

What Do Distance Education Faculty Want From the Library?

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The screenshot shows a presentation slide with the title "What Do Distance Education Faculty Want From the Library?" and the author's name "Samantha Schmehl Hines, Outreach Coordinator and Social Sciences Librarian, University of Montana-Missoula". The slide is divided into several sections: "Methods", "Conclusions and Action Items", and "Survey Questions". The "Methods" section includes a screenshot of a survey form. The "Conclusions and Action Items" section includes a bar chart and several text boxes with notes. The "Survey Questions" section includes a list of questions.

About the studies

- [Generally formally gathered survey data
 - [Eight to sixteen questions
 - [6 surveys on paper
 - [3 surveys entirely online
 - [1 sent out on paper but allowed paper or online responses
 - Online responses beat out paper 2 to 1
- Response rates: 24% to 50%

Non survey studies

- [Focus groups
- [Face to face collaboration on projects
- [Service/statistical analyses
- [Telephone interviews

Commonalities with Faculty Services

Faculty Services

- [Difficult to determine/reach those teaching at a distance

Faculty Services

— [Lack of understanding of what ILI is or how it can be done at a distance

- Faculty feel it's their role, not librarians'

Faculty Services

— [Integration of the library and library services into courseware

- Discussion forums
- Library instruction modules
- Subject guides
- Online lectures

Faculty Services

— [Lack of 'time' in distant classes

Faculty Services

[Copyright concerns

- Online resources
- Traditional resources used in the digital/distant classroom

Faculty Services

[Technical Support

- Courseware
- Library Resources

Faculty Services

[Notification of available services/materials

- They don't use resources much themselves but want to guide their students
- Email works

Faculty Services

- [Use of the library and its resources is required for many assignments!
- [Faculty value library services and resources!
 - Lends legitimacy to online ventures

Commonalities with Student Services

Student Services

- [Handouts
 - Course specific
 - General guides
 - Printable
- Online Tutorials
- Could benefit faculty as well!

Student Services

— Faculty assume students know how to use library resources and services

Student Services

— Minimizing the difference in materials available on campus and off

- Full text popular
- Speedy delivery

Student Services

— Increase awareness of what the library has to offer

University of Montana-Missoula's Faculty Evaluation of Services

Methodology

- [10 questions
- [Online (free, quick and easy!)
- [Anonymous
- [Assessment of services, both currently provided and potential
- [Sent to 35 instructors of online classes with possible research components

Goals

- [Do faculty know about library resources?
- [Do they expect their students to use these resources?
- [What else would they like us to do?

Response rate

[16 responses came back within a week

[46% response rate

Length of Time Teaching

[Majority had been teaching online for 3 or more years

— 87.5% (14 respondents)

All other respondents were teaching online for the first time this semester

Use of Library Resources

[75% (12 respondents) required research in their classes

[87.5% (14 respondents) knew we had online library resources

[Split results on whether faculty felt students knew about resources

[Most not providing access to the library's website through their courses

Useful Services for Instructors

- [Resource guides
- [Course module for library skills instruction
- [Library discussion thread nixed
- [A separate online course

Conclusions from our study

- [Our instructors are relatively experienced at teaching online
- [Their assignments require the use of library resources
- [They feel informed about the library, but aren't sure their students are

Overall Suggestions

- [Need better publicity
- [Use faculty concerns to market services
- [Addressing copyright could hook them
- [Creating guides/handouts/tutorials increases awareness, could lead to collaboration

Future Research?

- Complete a wide, statistically valid study of distant faculty assessing library services generally
- Design and test a reliable and valid assessment of these services that could be deployed at individual campuses

Questions?
