2017 SFU LIAISON LIBRARIAN PROGRAM EVALUATION SURVEY

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Welcome to the 2017 Liaison Program Evaluation Survey!

As the Liaison Program continues to evolve in response to Library and University priorities, this brief survey is one element in a multi-faceted, continual evaluation process that intends to provide:

- an ongoing snapshot of the overall program from the librarians' perspective;
- a mechanism to identify specific areas of success, pinch points that may need immediate attention, and identify issues that may need further investigation to find solutions;
- information to inform discussions at Liaison Librarian meetings and elsewhere.

The next few questions will ask you specifically about your position.

1. Please indicate which position best matches your job description. If you are both a departmental and functional librarian, you may select both. (Checkboxes – multiple answer OK)

- ☐ Departmental librarian
- ☐ Functional librarian
- ☐ Liaison librarian head
- ☐ I'd rather not say

2. Over the past year, to what extent did you feel you were able to balance the demands generated by your portfolio? (Radio buttons – single choice only)

- ○ I don't feel that I was able to balance the demands of my portfolio: I often felt overwhelmed by my workload.
- ○ I mostly feel as though I was able to balance the demands of my portfolio: I only occasionally felt overwhelmed.
- ○ I was definitely able to balance the demands of my portfolio: I was busy, but was never overwhelmed.
- ○ Further comments: _____

3. Over the past year, which areas of instruction, if any, did you wish you had more support for? Select all that apply: (Checkboxes – multiple answer OK)

- ☐ I had all the support I needed
- ☐ Coordinating instruction responsibilities with reference librarians
- ☐ Delivering introductory, and/or first year instruction sessions
- ☐ Designing lesson plans and classroom activities
- ☐ Designing and/or integrating online and blended instruction
- ☐ Developing pre- and post- workshop assessment tools
- ☐ Communicating with faculty about library instruction goals and services
- ☐ Developing and using curriculum mapping strategies to plan instruction
- ☐ Collaborating with colleagues to share teaching strategies and resources
- ☐ I don't have any instruction responsibilities
- ☐ Further comments: _____

4. Over the past year, which areas of collections work, if any, did you wish you had more support for? Select all that apply: (Checkboxes – multiple answer OK)

- ☐ I have all the support I need
- ☐ eBooks, purchasing - title by title
- ☐ eBooks, purchasing – packages
- ☐ eBooks, evaluation/assessment - title by title
- ☐ eBooks, evaluation/assessment – packages
- ☐ Investigating alternate means of title by title selection, i.e. PDA/DDA
- ☐ Collection evaluation/assessment
- ☐ OASIS/monograph book vendor ordering interface
- ☐ OASIS/monograph profile maintenance/modifications
- ☐ Managing multi-branch collections responsibilities
- ☐ I don't have any collections responsibilities
- ☐ Further comments: _____

5. Over the past year, which areas of reference work, if any, did you wish you had more support for? Select all that apply: (Checkboxes – multiple answer OK)

- ☐ I have all the support I need
- ☐ Referring questions to front-line Research Help services
- ☐ Reference consultations/appointments
- ☐ Evaluating the outcomes of my reference interactions
- ☐ Receiving referrals from front line Research Help services
- ☐ Receiving subject-specific information from front line Research Help services (such as trend in questions)
- ☐ Sharing subject-specific information with front line Research Help services (such as a heads up on an assignment)
- ☐ I don't have any reference responsibilities
- ☐ Further comments: _____

6. Over the past year, which aspects of communications, if any, did you wish you had more support for? Select all that apply: (Checkboxes – multiple answer OK)

- ☐ I have all the support I need
- ☐ Strategies for promoting library events
- ☐ Curating, creating, and maintaining online content
- ☐ Strategies for building relationships with students, faculty, and staff in my areas
- ☐ Assistance with tailoring library messages for specific departments
- ☐ Marketing the importance of information literacy
- ☐ Further comments: _____

7. Over the past year, in which areas did you feel well supported? (Open ended)

_____
_____
_____

8. Over the past year, to what extent did you feel that you were able to dedicate time to professional development (e.g., attending conferences, webinars)? (Radio buttons – single choice only)

- ○ I had no time to dedicate to professional development; my "regular" work responsibilities kept me too busy.
- ○ I was able to engage in some professional development, but it wasn't as much as I would have liked.
- ○ I was able to dedicate the right amount of time for me; I was able to engage in professional development and I didn't feel overwhelmed by my commitments.
- ○ I was actively engaged in professional development, though occasionally I felt overwhelmed with my commitments.
- ○ I over committed myself; I participated in too many professional development activities and it made getting "regular" work done challenging.
- ○ Further comments: _____

9. Over the past year, to what extent did you feel that you were able to dedicate time for service to the Library, University, or the profession (e.g., serving on task groups, hiring committees, or professional associations)? (Radio buttons – single choice only)

- ○ I had no time to dedicate to service; my "regular" work responsibilities kept me too busy.
- ○ I was able to engage in some service activities, but it wasn't as much as I would have liked.
- ○ I was able to dedicate the right amount of time for me; I was able to engage in service activities and I didn't feel overwhelmed by my commitments.
- ○ I was actively engaged in service, though occasionally I felt overwhelmed with service and work commitments.
- ○ I over committed myself; I was on too many committees/task groups/etc and it made getting "regular" work done challenging.
- ○ Further comments: _____

The next few questions will ask you about your experiences working across campus locations.

10. Please indicate, are you based at: (Radio buttons – single choice only)

- o   Bennett Library
- o   Belzberg or Fraser Libraries
- o   I'd rather not say

11. Using the following scale, please rate your ability to: (Matrix)

	Statement	Poor	Fair	Good	Great	Not Applicable
11a.	Work productively at your base campus location					
11b.	Work productively away from your base campus location					
11c.	Participate in activities at your base campus location					
11d.	Participate in activities away from your base campus location					
11e.	Collaborate with colleagues across all campus locations					

12. Over the past year, on average, how many days per month did you have cross-campus commitments (where you started the day at one campus location, and then commuted to another)? (Drop-down – single choice only)

- o   I never have cross-campus days
- o   Less than once a month
- o   Once per month
- o   Twice per month
- o   3 days per month
- o   4 days per month
- o   5 days per month
- o   6 days per month
- o   7 days per month
- o   8 days per month
- o   9 days per month
- o   10 days per month
- o   I mostly have cross-campus days

o   All my days are cross-campus days

13. Over the past year, on average, how many days per month did you work at a campus location that was not your base campus location? (Drop-down – single choice only)

o   I never leave my home campus
o   Less than once a month
o   Once per month
o   Twice per month
o   3 days per month
o   4 days per month
o   5 days per month
o   6 days per month
o   7 days per month
o   8 days per month
o   9 days per month
o   10 days per month
o   I am mostly away from my home campus
o   I am always away from my home campus

14. Over the past year, when working at a campus that was not your base campus location, how did you feel? Select all that apply: (Checkboxes – multiple answer OK)

☐   Stressed
☐   Energized
☐   Welcome
☐   Excited
☐   Frustrated
☐   Effective
☐   Inconvenienced
☐   Unwelcome
☐   Other, please specify: _____

15. Over the past year, on average, how many days per month did you work from home? (Drop-down – single choice only)

o   I never work from home
o   Less than once a month
o   Once per month
o   Twice per month
o   3 days per month
o   4 days per month
o   5 days per month
o   6 days per month
o   7 days per month
o   8 days per month
o   9 days per month

- 10 days per month
- I mostly work from home
- I always work from home

The next few questions will ask you about the Library and its librarians' ability to respond to emerging needs.

16. Over the past year, to what extent did you feel that you were able to: (Matrix)

	Statement	Poor	Fair	Good	Great	Not Applicable
16a.	Anticipate/identify emerging needs?					
16b.	Respond to emerging needs?					

17. Over the past year, to what extent did you feel that the Library was able to: (Matrix)

	Statement	Poor	Fair	Good	Great	Not Applicable
17a.	Anticipate/identify emerging needs?					
17b.	Respond to emerging needs?					

18. Over the past year, some areas of the library have experienced new, rapid, and/or unexpected areas of growth - such as the Digital Humanities Innovation Lab, and MakerSpace. Looking forward, can you anticipate or identify trends or new areas of growth that you think will take off in the next year? (Open-ended)

_____
_____
_____

19. Over the past year, did you observe gaps in coverage of operational areas? (For example, reference desk coverage, branch collections responsibilities). (Open-ended)

_____
_____
_____

20. Over the past year, what was the best experience you had as a result of the current liaison program model? (Open-ended)

_____
_____
_____

21. Over the past year, what was the biggest challenge that the current model created for you? (Open-ended)

_____
_____
_____

22. Considering everything over the past year, how well did the current liaison program model work for: (Matrix)

	Statement	Poor	Fair	Good	Great	Not Applicable
22a.	The liaison librarian program overall?					
22b.	You and your portfolio?					

23. Do you have any further questions, comments, feedback, or concerns that you would like to share with us? (Open-ended)

_____
_____
_____

Thank you!