


2018 SFU LIAISON LIBRARIAN PROGRAM EVALUATION SURVEY

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Welcome to the 2018 Liaison Program Evaluation Survey!

As the Liaison Program continues to evolve in response to Library and University priorities, this brief survey is intended to:

- Identify and assess the strengths and challenges of the liaison program model;
- Elicit ways in which liaison librarians would like support in their roles;
- Determine the degree to which the liaison model and current liaison activities meet the emerging needs of the Library.

The following questions ask you about your position and location. Please select the answer that best matches your position. We recognize that some portfolios are split across campuses or job descriptions; use your judgement to select the one that best represents the majority of your work. The questions are posed as they are in order to retain anonymity for certain roles.

In an effort to ensure the anonymity of your responses, the following questions will be used only to aggregate responses to subsequent questions. Results will not be analyzed in such a way as to identify a respondent (i.e. analysis could be done by position type only or location only, but not by position type and location).

1. Please indicate which position best matches your job description. (Radio buttons – single choice only)

- Departmental librarian
- Functional librarian
- Liaison librarian head or Division head

2. Please indicate which of the following locations is your base campus location. (Radio buttons – single choice only)

- Bennett Library
- Belzberg or Fraser Libraries

3. Please indicate whether you are in a continuing or contract position. (Radio buttons – single choice only)

- Permanent continuing position
- Limited term contract position

The next questions ask you about areas of liaison librarian work.

4. 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)

- Developing and using curriculum mapping strategies to plan instruction
- Communicating with faculty about library instruction goals and services
- Collaborating with colleagues to share teaching strategies and resources
- Collaborating with colleagues to plan and deliver instruction sessions across functional/departmental roles (such as discipline-specific GIS or scholarly publishing workshops)
- 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
- Coordinating instruction responsibilities with reference librarians
- Coordinating instruction responsibilities away from my base campus location
- I had all the support I needed
- I don't have any instruction 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)

- Reference consultations/appointments
- Intensive research or literature searching projects (such as assisting with systematic or scoping reviews)
- Advising on citation management software tools and functionality
- Assessment of reference statistics, such as identifying trends or issues based on LibInsight statistics
- Evaluating the outcomes of my reference interactions
- Referring questions to front-line Research Help services
- Communicating with front line Research Help services about subject-specific information (such as trend in questions, or heads up on an assignment)
- Increasing my awareness of and ability to confidently refer to Special Collections, Archives, maps, Government documents, media, or other specialized collections
- I have all the support I need
- I don't have any reference responsibilities
- Further comments:

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

- Positioning yourself as a partner in research opportunities, including seeking active roles in research projects
- Building relationships with students, faculty, and staff in my areas
- Identifying, communicating, or building relationships with community groups
- Coordinating library messages to students, faculty and staff in my areas
- Promoting existing liaison services (instructional workshops, consultation services, etc.)
- Promoting major library events (Celebration of Authors, Open Access Week, etc.)
- Curating, creating, and maintaining SFU Library website content (research guides, news and events pages, etc.)
- I have all the support I need
- Further comments:

7. Over the past year, which areas of scholarly communications and copyright, if any, did you wish you had more support for? (Checkboxes – multiple answer OK)

- Promoting open initiatives, such as open access, and open data, including SFU's Open Access Policy and other funder requirements
- Promoting and providing support for the creation, adaptation, and use of open educational resources, and open pedagogical practices
- Supporting researchers who have questions about research impact or bibliometrics, such as how to use Sci-Val
- Providing advice on researchers' online presence and knowledge mobilization, such as how, when, or if to use Academia.edu, ORCID, Twitter for academics, or how to connect with journalists
- Helping researchers make decisions about where to publish their work; identifying predatory publishers
- Providing information on author's rights, such as publisher agreements
- Providing information on the reproduction of images, media, maps, or other copyrighted works for teaching purposes
- Answering questions about long-term accessibility and preservation of research projects, such as digital humanities projects, or research portals
- I have all the support I need
- I don't have any scholarly communications responsibilities
- Further comments:

8. Over the past year, which areas of research data management and data analysis, if any, did you wish you had more support for? (Checkboxes –multiple answer OK)

- Finding data, including geospatial data
- Providing information on research data management, such as data management planning, sharing data, and ethical concerns associated with open data
- Advising on the use of tools for GIS, such as ArcGIS and QGIS
- Advising on the use of tools for research data analysis, such as NVivo, R, SPSS, or Tableau
- I have all the support I need
- I don't have any data services responsibilities
- Further comments:

9. Over the past year, are there any areas of collection evaluation or assessment you wish you had more support for? If so, what would more support look like? Examples of areas: selection, evaluation or assessment of ebook packages or title-by-title. (Open-ended)

10. Over the past year, in which areas of your work did you feel well supported? What did that support look like? (Open-ended)

The next questions ask you about the process for referring questions, and about how you keep your colleagues informed about your work.

11. Please respond to the following statements about referring questions: (Matrix)

Statement	Never	Rarely	Often	Always	N/A
11a. I know when to answer a question myself, and when to refer it to one of my colleagues.					
11b. I refer questions that are outside my portfolio, even if I feel equipped to answer them.					
11c. My colleagues refer questions to me too quickly - I wish they would try to answer questions to the best of their ability first.					
11d. Overall, I think our referral process works well.					

12. Please respond to the following statements about overlap with other portfolios: (Matrix)

Statement	Never	Rarely	Often	Always	N/A
12a. I know when to loop my colleagues in on a project that may overlap with or have implications for their portfolio.					
12b. I am appropriately looped in on projects that may overlap with or have implications for my portfolio.					

13. Tell us about your best experience collaborating with a colleague inside or outside the library. (Open-ended)

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

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

Statement	Poor	Fair	Good	Great	N/A
14a. Work productively at your base campus location					
14b. Work productively at a campus location that is not your base campus location					
14c. Participate in activities at your base campus location					
14d. Participate in activities at a campus location that is not your base campus location					
14e. Collaborate with colleagues across all campus locations					

15. Over the past year, on average, how many days per month did you...

Statement	Never	Less than once a month	Once or twice a month	3 or 4 days per month	5 or more days per month
15a. Have cross-campus commitments (where you started the day at one campus location, and then commuted to another)?					
15b. Work at a campus location that was not your base campus location?					
15c. Work from home?					

16. Over the past year, when working at a campus that was not your base campus location, were there any factors or circumstances that were inconvenient or stressful? (Open ended)

17. Over the past year, when working at a campus that was not your base location, were there any factors or circumstances that helped you feel welcome or energized? (Open-ended)

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

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

Statement	Poor	Fair	Good	Great	N/A
18a. Anticipate/identify emerging needs?					
18b. Respond to emerging needs?					

19. What type of support best helps you respond to emerging needs? For example, opportunities to explore professional development, release time for a new project, encouragement from your supervisor, etc. (Open-ended)

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

Statement	Poor	Fair	Good	Great	N/A
20a. Anticipate/identify emerging needs?					
20b. Respond to emerging needs?					

21. Looking forward, can you anticipate or identify trends or new areas of growth that you think will take off in the near future? For example, over the past year, the Community Scholars Program and Research Data Management have experienced new and/or rapid growth. (Open-ended)

22. Are there any areas of your work in which you have noticed reduced demand, or in which you think there will be reduced demand in the future? Looking forward, what do you anticipate you or the Library can stop doing, or do less of? For example, over the past year, library services like non-course integrated instruction sessions may have experienced a decrease in demand, or required less time. (Open-ended)

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

24. Over the past year, to what extent did you feel: (Matrix)

Statement	Never	Rarely	Often	Always	N/A
24a. Informed of change happening in the Library?					
24b. Equipped to engage with change happening in the Library?					
24c. Positive or excited about how change might impact your role in the Library?					
24d. Confident that your work is valued by the Library?					

The next questions ask you about professional development, service, research and balancing demands generated by your portfolio.

25. Over the past year, to what extent would you say that... (Matrix)

Statement	Never	Rarely	Often	Always	N/A
25a. You were able to participate in professional development (e.g., attend conferences, watch webinars, read professional literature)?					
25b. You were able to participate in service to the Library, University, or the profession (e.g., serving on task groups, hiring committees, or professional associations)?					
25c. You were able to participate in research activities or projects (e.g., delivering conference presentations or poster sessions, writing journal articles, books, or book chapters, acting as a peer reviewer, or editor, or organizing conferences, symposiums)?					
25d. You were able to balance the current demands of your portfolio and your service, professional development, and research commitments?					
25e. The demands of your portfolio and your service, professional development, and research commitments are at a sustainable level going forward?					

The next questions ask you about your experience with the liaison program overall.

26. Over the past year, what was the biggest challenge you had working as a liaison librarian? (Open-ended)

27. Over the past year, what was the best experience you had working as a liaison librarian? (Open-ended)

28. Which of SFU Library's programs, events, services, or initiatives are you most proud of? (Open-ended)

The last question asks you about your preferences for anonymity.

29. If the LPEWG reports on the results of this survey externally, is it OK if we include your anonymized responses to open-ended questions? (radio buttons: single choice only)

- Yes, you can include my anonymized responses in internal SFU-only reports and any external dissemination.
- No, please do not include my responses in any external dissemination. My anonymized responses may only be used in internal SFU-only reports.

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

Thank you!