Support Resources

- Research & Writing Studio and Tutoring Center
- Copyright
- Faculty Retreat/Programming
- Artificial Intelligence (AI) Issues/Concerns
- Budget

The aforementioned services and topics emerged consistently throughout the survey results from various colleges. The majority of responses regarding the Hacherl Research & Writing Studio and the Tutoring Center were positive, with faculty frequently recommending these two resources to students. Many respondents also highlighted students' writing challenges and the necessity for additional research and writing support. Suggestions included implementing a workshop series on effectively communicating research findings, expanding embedded research and writing tutor support for writing-intensive courses, providing remedial writing assistance, and enhancing research and writing tutors' technical writing skills to better support discipline-specific writing, such as in chemistry.

There were relatively low responses offering constructive feedback regarding the Research & Writing Studio. Specifically, these responses suggested that the Libraries should shift away from offering community spaces and skills-related services like the Research & Writing Studio. This feedback seemed to be connected to the request for expanding collection offerings, a point further discussed in the collections section of this document.

Regarding the Tutoring Center, while it was deemed valuable for large STEM courses, there were suggestions to improve communication between the Center and math instructors to better address the needs of students in GUR-related math courses.

Lastly, several respondents requested additional offerings related to (1) engaging with copyright material and offering more guidance about copyright, (2) reinstating summer faculty writing retreats, and (3) providing faculty resources on navigating Artificial Intelligence (AI) in student research and writing, as well as ethical practices for engaging with AI.

Collections

Access, Awareness, Budget

124 out of 156 respondents (79.5%) ranked library collections as one of the top three library services they rely on, indicating their importance across colleges and programs. Many respondents indicated that this was the primary or even only way they interacted with library services. Respondents noted the necessity of timely access to scholarly resources to support their research and instruction, including both print and electronic access to periodicals,
books, and media. Many respondents noted the value of Summit and interlibrary loan to supplement Western Libraries collections. Others highlighted the value of course reserves, especially their satisfaction with the accessibility of e-reserves.

Some feedback regarding resources and services indicated an opportunity for improved communication between the Libraries and students and faculty. For example, ensuring faculty know how to access current subscriptions and are aware of course reserves and helping students navigate interlibrary loan.

Many respondents expressed dissatisfaction with Western’s collections, notably inadequate subscriptions to journals and databases in their disciplines. Respondents noted that delayed access to the most recent literature negatively impacts their scholarship and teaching and some expressed that the Libraries should redirect resources from instruction services to collections.

Selected Quotes (from Q4):

- “The key is COLLECTIONS! Having access to scholarly resources for both faculty and students is, in my view, the core purpose of the library, so I hope we can focus there.” (CBE)
- “I use none of these services. I use ILLIAD often.” (CBE)
- “I primarily use the library for scholarship - having access to the most recent literature is critical.” (CE)
- “Access to Music library is at the core of the study of music - a crucial element in scholarship.” (CFPA)
- “Books are really important! My students and I need access to books!” (CHSS)
- “I deeply appreciate access to both the physical and e-book collection at Western and via Summit. Particularly crucial, I want to stress, is ILL -- without it, I couldn't do my research.” (CHSS)
- “For my own research and that of my student mentees, online articles, ILL, and Summit are the most helpful services.” (CSE)
- “ILL service for journal articles and books is absolutely central to my research.” (CSE)
- “eBooks are so wonderful!” (Fairhaven)
- “I mainly use the library for my own research purposes - to gather articles/chapters/books. Occasionally, I access articles for students to read.” (Woodring)

Budget

College of Business and Economics

- Need better subscriptions to business journals
- Need increased access to databases

College of the Environment

- Access to journals in their field is critically important for research
- Keep Map collection and expand it, hire a trained professional map specialist librarian (over 30 classes use it)
• Greater access to video services such as Kanopy and/or Vimeo
• More journal subscriptions, such as Nature
• eBooks
• AI detection tools and/or training (information literacy for students) – does this fall under the library budget?

College of Fine and Performing Arts
• Writing and research support for faculty
• More hours and weekend hours for Music Library (and training for student employees) - noted that this jurisdiction/budget overlaps with Music Department
• Digital Tools such as iPads/digital pencils for design/art classes that could be checked out
• Need a subscription to Digital Theatre + for Theatre/Dance Department would be used across many classes

College of Humanities and Social Sciences
• Need more subscriptions to databases
• Continue ILL and Summit services
• More access to foreign films
• Invest in books, subscriptions, and source collections

College of Science and Engineering
• Keep full access to IEEE Xplore (mentioned numerous times)
• Math journals access is imperative for research
• ILL is essential for research and access to journals and articles
• Purchasing articles
• Better search engine for articles (still using Google Scholar)
• Provide access to ACM DL for papers published in ACM journals/conferences

Fairhaven College
• Assign a tutor to a class for a quarter to help with writing challenges
• Writing retreats for faculty
• More ebooks, access for students/course reserve are so easy
• Outreach – getting the word out about library services

Woodring College of Education
• Access to current research
• NYT access for students (continue service and advertise availability)
• Support services navigating how to integrate AI