LEARNING RESOURCES/LIBRARY COMMITTEE MEETING, February 12, 2016

I. STUDENT SURVEY OF LIBRARY SERVICES - Fall 2015   On-Site Students-Vernon

As indicated in the table below, all services were rated above the targeted 85% approval.

	Fall 2015	Fall 2014
1. Ability to access databases off campus	92%	92%
2. Databases and ability to locate articles needed	93%	94%
3. Book collection	91%	97%
4. Library website	96%	98%
5. Computers	100%	97%
6. Printers	97%	95%
7. Library hours	86%	82%
8. Library environment	98%	95%
9. Photocopiers	96%	94%
10. Online catalog and ability to locate books within library system	96%	98%
11. Staff, library assistance on site	98%	98%
12. Library assistance online	93%	96%
13. Received information on library services	91%	88%

Overall Quality of Library Services		
	Fall 2015	Fall 2014
Excellent	57%	57%
Good	38%	40%
Fair	5%	3%
Poor	0%	1%

Interlibrary Loan

Students may submit ILL requests for materials unavailable within the VC library system. Of those students utilizing the service, 89% were pleased with the service. However, almost an equal number of students were unaware ILL was available.

II. LIBRARY HOURS SURVEY: Vernon – Fall 2015

Students were asked if they preferred weekend hours on Saturday, Sunday, or either day.
A total of 201 surveys were processed. Results were as follows:

Saturday – 26

Sunday – 61

Either – 102

Twelve students wrote in that they preferred both days.

III. COMPARISON OF LIBRARY HOURS:

	TOTAL HOURS
Vernon College	67.5
Clarendon College	71
Galveston College	67
Howard College	65.5
Panola College	64
Ranger College	62
Western Texas College	56
Northeast Texas College	47
Frank Phillips College	44

IV. LIBRARY SURVEY OF ONLINE STUDENTS – Fall 2015

A total of 110 surveys were processed. Data in red indicates 2014 data for comparison purposes.

	Yes		No		Unaware of service availability	
1. Were you able to access databases off campus with no technical problems or interruptions?	82%	73%	5%	5%	13%	22%
2. Were you able to locate the articles needed by searching the databases?	82%	73%	3%	6%	15%	20%
3. Were you able to locate the books needed by searching the online catalog?	93%	86%	7%	14%		
4. Online students may request books from the main library in Vernon. If requests were submitted, did you receive the book/s within a reasonable amount of time?	48%	47%	3%	3%	48%	51%
5. Were you pleased with the library assistance you received online via email or live chat?	63%	65%	5%	3%	32%	33%
6. Did any of the online courses you are taking require library resources or research?	80%	73%	20%	27%		
7. Did you receive information on library services?	76%	68%	24%	32%		
8. The library website offers convenient access to library resources and services.	98%	95%	2%	5%		

V. INSTITUTIONAL EFFECTIVENESS PLAN

Department/program purpose in support of the Vernon College Mission:
The library supports the Mission of the College by providing the informational resources, services, and facilities needed to assist students in successfully reaching their educational goals.   The library provides equitable services to all students irrespective of the geographical location of the student or mode of instructional delivery, i.e., online, ITV, dual credit, hybrid, on-site, concurrent enrollment.

Department/program **expected outcomes** in support of the accomplishment of the Vernon College Primary Goals:
1. Ensure library resources, services, and facilities meet the needs of students and faculty as evidenced by approval ratings of at least 85% (PG #3).
2. Ensure student and faculty awareness of the library's resources, services, and facilities as evidenced by data collected through library assessments (PG #3).
3.   Ensure library hours of operation are above the average number of hours offered by cohort institutions of higher education. (PG #3)
4.   Improve faculty awareness of library instructional support, reserve services, and purchase recommendations by 5% as evidenced by a reduced number of faculty being unaware of the services offered. (PG #3)
5. Improve online students' awareness of library services by at least 5%. (PG #3)

Assessments used to measure expected outcomes:
The following assessments will be used to measure expected outcomes:
1.   Student Survey of Library Services (on-site students in Vernon, CCC, STC, and Seymour) (EO #1 and 2)
2.   Library Survey of Online Students   (EO #1, 2, and 5)
3.   Faculty Survey of Library Services   (EO #1, 2, and 4)
4.   Program/Discipline Evaluations   (EO #1 and 2)
5.   Database Usage Statistics   (EO #2)
6.   Comparison of Library Hours. Benchmark hours of operation to peer or cohort institutions of higher educations. (EO #3)