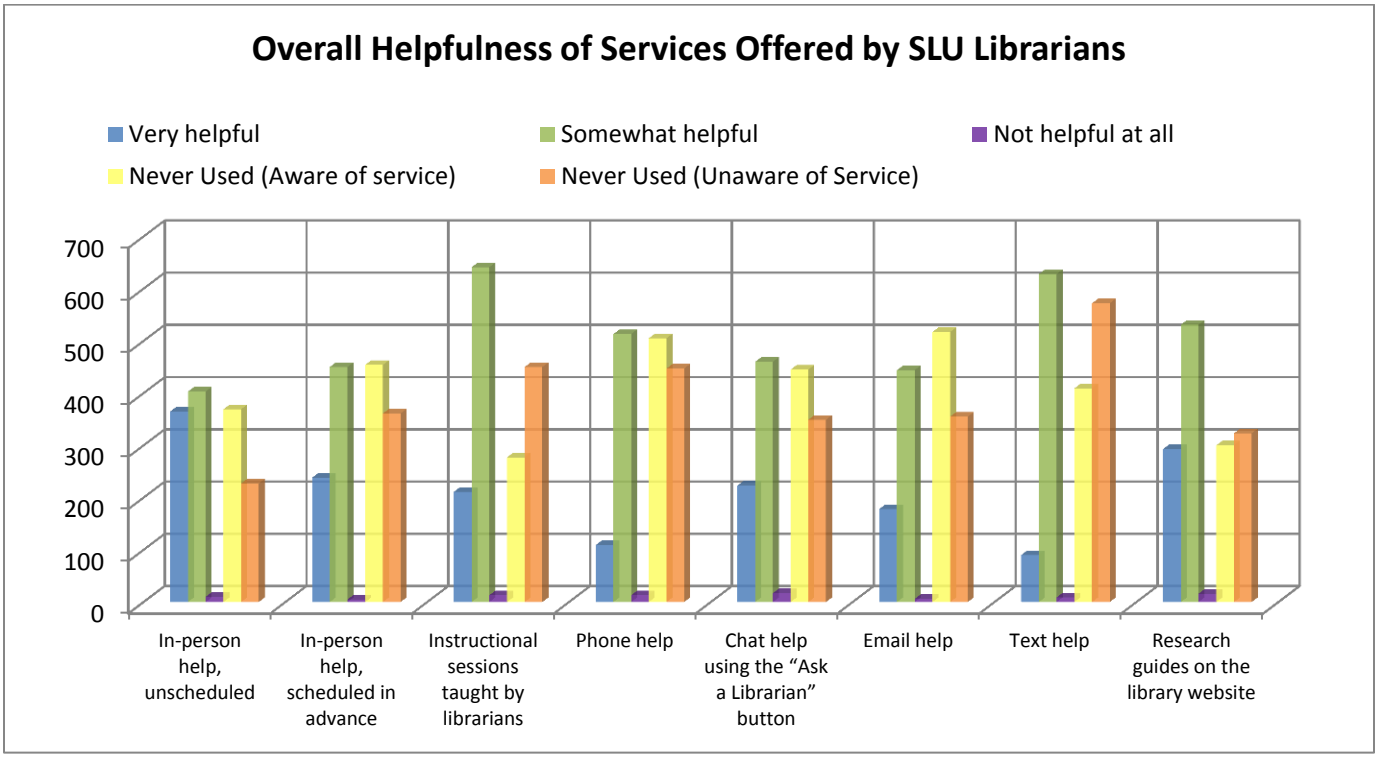


## 9. What prompted you to consult the librarian?

| Answer | | Response | % |
|---|---|---|---|
| A recommendation from another student | | 27 | 8% |
| A referral by someone at a library help desk | | 20 | 6% |
| I clicked "Ask a Librarian" on the library website | | 38 | 12% |
| A referral from an Instructor | | 210 | 64% |
| A pull-off tab on a flyer in the library | | 2 | 1% |
| Other (please specify) | | 25 | 8% |
| I just decided on my own | | 117 | 36% |

| Other (please specify) |
|---|
| Teacher scheduled a class to meet with the librarian. |
| I am a student worker. I was struggling with a paper and knew one of the subject librarians could help. They were awesome. |
| Extra credit |
| consult about how to do advance search |
| From a professor |
| only through email communication |
| required by professor |
| the libarian was a guess speaker for our class and later I reached out to her on my own |
| It was required by the class |
| I needed help finding sources |
| my project was used for class demonstration, whereby our librarian demonstrated the search strategy |
| We had to for class |
| Required by course |
| requirement from an instructor |
| library tour and instruction for an english class |
| Teacher referred |
| Mandatory for a class |
| The mandatory orientation I had with my subject librarian also set the occasion for me to meet with her specifically to try to complete a literature review using an online database. |
| Jane Gillespie reached out to my cohort in the PhD program about meeting. I also made a separate meeting with her later on for a class project. |
| required |
| New student orientation, the subject librarian introduced herself |
| taught segment of our class |
| It was strongly advised that students work with a reference librarian to do a comprehensive literature search for an integrative review assignment |
| Professor recommend |
| It was needed for a class |

## 10. Please rate the overall helpfulness of the following services offered by SLU librarians:




| Question | Very helpful | Somewhat helpful | Not helpful at all | Never Used (Aware of service) | Never Used (Unaware of service) | Total Responses | Mean |
|---|---|---|---|---|---|---|---|
| In-person help, unscheduled | 365 | 403 | 10 | 369 | 227 | 1,147 | 2.67 |
| In-person help, scheduled in advance | 238 | 450 | 5 | 454 | 361 | 1,147 | 2.41 |
| Instructional sessions taught by librarians | 211 | 641 | 13 | 277 | 450 | 1,142 | 2.69 |
| Phone help | 109 | 513 | 13 | 505 | 447 | 1,140 | 2.20 |
| Chat help using the "Ask a Librarian" button | 223 | 460 | 17 | 445 | 349 | 1,145 | 2.40 |
| Email help | 178 | 444 | 6 | 517 | 355 | 1,145 | 2.25 |
| Text help | 90 | 628 | 9 | 409 | 572 | 1,136 | 2.35 |
| Research guides on the library website | 293 | 531 | 16 | 300 | 323 | 1,140 | 2.72 |

## 11. Please give us your positive or negative feedback on any of the above services.

| Comment # | Comment (verbatim) |
|---|---|
| 1 | The subject librarian taught me how to successfully use search engines online to find research articles. |
| 2 | The librarians have done a good job of showing me which research guides to use for certain subjects and how to search efficiently in each guide. |
| 3 | The 'ask a librarian' button really has helped me! |
| 4 | the chat option is extremely useful and convenient. |
| 5 | The online chat help is such a great tool. It's online and almost always available. It's great! I do wish I knew more about how to meet with/utilize specific department librarians. |
| 6 | I love the English department's guides, they have really helped me find articles for research papers! |
| 7 | It provides a nice atmosphere for focus |
| 8 | Great job on what you do! |
| 9 | when I have used the services, they have been very helpful with papers. I also enjoy the changing exhibits for a quick study break. |
| 10 | I wish I knew more about the services offered by librarians. I had never heard of many of the services available. |
| 11 | As an Aquinas Student, the PIUS Library team is invaluable to me. Of particular mention, Tony, Martha, Denaye, Georgia and student workers Molly and Sharaia. I would not be as successful in my academic studies were it not for the Pius Library Team. Thanks to them for the expedicency, compassion, and scholarly presence in the true spirit of the Jesuit Mission. / Donna M. Branca, MSW, ACSW, BCD, LCSW |
| 12 | My professor told me something quick about this last week, but prior to his comment I didn't even know that librarians were here to help us in these ways. |
| 13 | The library guides for theology are very helpful. I wish they would be expanded even further. |
| 14 | None |
| 15 | I have always found SLU librarians to be very helpful! Most of my experience is at the Medical Center Library, and there every librarian is always willing to help you or answer your questions. I've asked librarians at the Medical Center Library to help me find textbook and materials we are using in classes, and each librarian has always been helpful and kind! |
| 16 | The chat help would be a very convenient tool for students to use but I don't think students are aware of it so that needs to be conveyed more. |
| 17 | the chat button is really cool. I haven't tried the text option. I might try, but cell service is really spotty and it's hard to get texts/ |
| 18 | N/A |
| 19 | I *love* using the chat help. It is super-convenient. |
| 20 | Unbelievable services. |
| 21 | N/A |
| 22 | The Chat Help option via "Ask the Librarian" was very efficient and helpful, but I would prefer meeting with someone in person at the library for help. |
| 23 | It was great in person. |

| | |
|---|---|
| 24 | This is coming from not only me, but many others whom I have spoken with. We feel that it would be very helpful if the library were open 24 hours all week, or at least open longer on Fridays and Saturdays. It seems silly to shut down the library so early on these weekend days, when the campus is more rowdy. It would be nice to have a place to go study especially for students who live in residence halls such as Griesidieck that do not have study rooms or quiet places to study. I appreciate your consideration. |
| 25 | Sometimes the employees in the Library at the two front desks and by the printers on the first floor can seem a little distracted by the work/homework they are doing. |
| 26 | Sometimes its a little difficult to navigate but overall the resources are very helpful |
| 27 | I wish I had used some of these services. |
| 28 | I think it is very helpful to have librarians available for assistance. I personally have never had a need for the available services. |
| 29 | All encounters with librarians have been quite positive. Librarians have alwas seemed willing to help. |
| 30 | The instructional sessions were very useful and easy to follow/understand. I also use the research guides on the library website a lot since I have had to write many research papers over the past 3 years and these make it very easy to find what I am looking for. |
| 31 | N/A |
| 32 | Most of the librarians are very friendly and will go to lengths to help you with whatever you need. |
| 33 | Love the Research Guide! It is a bookmark on my computer that I use often. |
| 34 | They were very helpful and considerate. |
| 35 | I walked in to ask where to find dated periodicals and I was surprised to see someone invite me back behind their desk and offer me assistance on where to locate the microfilms and provide directions on finding the lab that allows me to use them. |
| 36 | Student workers get irritated when you ask for help. |
| 37 | I experience nice and fast service from library loan system and went I request for some article. Clearly describe and help me get whatever I need. |
| 38 | I didn't know about a lot of the services, but I think that they are all great. I have never really thought to ask for help from a librarian, but I would think it would be very helpful. I guess right now I don't have many papers/projects to work on. |
| 39 | It was very helpful to understand how to conduct research using the library website. |
| 40 | I was not aware of these services by librarians. I would like to know more about these resources. |
| 41 | I am a person that enjoys physically entering library and getting tutorials and hands on assistance |
| 42 | In-person interactions were friendly and pointed me in the right direction, research-wise. |
| 43 | I love the ability to chat online with a research librarian. So helpful! |
| 44 | Please better advertise the services. I would use them if I knew more about them! Maybe set up an area by an enterance with a board to showcase all of the library services. |
| 45 | All of my interactions with SLU librarians and library services have been quality. |
| 46 | It would be awesome to have descriptions of the various online databases that SLU has access to, rather than just links to them. I've sort of gotten to know a few databases well over the last four years, and I stick pretty closely to those unless they can't meet my research needs. It would be helpful to know what sorts of articles the other databases offer, what their concentration/specialty is, etc., without having to wander around the site until I figure it out. Thanks! |
| 47 | I Really appreciate ILLIAD service. They work very effective and fast. All stuff is kindness. / I also appreciate Ms. Mary Krieger help. She is very kindness and prompt to help me every times. Since I am a research assistant, I need to meet with her for consulting about how to search article in a |

| | |
|---|---|
| | paucity area for my professors who I work with. |
| 48 | The library website is really easy to navigate and has helped me out multiple times. |
| 49 | librarians are very helpful |
| 50 | doin good |
| 51 | The librarian was very helpful in explaining where to find information in the library and how to access articles that were not at SLU. |
| 52 | Ask a Librarian was a quick and easy way to get help researching for a project! |
| 53 | Ron Crown has taught sessions for three different classes I have attended, and I use something I learned from him every day in my research. |
| 54 | I am liking that you now have clinical key in addition to accessmedicine. |
| 55 | Everyone is great. EXCEPT, there is this caucasian guy in his 40s who works at the checkout desk, and he's a bit unhelpful Once for example, you had a huge book baglog, and this book I wanted was missing from the shelves, and he didn't even offer to let me come look behind the desk at the backlog of books. He just said "well, come back next week when the staff is back and then I bet the book will no longer be missing." |
| 56 | I really like the writing services, my abilities in writing papers have improved significantly. |
| 57 | |
| 58 | we went to visit the library to explore our research options and the librarian' s knowledge was very helpful |
| 59 | N/A |
| 60 | Every time I've tried to look something up or find something it's always been super easy and helpful |
| 61 | I have reached out for librarian help for projects, papers, and other online class activities. I was treated rudely - as though I were wasting the librarian's time. Emails were condescending, at best. / It was worth it to enroll in a course at a different institution and use their library for any SLU related work. / I am disappointed with the support and treatment of online students by SLU faculty and staff. Online students get recruited but then are not supported and are treated like second-class scholars. The impression is, "Pay your bill and shut up." |
| 62 | I think they need to be more involved, I really don't know much about the library/librarians. |
| 63 | quick timely manner |
| 64 | In-person help has been hit-or-miss responses when I have tried. One librarian explained how to find online resources but did it so that I felt dumb asking a question. However, I have had great experiences with other librarians that went above and beyond to help me find books or answer my questions. |
| 65 | Workers were friendly |
| 66 | There needs to be more study rooms. They are always taken and it makes it difficult to study with other people when there is no where to meet. |
| 67 | I thought that they were very helpful in the context of finding reference books about a certain research topic/subject |
| 68 | I never received a response from the librarian when I sent an email. I waited a couple of days and decided the best course of action was to go to the library. I tried using the chat session and no one responded. |
| 69 | This information is not really advertised well, and I have never heard of most of these features. |
| 70 | n/a |
| 71 | I find the "Ask a Librarian" button to be a quick tool when I have a quick question about a research problem. |

| | |
|---|---|
| 72 | I find all my articles on the online library and it's very precise and helpful! |
| 73 | Never used |
| 74 | The services I received the librarians were very helpful and friendly. |
| 75 | I am always happy, especially with ILL help. |
| 76 | Since I wasn't aware of any of these services I suggest increase marketing to students to make them aware of these services |
| 77 | I enjoy the online services offered by the library. It helps me to save time by giving me the opportunity to search on line first. |
| 78 | I like the research guides on the website. They are useful and simple to use. |
| 79 | The research guides made by the historian librarian helped immensely in finding primary sources material for my paper. |
| 80 | met with a librarian to help me improve my research on databases. it was very helpful but felt like she was very strict about it and not a fun learning experience |
| 81 | No opinion. |
| 82 | All the librarians seem as if they are very open to help. However, I have not utilized them very much |
| 83 | The two main times I have reached out to librarians were / 1) I needed help finding rules for obscure citations - had to contact a few people to find the right person, but it was worth it to get the help I needed. / 2) I scheduled a meeting with my reference librarian for guidance with appropriate search terms to conduct a literature review. Very comforting to have this expertise help. |
| 84 | Everything works well for me. I am only taking one class, and also use the library regularly for personal use. |
| 85 | mostly good things |
| 86 | I was not even aware that most of these services were available! I will need to look into them more... |
| 87 | Chatting librarians is very helpful and convenient. |
| 88 | I requested help from a library employee when I was having difficulty finding articles for a project. Her name was Miriam Joseph and she was extremely helpful. I remembered her because I later found out that she happened to be my department consultant. She was friendly and very knowledgeable and help me learn more about the library's resources. I have also sought help from the help desk employees when having difficulty with the printer and scanner and they have always been very helpful and friendly. |
| 89 | The times I sought assistance I was pleased with the level of assistance I received. |
| 90 | Writing services in the library are very helpful. Also, I have had friends that say the librarians are very knowledgeable of the resources within the library. |
| 91 | I just had never thought to ask a librarian... Maybe it needs to be advertised more. |
| 92 | I am a staff member who is working toward a graduate degree, so I don't really need that much help from librarians, but when I do need a book for class or a project, they are always very helpful! I usually go in person before my 6pm class. |
| 93 | I did not know most of these were a thing. |
| 94 | n/a |
| 95 | The research guides are helpful, but would be more so if they gave more information on what to do besides the obvious first-attempt searches. |
| 96 | I always have a positive experience with the library. |
| 97 | I like the current structure of being able to access assistance when needed. |
| 98 | I have gone to Pius before just to ask for some help and the librarians were all very helpful. |

| | |
|---|---|
| 99 | Very useful resource that I use often |
| 100 | N/A |
| 101 | It was fine |
| 102 | The full services of competent librarians could be be better publicized |
| 103 | I'm interested about instructional sessions taught by librarians, but I don't know anything about them. |
| 104 | databases are great |
| 105 | The ask a librarian is a helpful tool. I just really haven't needed the services of a librarian |
| 106 | I never have used these services, but it's great that so many options are available! |
| 107 | I did not know that there were librarians to use to such an extent |
| 108 | The librarians are all very approachable and enjoyable to talk with, an awesome experience overall! |
| 109 | The librarian was able to tell me which databases to use to find an article on my topic. She didn't help me find specific articles but overall was very helpful. |
| 110 | I would like to have the chat function be available more often. |
| 111 | Love this library. It's great |
| 112 | It would be nice to have access to more scientific journals. The Interlibrary Loan works well, but it would just be nice to have access to more journals without necessarily having to use that almost every time. |
| 113 | I think the chat with a librarian feature is great, but I didn't know I could work with a subject librarian. Making this feature more apparent in chat would be nice! |
| 114 | I have had positive experiences with all the interactions I have had with the librarians at both the Pius and Med library. I think they do an excellent job of explaining how to find different resources, especially online in the computer-based world we live in. I hope they continue to support students like they have in the past. They are like secondary teachers, but easier to talk to at times. |
| 115 | n/a |
| 116 | I really like the "Ask a Librarian" button - it's been very helpful! |
| 117 | None |
| 118 | Library is very nice I like it. |
| 119 | i like being able to be texted the info for a book i need to check out. |
| 120 | The librarians seem very nice and helpful.  I found their instructions quite useful. |
| 121 | I have not used most of these resources and if I have it is because we were brought to them during class by a professor. |
| 122 | You guys should market the ability for librarians to help more! |
| 123 | The librarian was very helpful and went through what I needed step by step, and made sure I got all the information I needed from our session together. |
| 124 | . |
| 125 | I suggest offering library events in the evening.  I have missed great events because they were offered in the morning/afternoon while I was at work. |
| 126 | . |
| 127 | I am a junior and a disabled student, the librarian and the services help me understand my papers and my subjects in my classes. |
| 128 | na |
| 129 | I have only ever used a librarians help when required by a teacher for a paper or project. I don't know what instructional sessions are, but they sound kind of interesting. /  / I go to the library a lot |

| | |
|---|---|
| | and there seems like there is always a lot of help whether scheduled or not but I have never really had the need to use these resources. / / |
| 130 | I love how eager the librarians are to help me. I have used email, text, and ask a librarian help before and I will continue to do so! Librarians are one of the greatest intapped resources on campus. |
| 131 | The library is a fantastic resource for completing research, however, I have noticed on more than one occasion that books are missing as in not shelved correctly and/or showing as in the library but actually not present. I don't know if the books were smuggled out or what but I find it difficult to compete some research when I have to hunt down resources. The online reserve function is also a fantastic function, however, sometimes it takes way too long to get a book pulled. 3-5 days for it to be accessed is not helpful when, after waiting for a book to be returned to the library, to receive notice that it is finally there. |
| 132 | Our subject library is awesome (Dr. Joseph), but no one else has ever been helpful there. |
| 133 | Why is the second floor quiet study room always so cold? The second floor men's bathroom also has cockroaches at night. |
| 134 | never used |
| 135 | I love getting help from research librarians on long-term papers and projects, they are especially valuable when finding relevant resources. |
| 136 | The librarians are always courteous, eager to assist and truly invaluable in the wisdom and expertise they provide. |
| 137 | I am a graduate student. The instructional session I attended "taught" me how to use the library's databases. I have literally been doing that since I was in high school. It was easily the least constructive use of 1.5-2 hours during that entire semester of classes. This assistance might be useful for people who don't understand technology, but in my class, that was possibly 2 people of around 20. Is there some way to pre-assess knowledge or something to ensure that repetitive information is not given? I actually was interested to learn about the research guides on the library's website, though again, that was really should as simple as "here's a link" for most people in that class. |
| 138 | N/A |
| 139 | n/a |
| 140 | I had a librarian come in to one of my English classes to give us a tutorial about the functions of the online databases and the overall uses of the library and it was very helpful for me. This is how I found out about all the things that the library offers and where and how to seek my resources. |
| 141 | Of the services I have used, I am satisfied at the quality of service. / / Also, I realize this is not listed above, but I very much dislike Argo Tea. I've found that the workers are disorganized, slow, and the quality of the drinks is not very good. Many of my friends agree that a service more like The Bean or a Starbucks would be a better fit, as there is big opportunity for sales at the library that Argo Tea simply is not fulfilling. |
| 142 | There needs to be more effort to publicize the services offered by the library. I was unaware of most of the services. |
| 143 | I wish these services were simply more advertised. I wouldn't know where to begin if I needed help. |
| 144 | Students will come into the library looking for a book an instructor told them about but are unaware of either name, author, etc. The reference librarians are super helpful if I can't help the student find a book. They not only help to the student find the book but also relay helpful advice to me so I can find it the next time too. |
| 145 | I've had to ask the librarian about certain items I wasn't quite sure about since I'm a grad student... items that my students were trying to pull fast ones over on me like printing in the library, and they |

| | |
|---|---|
| | have been so helpful so I can go back to the students with the knowledge needed to help their academic career here at SLU. |
| 146 | I've never used any real help from the library, so I am not a good person to ask. |
| 147 | The chat help is great, but the orientations I've had at the library have not been that helpful! |
| 148 | I have not used the services |
| 149 | All people that work at the library and answer phones have been consistently helpful. I attended a research information session with a librarian as part of a research methods class, which informed me of several services I had access to. |
| 150 | Need more awareness of services. |
| 151 | Our English class went to an instructional session about researching; it might have been helpful for some, but I didn't find the session too helpful since we covered this many times in high school. |
| 152 | I only did a couple of the above options but they were very helpful. |
| 153 | I didn't know these were options offered. |
| 154 | They are very quick to reply to emails and they are always willing to help students. |
| 155 | I didn't even know these services existed!! |
| 156 | Love the online help functions! |
| 157 | The lib is awesome!!! |
| 158 | I like the services in the Pius library. Also at the beggining of my first semester I was recommneded to meet a librarian and know about the resources, that was very helpful to me. |
| 159 | Little pricey however I purchase my books online. |
| 160 | Pius Library is too small for the amount of traffic that it gets. |
| 161 | There are many papers that i am unable to access. I have no idea how to request that SLU library get the rights for this article. / I wish there was a "get it for me" service similar to the service available in other larger universities. |
| 162 | The research guides are amazing! I'm a senior and I didn't know they existed until this year. So so helpful and everyone needs to know they are available! |
| 163 | Great job with "Ask a Librarian". I was very impressed. |
| 164 | NA |
| 165 | The texting for where a book is located only works some of the time. |
| 166 | i like the feature where you can instant message the library to see what the hours are or whether or not its open |
| 167 | Very helpful and courteous. |
| 168 | Have not used any but have heard of most. |
| 169 | The guides could be more clearly organized and made easier to access. |
| 170 | The research tutorials online could be more user friendly. They look really intimidating. |
| 171 | Every time I have used online chat to speak with a librarian, I was pleasantly surprised with the quickness of their response as well as their friendliness and willingness to help me find what I need. There have been times when their suggestions have been more helpful than others, but they always seem willing to do their best. |
| 172 | I have only consulted with Vatican Film Library and Rare Book Room librarians: I have found them to be exceedingly helpful. |
| 173 | The SLU librarians have been extremely helpful throughout my four years at SLU. I have met with a department librarian to help me find good research articles for a research papaer, and that was extremely helpful. When I was abroad in Spain and trying to get an article (very close to my paper |

| | |
|---|---|
| | deadline) the librarians at SLU St. Louis were emailing me advice as to what I should do to get the articles in time. In this situation, the librarians were very conscious of the hours of operation of the SLU librarians who approve Illiad articles, especially considering the time change overseas. When I had other questions about Illiad, the SLU librarians have always given me their utmost attention to help me. I have really appreciated the SLU library services. |
| 174 | The librarian gave insightful info that I did not know the library offered |
| 175 | The librarian I saw was helpful, but she did not really understand my question, so it was hard to really get much out of it. |
| 176 | I think the research guides on the website are very helpful! |
| 177 | The librarians I have talked to are some of the most helpful individuals! They always point me in the right direction and have so much knowledge that I aspire to have. |
| 178 | Librarians are always willing to help find resources. |
| 179 | I don't really use the librarians unless I'm having difficulties finding a book. |
| 180 | I have only good experiences with library staff. |
| 181 | 0 |
| 182 | Really adamant about teaching us how to "do it ourselves". Hate this. You guys have a job for a reason. Sometimes I don't want to learn the library's unique system for a simple question. Just help me find the answer. |
| 183 | The librarian I worked with for a paper helped me find the exact topic of articles I was looking for. It saved me time and hassle for trying to look up articles randomly myself, where the librarian actually knew the database and knew the best way to get the info I needed. |
| 184 | Librarians that are readily available are very helpful for research and other projects. |
| 185 | LOVE YOUR TWITTER ACCOUNT. Consider writing buzzfeed articles. Can be instructional and informational, they're also more appealing to college students. |
| 186 | The staff of the library has been helpful when I needed it. I think they should promote the resources they have better though! |
| 187 | I do not know much about them and I work in a position in the Student Involvement Center where I probably should. So the SIC should either be notified of these programs or the library should advertise them more. |
| 188 | When I met with a librarian for a paper she did a wonderful job helping me. |
| 189 | just bringing more awareness about services the library offers would help. I only learned about services one time during my years at SLU, and that was in a freshman year english class. It seemed very helpful but was hard to carry over to my next classes. |
| 190 | Although I have never used in-person help, I have heard wonderful things about it! |
| 191 | I have done online instructional sessions for working with psychology databases that were extremely helpful. / I spend a lot of time studying in the library, but don't see librarians around often. I think students would reach out to librarians for more help if they saw them around more often. |
| 192 | N/A |
| 193 | Really great in person and text options. Though the library research guides on the web can be quite crazy. |
| 194 | When I visited with a librarian to help research material for a paper, it was a very good experience. She helped me gather a ton sources, in fact we got so much information I don't even remember using it all for the paper! I would totally meet with her again if I ever needed to. |
| 195 | I am pretty satisfied with my experience with the library. Thank you. |
| 196 | never used any of them |

| | |
|---|---|
| 197 | Most of the articles I need I have to order because they are not available |
| 198 | the librarians on the chat....they are always kind, professional, and honest |
| 199 | Whenever I've needed specific research help, the library and its staff have been there and have been very helpful and knowledgeable. |
| 200 | Never knew they existed. |
| 201 | I specifically met with the Engineering librarian and he was extremely helpful in familiarizing myself with the databases available. |
| 202 | The research guides are full of information although I don't know if there is much publicity directing people to this service. |
| 203 | N/A |
| 204 | I like the availability of having a librarian there to chat with me when I need help. |
| 205 | I have always had a good experience with the library staff and the facility. It's always clean and the librarians have been helpful and kind when I needed help because finding a book in the library is sometimes hard |
| 206 | Great when I need them! |
| 207 | I think that the library's website is very well organized. The workers and librarians have always been helpful to me with checking materials out. |
| 208 | The online chat with a librarian on the website is very beneficial. They helped me find books I couldn't locate on my own. Also, my English190 class went to an informational class taught by one of the librarians on how to use the library's database. This was very beneficial because of the number of times I've used databases since then. |
| 209 | I was very pleased to find that there was a new Ask a Librarian button; even more glad to find that it was very helpful for me to do so. |
| 210 | Librarians are super friendly. |
| 211 | The employees at the library seem to be very knowledgeable. |
| 212 | Any time I have needed help from librarians in person, they have been extremely helpful! |
| 213 | I've found the librarians very helpful both in instructional settings and in person. I didn't know about any of the other services. |
| 214 | The different methods of help available could maybe use more advertisement because there are a lot of great options. |
| 215 | NA |
| 216 | Finding books/articles for research was at first difficult for me, but after using it several times it has become much easier. The people that work at the desk are typically very knowledgeable, and if they're not they always know who to ask, which is awesome. |
| 217 | they were helpful for learning how to use pub med & ovid |
| 218 | They are busy and brief but helpful and efficient. |
| 219 | Finding articles with full text sucks cause after you narrow it down it still shows the articles you dont want to see in the databases. |
| 220 | N/A |
| 221 | I love the updates to Pius. / The websites could be a little easier to navigate. |
| 222 | Excellent services & staff! |
| 223 | Should advertise more... didn't even know most of them existed |
| 224 | Everything is awesome! |
| 225 | Meeting with "our" librarian is always very helpful! She if kind and so willing to answer my question even when I have asked them before. |

| | |
|---|---|
| 226 | wasn't aware of the "ask a librarian" button. that could be more advertised. |
| 227 | Please note that I define 'Text Help' as the option to send a call number to your phone via text after pulling it up on the library's catalog. If the questions refers to another service, then calculate my score as "never used/unaware". / / If I were not a graduate student who had attended a mandatory library orientation, I think I would have a hard time utilizing the librarian's services. They are often hidden away in screened offices and that reduces their visibility as a major component of the library experience. I understand that librarian assistance is much more visible when browsing the library websites, but you're only targeting those who use the web to find resources, which, granted, is most everyone. However, the librarian is removed from the physical space of the library at Pius and thus is removed from the student's studying experience. / / As for the visual exhibits, I appreciate them very much. When my brother was visiting, I made sure to bring him to the exhibit on Russian atheist propaganda, as that was my favorite. The exhibits are well constructed and executed. / / I also really appreciated the visit from the therapy dogs during finals last semester. It's a bit pandering to bring in 'therapy dogs' to undergrads who, let's face it; bring the stress upon themselves by procrastinating and putting too much energy into having a social life. Inviting agencies from the area to showcase their services and lightening the mood of the library during finals week was a nice touch, though! |
| 228 | More walk-in hours for things like research, studying, and paper review would be helpful. / |
| 229 | I think there needs to be a mandatory tutorial class for usage of library services |
| 230 | The research guides are great. I will more than likely take advantage of the library staff within this year as I gear up to start my dissertation research and writing. |
| 231 | I oftentimes forget how their service(s) can directly help me in my pursuits |
| 232 | I met with a research librarian for one of my papers and she helped me search databases and finds lots of information and research that I hadn't found before. |
| 233 | Online chatting with a librarian is super helpful and user-friendly. When I found out it existed, I was very happy about it, and it proved to have great benefit. |
| 234 | The librarians and student workers are very helpful when it comes to impromptu questions. |
| 235 | I just didn't know I could get so much help from librarians. Taking this survey is making me think that I could have had a much easier time finding resources... |
| 236 | The librarians have generally been polite and helpful when I have asked |
| 237 | Librarians are always nice and eager to help. |
| 238 | The checkout desk in particular has been very helpful |
| 239 | had a good experience with ask a librarian button |
| 240 | The services have been great but I do not agree with some of the library hours. I think it should be open later on friday night and on Saturday night. There are people who have classes on Saturday and Sunday that still need a quiet space but the library always closes early so there is no where for them to go. |
| 241 | The services are great and I'm aware of them, however for some specified fields like specific engineering courses (i.e. Fluid Dynamics), I don't know how qualified the librarians are for helping with that specific sort of subject, so I talk to professors instead. Maybe I would use the sources more if I knew more in depth about what the librarians can help with. |
| 242 | Whenever I've used the "Ask a Librarian" feature, I have always recieved a prompt and helpful response. For example, one time I was unable to access an e-book. The librarian could not help me, but sent my problem to another librarian. She got back to me within 12 hours and was able to resolve my issue. It was very helpful. |
| 243 | Any time I have scehduled something everyone has been super helpful! When I get lost and need help finding a book I also get great help! |

| | |
|---|---|
| 244 | Chat is my favorite. It's great to converse with a person in real time rather than sending e-mails back and forth. I rarely have a phone handy so I'm really glad you have this option. |
| 245 | I have only used the online library, but have been able to find everything i need. I LOVE the inter-library Illiad loans. I have never been without an article I needed. |
| 246 | All the services I have used have been very efficient and have led to a good experience with the library resources. I really enjoy working with the staff at the Pius Library and the Medical School Library. Medical School Librarians have been particularly helpful for finding research books and helping to fill out interlibrary loan requests to find the most up-to-date books relating to my topics! |
| 247 | The librarians are helpful if I have a question on using an electronic resource or finding a book. But I have never thought to use a librarian for help on a paper. |
| 248 | I would definitely use the librarians but I wouldn't know in what situations I could ask them for help. |
| 249 | Sarah the business librarian was very helpful when I chatted with her online before! |
| 250 | The special collections librarians in the VFL and Rare books are incredibly helpful. |
| 251 | I had a library orientation class with my first Master's Degree. I found it helpful. I like doing research independently, so the orientation that gave me the resource knowledge to build my own research processes was useful. |
| 252 | The research guides were very easy to use. |
| 253 | I use the writing center often but that is really the only person service I use. They are very helpful, and no matter what stage my paper is in they help give me suggestions for improvement. |
| 254 | I feel like many people don't know about some of the features of the library, especially the sessions by librarians, or the phoning or emailing or texting for help, because it's not advertised, and because I'm not clear on what is appropriate to come to a librarian for. Otherwise, I've always found the librarians to be a friendly but not very useful aid. |
| 255 | I like how quiet it is and how there is almost always a computer available. I hate it when people start talking under the GIANT sign that says quiet zone. Please employ a professional "shusher" so that no one can talk without leaving the quiet zone. :) |
| 256 | The librarians are super nice and helpful. I really like the chat librarian option. |
| 257 | The librarians are really informative and always willing to help locate a book / article and have assisted me with the online databases before - all of these services have been unscheduled and very helpful. |
| 258 | Good |
| 259 | While Martha Allen and Ron Crown have always been extremely helpful to me, a couple of times I have had negative experiences with librarians at the front desk. Kegan Allen was quite rude to me over the phone on one occasion, and Chris Smentkowski gruff in person. |
| 260 | Consulting the department librarians on papers, especially on research papers is extremely helpful with not only finding sources, but finiding sources that contribute greatly to your understanding of the topic. |
| 261 | I didn't know most of these opportunities were available, so maybe find a way to make it more publicized- these are great options! |
| 262 | A librarian taught me how to use EndNote and use MeSH searches on PubMed and it has helped me tremendously in my masters program! |
| 263 | Workers friendly and knowledgeable at med school library |
| 264 | I found the SLU web library to be very efficient. Inter library articles are received very quickly. |
| 265 | The availability of many resources, particularly those of guiding via a librarian, aren't advertised often or realized ubiquitously by the students. |
| 266 | It's okay, the help I mean. Normal. |

| | |
|---|---|
| 267 | All services have been very supportive and helpful, resources and personnel are great. / Most often use e-journal links, ILL, database and research guide pages / / |
| 268 | All of my experiences with online library resources have been positive. The librarian chat was most helpful for research assistance; the convenience & efficiency of the chat resource was exceptional. |
| 269 | All of my experiences with library staff have been very positive. |
| 270 | its really great the library offers these services |
| 271 | All of my experiences with librarians has been very helpful and professional. Librarians were very knowledgable and showed sincere compasion about assisting to their fullest protenial. |
| 272 | The medical library librarians are very friendly and patient. |
| 273 | The librarian are very helpful. They tried their best to assist and answer any question one has |
| 274 | The full-time library staff is helpful. In general, I believe the library has great services! I have used it a lot to great profit in my research! The addition of TLG to the online resources was a great help to me. / / There have been a few times where returned books were not listed as returned, and using chat was unable to resolve my inquiry, but these were eventually worked out. / / I have one suggestion for improvement of the (already quite good) services. It really would be nice to raise some of the limits (specifically, the number of Mobius check-outs, and the number of books placed on hold) for graduate/PhD students. If this has to be a special request process, that would be fine, but I have found that I've needed them raised. The reason is because it is often the case that when you are preparing to write a seminar paper, article, or dissertation, you often know immediately that you need to secure dozens and dozens of resources all at once. I have had more than a few cases where I've needed more than ten Mobius books. / / |
| 275 | I really haven't used any of the services and so have no valuable input. |
| 276 | resources are available, |
| 277 | The provided services have been very useful when needed. Simply having them available offers me the comfort of knowing I always have access to some sort of assistance. |
| 278 | The one session I had was a part of a class and very helpful. |
| 279 | unable to answer my questions properly, and even blame me for not asking the questions clearly. |
| 280 | I feel that these services aren't promoted enough. |
| 281 | Ron Crown is amazing. |
| 282 | new furniture |
| 283 | N/A |
| 284 | In my experience the librarians don't want to help out and when they do they make a big fuss over it. |
| 285 | The study rooms need to be renovated. Especially on floor 4. They often have obscene, inappropriate comments. they are small, and the holes in many of them make one feel disoriented. Plus, the ventilation in the room sounds annoying. Otherwise, all else seems good. |
| 286 | person at the desk - w/e desk, is always very helpful. |
| 287 | The "chat with a librarian" feature was very beneficial when I was looking to find a book about a research topic that I was unable to locate. Thumbs up! |
| 288 | I have not utilized the majority of the services. My courses do not require much of a novel based paper therefore do not usually use the library. What I have done with it has been helpful and positive. |
| 289 | I have never used most of the services, so I'd rather not comment. |
| 290 | My experiences have been great |
| 291 | The chat feature is excellent - perfect for students used to quick response time. |
| 292 | I've had only positive experiences wit h the SLU Libraries. |

| | |
|---|---|
| 293 | Research guide for my field of study - Social Work - really useful and easy to use. I highly recommend it, and go to it first when I am researching a topic. |
| 294 | Services I have used seem fine. |
| 295 | N/a |
| 296 | somehow some of survices are not seem useful |
| 297 | The help of a librarian without any scheduling was amazing. They do everything they can to make sure you leave with more information than you had when you walked in. It is very refreshing and reliable. |
| 298 | Everyone is doing a great job. |
| 299 | Very good services |
| 300 | The library is the best. I am proud to be a student worker here. |
| 301 | none |
| 302 | I feel the library staff has always been very helpfull. |
| 303 | Librarians on campus are super helpful! |
| 304 | Everything is very resourceful and useful. |
| 305 | i think its fine. |
| 306 | I have not used them once in 3.75 semesters. |
| 307 | When I left the page that I had been looking at to go to another page within the library website, I lost the connection to the librarian that was helping me at the time and could not get back with her. |
| 308 | Legalize It! |
| 309 | n/a |
| 310 | People are generally helpful. Possibly more librarians who know about the online stuff would be useful. |
| 311 | n/a |
| 312 | great resources. i like that they are always improving |
| 313 | The reference librarians really do know about the subjects in which they are in charge of, and when called upon, they always produce fruitful articles and other knowledge that can be used. |
| 314 | always very understanding and efficient |
| 315 | N/A |
| 316 | I have not used them, but the library staff always seems friendly. |
| 317 | N/A |
| 318 | Very helpful. Prompt response |
| 319 | when sara taught a segment of our class on accessing documents, it was very helpful and informative |
| 320 | I worked with Mary Krieger to conduct comprehensive literature searches of several databases in order to locate publications for two integrative reviews I have written. The experience was very helpful. I would not have obtained all of the iterature if I had not worked with Mary. |
| 321 | I love the Pius staff! |
| 322 | I have found the Rare Books Department to be a wonderful resource as a person willing to help and passionate about the materials found there. |
| 323 | The library is one of my favorite resources. The online books and e-journal article linker are fantastic resources! |
| 324 | STreamlined online resources is great. The interlibrary illiad system is fantastic |
| 325 | The librarians seem to be extremely helpful, but the website is overwhelming and confusing. Sometimes it is hard to know what resources are available to me. |

| | |
|---|---|
| 326 | N/A |
| 327 | The librarians are very friendly |
| 328 | I visit pius the most becase most of my classes are on the main campus. I love the new renovations, they open the library up a lot better on the lower level. |
| 329 | It has been very helpful to have a librarian's help at 12 at night when trying to find an article for a paper |
| 330 | actually i do not know how to renew the book online right now. there is no easy instructure in website to let me know how to renew. |
| 331 | Employees at the Medical Library have always been very helpful. |
| 332 | great services |
| 333 | I just haven't had to take classes yet that would require me to use the services but it is nice knowing that they are there. |
| 334 | Didn't know about some of the services but I assume that sort of information is freely available online and I never paid close enough attention. The librarians I have spoken with have always been helpful, knowledgable and pleasant. I would probably never have thought to ask a librarian for help with a research project or paper, I tend to do the work without assistance beyond a professor. |
| 335 | I know there is help available from librarians, it just seems unclear on what help they actually provide |
| 336 | The one time I asked a librarian for help finding a book, all she kept talking about was how she was late for a meeting because she was helping me (and this was a librarian, not a student worker). There were other workers available to help, and I was very upfront with what I needed help finding, but despite this I was made to feel as if it was MY fault that she was late for the meeting, when it is not my job to know her schedule, nor did I force her to be the one to help. /  / I recognize this is not an accurate representation of the library or its workers in general, and probably not even normal behavior for the librarian in question (it seemed to be a somewhat important meeting that she was worried about), but nonetheless, it has crossed my mind every time since that I've considered requesting help finding something. |
| 337 | Nothing bad at all if anything the teachers in our classes need to advertise the library more often because I was only told in English 150-190 and Psych 101 |
| 338 | na |
| 339 | Library workers helpful with call numbers/floors |
| 340 | It's all good! |
| 341 | none because i do not have an opinion because I've never was aware |
| 342 | The designated libralian really great and ready to help me with my proposal. |
| 343 | my overall experiences have helped me in countless projects and I am so thankful for all that Pius and its staff have done for me |
| 344 | The online librarian ws prompt and helpful. / |

## 12. What are the most effective ways librarians can market their services to students? (You may select up to five choices.)

| Answer | | Response | % |
|---|---|---|---|
| Newslink | | 290 | 26% |
| U News | | 43 | 4% |
| SLU Connection | | 73 | 6% |
| SGA Mailer | | 108 | 10% |
| Email | | 769 | 68% |
| Facebook | | 376 | 33% |
| Twitter | | 200 | 18% |
| Other Social Media (please specify) | | 15 | 1% |
| Information on the library's website | | 433 | 38% |
| Signs in the library | | 634 | 56% |
| Signs elsewhere on campus | | 433 | 38% |
| Video screens in the library | | 184 | 16% |
| Video screens elsewhere on campus | | 140 | 12% |
| Through instructors | | 551 | 49% |
| Blackboard Learn | | 348 | 31% |
| Other (please specify) | | 17 | 1% |

## 12. (Continued) What are the most effective ways librarians can market their services to students? (You may select up to five choices.)

| Other Social Media (please specify) | Other (please specify) |
|---|---|
| Instagram | |
| SLU website | |
| Vine | |
| instagram | |
| Instagram? | |
| Buzzfeed | |
| | |
| Instagram | |
| Instagram | |
| reddit | |
| Google + | |
| Instagram | |
| | Treating people with civility and decency even when their question is "base" to the all-mighty library specialist. |
| | Academic Advisers |
| | TWEN |
| | Informational sessions during program orientations |
| | seminars in departments |
| | department seminars/instructional presentations |
| | SIC adn SSC |
| | fall welcome week; have librarians visit major specific classes to introduce themselves and how they can help |
| | speaking to introductory courses |
| | suggestions through teachers |
| | Lil Pius |
| | Mandatory orientations and/or class assignments during freshman level courses that involve utilizing the assistance of a librarian |
| | really use teachers and signs on campus and facebook, really |
| | Nothing |
| | U101 Course |
| | Powerpoint slides on the library computers that runs when the computers are in sleep mode instead of the stock screen saver |
| | KSLU Radio |

## 13. What is the college/school/center of your primary major? (Choose one)

| Answer | | Response | % |
|---|---|---|---|
| College of Arts and Sciences | | 365 | 32% |
| John Cook School of Business | | 109 | 9% |
| College of Education and Public Service | | 46 | 4% |
| Parks College of Engineering, Aviation, and Technology | | 65 | 6% |
| Albert Gnaegi Center for Health Care Ethics | | 4 | 0% |
| Doisy College of Health Sciences | | 176 | 15% |
| School of Medicine | | 142 | 12% |
| School of Nursing | | 68 | 6% |
| Center for Outcomes Research (SLUCOR) | | 0 | 0% |
| School for Professional Studies | | 29 | 3% |
| College for Public Health & Social Justice | | 135 | 12% |
| Center for Sustainability | | 7 | 1% |
| Undecided | | 12 | 1% |
| Total | | 1,158 | 100% |

## 14. You are:

| Answer | | Response | % |
|---|---|---|---|
| An undergraduate student | | 722 | 62% |
| A graduate/professional student | | 417 | 36% |
| A non-degree student | | 6 | 1% |
| A student at another school | | 0 | 0% |
| Other (please specify) | | 13 | 1% |
| Total | | 1,158 | 100% |

| Other (please specify) |
|---|
| senior |
| English as Second Language Student |
| Accelerated BSN |
| Faculty & Grad Student |
| staff member |
| Alum |
| exchange student |
| I have used these services both as an undergraduate and now a graduate student |
| Resident |
| Patron |

# Appendix C

## Focus Group (Post-Survey) Questions:
## Subject Librarian Contributions to Student Learning and Success

1. Have you had individual help from a subject librarian in the past via any of these scenarios: unscheduled in-person help; scheduled in-person help; phone; chat using "Ask a Librarian" button; email; text?

   [If yes…] Was it beneficial? Why or why not?

2. Have you experienced group or class meetings with a subject librarian?
   [If yes…] Was it beneficial? Why or why not?

3. Are you aware of the research guides on the library website?
   [If yes…]
   Have you used any of them?
   Were they beneficial?
   Why or why not?

4. What would motivate you to contact a subject librarian?

5. The recent survey showed that many students were not aware of services offered by subject librarians. How can we better communicate our services to you?

6. Do you have any other advice for us?