

KWANTLEN POLYTECHNIC UNIVERSITY



KPU LIBRARY LIBRARY SURVEY OF FACULTY

2020 ACADEMIC YEAR

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By the Office of Planning and Accountability



2020 KPU Library Survey of Faculty

Report of Findings

Prepared by the Office of Planning & Accountability

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Teaching, Research, & Library Supports Survey

This survey was sent to 841 employees at KPU. This included all actively employed faculty members in the Fall 2020 term, NR1s who taught at any point in 2020, instructional BCGEU staff, and lab and institute-based researchers. Between December 3, 2020 and January 24, 2021, 312 individuals participated; this is a response rate of 37%. This report contains the responses on the Library section of the survey, which was visible to everyone except librarians.

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Section 1. Demographics

1.1 What best describes your role at KPU? Please check all that apply.

312 responses

	Count	% of respondents
I am a librarian	11	4%
I am a counsellor, learning specialist, or learning strategist	4	1%
I am instructional faculty not in the above categories	275	88%
I am instructional BCGEU staff	16	5%
I engage in research (any undertaking intended to discover, create, or extend knowledge through a disciplined inquiry or systematic investigation)	96	31%
I engage in scholarship (production of creative works; synthesis/analysis of the research or creative works of others; application of knowledge to real-world issues; advancement of pedagogy)	95	30%
Total	497	159%

1.2 For each of the following groups, how many reported engaging in research and/or scholarship?

	Count	%
Librarians	0	0%
Counsellors, learning specialists, or learning strategists	1	25%
Instructional faculty not in the above categories	110	40%
Instructional BCGEU staff	2	13%
Total	113	39%

1.3 For each of the following groups, how many reported engaging in research and/or scholarship?

	Count	%
Faculty of Academic and Career Preparation	4	29%
Faculty of Arts	48	64%
School of Business	23	33%
Wilson School of Design	8	53%
Faculty of Health	2	22%
Faculty of Science and Horticulture	12	29%
Faculty of Trades and Technology	0	0%
Other	3	21%
Total	100	41%

1.4 How many years of experience do you have teaching at the postsecondary level?

Displayed to instructional faculty and instructional staff; not displayed to librarians, counsellors, learning specialists, or learning strategists

	Count	%
Less than 2 years	6	3%
2 to 5 years	36	16%
6 to 9 years	24	10%
10 to 19 years	79	34%
20 or more years	85	37%
Total	230	100%

1.5 What is your primary Faculty or Division?

	Count	%
Faculty of Academic and Career Preparation	14	6%
Faculty of Arts	75	31%
School of Business	69	28%
Wilson School of Design	15	6%
Faculty of Health	9	4%
Faculty of Science and Horticulture	42	17%
Faculty of Trades and Technology	8	3%
Other	14	6%
Total	246	100%

Section 2. Rating Questions

2.1. Library Use

2.1.1 Since the shift to remote learning in March 2020, have you used the KPU Library, including any of its online resources or services?

	Count	%
Yes	199	76%
No	62	24%
Total	261	100%

2.1.2 Why have you not used the library since March 2020? Please select all that apply.

61 respondents

Displayed to respondents who hadn't used the library since March 2020

	Count	% of respondents
I don't normally use the library for my work at KPU	34	56%
I've been too busy to use the library	20	33%
The library doesn't provide the resources/services that I need	10	16%
Other (please specify):	10	16%
Total	74	121%

Other (please specify) write-in responses:

1	covid
2	Didn't go to school since March 2020.
3	Have used online resources
4	I do have the resources that I need for my teaching
5	I usually refer my students to a specific set of optional resources, but with the pandemic I can't advocate sending people into the community.
6	Many materials available on internet
7	My class is located off site.
8	None of the assignments require KPU library resources since going online. However students are encouraged to access the library to expand their references for assignments.
9	Useless resource for students and faculty alike

2.1.3 Since March, for what purposes have you used the following Library resources or services? If you have had any difficulty accessing the resources or services due to the pandemic, please check that option as well.

Displayed to respondents who had used the Library since March 2020

		Count	% of respondents
Print book collection	Have not used	133	74%
	Teaching	24	13%
	Research	24	13%
	Other work	6	3%
	Difficulty accessing	12	7%
	Total (respondents)	199 (179)	111%
Electronic book collection	Have not used	66	37%
	Teaching	89	50%
	Research	59	33%
	Other work	11	6%
	Difficulty accessing	2	1%
	Total (respondents)	227 (179)	127%
Print periodicals (magazines, newspapers, journals)	Have not used	110	64%
	Teaching	43	25%
	Research	28	16%
	Other work	5	3%
	Difficulty accessing	6	4%
	Total (respondents)	192 (173)	111%
Online periodicals and research databases	Have not used	31	17%
	Teaching	121	68%
	Research	89	50%
	Other work	10	6%
	Difficulty accessing	2	1%
	Total (respondents)	253 (178)	142%
Data and Geographical Information Systems (GIS) resources	Have not used	151	92%
	Teaching	9	6%
	Research	7	4%
	Other work	1	1%
	Total (respondents)	168 (164)	102%
DVD and video collection	Have not used	138	79%
	Teaching	29	17%
	Research	9	5%
	Other work	4	2%
	Difficulty accessing	7	4%
	Total (respondents)	187 (174)	108%

2.1.3 [Continued] Since March, for what purposes have you used the following Library resources or services? If you have had any difficulty accessing the resources or services due to the pandemic, please check that option as well.

Displayed to respondents who had used the Library since March 2020

		Count	% of respondents
Online streaming videos	Have not used	106	60%
	Teaching	67	38%
	Research	13	7%
	Other work	6	3%
	Difficulty accessing	4	2%
	Total (respondents)	196 (178)	110%
Summon Search (searches all the resources above)	Have not used	45	25%
	Teaching	115	65%
	Research	78	44%
	Other work	17	10%
	Difficulty accessing	3	2%
	Total (respondents)	258 (178)	145%
Course reserves	Have not used	158	92%
	Teaching	10	6%
	Research	3	2%
	Other work	2	1%
	Difficulty accessing	3	2%
	Total (respondents)	176 (172)	102%
Link.Scan.Open service	Have not used	161	95%
	Teaching	7	4%
	Research	1	1%
	Other work	1	1%
	Total (respondents)	170 (170)	100%
Intercampus loan service	Have not used	152	88%
	Teaching	12	7%
	Research	14	8%
	Other work	3	2%
	Difficulty accessing	1	1%
	Total (respondents)	182 (172)	106%
Interlibrary Loan	Have not used	149	86%
	Teaching	14	8%
	Research	15	9%
	Other work	4	2%
	Difficulty accessing	5	3%
	Total (respondents)	187 (174)	108%
Research help provided by librarians	Have not used	103	58%
	Teaching	66	37%
	Research	14	8%

Other work	4	2%
Difficulty accessing	3	2%
Total (respondents)	190 (177)	107%

2.1.3 [Continued] Since March, for what purposes have you used the following Library resources or services? If you have had any difficulty accessing the resources or services due to the pandemic, please check that option as well.

Displayed to respondents who had used the Library since March 2020

		Count	% of respondents
Assistance by your departmental liaison librarian	Have not used	91	52%
	Teaching	79	45%
	Research	15	9%
	Other work	5	3%
	Difficulty accessing	2	1%
	Total (respondents)	192 (176)	109%
Library research guides ("subject guides")	Have not used	82	47%
	Teaching	88	50%
	Research	15	9%
	Other work	3	2%
	Difficulty accessing	1	1%
	Total (respondents)	189 (175)	108%
Equipment Services	Have not used	132	76%
	Teaching	35	20%
	Research	1	1%
	Other work	2	1%
	Difficulty accessing	5	3%
	Total (respondents)	175 (173)	101%
Other (please specify):	Have not used	41	66%
	Teaching	18	29%
	Research	1	2%
	Difficulty accessing	4	7%
	Total (respondents)	64 (62)	103%

2.1.4 How important are each of the following Library resources to the work that you do?

Displayed only the rows that respondents used or had difficulty accessing (Table 2.1.3)

	Not very important		Somewhat important		Very important		Total	
	Count	%	Count	%	Count	%	Count	%
Print book collection	4	8%	11	22%	34	69%	49	100%
Electronic book collection	2	2%	35	32%	73	66%	110	100%
Print periodicals (magazines, newspapers, journals)	10	16%	17	27%	37	58%	64	100%
Online periodicals and research databases	1	1%	13	9%	133	90%	147	100%
Data and Geographical Information Systems (GIS) resources	2	15%	3	23%	8	62%	13	100%
DVD and video collection	1	3%	14	36%	24	62%	39	100%
Online streaming videos	2	3%	17	24%	51	73%	70	100%
Summon Search (searches all the resources above)	0	0%	23	17%	109	83%	132	100%
Course reserves	1	8%	3	23%	9	69%	13	100%
Link.Scan.Open service	0	0%	3	33%	6	67%	9	100%
Intercampus loan service	0	0%	4	20%	16	80%	20	100%
Interlibrary Loan	2	7%	3	11%	23	82%	28	100%
Research help provided by librarians	3	4%	15	20%	57	76%	75	100%
Assistance by your departmental liaison librarian	1	1%	11	13%	73	86%	85	100%
Library research guides ("subject guides")	4	4%	20	22%	69	74%	93	100%
Equipment Services	4	10%	12	30%	24	60%	40	100%

Other (please specify) write-in responses from Table 2.1.3, followed by how important the resource(s) is/are:

#	Resource	Importance
1	apa	Important for preparing syllabus and for students
2	Assistance with Open Ed projects	Very important
3	borrowed on document camera	
4	borrowing cameras and tripods	VERY important when trying to film videos!
5	Cheating and plagiarism advice and copyright workshop	Very important I find the librarians very easy to ask for help. And the help received has been very good.
6	course reserve textbook	somewhat important
7	DVDs I use on campus not available to stream.	Important to liaise with Library in many ways influences and enhances my lessons and curriculum.
8	Filming technology (was not able to use)	
9	iPad	
10	library chat	somewhat important
11	Listing of my research publications on KPU's Open Access platform (listing is still underway apparently)	
12	Looking for better textbooks (Canadian)	

#	Resource	Importance
13	Requesting new acquisitions	Very, very important. I have had to try to replace all DVDs and library books that I used to use in my teaching. Liaison librarian has been extremely helpful providing options and responding to my inquiries and suggestions for acquisition of new eBooks and streaming videos.
14	Setting up ZTC readings	Very important now that we are online.
15	support student services for students which are excellent. Referred numerous students.	Extremely
16	Trying to get digitized versions of DVDs the KPU library owns. I tried to replace them with streaming videos and couldn't get through the catalogues because most of the topics were irrelevant to my subject.	Very important. The materials in my area seem to be 'classics'. I show videos from the 1990's because better options have not been created.
17	Well I would be using the services of a full-time Indigenous Resources Librarian but I guess you don't want to fund the position.	So how are we supposed to decolonize and indigenize our courses and programs without a full-time dedicated Librarian that has budget resources to support her critical work?
18	With the assistance of [NAME REDACTED], I put the Ask Away link with a graphic button onto my Moodle pages.	Having a dedicated librarian who knows and understands the unique needs of the department is invaluable.
19	Workshop hosted by librarian	

2.2. Instructional Supports

2.2.1 The following are instructional supports normally provided by the Library. Please indicate your level of familiarity with each.

Displayed to instructional faculty and instructional staff; not displayed to counsellors, learning specialists, or learning strategists

	Not at all familiar		Somewhat familiar		Very familiar		Total	
	Count	%	Count	%	Count	%	Count	%
In-person library research skills workshop for your class	39	17%	81	35%	110	48%	230	100%
Synchronous online library research skills instruction for your class (e.g., BBB, Zoom)	106	46%	83	36%	40	17%	229	100%
Academic Integrity online tutorial	35	15%	78	34%	119	51%	232	100%
Doing Research online tutorial	88	38%	86	38%	55	24%	229	100%
Online library training videos	101	44%	78	34%	49	21%	228	100%
Online library research guides ("subject guides")	65	28%	76	33%	88	38%	229	100%
Embeddable activities created by librarian (e.g. H5P exercises)	167	73%	42	18%	19	8%	228	100%
Library assignment created by librarian	129	57%	53	23%	46	20%	228	100%

2.2.2 During the pandemic, which of the following library instructional supports for students are you using or are you likely to use in your lower-level and/or upper-level courses? Select all that apply.

Displayed to instructional faculty and instructional staff; not displayed to counsellors, learning specialists, or learning strategists

		Count	% of respondents
Synchronous online library research skills instruction for your class (e.g., BBB, Zoom)	Lower-level courses you teach	77	84%
	Upper-level courses you teach	34	37%
	Total (respondents)	111 (92)	121%
Academic Integrity online tutorial	Lower-level courses you teach	151	96%
	Upper-level courses you teach	54	34%
	Total (respondents)	205 (158)	130%
Doing Research online tutorial	Lower-level courses you teach	85	83%
	Upper-level courses you teach	51	50%
	Total (respondents)	136 (102)	133%
Online library training videos	Lower-level courses you teach	87	95%
	Upper-level courses you teach	28	30%
	Total (respondents)	115 (92)	125%
Online library research guides ("subject guides")	Lower-level courses you teach	98	89%
	Upper-level courses you teach	46	42%
	Total (respondents)	144 (110)	131%
Embeddable activities created by librarian (e.g. H5P exercises)	Lower-level courses you teach	45	90%
	Upper-level courses you teach	15	30%
	Total (respondents)	60 (50)	120%
Library assignment created by librarian	Lower-level courses you teach	51	91%
	Upper-level courses you teach	12	21%
	Total (respondents)	63 (56)	113%

2.2.3 After the pandemic, which of the following library instructional supports for students are you likely to use in your lower-level and/or upper-level courses? Select all that apply.

Displayed to instructional faculty and instructional staff; not displayed to counsellors, learning specialists, or learning strategists

		Count	% of respondents
In-person library research skills workshop for your class	Lower-level courses you teach	118	88%
	Upper-level courses you teach	45	34%
	Total (respondents)	163 (134)	122%
Synchronous online library research skills instruction for your class (e.g., BBB, Zoom)	Lower-level courses you teach	71	88%
	Upper-level courses you teach	32	40%
	Total (respondents)	103 (81)	127%
Academic Integrity online tutorial	Lower-level courses you teach	155	96%
	Upper-level courses you teach	58	36%
	Total (respondents)	213 (162)	132%
Doing Research online tutorial	Lower-level courses you teach	106	86%
	Upper-level courses you teach	55	45%
	Total (respondents)	161 (123)	131%
Online library training videos	Lower-level courses you teach	95	93%
	Upper-level courses you teach	34	33%
	Total (respondents)	129 (102)	127%
Online library research guides ("subject guides")	Lower-level courses you teach	106	88%
	Upper-level courses you teach	57	48%
	Total (respondents)	163 (120)	136%
Embeddable activities created by librarian (e.g. H5P exercises)	Lower-level courses you teach	53	90%
	Upper-level courses you teach	17	29%
	Total (respondents)	70 (59)	119%
Library assignment created by librarian	Lower-level courses you teach	69	89%
	Upper-level courses you teach	18	23%
	Total (respondents)	87 (78)	112%

2.2.4 Do you require your students to take the Academic Integrity Tutorial, or show evidence of prior completion through the Moodle badge?

Displayed to those who were somewhat or very familiar with the Academic Integrity online tutorial (Table 2.2.1)

	Count	%
Yes	91	47%
No	103	53%
Total	194	100%

2.2.5 How do you use the Academic Integrity tutorial with your students? Check all that apply.

91 respondents

Displayed to respondents who require their students to take the Academic Integrity tutorial

	Count	% of respondents
I only check if students obtained the badge	66	73%
I review and discuss the main content in class	33	36%
I ask for reflective exercises on the most relevant content (for example, Academic Integrity, Plagiarism, Citations)	13	14%
None of the above	9	10%
Total	121	133%

Respondents were also asked an open-ended question regarding additional academic integrity-related resources or services they would like the Library to offer. These responses are provided starting on page 15.

2.2.6 The Library offers a self-paced online tutorial called “Doing Research: A Student’s Guide to Finding and Using the Best Sources” which covers introductory library research skills. When the pandemic is over and in-person library research skills instruction sessions resume, how likely would you be to use the following versions of the tutorial for your lower-level classes?

Displayed to instructional faculty and instructional staff; not displayed to counsellors, learning specialists, or learning strategists

	Not at all likely		Somewhat likely		Very likely		Don't know		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Doing Research online, self-paced tutorial	42	19%	80	37%	83	38%	13	6%	218	100%
Hybrid: Doing Research online, self-paced tutorial, complemented by an in-person workshop	59	27%	66	30%	71	33%	21	10%	217	100%

2.2.7 Would you want students to be able to earn a badge in Moodle for successful completion of the Doing Research online tutorial?

Displayed if respondent was somewhat or very likely to use either version of the Doing Research tutorial

	Count	%
Yes	137	83%
No	28	17%
Total	165	100%

Respondents were also asked an open-ended question regarding how the Library could improve its instructional services. These responses are provided starting on page 18.

2.3. Overall Satisfaction

2.3.1 Overall, how satisfied or dissatisfied are you with Library resources?

Displayed to respondents who had used the Library since March 2020

	Count	%
Very dissatisfied	9	5%
Somewhat dissatisfied	12	7%
Neither satisfied nor dissatisfied	11	6%
Somewhat satisfied	60	33%
Very satisfied	91	50%
Total	183	100%

2.3.2 Overall, how satisfied or dissatisfied are you with Library services?

Displayed to respondents who had used the Library since March 2020

	Count	%
Very dissatisfied	11	6%
Somewhat dissatisfied	6	3%
Neither satisfied nor dissatisfied	11	6%
Somewhat satisfied	30	16%
Very satisfied	125	68%
Total	183	100%

Respondents were also asked two general open-ended questions regarding positive experiences with the Library, as well as suggestions for improvement. These responses are provided starting on page 16 and 19, respectively.

Section 3. Open-Ended Questions

3.1. Academic Integrity Resources

Displayed to instructional faculty and instructional staff; not displayed to counsellors, learning specialists, or learning strategists

#	What other resources or services would you like the Library to offer to help you reinforce the issue of academic integrity with your students?
1	A guillotine, stocks, or possibly public floggings for everyone by [NAME REDACTED] (including you Administration people that appropriate faculty work - we see you).
2	Academic writing skills with an emphasis on how to cite properly.
3	Availability of someone in the library
4	Be realistic. Stop coursehero from being used. No amount of plagiarism training will help. Get TurnItIn. Stop making excuses for not teaching in the name of diversity and inclusivity. It's hard bigotry of low expectations for people of color.
5	Daily tidbit sent out giving many examples of academic integrity dos/do nots
6	Examples of past students' work (personal information hidden) that highlight different types of academic integrity issues so that present students have something to relate to and learn from.
7	How to do APA citations.
8	I also require a signed Academic Honesty and Integrity Statement.
9	I am going to start using the Academic Integrity tutorial this semester - Spring 2021 - in my first year classes. Last semester - Fall 2020 - I reported 23 Academic Integrity Violations to my Dean's office in the three sections of my first year course that I taught.
10	I am not familiar with the HP5 offerings provided by the library. I would like to know more.
11	I will be requiring students to complete the badge in the future. The library has been a great support with practical practical solutions (and for moral support!) on this issue.
12	I will start this in the January term, given the issues with International students in entry-level classes
13	Introducing and welcoming international students into the Canadian university system
14	It would be nice to be reminded them once during the beginning of each term, say about two weeks prior when syllabi are being prepared.
15	it's done in the lab component so not by me personally
16	Just a note about the above questions that I don't teach upper level courses.
17	Many of the journals articles I need for research are not available at KPU. We need to have them to conduct research including dissertations If you want us to do research, we need a wider access to journal articles. I have been asking for this for years, and nothing ever changes. Its frustrating.
18	more tutoring on research skills for Students
19	My students usually all have this library academic integrity badge already by the time they get to me. I guess I could require it but I suspect students would want credit for it and I have no room in my course for that. I cannot recall the last time I saw a student not have it. It should just be required by the university - not by particular courses.
20	n.a.
21	None come to mind. The new tutorial is excellent.
22	None. Library is great.
23	PDF resources to student to read prior to register for classes
24	Perhaps a short video of the consequences at KPU
25	plagiarism checker?
26	plagiarism software
27	Plagiarism tutorial (currently in use)

#	What other resources or services would you like the Library to offer to help you reinforce the issue of academic integrity with your students?
28	Proctoring system
29	Relative information with text books that can support the topics in our trades levels. Best resources for supporting today's technologies.
30	Resources on patchwriting so students understand they can't simply copy a sentence from a text and change two words and say now that it is their own.
31	Teaching students that submitting images that are not their own for an assignment is plagiarism.
32	The issue of academic integrity is HUGE with online studies. I would love to see more supports, but I don't know what might be possible.
33	The library/librarians has/have been doing a good job.
34	The many forms online "cheating" takes
35	The new AIM tutorial is exceptional.
36	The new badge has been a prerequisite for essays and essay outlines in all of my courses. Some students have been confused by the new badge as they had already completed the old one, and so they ignored the tutorial until they noticed that their essay had not been graded. Further modules are needed to address some of the more technologically sophisticated methods of cheating occurring at KPU, like contract writing companies which target KPU student emails with ads for their services or chat forums where KPU course assignments or quizzes and tests are uploaded by students and available for use in a KPU course.
37	They can't really. If students are going to cheat...they are going to cheat. No matter how hard we make it. Or if they have a badge.
38	While I have used the library academic integrity in the past, this year I have been swamped and am not requiring research in my first year courses. Next term I will require research and will require the tutorial. Help from the library has been consistently excellent

3.2. Instructional Programming Improvements

Displayed to instructional faculty and instructional staff; not displayed to counsellors, learning specialists, or learning strategists

#	Do you have any suggestions on how the Library could improve its instructional programming? If so, please describe below.
1	I am rarely asked since I am a chemistry lab technician, however when I was a Lab Instructor I would highly recommend to my students to seek out a library introduction tour and find out more about the resources available to support study of chemistry.
2	I think a blended hybrid online format of library instruction with an in-person component would be very useful. Online and in-person formats incentivize students and they are synergistic in the way one format supports the other. A bit like a carrot and stick.
3	I think the library and its staff are incredibly supportive and helpful. I am really impressed with how they go out of their way to support both faculty and students.
4	I think the library does a great job already.
5	I think the library does a very fine job.
6	I think the library does an exceptional job at maintaining access and are a wonderful and supportive resource. I so appreciate everything the librarians do for us and our students.
7	Keep pace with technology changes and innovation. Overall KPU is performing well
8	Kudos to the library team. You are doing fantastic work!
9	Love the idea of earning a Moodle badge for Doing Research Online - yes PLEASE!!
10	No.
11	Not at the moment,

#	Do you have any suggestions on how the Library could improve its instructional programming? If so, please describe below.
12	Nothing concrete to suggest. Frankly, I think the work that the Librarians have been doing before and during the pandemic has been stellar. I have taught at other institutions, and KPU library services and support is far superior to what I had experienced elsewhere. I don't think I could have effectively taught research skills and academic integrity during the pandemic, if not for the librarians!
13	Perhaps like TLC a single page or site or having an online venue (sorry, I may not be aware that one exists) for booking online Moodle/Zoom/BBB classes would be helpful.
14	[NAME REDACTED] has been great! But, I don't really know what I can ask for. I feel like asking for help is using a resource that's not set up for me. Not sure how much we are allowed to draw on the librarians for help. Didn't know about some of these online resources, and may use them.
15	skip the gimmicks. And keep buying books so I can send my students to them. Do you know how many students do not hold real books in their hands? or read for the pleasure of expanding their minds?
16	The library has been an outstanding resource during the pandemic.
17	To be frank, student's ability, and willingness, to use library resources for research for assignments seemed to be in freefall in the Fall 2020 semester. In a second year course, only one or two bothered to do library research for an assignment that required it. The rest of the class did not even bother to use the sources that I had linked to Moodle for assignments. Some used non-academic websites to do their "research." Teaching students how to use the library for research, and then assessing their research and writing skills, is a huge commitment of time for the instructor, even with all the resources so ably provided by the Library staff. For the moment, during the pandemic, I am only assigning assessments requiring library research in third and fourth year courses based on the assumption that students have learned these skills in previous courses. I used to teach library skills at the first year level, but because most of the students in my first year classes are now international students who struggle with reading and writing in English I have stopped.
18	Up to this point it had not been a big issue in the courses I teach but I think that as we continue to operate online and I am seeing an increase in work submissions of questionable quality, this is something I will look into.
19	Using class time is difficult to incorporate so having more resources available in an online self-paced capacity is great and suggested assignments. To have economies of scale it might make sense to meet with teaching teams to co-develop resources and assignments. In addition, it might be nice if the library created company profiles that could be used for both academics and career searches.

3.3. Positive Experiences

Displayed to respondents who had used the Library since March 2020

#	We've had to adjust our procedures and offerings during COVID-19 and want to hear from you. What positive library experiences have you had?
1	Able to check out books when needed
2	[NAME REDACTED] as always has helped develop a research guide for my HRMT 4500 practicum class.
3	Being able to discuss options for what to do for my classes.
4	[NAME REDACTED] is great
5	[NAME REDACTED] our resource librarian has been great!
6	[NAME REDACTED] offered a great asynchronous library instructional class for my research methods course, with videos and an assignment. She worked incredible hard on it and the product was great.
7	Excellent help with introduction to research, databases etc.
8	extensions on books! Live chat responsiveness.
9	fast responses, online books found
10	Getting direct help from my faculty library liaison
11	Help tracking down book and scanning book chapters.

#	We've had to adjust our procedures and offerings during COVID-19 and want to hear from you. What positive library experiences have you had?
12	How quick [NAME REDACTED] worked to address my need for video streaming resources (both documentaries & films for a film course. I also really benefitted from a tutorial that explained the best way to use URL for sources/assigned readings (according to copyright) on Moodle. The "Going Online" site was extremely helpful.
13	I have not visited the library much but when I have been in I was glad to see students were able to study and come for resources.
14	I like [NAME REDACTED]. She is extremely engaged [with our department and she regularly attends our [EVENT NAME REDACTED].
15	I love AskAway!
16	I needed chapters from several texts that students could have as resources or assigned readings, but not pay for. The Librarians were great. And the assigned Librarian to [DEPARTMENT NAME REDACTED] programs is an awesome resource.
17	I really love that the academic integrity module and badge have been completely re-done. I haven't had time to go through the new version, so haven't yet embedded it into my course, but will plan to in Summer.
18	I think that providing services such as Ask a Librarian are incredibly helpful. They support students whether they are in class or online. Other resources the library provides are also very helpful. They seem to be committed to adapting and innovating.
19	I was able to check out books for longer !And my students were able to use the library for their schoolwork / assignments
20	I was grateful for the extension of return deadlines for books.
21	I've really appreciated the wealth of online and digital resources available, and the ability to get pdfs made for online classes.
22	Incredible interaction with our LibGuide/area librarian specialists. Cannot speak highly enough of them as they have helped facilitate research for students (and myself), build better LibGuides, and been VERY facilitative around procuring (on short notice) online texts and materials.
23	interactions with library staff has been positive, they've been as helpful as they always are, easy to get an appointment to pick up materials
24	It was wonderful that our liaison librarian was able to do a synchronous workshop with my students in four courses.
25	It's open and people are there.
26	KPU's librarians are a cut above. The few experiences I've had have been stellar; the librarians know their subject matter and provide me with a wealth of options when I bring them challenges and questions.
27	Librarian chat boxes handy - but relevant answers sometimes lacking.
28	Librarian was immediately available and in no time found a link to a video I had been unable to find with much searching - amazing!
29	Librarians and staff are always ready to answer emails and our department liaison is amazingly quick at helping us get online textbook access when needed.
30	Library staff are fabulous - one of our best, if not THE best support services we have at KPU.
31	Many many positive experiences. Only one small error with Link Scan Open, but otherwise, the librarians have been lifesavers! I will continue to use the many library online resources even after we return to campus, but then I will also supplement them with the in-person workshops from prior to the pandemic.
32	My departmental library liaison has always been a gem! This person was very helpful to me in resolving a dilemma I faced in accessing the film that I teach in one of my courses for online delivery. Kudos!
33	None
34	Our liaison librarian, [NAME REDACTED], is a superstar and a joy to work with. Thank you [NAME REDACTED]!
35	Our library liaison - [NAME REDACTED] - is great.
36	our wonderful librarians are just an email away. I miss them dearly.
37	Overall a can-do attitude and an enthusiasm to help me quickly and efficiently access materials, equipment, and resources.

#	We've had to adjust our procedures and offerings during COVID-19 and want to hear from you. What positive library experiences have you had?
38	Picked up a laptop for my online teaching, staff was very helpful. Other than that I stayed away from the library because of the pandemic.
39	Proactive communication from our Liaison Librarian, who is always willing to assist faculty with general and course-specific needs.
40	Quick response and support
41	Quick response to request for access to equipment for design's photography kit.
42	Quick solution to getting laptop loans to students
43	[NAME REDACTED] helped build a ZTC reading package
44	Speedy response to interlibrary loan requests
45	Support from department librarian - very responsive. Plus I am so grateful the library has remained open to support students.
46	The ILL service is excellent
47	The library administered my WHIMIS training for my current class online and everything went very well
48	The library and librarians are the best thing about KPU
49	The Link.Scan service was absolutely marvellous. From my own teaching and research, I know how much of a slog scanning resources can be. To those who scanned book chapters for me, thank you. You did a wonderful job and ethically too--always paying great attention to copyright issues. I HUGELY appreciate this service.
50	The support from our library liaison person has been excellent.
51	TLC has been great. Communication is excellent.
52	[NAME REDACTED] and [NAME REDACTED] are great and refreshingly supportive of faculty. Thanks so much.
53	[NAME REDACTED] was as helpful as ever in answering my questions about documentation.
54	Using the online courses.
55	very responsive to online queries
56	Vldeo offerings for Science labs are great. Thank you. Assuming students do the work!
57	Working with the liaison librarian has been wonderful!

3.4. Suggestions for Improvement

Displayed to respondents who had used the Library since March 2020

#	We've had to adjust our procedures and offerings during COVID-19 and want to hear from you. How can the Library improve the services and resources provided during the pandemic?
1	Access to print books has been hard because of the two week, window to pick them up. Before the pandemic I would take books out as the semester progressed and I worked my way through the sequence of class topics. But now I need to keep a list of what I need and put a bunch of requests in at once. I have not figured out this adjustment, and this has saved the helpful librarians some grief. But it seems every time I go to campus and pick up holds, no sooner do I get home than I receive an email that another book is available.
2	Apparently, at SFU or UBC there is a librarian who deals with CourseHero and Chegg and keeps instructors' course materials off these sites.
3	Arguably, library services improved because of the pandemic! Although, perhaps I was not fully aware of what resources could be accessed online, prior to the pandemic.
4	Asking too much, maybe; but browsing periodicals is where I find a lot of ideas for up-to-date stories of a general nature. Some way to borrow periodicals, by putting a hold or some other system similar to borrowing physical books would be a godsend.
5	Assign a librarian to search articles for faculty
6	Better communication about the status/potential wait times on Interlibrary loans

#	We've had to adjust our procedures and offerings during COVID-19 and want to hear from you. How can the Library improve the services and resources provided during the pandemic?
7	Cannot think of any with current COVID restrictions.
8	Doing a brilliant job!
9	Drop the demand for the physical return of borrowed material at a time when BC's chief medical officer is trying to discourage people from travelling unnecessarily.
10	Find ways to access on campus DVDs
11	having a slot in the library door for returning books so you don't have to use the outdoor one
12	I submitted a request for an iPad back in April 2020 and never received a response. I ended up purchasing one.
13	I think it's all OK.
14	I think they have done an excellent job.
15	If possible, it would be good to have a presence once more. There could be protective shields and masks but have a real person to assist.
16	It is not clear to me which eBooks are temporarily available versus those which are considered as part of our collection.
17	It would be good to have someone one could call on the phone and ask a quick question of - rather than doing everything online all the time. With all the online teaching it's too much online online online.
18	It would be helpful for research if when I searched a source like Science Direct or Elsevier and relevant papers come up, that I could tell it I am at KPU and we are eligible to download the paper. It often gives an option to enter your institution to see if you are eligible but KPU is never eligible. But then i can go to the library website and find the journal in our online resources. It would just be more efficient if our institution was linked to these sources directly and it wasn't a separate process of copying the title etc and transferring it to the library search.
19	It'd be nice to have some clearer communication on how the broader administrative stance ("don't come to campus") fits with Library access. I'd really like to pick up some books/order more ILL for my research, and know the Library is open, but haven't been to campus since March. Is it okay for faculty to visit the Library or do we need to go through the special request process to set foot on campus? It'd be nice to have some message from the Library on this, perhaps.
20	It's very difficult to pick up books, would appreciate a more flexible system, longer pickup window.
21	Just keep doing the great work you're already doing!
22	NOT a KPU library issue, but the ADMINISTRATION needs to fund and facilitate more online book/materials. Maybe spend less funding on creating more administrative roles, pet projects, office space -- while cutting the library budget (or facilitating the cutting of various hard and e-copy). GIVE the LIBRARY more funding for ebooks and materials... without cutting from other areas of the library budget.
23	Not sure, other than making sure students know there are live librarians available to give timely help with all sorts of questions
24	Offer the same service but using a method that does not put a strain on the instructors time and efforts. We have to figure out how to cope with Covid around teaching and have the same results at the end. Why is it that library services have to effect our ability to provide the past library service to our students and in most cases just ignore the library altogether, is now in our best interest!
25	Perhaps a direct email reminder of resources/courses to faculty from the Departmental liaisons. Again one may have been sent in our 'flood' of emails, so if so, my apologies.
26	the library chat is a generic chat that can forward a faculty member to a librarian at a different campus. It would be nice if there was a way to contact a live person on the phone at the KPU library. Perhaps this has changed, but it was impossible to talk to someone last March/April and the librarian on the chat had no institutional knowledge of KPU.
27	The library could deliver and pick up books to faculty homes. But I suppose this is not possible. And yet, it would be an improvement in services. Uber-Reads? or Uber-Books?
28	Well, more e-books would be fantastic... if offered by the publishers!
29	Why is "Dissatisfied" at the top of this 5-item list? Who drafted this survey? The books on the shelves on the upper-levels need to be accessible. There needs to be someone behind the desk, just like there's someone behind the counter at a store or supermarket. There's masks, plexiglass barriers, all kinds of things. You can't shut operations down and have people call on the phone to retrieve a Library staff member from the back room. Someone needs to be there. Outlandish. Move the person's desk up front, if you have to. Give them a chair.

