Rice Faculty Survey Results Analyzed

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In November 1994, Information Systems and Fondren Library conducted a survey of the faculty to initiate a regular evaluation of our services. This report will cover only the results on the library portion of the questionnaire.

The current survey was a follow-up to a comprehensive survey of users of Fondren Library conducted during 1992-93. Questions covered only a few variables: what services are being used, what is the quality of the services, how well are our collections meeting the teaching and research needs of the faculty, and how much are our electronic resources being used by the faculty.

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Methodology
An attempt was made to contact every faculty member by phone. Surveys were sent only to those who agreed to complete them. One hundred ninety-nine faculty responded; of this number, 46% were full professors. One hundred twenty of the respondents (60%) had been at Rice longer than five years. (See Table 1.)

When compared by division, the largest number of responses were received from Engineering, Natural Sciences, and Social Sciences. (See Table 2.) Unfortunately, the response rate from Humanities faculty was lower than that from other divisions and lower than expected. Given the great concerns expressed by Humanities faculty about the library's collections, we will have to make a concerted effort in future surveys to contact more faculty in Humanities.

<table>
<thead>
<tr>
<th>Years at Rice</th>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1</td>
<td>21</td>
<td>10.6</td>
</tr>
<tr>
<td>1 to 5 years</td>
<td>53</td>
<td>26.6</td>
</tr>
<tr>
<td>6 to 10 years</td>
<td>33</td>
<td>16.6</td>
</tr>
<tr>
<td>11 to 20 years</td>
<td>30</td>
<td>15.1</td>
</tr>
<tr>
<td>Over 20 years</td>
<td>57</td>
<td>28.6</td>
</tr>
<tr>
<td>Missing</td>
<td>4</td>
<td>2.5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Division</th>
<th>#</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering</td>
<td>41</td>
<td>20.6</td>
</tr>
<tr>
<td>Humanities</td>
<td>29</td>
<td>14.6</td>
</tr>
<tr>
<td>Jones</td>
<td>18</td>
<td>9.0</td>
</tr>
<tr>
<td>Music</td>
<td>8</td>
<td>4.0</td>
</tr>
<tr>
<td>Natural Sciences</td>
<td>61</td>
<td>30.7</td>
</tr>
<tr>
<td>Social Sciences</td>
<td>40</td>
<td>20.1</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
<td>1.0</td>
</tr>
</tbody>
</table>

(Cont'd p.2)
(Rice Faculty Survey cont’d.)

The most productive and revealing aspects of the survey were obtained from post-survey phone calls made by librarians and consultants to every faculty member who had written comments on the survey or who had rated our overall services as poor. More than 240 telephone calls were made; some faculty were called more than once if they had made comments about both computing and the library.

In many instances, the comments written indicated that the respondent did not understand a policy or was operating with misinformation. The follow-up phone calls made it possible for us to provide these faculty with current up-to-date information.

Use of Fondren Library Services

The survey began with an overview question to determine which services were being used by the faculty. As expected, the book/journal collection had the highest use (95%), followed by interlibrary loan (75%), course reserve (66%), RiceInfo (61%), reference service (56%), and government publications (46%). Fondren Express had a low usage rate (17%), which indicates a need either to increase faculty awareness of this service or to reevaluate the service itself. Only 8% indicated they had taken advantage of bibliographic instruction for their classes, which reinforces our concern that we must evaluate how this service is provided.

Interlibrary Loan Usage

When comparing these responses with the earlier survey, usage of the services has remained constant, except for those indicating use of interlibrary loan. In 1992, only 55% of the respondents indicated they had used interlibrary loan, compared with 75% of this year’s respondents. The survey results are corroborated by actual usage statistics.

We assumed that our heaviest interlibrary loan users would be in the Humanities. Surprisingly, that proved not to be the case. (See Table 3.) Ninety-two percent of the Social Sciences respondents have used interlibrary borrowing services, compared with 75% of the Humanities faculty. The survey results indicate that faculty from all divisions, not just Humanities, rely on other library collections to supplement what they can obtain at Fondren Library.

Adequacy of Collection

When asked if the library collection was adequate for teaching, 79% of the faculty confirmed that it was. This figure is slightly higher than in the previous survey. Nevertheless, for an institution that prides itself on its undergraduate curriculum, the library should be meeting nearly 100% of the teaching needs. The most frequent written comments indicated that the library’s book and journal collections needed to be expanded. One history professor stated that a major increase is needed in the library’s materials budget “if strong faculty are to be retained in the Humanities.” A social sciences professor stated that more primary source documents are needed.

Faculty were also asked to indicate priorities for strengthening the collections, and suggestions were received on most forms. Library staff called each person who either made suggestions or who indicated the library was inadequate for his/her teaching. The information obtained from the follow-up telephone calls has been used to develop a materials budget enhancement request.

Quality of Specific Services

There were few surprises from questions about specific services. Ninety-four percent of the respondents were satisfied with service at the Reference Desk. During the last two years, numerous changes and enhancements have been made to improve the copier service, reserve reading, and interlibrary borrowing. Unfortunately, the vast majority of respondents were unable to tell us if those services were performing better, indicating low recent use of these services.

Table 3: Usage of Interlibrary Borrowing Services By Division

<table>
<thead>
<tr>
<th>Division</th>
<th>Users</th>
<th>Non-Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>Humanities</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Jones</td>
<td>59%</td>
<td>41%</td>
</tr>
<tr>
<td>Music</td>
<td>57%</td>
<td>43%</td>
</tr>
<tr>
<td>Natural Sciences</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Social Sciences</td>
<td>92%</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>50%</td>
<td>50%</td>
</tr>
</tbody>
</table>
Renewal of Library Materials

Seventy-seven percent of the faculty were interested in using a telephone renewal service for books. Several faculty added written suggestions for an E-mail renewal service as well. As we migrate to new software for LIBRIS this summer, we plan to explore the feasibility of implementing phone and E-mail renewal services.

Newsletters

In the past several years, we have implemented new communication vehicles and numerous electronic resources. A substantial number of the faculty read both News From Fondren (72%) and the Rice Computing News (65%). Thirty-eight percent indicated that they would prefer to receive such communications from us electronically. This rather low percentage shows that electronic versions of these publications cannot replace the print publications at this time.

RiceInfo

When queried about specific RiceInfo information sources, the majority of faculty (90%) had used LIBRIS, the library’s online catalog system. Fifty-seven percent had used other Internet resources, 54% had used Rice-specific information like the online campus directory, and 47% had used journal indexes. Only 18% of the faculty had requested library services such as reference, reserve list submissions, or document delivery electronically, indicating a need for greater promotion of these electronic service request forms.

How is Fondren Library Doing Overall?

Most of the 181 faculty who responded to this question rated service at Fondren Library as good to excellent. (See Table 4.) Those who said the library does a poor job were telephoned to get more specific information. The most frequent comment was that a poor rating was provided because of the quality of the collection. Most indicated verbally that they thought we were doing a good job given the resources provided.

<table>
<thead>
<tr>
<th>Rating</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>13</td>
</tr>
<tr>
<td>Very Good</td>
<td>49</td>
</tr>
<tr>
<td>Good</td>
<td>31</td>
</tr>
<tr>
<td>Fair</td>
<td>4</td>
</tr>
<tr>
<td>Poor</td>
<td>3</td>
</tr>
</tbody>
</table>

Importance of Services to Faculty

In the last part of the survey, faculty were asked to rank the importance of several library services. Expanding the collections was rated as the highest priority by 60% of those who responded to this part of the survey. Responses to the other services listed were not conclusive. Library security, reference desk service, and copier service were rated as medium to high priority. Library hours, reserve service, government publications, and library use instruction were rated by 40% to 50% of the faculty as a medium priority. Online news and News From Fondren were rated as medium to low priority.

When faculty members who have not used specific library services were subtracted from the survey group, the rankings changed slightly. Of the faculty who use the book/journal collection, 70% rated expanding the collection as a high priority. Of that same group, about 50% rated reference desk service, library security, and reserve service as high priorities.

Conclusion

The results of this survey and of the follow-up telephone calls have been extremely useful to Information Systems and Fondren Library staff. Through many of the discussions conducted, several easily solvable problems were identified and quickly addressed. Other problems and concerns are and will continue to be addressed over the next several months. Nearly all of the faculty contacted were pleased that their concerns were heard; overall, we believe that communication between our staff and the faculty has improved as a result. We plan to replicate this survey on an annual basis as part of our ongoing goal of effectively meeting the information needs of the Rice community.

Richard Graves uses one of the library’s circulating Powerbooks to enter data from U.S. census materials.
Did You Know...

Response to the availability of laptops for checkout from the Circulation Desk has been enthusiastic. Typical comments are: Wonderful! So cool! Great! Convenient! Keep it around! Within the first three weeks of this new service, laptops have circulated 276 times.

Fondren Library's audiovisual collection is growing by approximately 5 percent annually. All videos are listed in LIBRIS (by title, producer, etc.). If you wish to obtain a listing of all videos, type "k=videorecording". Contact your subject librarian to request new audiovisual materials.

EconLit is being added to RiceInfo. EconLit, which indexes journals in economics, will be one of the FirstSearch databases.

Fondren Library is subscribing to CD News—Houston Chronicle, a full-text electronic version of the newspaper. CD News will be on CD-ROM at the Reference Desk. It will cover the period from 1985 to within a few months of the present.

Fondren Library is subscribing to Current Facts in Chemistry on CD-ROM. This heavily requested CD will also be available at the Reference Desk.

LIBRIS Moves to New Automated System

When patrons enter the library this fall, they will see a new face on LIBRIS. On March 1, Fondren Library concluded negotiations for purchasing the Unicorn Collection Management System, a library system provided by the SIRSI Corporation of Huntsville, Alabama. The system will be installed over the summer and in place for the beginning of the fall semester.

WebCat

The Unicorn system features a new public interface called WebCat. WebCat provides a World Wide Web front-end for the public catalog. Therefore, by using Mosaic or Netscape or any other browser for the Macintosh, PC, or X-terminal, anyone can access the library catalog, LIBRIS, from any lab or office and enjoy the same interface as seen in the library.

The WebCat interface offers the same powerful search engine as the regular SIRSI interface; therefore, searches for author, title, keyword, and subject headings are still available. In addition, WebCat features point-and-click movement between screens and records. When a record is displayed, the author, title, and subject headings are displayed in blue, the color for hyperlinks. Clicking on such a link launches a search for all records that contain that subject, author, or title.

User Information

Another feature of the public interface is the ability to display user information. If a user enters his or her ID, plus a personal identification number (PIN), status information—such as fines owed, status of holds, and answers to questions—will be displayed. The Circulation Department is very interested in this feature and will be doing everything necessary to make it work for Rice.

Client/Server-Based System

While the user interface will be the most visible part of the new system, there are several less obvious features that affected the decision to purchase Unicorn. The most important of these is that the Unicorn system is a client/server-based system running on the UNIX platform. As such, it is more compatible with our current campus computing structure and in step with campus computing plans. The system will be installed on a Sun platform, similar to the computers currently in use on Owlnet and in other departments on campus.

If you would like an early look at WebCat, it can be located on the World Wide Web at http://www.sirsi.com/. Simply follow the pointers given at that address. If you have difficulty, ask at the Reference Desk, or contact Kay Flowers.

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Creekmore Collection

Each year Fondren Library supports the Hazel G. Creekmore Symposium through the acquisition of books dealing with the theme of the conference. These materials are added to the Creekmore Memorial Curriculum Collection, which provides area teachers and Rice students and faculty with professional resources related to teaching. The collection is supported by a gift of Houston Endowment Inc. to the Center for Education.

Multicultural education was the subject of this year's Creekmore Symposium, held on March 21, 1995. Jacqueline Irvine, professor of urban education at Emory University, was the featured speaker.

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Electronic Studio Supports Emerging Educational Uses of Computers

Spring 1995 has been a busy semester for the Electronic Studio (ES), the educational development group of Information Systems. Students are using courseware developed by faculty with support from ES in six courses. Courses in history of art, architecture, history, and religious studies are among those using Electronic Studio projects. Over the past two years, increased network access and user-friendly software have made the use of online resources simpler and more widespread. Currently, most ES projects are developed as World Wide Web (WWW) resources; students use Netscape or Mosaic to access the courseware.

Galileo in Context

Faculty who develop Electronic Studio courseware are able to take advantage of the tremendous potential of the Internet as a source of remote resources. The Galileo Project, Dr. Albert Van Helden’s hypertext web for the new course “Galileo in Context” (History 333), links to the multimedia catalog of the Museum of Science in Florence, Italy. This museum holds Galileo’s telescopes and models of his scientific instruments. Parts of the multimedia catalog are available on the WWW, providing students with excellent photographs of the items held in the Galileo exhibit room, detailed descriptions of the objects, and a three-dimensional model of the room. Essays written by Dr. Van Helden link to objects in the Museum of Science’s catalog, guiding the student to a valuable resource for Galileo scholarship.

Film and TV Authors

In Dr. Hamid Naficy’s “Film and TV Authors: Kubrick, Scorsese, and Mekas” (History of Art 331), students are using a Rice newsgroup to conduct an in-depth and spirited discussion of the films and filmmakers they are studying. Access to selected media and film resources on the Internet is simplified by providing direct links from a home page created for the course.

Rice University Gallery

The Electronic Studio group is also participating in other university projects. The Rice University Gallery has gone online with the help of ES. Information about exhibits, upcoming events, and other art museums on the Internet is available at the gallery’s web site.

Efforts to Enhance Educational Computing at Rice

The Electronic Studio is working with the other divisions in Information Systems to enhance Rice’s educational computing environment. The group is collaborating with the Systems and LAN Management department in the effort to standardize the software on the computers in the labs across campus. ES staff members have been working with User Services to provide documentation and training on building departmental home pages.

Rice School/La Escuela Rice Broadcast

Electronic Studio continues to explore ways in which computers can be used in teaching and learning. ES staff members recently assisted in the broadcast of Nicholas Negroponte, founder of the MIT Media Lab, from the Rice School/La Escuela Rice to schools in the Owlink project.

Copyright

As a group committed to new uses of technology, ES staff can identify some of the problems on the horizon of networked information. Over a year ago, Electronic Studio identified copyright as a major issue for creating online courseware. As a result of the issues faced in ES projects, Assistant University Librarian Kay Flowers formed a committee that is reviewing Rice’s copyright policy and studying the future of copyright. One of the aims of this committee is to help faculty and staff understand and observe copyright law when developing online resources.

WWW Electronic Studio Site

A new site on the RiceInfo WWW server has been created to provide information about the Electronic Studio. With the constant development of courseware and changes in technology, this online site is the most current source of information about this exciting and unique department at Rice. The URL for this site is: http://es.rice.edu/es-home/.

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Dr. Van Helden lectures on Galileo to students in History 333.
In recent months a sensational murder trial has absorbed the time and attention of the media and a large segment of the American population. At the beginning of the century the murder of William Marsh Rice captured people’s attention in a similar fashion. Martin L. Friedland’s new book, *The Death of Old Man Rice: A True Story of Criminal Justice in America*, examines Rice’s death and the murder trial which followed. Using documents from a collection in the Woodson Research Center (WRC), Friedland analyzes in detail the case which was of such importance to the future of Rice University.

### The Murder Trial

The book starts with the last few days of William Marsh Rice’s life and goes on to the trial that occurred after Rice’s death. Nearly two years elapsed before the trial was held. Although Charlie Jones, Rice’s valet, had confessed to actually being the killer, he was not prosecuted. Instead, Albert T. Patrick, the lawyer accused of forging Rice’s name to a will, was tried for the murder.

Much of the trial was spent in proving that the will Patrick claimed was written by Rice in 1900 was, instead, a forgery by Patrick. Captain James A. Baker had drafted a will for Rice in 1896, which left the bulk of Rice’s fortune to the founding of an Institute (later Rice University). The 1900 will left most of Rice’s money to Patrick for a charitable foundation; this was seen as the motive for Patrick’s masterminding of the murder of Rice.

At the end of a three-month trial, Patrick was sentenced to death. After four years of appeals, however, Patrick’s sentence was commuted to life imprisonment. By 1912 Patrick had gotten a full pardon from the governor of New York.

### Researching the Case

*The Death of Old Man Rice* is Friedland’s third book which examines sensational legal cases. (The first two books dealt with cases in Victorian England and in Canada.) When Friedland started research for his latest book, he discovered that the Rice murder case was documented both in the New York State Archives and at Rice University.

In 1986 Friedland contacted the Woodson Research Center to find out what materials were available. Through the following eight years, Friedland corresponded with the WRC staff and visited Rice twice to examine more closely parts of the collection. Friedland even hired a handwriting expert to reexamine the handwriting samples in the WRC collection that had been used in court to prove Patrick’s guilt.

The materials that Friedland found useful for his book included scrapbooks of news clippings from all the major newspapers of the early 1900s, copies of samples of William Marsh Rice’s handwriting, and extensive documentation from the legal firms engaged by the Board of Trustees of Rice Institute to support the prosecution. The collection in the WRC contains information on the original lawsuit disputing the will of the second Mrs. Rice (which was the case that drew Patrick’s attention to the Rice fortune), the murder trial of Patrick, and the subsequent cases that followed the settlement of William Marsh Rice’s will of 1896.

### New Conclusions

Friedland reached some intriguing new conclusions through his research. He believes that the valet might not have killed Rice after all; Rice may have died of natural causes instead.

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Legal Resources in Fondren Library

Fondren Library has many sources of legal materials, including federal and selected state court decisions and federal and Texas statutes and regulations. These resources are not readily apparent in LIBRIS if you are not familiar with legal research. This article discusses some of the major legal resources.

Finding Court Decisions

The easiest way to find a court decision is to have the case citation. All the decisions of a particular court appear in chronological order in one set of books called a reporter. The citation gives the name of the reporter, volume number, and page number for that particular case. For example, the citation for the Supreme Court decision in Brown v. Board of Education is 347 U.S. 483—that’s volume 347 of the reporter for the Supreme Court, United States Reports, page 483.

Federal Court of Appeals decisions are found in the Federal Reporter (F. or F.2d or F.3d), and federal district court opinions are found in the Federal Supplement (F.Supp).


Often you will have the name of a party but not the citation for a case. Fondren Library has several case name tables for Supreme Court opinions that list cases alphabetically by name and give the citation. For recent decisions see Decisions of the United States Supreme Court: Cumulative Case Table. We also have several citators, known as Shepard’s, which are used to find later cases that have relied on, modified, or reversed a particular decision.

Finding Cases on a Particular Subject

When you are interested in how courts have interpreted a specific law, an annotated statute will be helpful. For federal annotated statutes use United States Code Service. Texas state annotated statutes can be located in Vernon’s Texas Codes Annotated and Vernon’s Annotated Revised Civil Statutes of the State of Texas. These sources are arranged by code section; the text of each section is followed by brief descriptions of court decisions on that section and the citation for that case.

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(Legal Resources cont’d)

The library also has numerous books and journals that cover legal topics. The Index to Legal Periodicals may be used to identify law review articles on a given subject. All of the law reviews in our collection are listed in LIBRIS, as are legal treatises and books. These articles and books discuss court decisions and provide citations to cases that you may want to review.

Court decisions are available through the Internet at gopher and World Wide Web sites. Recent Supreme Court opinions are found on RiceInfo and at http://www.law.cornell.edu/supct/supct.table.html; full-text searching is available. Decisions of the Third and Eleventh Courts of Appeals may be found at gopher://ming.law.vill.edu/11/.Fed-Ct/.Circuit/.3d/ and http://www.law.emory.edu/11circuit/index.html.

Legal research may seem complicated if you have not done it before. If you need law-related materials, please ask for assistance in the Government Publications and Special Resources area in the basement of Fondren Library.

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Head, Government Publications and Special Resources
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Document Delivery for Undergraduates

The Document Delivery and Fee-Based Services Department has expanded service to undergraduates. While formerly interlibrary borrowing was available to undergraduates only with a faculty advisor’s signature, all undergraduates may now request loans and copies of material not held in the Fondren Library collection. There is no charge to students for this service.

Reference staff will help students to evaluate resources available in Fondren Library before requesting materials from Document Delivery and to be selective in determining the materials needed from outside sources. Students should be aware that copies may take up to two weeks, and books may take three weeks or more to obtain. There may be situations where they will be better served by going to another local library to copy or to obtain a book through our on-site borrowing program.

In the fall, undergraduate students will be offered instruction in the composition of complete citations and the effective use of Document Delivery services; meanwhile, assistance is available at the Reference Desk or Interlibrary Borrowing.

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