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# SURVEY PARTICIPANTS

American Public University System
Austin Community College
Bellevue University
Blue Mountain Community College
Brigham Young University
Cerro Coso Community College
Community College of Baltimore County
Davis College
East Tennessee State University
Garrett College
Gloucester County College
Golden Gate Baptist Theological Seminary
Gonzaga University
Grand Rapids Community College
Gulf Coast State College
Highline Community College
Indiana University – Purdue University Indianapolis
Lakehead University
Los Medanos Community College
Merced College
Mercer County Community College
Montana State University
National American University
North Dakota State College of Science
Northland Community & Technical College
Northwestern University
Ogeechee Technical College
Oral Roberts University
Park University
Pfeiffer University
Raritan Valley Community College
Rochester Institute of Technology
Saint Leo University
Seton Hall University
St. John Fisher College
Texas State University
University of North Carolina at Wilmington
University of Salford
University of Wyoming
Western Carolina University

# THE QUESTIONNAIRE

1. Please provide the following contact information
   Name:
   Organization:
   Country:
   E-mail Address:
   Phone Number:

2. Which description best describes your organization?
   (a) Community College
   (b) 4-Year Degree Granting College
   (c) MA or PHD Granting College
   (d) Research University

3. Is your college public or private?
   (a) Public
   (b) Private

4. What is the estimated full-time equivalent enrollment of all types of students in all divisions and schools of your institution?

5. What is the estimated full-time equivalent enrollment of all distance learning students in your institution?

6. What percentage of the distance learning students in your program live more than 50 miles from the campus?

7. Does the library offer any special classes or training program for distance learning students?
   (a) Yes
   (b) No

8. Does the college offer any kind of one, two, three or non-credit online or other course at a distance in information literacy?
   (a) Yes
   (b) No

9. If you do not currently offer such an online information literacy, course do you have plans to introduce one within the next two years?
   (a) Yes
   (b) No
   (c) Probably will not introduce one within the next two years but possibly later on

10. Does the library have a webpage on the library website specifically catering to the needs of distance learning students?
   (a) Yes
   (b) No

11. Does the library have a blog or listserv specifically catering to the needs of distance learning students?
    (a) Yes
    (b) No

12. How many interactive online tutorials explaining various facets of the library does the library offer to its patrons?

13. Does the library offer any video-based information literacy oriented tutorials?
    (a) Yes
    (b) No

14. If the library offers video tutorials, does it make them available through any of the following video services?

iTunes
    (a) Yes
    (b) No

YouTube
    (a) Yes
    (b) No

Other Video Sharing Site
    (a) Yes
    (b) No

15. Compared to traditional students, to what extent do distance learning students use library sponsored, posted or directed tutorials and guides to the library's resources?
    (a) About the same extent as traditional students
    (b) More than traditional students use them
    (c) Less than traditional students use them
    (d) Not sure

16. What measures has your library taken to serve your college's distance learning students? Mention any practices, resources, technology or other facets of your trade that have helped you to serve distance learning students

17. Does your library use LibGuides in its information literacy efforts with distance learning students?
    (a) Yes
    (b) No

18. How many LibGuides has your library developed specifically for students in distance learning or blended distance and traditional classes?

19. Does the library track in any way the number of classes or seminars given to distance or blended learning students, the number of reference questions answered or the number of contacts with distance learning students?
    (a) Yes
    (b) No

20. If so, describe this system of keeping track quantitatively of how distance and blended learning students are served

21. Rank the following means of communications for their importance to your effort to reach and serve distance and blended learning students
    (a) Text messages
    (b) E-mail
    (c) Facebook
    (d) Phone
    (e) In-person
    (f) Instant messaging
    (g) Listserv
    (h) Posts on course management system

22. Does the college have an equivalent of the traditional orientation program for new distance learning students?
    (a) Yes
    (b) No

23. Does the college library play any role in the orientation of distance learning students?
    (a) Yes
    (b) No

24. Does the library have a full time position largely devoted to providing library services to distance learners?
    (a) Yes
    (b) No

25. If the library has specific staff devoted to the needs of distance learning students, how large is this staff in FTE terms?

26. Is there a specific disbursement or line item in the library budget for distance learning programs?
    (a) Yes
    (b) No

27. Has the library licensed films and videos from commercial providers so that they may be viewed by multiple distance learning students as part of their coursework or preparation/research?
    (a) Yes
    (b) No

28. If so, how much as the library spent in the past year to license videos and films so that they may be legally viewed by distance learning students?

29. Has the library played any role in helping distance learning instructors to find videos and other material from YouTube and other video and photo sharing sites for coursework? If so, what role has the library played?

30. Do librarians that serve the distance learning program at your college have access to an archive of school lectures, classes or special events that have been taped and can be distributed to students or faculty?
(a) Yes
(b) No

31. Has your college spent any time providing metadata or other search or organizational aids for lecture capture or other forms of videotaped lectures of classes or lectures from the college?
(a) Yes
(b) No

32. Has your college developed its own MOOCs (massive open online courses) in any form?
(a) Yes
(b) No

33. Does your college use in any capacity in your distance or blended learning program any MOOCs from other colleges or other organizations?
(a) Yes
(b) No

34. How has the availability of MOOCs impacted distance learning librarianship at your college?

35. Has the library ever administered a questionnaire to distance learning students to assess their skill in using the library and their evaluation of it?
(a) Yes
(b) No

36. Which phrase best describes your own assessment of the library's efforts to cater to distance learning students?
(a) We haven't done much and should be doing more
(b) We have done a fair amount but should be doing more
(c) We have made a significant effort to cater to distance learning students
(d) We have done quite well in dealing with this issue

37. When it comes to information literacy, how do distance learning students at your college compare to traditional students?
(a) They perform at a somewhat lower skill level than traditional students
(b) They perform about the same as traditional students
(c) They perform at a somewhat higher level than the traditional students

38. How would you characterize relations between the library and the college's distance learning program?
(a) Not quite as good as with other administrative and/or academic departments at the college
(b) About the same as with other departments
(c) A little better than with other departments

39. If your library keeps any special statistics for distance learning students in order to ascertain how much that they use the library and its resources, how their use compares to that of traditional students, and how they evaluate those resources, please describe these efforts here.

40. To what extent do distance learning students use e-books?
(a) More than traditional students
(b) About the same as traditional students
(c) Less than traditional students

41. How is e-book use by distance learning students changing?
(a) It is declining dramatically
(b) It is declining
(c) It is not really changing
(d) It is increasing
(e) It is increasing dramatically

42. How has the library's e-book collection impacted how you serve distance learning students? Have some e-books been acquired largely with use by distance learning students in mind?

43. What are the estimated postal/shipping costs accrued by the library annually in sending physical books, magazines or other educational materials to distance learning students?

44. What is the primary means by which the library sends books and other documents to distance learning students?
(a) US Mail
(b) US Mail, Certified
(c) UPS or other commercial shipper
(d) Official state mail service of a country other than the USA

45. In general, who satisfies requests for physical copies of books or articles from the library from distance learning students?
(a) The library's distance learning staff
(b) The library's interlibrary loan staff
(c) Another department of the library

46. Where or to whom are books, articles and other documents intended for distance learning students delivered?
(a) Wherever students live, even if it’s close to campus
(b) Only to students that live a certain specified distance from campus
(c) Only to satellite sites from which students can pick up their books

47. In general, who pays the cost of shipping library books and periodicals to distance learning students?
(a) Generally paid by the library
(b) Generally paid by the student
(c) Paid by the student through a special fee regardless of the number of items shipped

48. If your library has a distance learning librarianship staff, how many FTE positions does it have?

49. If the library has a librarian dedicated largely to distance learning students or who heads a distance learning librarianship team or division, what is this individual's annual salary?

(a) Less than $40,000
(b) $40,000 to $50,000
(c) $50,000 to $65,000
(d) $65,000 to $85,000
(e) More than $85,000