

→ **Fast** Facts



Faculty evaluation of academic libraries

“When asked about the quality of help on reference questions, nearly a third of survey participants say that they are highly satisfied and 31 percent say that they are satisfied,” according to an international survey of research university faculty asked to evaluate academic libraries. “Tenured survey participants visited the library 2.7 times in the past month while untenured (not on a tenure track) participants visited 1.91 times and those on a tenure track visited 2.21 times. Participants with four or more annual classes taught visited the library 3.63 times in the past month, compared with 1.86 times among those teaching two classes and 1.34 times among those with no classes at all.”

Primary Research Group, “International Survey of Research University Faculty: Evaluation of the Academic Library, ISBN 978-157440-432-6,” www.primaryresearch.com/Newsletter.aspx?ID=53 (retrieved January 10, 2017).



Interlibrary loan

Of the more than 10,000 libraries using OCLC resource sharing services in 2016, more than 7,300 of them requested at least one item using interlibrary loan while 7,500 libraries loaned at least one item. An interlibrary loan request was filled every 18 seconds. More than 1 million articles were shared online using OCLC’s Article Exchange.

Christa Starck, “Looking at interlibrary loan, 2016 edition,” February 15, 2017, OCLC Next, www.oclc.org/blog/main/looking-at-interlibrary-loan-2016-edition (retrieved March 8, 2017).



Google featured snippets

Google processes billions of queries per day. For about 15 to 20 percent of searches, Google may show a search result in a special featured snippet block at the top of the search results page. The feature is an automatic and algorithmic match to the search query, and the content comes from third-party sites. Most of the time, the answers are factually correct, but sometimes these snippets are very wrong. Any particular snippet answer to a question can also change relatively rapidly. This illustrates the need for increased information literacy among users.

Adrienne Jeffries, “Google’s featured snippets are worse than fake news,” March 5, 2017, The Outline, <https://theoutline.com/post/1192/google-s-featured-snippets-are-worse-than-fake-news> (retrieved March 8, 2017).



State need-based grant aid for public university students

The “cost of attendance” at public research universities is estimated by deducting tuition waivers, discounts, and financial aid from total tuition and room and board costs. “States’ average annual cost of attendance for low income students across all of their public universities ranged from \$6,818 to \$15,873 in 2014. California, Wyoming, and New Jersey now spend more than \$4,000 per low-income student, more than the federal expenditure on Pell Grants for their state. More than 30 states, however, spend less than 25 percent of the federal Pell Grant expenditure. Eight states lack any meaningful need-based grant aid program.”

Charlie Eaton, Sheisha Kulkarni, Robert Birgeneau, Henry Brady, and Michael Hout, “Affording the dream: Student debt and state need-based grant aid for public university students,” Research & Occasional Paper Series: CSHE.4.17, Draft 2.23.2017 February 2017, Center for Studies in Higher Education, University of California-Berkeley, www.cshe.berkeley.edu/publications/affording-dream-student-debt-and-state-need-based-grant-aid-public-university-students (retrieved March 7, 2017).

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