

Appendix E: Report of 2016 Survey Regarding Library Resources

Comments

GENERAL

G I cannot imagine a university without a functional, resource-rich library to service the needs of students and faculty for teaching AND research.

G I hope the administration will recognize that for humanities researchers and students, the library is our laboratory, and its resources are essential to our work and must be protected to whatever degree we can afford.

G It makes me sick that academic publishers make such huge profits. For what? On the backs of Students and taxpayers! Can our Library in partnership with other libraries in Canada and worldwide encourage nonprofit academic publishing ventures?

G I was extremely pleased to hear of the additional funds designated to UNB Libraries and am keeping my fingers crossed for an improvement in the currency exchange rate.

G It is important to maintain a robust library resources.

G please don't cut funding to the library

G It is discouraging to have a freeze on buying books at a university library.

G I appreciate the efforts of the library to give us free access to journal articles. This is crucial to our research and writing and our teaching

G While I can acknowledge that funding, international currency exchange, and other costs are important, the library and its resources are **essential** for the University to keep on operating. The idea that Arts Faculty can become a series of automaton drones, just endlessly repeating the same course content is ridiculous. I am **ABSOLUTELY** committed to the idea that a good (university) teaching must also be a researcher. We are not high school or community college teachers. Hell, we even **create** some of the knowledge we teach. Those who CAN teach. For the very, very small number of faculty who can't be bothered to lift a pen to either teach or research, sure, sanction them. Put them out to pasture. Move them to UNB's equivalent of Siberia. I don't care. But to sanction all faculty as being underperforming Prima Donna's and to threaten to take away library resources is nothing short of scandalous. Now, to say that a large number of universities could not **TOGETHER** collectively act and refuse to pay the **exorbitant** fees charged for the journals is not a bad idea. But that would require some creative leadership on the part of the senior university administration and librarians. Alone, an individual university is going to be crushed. But a mass movement by multiple ones will have strength and will have media impact. Elsevier making somewhere north of \$1bn USD in profit

is not ok. Just because someone can make money, does mean they have to make money. The journal market is oligopolistic (if not monopolistic). It's time to break their cartel-like stranglehold on knowledge.

G I fear this hasn't been very helpful to you. What I really want is to continue to have access to the library as it currently is. This may not be possible, however, given the financial constraints. I will adjust as needed but I am willing to help with the process if I can.

G I really appreciate the very thoughtful spending of the law librarians. We have a very useful library despite very tight spending limits.

G I love the access on line that we now have and it is essential for our research and our teaching. This is not a negotiable tool at a university if we want to be a research and quality teaching institute. Of all the priority that we have, Faculty and library are top!

G It would be interesting to have some open data regarding access versus costs. You should be able to track on campus access to different subscription based resources. Also the costs of these subscriptions should be made easily accessible to other faculty members.

G Funding the library is challenging, especially given the high costs of access to various resources but is fundamental to a university education.

G Open access or other access to full print articles is critical

G I suggest that wider consultations take place before more resources are cut - why was Web of Science cut and not Scopus (for example)? I realize that it is demoralizing but coming up with a hit list and then letting departments make the choice/selections offers the best chance doing the least amount of damage. We did this in the 90's and often were able to "save" the journals with the widest impact (which wasn't always obvious).

G Despite tight budgetary concerns, access needs to be enhanced, not cut, if the university wishes to attract graduate students and faculty. Without appropriate access, research cannot be maintained at a high level

G Please spend less on computers, computer labs, and cafe decorating, and more on retaining and expanding collection of paper bound books. Your staff are excellent and they all deserve raises

G Most of my library use comes through my desktop computer. I very seldom (once or twice a year) search out a book in the library as most of the ones I need are on my own bookshelf. I rely more on journal articles, many of which are now open source. As a result, I tend to use Google Scholar or the bibliographies of other people's articles to track down new materials. AI should note that I am an active researcher with usually 2-3 articles or book chapters being published in a year so my library use is not a reflection on my lack of scholarly pursuit.

G Currency fluctuations are not an unexpected risk. The university has the responsibility to adjust for this foreseen expense and not treat it as an anomaly. The library budget should have market fluctuations built in as a cushion so that we are not facing emergency measures i.e. cutting acquisitions and cancelling essential services such as Web of Science. The library budget should be one of the main priorities of any university. The library is the heart of an institution dedicated to higher learning and should be given a higher priority than marketing campaigns and executive compensation. If the students do not have (along with the faculty who conduct research) access to the finest available materials then the whole raison d'etre of the university falls into question. This message needs to be sent to the President's Executive Team and to the members of the Board of Governors. The cuts to the library budget have been shameful.

G Should be a top priority for funding by administration.

G Should encourage faculty members and students to use library resources.

G Library is playing a less and less significant role in the big data era. Like I said repeatedly in this survey, we are over-burdened with open and free data. It is the data analytics that is taking a bigger role here and unfortunately, library cannot teach data analytics--it is the statistician and computer scientists' expertise.

G I was in the Dean's Office when we built the Law Library as a 'forward looking' operation. Today it is a coffee shop in reality.

G A comprehensive university cannot in any way permit a situation in which researchers hit preventable barriers in the pursuit of knowledge.

G University administration needs to make on-going sustainable funding of the university a priority that is part of their operating budget.

RESOURCES

R Article databases (Historical Abstracts) are crucial, as is access to key journals in the field.

R It would be great if we could use our library budget to get complete access to the Globe and Mail and NB newspapers. Material can be gathered through Infomart - but it's not in the usual 'consumer' form. And as we study production techniques that include electronic layout and multimedia presentation, a story-by-story system is less than ideal.

R Print books are essential to my research, especially by peer reviewed academic presses. eBooks offload technical expenses to me, so that I must purchase additional screens to read an eBook and take notes on my laptop (and also produce additional e-waste)

R For my own research, Canadian newspaper databases - Globe and Mail, Maclean's, Hill Times - are incredibly important.

R Keeping the ejournals is most crucial to the research and teaching for faculty and graduate students. Print journals are unnecessary if the corresponding ejournals are available.

R I appreciate very much that you are soliciting faculty feedback on important library resources. I urge you to please take seriously the lists we submit of journals important to our areas of research and weigh these more heavily than some of your other tools that are less reliable. UNB is not a large university and by definition there will be research areas that only 1 or 2 faculty are working in or overlapping. Discontinuing journal access to specialized journals that appear less 'popular' might inadvertently have a detrimental effect on people who need those journals. Personally, there are at least a dozen journals that I access regularly (download articles from almost every new issue) and it would be a real handicap to lose access to them (or to have to wait a full year before reading the most recent work of my colleagues). Indeed, it is impossible to work in a field without timely access to the top journals in that particular field. In short, please consider the importance of journals to areas of active research at UNB and not just the frequency of use. We appreciate the constraints the libraries are under and are deeply sympathetic to the situation. Please continue close consultation with faculty as you move to address it.

R I wish the library had some way to purchase books in a specific field while a department is waiting to hire a new colleague to replace a retiree. This process can sometimes take several years, and the library's collection in a field remains virtually frozen for that period. When I came to UNB, no one had been buying resources in 20th century American fiction for several years; I struggled for my first few years to build up the library's collection with my book requests. Some basic texts were missing. The library was extremely accommodating in this process (giving me extra money for purchases), but I wish that the gaps didn't exist in the first place. The English department has not had an Early American specialist for at least a decade; the library's holdings in this field probably needs boosting.

R I'm uncomfortable with some of what the following implies, but my greatest need as a researcher and teacher is online access to the latest research in my field (education). This means I need access to online versions of education books coming from leading publishers, and even more so online articles from leading education journals (which, as per earlier, mostly seem to fall within the journal holdings put out by three companies: Taylor and Francis; Sage; Wiley

R Relevant resources in hospitality and tourism are essential to both my teaching and research.

R Greater awareness and promotion of Education-specific and teacher development collections on a yearly basis would perhaps be an effective way of connecting B.Ed instructors to the available materials and increasing circulation (by students and professors). I appreciate this survey to gauge needs, and encourage further subject-specific contact initiated by the library and targeted to instructors in specific disciplines (across campuses). Careful attention to calendar dates for various schools/faculties would be beneficial, since Education at my institution starts earlier than other undergraduates.

R Web of Science is a very helpful resource. Is there a competitive resource providing similar material? I also use the SCImago Journal & Country Rank (see <http://www.scimagojr.com/index.php>) when deciding which journals to publish in.

R Going forward, whether I like it or not; e-works are likely the way to go. BUT we have to hold on to our precious archival literature. It could be scanned to facilitate work, but on occasion I still need a book in hand to get a really good look at a figure!

R Full text databases are extremely important to both students and faculty in my Department.

R Tough decisions need to be made. If we have to postpone further monograph purchases for another year to maintain the core e-services, so be it.

R the medievalist in STU's English department, I wish we had more access to medieval journals and books - not just on English lit, but medieval Irish, Welsh, Norse, Latin, art, art history, linguistics.

R Please do not get rid of materials in storage.

R I am quite happy with current access to library resources. If possible I would suggest to have more printed journals so we do not lose access when we can no longer pay the astronomical and unfair charges from Elsevier and alike. We are at the mercy of these publishers. UNB, the same as other institutions, should lobby for more good quality (and non predatory!) Open Access publications. It is horrible to think how we, as tax payers, are overcharged for our scholarly work (to create it in the first place, to publish and then to access our own work!).

R I realize that difficult decisions have to be made, but I urge the library to continue making purchases of books and journals in the humanities. It is absolutely essential to the quality of education for our students; without current resources the work produced by our students will quickly become dated, putting them at a disadvantage in comparison to their peers at other institutions. Over the years I have tried to identify and request library sources that prioritize my teaching over research needs. If the library needs to make tough decisions about resources the needs of students should come first.

R I cannot emphasize how important access to academic journals is to my success as a researcher and teacher. Simply put, I can't conceptualize, design, carry out, or publish any of my own research without the reliance on previous scientific literature. Moreover, my ability to stay abreast of the current research in the field to provide the most relevant and accurate teaching to students depends on my ability to access the most current research published in journal articles.

R If we currently have a tool that has capabilities similar to Web of Science, then it might be good to offer some introductory sessions on its use.

R It is distressing that books are not being ordered this year. That is a real detriment to research and to teaching in English. It seems to me that it is a much simpler and quicker matter to get a journal article from DocDel than it is to get a book; it is worth it to have books on our shelves.

R Psychology is a journal-based discipline. We cannot do our work without access to a wide-range of journals. The current set-up works really well for us. Without it, we would be sunk.

R My approach - which reflects my age - is old school: scanning journals, doing journal article lookups on Google Scholar etc.

R My own research is multidisciplinary and focuses on human/natural resource relationships - a broad range of resources in social science and natural sciences is needed for that.

R Was surprised to see the hefty and expensive looking volumes of the Peterson's Graduate Programs 2016 series on the new books display last month. My scepticism about the accuracy and currency of a printed directory was unfortunately confirmed when I looked up UNB's Classics dept: old head (since May 2015), old secretary (since summer 2015), and inaccurate gender stats for PT instructors (since 2013?). Canadian universities were reasonably well represented, but I can't believe that Manchester Uni is the only university in the UK that offers US-accredited graduate programs in Classics! Since the series doesn't rank programs (as far as I can see), surely students would be better off consulting with their supervisors about suitable programs and getting information directly from university websites?

R In the sciences, UNB has been doing a good job in relation to providing online resources. Please do not relax subscriptions to journals.

R Don't stop buying books!! Books are crucial!

R Need access to NBER Working Paper Series, which is not currently available except through inter-library loan.

R My need for library holdings is greatly diminished with the proliferation of open access journals.

R No research can be created or disseminated in my field without access to journal articles. It is essential to all we do.

R Losing Web of Science is a big shock. Otherwise the electronic services at UNB Libraries are excellent and have constantly improved over the years. These services are a crucial resource - even if I am rarely physically in a library, I rely deeply on what has been made available. This is especially true since I frequently collaborate outside NB and having access to the index and collection has been a real boon - in fact it has become essential and should be supported by the university to the fullest extent possible.

R I am appreciating the increase in e-journals and e-books.

R The need to keep up with the open access trends with regard to journals is of paramount importance.

R I haven't used a physical book for research in decades; electronic access to current journals is my highest and only priority.

R For my work, both in teaching and research, access to a wide range of electronic journals is the most important.

SERVICES

S The number, quality and variety of resources are certainly crucial things to be concerned with. But we, at STU, keep hearing of issues having to do with the quality of the service offered to STU students. I have never made any direct inquiry, but some students do point out that they do not feel welcomed at the library. This is not to imply that all employees are acting in this way, if this is even the case (students may even be mistaken as to what is happening when visiting the HIL). I know of many librarians who are quite sympathetic to STU students and faculty alike and are doing everything they can to help and accommodate everyone. In the event that there may be ongoing issues between STU and UNB with regards to the funding and use of the HIL, for instance, I would like to think that this does not negatively impact the STU students. They have nothing to do with this situation.

S The employee who makes the soy lattes at Java Moose is an extremely essential resource to me, my students, and the larger community.

S UNB Libraries' staff is among the best in any North American campus where I have had to pleasure to work/study.

S The document delivery system is critical to my research as there are many journals (including several on my list) that are not available in our libraries (at least the recent issues due to embargos).

S Document delivery has been very useful, enables researchers at the coastal campus to access books/articles easily. I would not like to see this cut back in any way. Recent imposition of charging for lending materials from remote locations is frustrating and expensive for someone like myself who is always trying to access rare material

S I rely heavily on Document Delivery and really appreciate the library staff's efficiency and friendliness in getting these materials to me. I am long retired and working on a book, so not your typical faculty member.

S using the new catalogue is a grim experience

S I find that when I click on the links to access journals, they're often dead links. Sometimes I can access it via different entry points into the system. It takes more time than it should to try and find an effective link to the full text journal.

S Library resources are fine ... finding them is another matter some work needs to be done on the search system to simplify it ...

S Library staff are consistently helpful when I need their assistance in locating resources.

S The staff at HWK are extremely helpful, pleasant and efficient.

S Apart from the collections, the library provides a study space for our students, especially undergraduate students. This role of the UNB libraries should NOT be minimized.

FACILITIES

MIXED

R/S Actual help finding, ordering hard-to-get resources when asked --in a timely manner when planning new courses.

G/S I think the HIL staff and resources is excellent and continue to fight for needed resources. I become more involved in the needs of the library as I go from research project to research project. But the fact that there are so many good people available for guidance and assistance is a great comfort and help as a tenure-track faculty member.

G/R I feel that the resources we have are absolutely necessary (barring duplication), and believe that North American Universities should make a stand and refuse to pay the outlandish prices dictated by the publishers. Sorry about that...I had to vent.

G/R Although I fought to keep print sources in the library, I also appreciate the flexibility of online resources, especially journals. I would support a move to electronic texts.

G/S I am very pleased with the quality and quantity of material available, and the personal service I have received over the years has been excellent. Very friendly and knowledgeable staff.

G/R We need to keep a rich and varied collection of resources, both print and electronic to serve our students. The library is the heart of the university. It has to be the last part of the institution to be cut or trimmed.

G/R It is important to find a balance between managing costs and providing adequate resources. A university cannot function without library resources and the underfunding of this arm of the university such that repeated one-time injections of funds have been needed cannot continue (for you or for us).

R/G Doc Delivery is an ineluctable fact of life for anyone trying to use a library the size of ours. Still, it's undeniably frustrating when you find yourself requesting a book two or three times, or when you're trying to pare down your acquisition recommendations (even in better years than this one) to match the small amount allocated to your field, especially since these days most of us are trying to cover more than one field. Books are important, though, and to the humanities scholar (who in general doesn't cost the university much) they are crucial: that's one place where we have real needs, even though they're less expensive needs than those of a scientist who requires a lab. Yet UNB appears to consider spending on that lab expendable: would that ever be the case for, say, a physics lab?

G/R/S I have noticed that I have to request more items from inter-library loan. I am appreciative that I am able to access material this way; however, it is disruptive when you can't get access to what you need (at the time when you are available to work on a paper) and you have to wait. On the other hand, inter-library loan is much faster than it was when I came here 16 years ago (now that we can get pdf)

R/G In general, I have found access to library resources adequate for my research teaching needs so far. However, it concerns me that Web of Science was cancelled without consultation or communication with users of the resource. If changes in library resources need to be made in the future, then communication with users of the resources should be done much more effectively, and in advance of changes.

G/R It is crucial to prioritize research resources in a university. Otherwise, what is the point?

Graduate Student Comments

GENERAL

G Very useful and helpful. Some grad students just need to realize it's there

G I wish more people turned to the library instead of google or wikipedia when they needed information. The books and papers in the UNB libraries are orders of magnitude more useful and reliable than the junk one can find on the internet. Thank you for all of your hard work given the dismal state of the Canadian dollar.

G You are doing a great job.

G The library staff do a wonderful job helping us graduate students find at time obscure resources, and the online resources are invaluable.

G A strong library is necessary for any and all students to be successful in academia, I hope UNB will put in the funds needed to keep the libraries functional.

G Communication regarding discontinuing of library services a head of time is essential.

G We are a University. Learning should be THE priority (not sport or alum events, not student happiness, not admin salaries, not advertising campaigns)... The Libraries MUST be well maintained. This should not be open for questioning!!

RESOURCES

R On-line access to journals, newspapers, e-books, etc. is very useful and convenient and efficient, particularly for researchers off-campus or working on dead-line. But it is sometimes valuable to "browse the shelves" - to gain insight or background knowledge or previously unknown links within a particular subject or discipline. If the only physical books available are too dated or too specialized, such general searching isn't possible. For example, having one text on visual programming in general might be more valuable than having 5 texts on visual C++ programming.

R My research is heavily dependent on journal access. Books are nice to have but I'd rank them second in importance in pursuing original research.

R Some books are not available in enough numbers especially those used for advanced or senior courses, which makes it difficult to even have it on reserve.

R It seems that UNB does not have access to all the IEEE Xplore database... this is frustrating and expensive.

R PSYCInfo is a necessity.

R making an e-book for a text book that usually teach in very term. In that case the student will have enough resources to accesses.

R Good for professional training of clinical psychology students, access to online/digital videos of clinicians treating clients with specific disorders would be immensely helpful. current physical dvds are outdated. didn't mentioned earlier in question 1 (I think) but I also use Google Scholar, Sage Journals, Wiley Online, Mental Measurements Yearbook

R I understand the reasons for dropping Web of Science, though in future I think it would help to discuss such decisions with certain members of each of the science departments well in advance (assuming this wasn't done of course; from what I understand though, this wasn't the case). Even if they have no real say, it would help prevent any feelings of resentment.

R print books are important as well as having access to journal articles. I find a lot don't go back very far and for history its having access to those early dates that we need to use journals as primary sources.

R Well, some of the book resources we have are really outdated. Also, there is not a lot of updated resources at least in my area, biomass and bioenergy. I need to outsource most of my needs, which is fine but time consuming sometimes.

R Some books I would love to see purchased: @book{keane2011china, title={China's New Creative Clusters: Governance, Human Capital, and Investment}, author={Keane, M.}, isbn={9780415603966}, lccn={2011038099}, series={Media, culture, and social change in Asia series}, url={https://books.google.ca/books?id=_Jo9bwAACAAJ}, year={2011}, publisher={Routledge} } @book{shiu2014creativity, title={Creativity Research: An Inter-Disciplinary and Multi-Disciplinary Research Handbook}, author={Shiu, E.}, isbn={9780415624565}, lccn={2013033351}, series={Routledge studies in innovation, organization and technology}, url={https://books.google.ca/books?id=jO0jmwEACAAJ}, year={2014}, publisher={Routledge} } @book{burger2013economics, title={The Economics of Creativity: Ideas, Firms and Markets}, author={Burger-Helmchen, T.}, isbn={9781135103408}, series={Routledge Studies in Global Competition}, url={https://books.google.ca/books?id=1nSv09ZgJiAC}, year={2013}, publisher={Taylor & Francis} }

R More e books would be great. As a graduate student, I often need something contained within a book. But by the time the book arrives by ILL, I have moved on with the research and it isn't relevant any more.

R In my discipline, English Literature, I find the library resources for material comprehensive. I do think there are more recent texts, particularly in the field of literary criticism, that need to be acquired.

R BioOne would be a good collection of journals to have access to.

R Depending on the subject, there are very specific needs as far as library resources. I believe acquiring information on what is needed from every student is crucial.

R Please get web of science back, I understand this is extraordinarily expensive and hard to keep up with but the UNB admin should feel obligated to make such necessary resources available to research staff. I'm sure the library staff shares in this frustration, and I'm pleased to see the library granted these funds.

R Ensure resources available electronically as I am a distance student and never access anything in the library.

R For me personally, the more things can be available in digital format, the better.

R I know that myself, along with others, have made requests for books that would help our research to be added to the library at UNBSJ. Perhaps there could be some funds allocated toward meeting these student needs.

R I'd honestly rather the library quit a bunch of its journal subscriptions than give up on the access databases. There are ways around lack of journal access (e.g., SciHub), but if we don't know what papers are out there, or what papers cite each other, it makes lit searches far more difficult.

R We are missing American Institute of Physics and some AIAA journals which are important in research

R Electronic access to: Journal of Fluids Journal of Turbulence Journal of Fluids Engineering Physics of Fluids AIAA Annual Review of Fluid Mechanics International Journal of Multiphase Flow Journal of Experiments in Fluid Mechanics Flow, Turbulence, and Combustion Journal of Fluids and Structures Journal of Physics Theoretical and Computational Fluid Dynamics

R UNB's collection of LGBT-focused literature is abysmal, particularly when it comes to literature written by or about trans people. I can rarely find books I need for my research in our library, and without my supervisor offering to use her entire library budget to order essential texts for me last year it would have been impossible for me to work on the thesis project I had proposed. As it is I still have to order a large percentage of my books through document delivery, which is inconvenient and causes me to lose time I could be using to perform further research. When it comes to journals I find there is a decent selection, but full-length texts are almost always missing.

R I like the fact that the resources cover a broad range of topics. I also appreciate the effort that you put in to make the library a better place.

R This is a very comprehensive library with both the most current information as well as historical documents going back to the 1800's.

R Please continue to fund the UNB Library system properly. I have been a student at UNB for 10 years now (and at other institutions in between). I have seen the growth and decline in our offerings and access to relevant and current resources during this time. For UNB to maintain its research status and prestige (and to attract researchers, as the library system plays a very important role) we need to remain competitive in our offerings - if not, students and faculty will leave UNB for better funded libraries at other institutions. I maintain alumni access at UVic and TRU for access to journals and databases that we do not have access to here at UNB.

SERVICES

S library is great but sometime its really hard to get appointment in writing center! so its makes life really hard esp with the tight deadline of our MBA program in Saint John campus.

S UNB libraries deliver excellent service. Available resources should be optimized for the needs of students & staff for a given budget -- as long as you are doing that then you're all good in my view. Document delivery via email is excellent as well for papers not in the UNB collection or

electronic resource catalogues. Do not change a thing with this service. The library service is extremely well-integrated now. I have been a student off and on since 1999 and usability of library systems is one of the most remarkable improvements since the beginning of my studies.

S Would love there to be a fax machine in the science library for public use.

S More group study rooms would be nice thing to have. Also someone needs to look at the policies on booking hours and who can book and all. Currently, it is very very very strict and it feels unnecessarily bureaucratic especially when one needs just to study...

S UNB has a great library service that I appreciate very much. The staff are always helpful and kind. The inter library loan service has been a great resource for my studies.

FACILITIES

F I think the Engineering library needs more space. More often than not, the library is packed and there is no space to sit and study. It could also use more computers, and also replace some barely old models which are annoying to use.

MIXED

S/R The staff have consistently been excellent and tremendously helpful and the collection of books within the stacks of late 18th and early 19th British imperial writings is exemplary. Please do not get rid of them anytime soon...

R/S Often frustrated when I access an electronic journal to find only the abstract is available. This applies particularly to scientific journals. I must however say that we have an excellent Doc Del. service which makes up for some of the frustrations.