Early Indication of 2CUL Success

The first academics affected by the sharing of a subject specialist between Cornell and Columbia are the scholars working in Russian, Eurasian, and East European Studies. Curious about their experience with this innovative model, Assessment and Communication in collaboration with Collection Development conducted a survey of the fourteen faculty who work in this highly specialized field.

71% of the faculty responded, which is an astonishingly high response rate. Overall their satisfaction with the new model was quite high, 4.3 out of 5. Major findings include:

- They all knew the subject librarian, although one faculty did not know that he was based at Columbia.
- When asked about the negative impact that the off-site location of the librarian had on services:
  - nine out of the ten respondents said there was no negative impact, and praised the availability and responsiveness of the librarian.
  - one person lamented the inability to personally visit with the librarian as she/he had done in the past.
- When asked about the benefits of the shared model:
  - six respondents commented that the association with Columbia was a benefit to them now or would be in the future. Contact with Columbia colleagues, and access to a huge scholarly collection of materials were cited as benefits.
- The top three preferred modes of interaction with the librarian were email, phone, and in person.
- There were no outright suggestions for improving the model although one person wondered if requests for Columbia materials could have same-day or next-day delivery by utilizing the Campus-to-Campus bus, or by scanning the requested book.
- Not surprisingly, use of the collections was of primary importance for these faculty (4.9 out of 5), followed by services (4.0 out of 5) then facilities (3.9 out of 5).

Feel free to contact us with any questions.