

2004 LibQUAL+ Survey Analysis of Comments re: Library Collections

As with last year's LibQUAL survey, the greatest number of comments (63) concerned our collections. It is also notable that as last year, the predominant themes were acquiring more digital content, and acquiring more materials in all areas, especially in the non-engineering disciplines.

I. Electronic access to resources, primarily e-journals.

>> FACULTY / STUDENT COMMENTS:

While we received a few compliments ...

- *"The e-journals work very nicely."*
- *"98% of my usage of the library is via the electronic databases. These are a wonderful resource."*

... the majority of comments requested more electronic access to journals, including back files; in many cases specific journals or subject areas were noted.

- *"It would be nice to have more access to journal articles on-line, especially medical journals."*
- *"Get a LOT MORE online publications and journals. Specifically Gartner, and S&P."*
- *"Increase the electronic full text of earlier issues for some major journals."*
- *"Thus, my two big complaints: we need more electronic journal access over a wider range of dates, and we need a more extensive database to search these journals, particularly an extended version of Web of Science."*
- *"E-journal and e-database should be greatly enhanced. I use SciFinder Scholar a lot, and it's constantly busy during the day, maybe we should sign up for more users."*

>> LIBRARY'S RESPONSE:

The migration from print to electronic remains a priority for the Library. A partial list of new electronic journals is available at http://www.library.gatech.edu/about_us/news/new_ejournals.html. In addition to migrating our subscriptions from print to electronic, our implementation of full-text linking via SFX has made the full-text of journals provided from aggregator databases such as LexisNexis and EBSCOhost more readily available to our users. Our Electronic Journals web page http://www.library.gatech.edu/search_locate/electronic_journals.html is the most current and up-to-date list of our e-journals.

Journal publishers are beginning to digitize the back years of their journals and offer them for sale to libraries. LibQUAL comments included a number of requests to purchase journal backfiles. This year we were able to purchase a number of back files, which are listed below:

- Biotechnology and Polymer backfile collections from Wiley
- Angewandte Chemie backfiles
- Web of Science backfiles
 - Science Citation Index 1945 to current,
 - Social Science Citation Index 1956 to current,
 - Arts & Humanities Citation Index 1975 to current.

As funding permits, we plan to continue to purchase both journal and database backfiles. On a related issue, we were also able to purchase two additional simultaneous users for SciFinder Scholar. We will continue to monitor the use and the turn away rate for this popular database.

We received several comments about the loss of the Gartner database. The Office of Information Technology (OIT) purchased the Gartner database and collaborated with the Library to make it accessible across campus. This is a very expensive database and when OIT did not renew the subscription, the Library did not have sufficient funds to pay for the subscription. The Library maintains lists of requested journals and databases for consideration when additional funding is available and the Gartner database has been added to the list.

II. Improving comprehensiveness of collections

>> FACULTY / STUDENT COMMENTS:

While we did receive a few positive comments this year ...

- *"I can't expect a library at a technical school to have everything I want (though I am pleasantly surprised at the quality of Tech's holdings)"*
- *"Electronic resources are getting better for social sciences."*

... the vast majority of the comments related to the less than satisfactory quality of our collections, primarily, though not exclusively, in the social sciences and humanities and frustration in having to use the Emory, Georgia State and UGA libraries.

- *"I hope the library will increase stock of art, literary, history and sociological books."*
- *"We don't have several public policy books and journals we need for our research."*
- *"In the past years, the international affairs journals have increased; however, I still have to go to Emory to work on involved papers."*
- *"The Library is trying hard to upgrade its holdings in the Social Sciences, but it has so far to go that I usually go to Emory or Georgia State to do really significant library research."*
- *"Since I am in the Management school, which is a minority of the institute, I found it is sometimes hard to find what I need."*
- *"The only problem I've had is that some journals in my field of Biomedical Engineering are not owned by the library. ... This forces me to go through Emory's library."*
- *"On more than one occasion I've had to utilize the Emory library and even the Emory chemistry library because the Tech library did not have what I needed."*
- *"Need to have a better book collection in earth sciences."*

>> LIBRARY'S RESPONSE:

As was reported last year, the Library has experienced a flat materials budget for six years coupled with an average inflation rate of 10% per year. This situation, combined with increased growth both in enrollment and in subject areas within the Ivan Allen College and the increased emphasis on the biological sciences across campus, has eroded our ability to add new journals and to purchase books and other materials. Last year's 13% increase to our materials budget combined with additional savings of approximately \$130,000 from the serial review project has

provided us with an opportunity to add long requested resources. In addition to the purchase of backfiles mentioned above, below is a list of resources that we were able to add during 2003/04:

- Increased the funding for books this past year. As funding permits, the book budget will be a priority.
- Subscribed to approximately 60 new journal titles that had been requested by members of the GT Community.
- Licensed the entire Project Muse collection. The Project Muse collection and database is comprised of 250 quality journals in the fields of literature and criticism, history, the visual and performing arts, cultural studies, education, political science, gender studies, economics, and many others.
- Added the JSTOR Arts & Sciences Collection II, which is an electronic archive of approximately 120 core scholarly journals backfiles. The subject areas covered are African, Latin American, Middle Eastern, and Slavic studies as well as archaeology and the classics. JSTOR also include Ecology, Economics, Education, Finance, History, Literature, Mathematics, Philosophy, Political Science, Population/Demography, Sociology, and Statistics.
- Added access to 19 of the 30 databases cancelled by GALILEO in July 2003.
- Subscribed to BIOSIS Previews, an important biology database

If there are specific resources that you would like to see added to the collection, please let us know by either contacting the subject librarian for your college or school < http://www.library.gatech.edu/research_help/subject_librarians.html > or submitting a Purchase Recommendation form < http://www.library.gatech.edu/borrow_order/purchase_request.html >. Campus requests are given highest priority when new funding is available.

Despite the addition of the above resources, no longer can any library aspire to own everything that students, faculty and researchers need. Collaboration among libraries is essential in providing materials needed by the GT community. We continue to strengthen and build on these collaborations, which include:

- Interlibrary loan;
- Consortia agreements for licensing electronic materials; and
- Reciprocal borrowing privileges with local colleges and universities.

To help facilitate borrowing among University System of Georgia (USG) Libraries, GALILEO has launched the GIL Universal Catalog: giluc.usg.edu. The Universal Catalog is comprised of the collections of the USG's 34 member institutions and two additional libraries. These collections contain over nine million volumes, of which approximately 60% are uniquely held.

The Universal Catalog links to a new borrowing service called GIL Express. GIL Express allows students, faculty and staff to initiate desktop requests for all eligible circulating material from USG libraries. Since our users rely heavily on the collections of Georgia State, UGA and other USG libraries, this will facilitate both the identification and the borrowing of these resources. Emory's collections are not included in the Universal Catalog; however, it is possible to borrow in-person from the Emory University Woodruff Library with a campus Buzzcard.

With sustained financial support, we will continue to build our collections to support the research and teaching needs of the GT community. We were pleased to note that a few comments recognized our efforts.

III. Why the paucity of fiction and popular reading materials?

>> FACULTY / STUDENT COMMENTS:

- *"It would be nice if more light/leisure reading materials were available."*

- *“Not enough general literature for relaxation.”*

>>LIBRARY'S RESPONSE:

The Library has a small Popular Reading collection, which in response to similar comments last year, was doubled in size from approximately 200 to 400 best sellers leased from McNaughton Book Service. These books are located on 1st floor East. A current listing is available at http://www.library.gatech.edu/search_locate/books.html#. (and then select “Browse our popular reading collection).”

We also recommend that you search the Library catalog for specific fiction titles. The Universal Catalog and GIL Express (mentioned above) provide a greater selection of fiction to the GT Community.

IV. Providing textbooks for classes and 2nd copies of books.

>> FACULTY / STUDENT COMMENTS:

- *“... there aren't enough copies.”*
- *“The library ought to have more copies of textbooks!”*

>>LIBRARY'S RESPONSE:

The Library does not automatically purchase a copy of every textbook used for classes. We are happy to purchase one copy if requested by a faculty member. Textbooks purchased for a class are placed on Reserve at the Circulation Desk, 1st floor East, for 2-hour check out and overnight use. When no longer needed for class, these books are placed into the regular circulating collection.

The Library has a policy of purchasing only one copy of each item. The one copy policy is based both on budgetary considerations and space constraints. Our book stacks are virtually full and cannot support duplicate copies.