I. Student Survey of Library Services, On-Site Students in Vernon – Fall 2017
   A total of 223 surveys were processed. All but one service (library hours) were rated above the targeted
   85% approval as stipulated in the library's Institutional Effectiveness Plan.

	Fall 2017	Fall 2016
1. Ability to access databases off campus	90%	89%
2. Databases and ability to locate articles needed	89%	95%
3. Book collection	91%	91%
4. Library website	96%	95%
5. Computers	98%	97%
6. Printers	97%	93%
7. Library hours	81%	81%
8. Library environment	97%	94%
9. Photocopiers	92%	94%
10. Online catalog and ability to locate books within library system	95%	93%
11. Staff, library assistance on site	98%	96%
12. Library assistance online	92%	91%
13. Received information on library services	93%	84%
Overall Quality of Library Services:		
Good or Excellent 92% (88%) **Fair** 8% (9%) **Poor** 0% (3%)		

Overall Quality of Library Services		
	Fall 2017	Fall 2016
Excellent	61%	55%
Good	31%	33%
Fair	8%	9%
Poor	0%	3%

Interlibrary Loan
Students are asked if they were pleased with the assistance they received in obtaining books which were unavailable within the Vernon College Library System.

Fall 2017
Yes: 75 student
No: 5 students
Unaware of ILL: 59 students
ILL not needed: 83 students
No response: 1 student

Fall 2016
Yes: 60 students
No: 3 students
Unaware of ILL: 73 students
ILL not needed: 80 students
No response: 1 student

II. Library Survey of Online Students – Fall 2016
The library processed 171 surveys. All services received approval ratings of 93% or higher.

	Yes		No		Unaware of Service		No Basis for Opinion	
1. Were you able to access databases off campus with no technical problems or interruptions?	116	49	7	3	25	16	23	14
	94%	94%	6%	6%				
2. Were you able to locate the articles needed by searching the databases?	117	49	6	6	23	15	25	12
	95%	89%	5%	11%				
3. Were you able to locate the books needed by searching the online catalog?	92	39	6	4			73	39
	94%	91%	6%	9%				
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?	37	14	0	1	45	30	89	37
	100%	93%	0%	7%				
5. Were you pleased with the assistance you received online via email or live chat?	60	23	0	1	40	23	71	35
	100%	96%	0%	4%				
6. Did any of the online courses you are taking require library resources or research?	118	51	53	31				
	69%	62%	31%	38%				
7. Did you receive information on library services?	119	48	52	34				
	70%	59%	30%	41%				
8. The library website offers convenient access to library resources and services.	111	51	9	7			51	24
	93%	88%	8%	12%				