

## Executive Summary Latin American Studies

During the Fall of 1997, all of the faculty and graduate students in Latin American Studies (LAS) were surveyed by the Library to determine their use patterns and their levels of satisfaction with The Library's collections and information services. Thirty-three percent (33%) of the faculty and 30% of the graduate students participated in the survey.

A few points to keep in mind when reviewing these results: first, the survey was designed to collect faculty and graduate student self-reported use and levels of satisfaction. For a more complete picture, these results should be viewed in conjunction with actual use figures, as reported in the Library's annual use statistics and as will be reported within the quantitative portion of the final CLR 6601 report. Secondly, return rates varied substantially from department to department, from a low of 23% (Business graduate students) to a high of 61% (Classics graduate students). A return rate of 50% or higher is necessary in order to say with confidence that the results reported are likely to apply to the group as a whole.

### Activities and outcomes

Twenty percent (20%) of LAS graduate students report they are daily users of the library as are 29% of the faculty. An additional 60% report that they use the library weekly, while an additional 65% of responding faculty report using the library on a weekly basis. A majority of faculty (63%) say they browse in the stacks sometimes or often, while even more graduate students (80%) report browsing sometimes or often. All of the faculty and graduate students report they come to the library to find, borrow, or copy materials. Eighty percent (80%) of both the faculty and graduate students report coming to the Library to read and borrow journals sometimes or often.

Seventy-three percent (73%) of faculty and all of the responding graduate report searching print indexes or bibliographies. On the issue of seeking the advice of a librarian, 81% of the faculty do so sometimes or often. Fewer graduate (60%) report seeking librarian advice and recommendations with this same frequency.

Faculty and graduate students alike are heavy searchers of the Library's online catalogs. Both report searching electronic abstracting and indexing (A and I) databases and the World Wide Web (WWW) sometimes or often, though graduate students report doing so in larger numbers (100% of graduate students report searching electronic A and I databases sometimes or often, 80% report searching the WWW sometimes or often versus 59% and 69%, respectively, for responding faculty). Over half (56%) of the faculty delegate searching functions to a research assistant, and some 31% report doing this often. Ninety-four percent (94%) of faculty say they sometimes or often make assignments requiring undergraduates to use the library. The same number – 94% – report sending their graduate students to the library to get help in formulating or carrying out their research projects.

Less than half of the faculty (27%) report attending Library Research Workshops sometimes or often while none of the graduate students do. Yet, graduate students – in particular – are relatively heavy users of several of the library's electronic services: 80% report browsing the Melvyl® Table of Contents databases sometimes or often, 100% access journal article databases on Melvyl®, and 60% download articles from Melvyl® (among the highest reported use in the survey). Fewer numbers – 40% — access the library's CD ROM databases either sometimes or often, while the same number (40%) reported insufficient experience with the Library's CD ROM databases to respond. Interestingly, 40% of these same graduate students report they do not access library resources remotely, even though 80% of them report having a computer with modem at home and in their campus office.

Three-quarters of the faculty (75%) report using the library in preparing grant applications, though fewer numbers – 31% – report attending faculty seminars. Seventy-five percent (75%) of the faculty rely on librarians to help teach research skills to their students sometimes or often, a higher number than many of the other departments surveyed.

### Collections

Sixty-nine percent (69%) of the faculty and 80% of graduate students rate the library's collections of circulating books as good or excellent. Less than 7% of the faculty and none of the responding graduate students rated the circulating books collection as poor. Fewer numbers of faculty (63%) rated the journal collection as good or excellent while 100% of the graduate students did. Thirteen percent (13%) of the faculty found the journal collections to be poor.

LAS faculty and graduate students appear to use a wider range of materials, including newspapers and documents, conference proceedings and videos, than do their counterparts in other departments. A full one quarter of the faculty (25%) rated the Library's newspaper collections as poor, among the lowest ratings of any part of the collections covered by the survey. A majority of LAS faculty and graduate students reported insufficient experience with special collections, slides, maps, music, recordings, or the Center for Research Libraries collections to evaluate them.

The same held true for faculty and graduate students with respect to the library's stand alone and networked CD-ROMs: less than half of them report searching the Library's CD ROM databases either sometimes or often. Of the graduate students who do search CD ROM databases, 60% rated the library's stand alone CD ROM databases as good or excellent, and 60% rated the networked CD ROM databases as good or excellent. Still 40% of the graduate students reported "insufficient experience" with the library's CD ROM databases to evaluate them.

Sixty-four percent (64%) of LAS faculty expressed a preference for print over electronic materials, while 80% of the responding graduate students preferred electronic resources.

### Use & satisfaction with Library services

Eighty percent (80%) of graduate students reported "insufficient experience" with the BAKER service to evaluate it, and another 40% were inexperienced with the Berkeley/Stanford Cooperative Program. Eighty-eight percent (88%) of the responding faculty and 80% of the graduate students rate Interlibrary Borrowing Service as good or excellent, while 65% of faculty rate BAKER as such.

Ninety-four percent (94%) of the faculty and all of the graduate students rated Circulation Services as good or excellent. Sixty-nine percent (69%) of the faculty rated Reference Services as good or excellent, while 100% of the graduate students found them to be excellent. A majority of graduate students reported "insufficient experience" with Instructional Services to evaluate them, but 57% of the responding faculty rated them as good or excellent. A full one quarter of responding graduate students rated NRLF Services as poor, while 50% of graduate students and 53% of faculty found them good or excellent.

Unlike some of their counterparts in other departments, LAS faculty expressed solid interest in several of the proposed new fee based library services. Seventy-five percent (75%) of faculty said they would use an expedited library-provided document delivery service sometimes or often and nearly that number said the same for commercial fee for document delivery service. There was little interest in these services on the part of LAS graduate students. Desktop access to information from outside vendors and publishers was something that 63% of faculty and 60% of graduate students reported they would use sometimes or often. Seventy-three percent (73%) of faculty reported they would also be interested in a fee-based service for the faster delivery of books.

The majority of those who are remote users of library resources report searching the library's online catalogs (92% of faculty, 100% of graduate students), browsing Melvyl® Table of Contents databases (82% of faculty, 100% of graduate students), accessing journal article databases on Melvyl® (83% of faculty, 67% of graduate students), and searching the WWW (91% of faculty, 100% of graduate students). Sixty-seven percent (67%) of LAS graduate students and 46% of LAS faculty report they search the Library web remotely either sometimes or often, making them among the heaviest users of this service of those surveyed.

Twenty percent (20%) of graduate students rated the library's hours as good or excellent and 80% rated them as fair.

## Summary – Free-text Questions

### FACULTY

No. of surveys returned: 15

(33% return rate)

Note: Numbers following specific comments indicate the number of times the comment was made.

**1.B. Please describe any recent trends or changes in scholarly communication ... describe how the Library could help you integrate these changes into your teaching or research.**

- Use of email to send photos, prints, etc. that allows for visual material in archives elsewhere to be made available via internet.
- No significant changes that I am aware of.
- There are now a few subject networks that I read via email.
- More exchange in humanities & social sciences. Latin American scholars and libraries are more readily online.

**3.E. Any specific suggestions for prioritizing quantity or quality of services?**

- Availability of books/journals
  - Books continue to be VERY hard to find. Many are not on shelved, missing, etc.
  - Maintaining continuity of journal collections
  - We must sustain the quality and acquisitions potency of the Library. PLEASE!
  - I am pleased with MELVYL as a tool, but I find the cutbacks in library acquisitions leading me to under-use the library (I ASSUME books will be unavailable since they usually are).
  - I am also concerned about access/or limited access to newer journals in the field, including those published outside of the U.S.
- Interlibrary Services
  - IBS access is not a good substitute for collections.
  - There are many materials dealing with contemporary Latin America that take too long (if at all) to get here from other campuses, e.g. UCSD. Interlibrary Services need vast improvement, especially for my field of research that deals primarily with Latin America, particularly Mexico.
- NRLF is difficult in that one cannot browse or search for specific information that may or may not be in any particular title or "potentially" relevant title.
- Electronic information is NOT a labor-saving device, especially as it changes so frequently.
- Librarian services are in crisis.
- Keeping up-to-date on research subjects is of utmost importance at UCB
- Keep Anthropology Library in situ
- Elsewhere we could do online checkout and pick books up - why not here?
- Electronic information is a slippery slope; be careful not to duplicate what already exists on the WWW and elsewhere and lose the hard copy advantages of a first class research library.
- I am very satisfied with library services. I am very pleased with the librarians in general. I realize there are budgetary limitations.

**5.B. Which electronic resources have you used the most?**

- MELVYL (7)
- GLADIS (3)

- Medline
- Sociofile
  
- Prefer print - don't have to sit at a monitor to read; easier on the eyes to read print. /
- Prefer print - I feel I have to have the published source for scholarly citation.
- Prefer print -- used to it, do not like to read long things on a screen, can't highlight, hold in lap, etc. (2)
- I am not adept at electronic access -- have felt I don't have time for updating my skills at library tutorials, though I clearly need to.
- After a certain length of time, I find the screen to be very taxing on my eyes.
- Prefer print - I have international collaborators in the developing world; many have no access to electronic resources yet. Having printed literature to take abroad is very useful (heavy, though!)
  
- Prefer electronic for searching catalogs/indexes. For actually using documents, print is the only acceptable means. Online journals, journal abstracts are annoying.

**9. Qualities most important in a library or information service supporting scholarly research?**

- Comprehensive/deep/diverse collections (6)
- Accessible (4)
- Current (4)
- Ease (4)
- Professional librarians/knowledgeable staff (4)
- Computer databases (3)
- Availability of items (2)
- Efficient (2)
- Fast to get hands on (2)
- Accurate
- All useful materials in place
- Clarity
- Government document specialists
- Long hours
- Multi-disciplinary
- Multiple copies
- Reference
- Service oriented (shelving, reference resources)
- Specialized
- Timely
- User friendly (signs, systems)
- Usable

**10.A. Unmet library needs?**

- Availability of books/journals

- Often books are mis-shelved and this delays my research and teaching preparation.
- Slowness of re-shelving is a similar problem.
- Collections
  - Budget cuts have eliminated journals and newspapers in my field.
  - Problem with policy of not ordering books and journals owned by other UC campuses. High use items are in demand from other campuses at the same time; by the time they're available, they're no longer as timely.
  - We still need print material - more information is in books and journals & Doe holdings are not keeping up.
  - Availability of newspapers and journals important to the field but that have appeared in the last 3-5 years.
- Problems of signage in stacks -- could use larger print on end of rows for those of us using reading glasses.
- Re: Berkeley/Stanford Cooperative Program -- I seem to be having trouble convincing the staff at the Stanford end that, as a Berkeley faculty member, I have the right to borrow books under this program.
- I use some microfilm collections of 19<sup>th</sup> Century documents. They are often very expensive. I would like to access them on Interlibrary Borrowing more efficiently.
- Information is sometimes difficult to get to and I don't find the research librarians all that helpful.
- Role of specialized librarians.

## GRADUATE STUDENTS

No. of surveys returned: 5

(30% return rate)

Note: Numbers following specific comments indicate the number of times the comment was made.

**1.B. Please describe any recent trends or changes in scholarly communication ... describe how the Library could help you integrate these changes into your teaching or research.**

**3.E. Any specific suggestions for prioritizing quantity or quality of services?**

- Hours
  - As a ½ time career employee and a graduate student at the same time, I sometimes found the limited evening and weekend hours restrictive.
  - It would be helpful if the library opened earlier on Sundays.
  - Increase library hours in the evening.
  - I would like to see Humanities Reference open past 5 p.m., including the room with the computer terminals.
- Length of loan period is too short.

**5.B. Which electronic resources have you used the most?**

- MELVYL (3)
- CC
- GLADIS
- Latin American Database CD ROM
- Online catalogs
  
- Prefer electronic. Quicker, easier to read. Comfortable with the medium – compact. Can sit in one place and get all the information I need. Also like the fact you know immediately if the book is checked out or not.
- Prefer electronic; convenient; I can do it from home or anywhere on campus.

**10. Qualities most important in a library or information service supporting scholarly research?**

- Accessibility (4)
- Up-to-dateness (*sic*) of collection (2)
- Ease of finding (2)
- Accuracy of information
- Comprehending
- Customer service
- Efficient
- Generous
- Helpful staff
- Thorough
- Time allowance to keep out (circulation loan period?)
- Understandable

**10.A. Unmet library needs?**

- Having to sign up each semester for my Stanford card and the UC v. Stanford terms being out of sync was a mild annoyance.
- An NRLF book I returned to the Main Library was lost before it was received in NRLF. I am now being held responsible for something that Main lost.
- On several occasions, I have found those working at the Circulation desk in Main Library to be not very helpful, nor friendly (all were students, as opposed to permanent staff).
- More descriptions of when and how to join the library tours.
- When a book is only housed at the Bancroft Library – what a hassle. Limited hours, long waits, no borrowing privileges, expensive photocopying ... I have an intense love-hate relationship with that place.
- The libraries best resource are its librarians! They are highly skilled, caring, committed professionals whose advice you should seek before mine on how to improve your services.