

Learning Resources/Library Committee Meeting
March 12, 2021

I. Student Survey of Library Services, On-Site Students in Vernon – Spring 2020

A total of 70 surveys were processed. All services were rated above the targeted 85% approval as stipulated in the library’s Institutional Effectiveness Plan.

	Spring 2020	Fall 2019
1. Ability to access databases off campus	93%	99%
2. Databases and ability to locate articles needed	98%	96%
3. Book collection	94%	99%
4. Library website		99%
5. Computers		98%
6. Printers		98%
7. Library hours		86%
8. Library environment		97%
9. Photocopiers		97%
10. Online catalog and ability to locate books within library system		98%
11. Staff, library assistance on site		100%
12. Library assistance online	100%	95%
13. Received information on library services	93%	90%

Overall Quality of Library Services		
	Spring 2020	Fall 2019
Excellent	66%	65%
Good	31%	30%
Fair		5%
Poor		0%
Average	3%	

The library did not obtain data on Interlibrary Loan and the ability to request books which are unavailable within the Vernon College Library System.

II. Library Survey of Online Students – Spring 2020

The library processed **61** surveys. All services received approval ratings of 88% or higher.

Red type denotes data collected in the Fall 2019 for comparison purposes.

	Spring 2020	Fall 2019	Unaware of Service		No Basis for Opinion	
1. Were you able to access databases off campus without any technical problems or interruptions?	92%	95%	4	17	7	17
2. Were you able to locate the articles needed by searching the databases?	88%	89%	5	35	8	36
3. Were you able to locate the books needed by searching the online catalog?	93%	86%			15	59
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?		94%		50		73
5. Were you pleased with the assistance you received online via email or live chat?	100%	95%	12	38	30	74
6. Did any of the online courses you are taking require library resources or research?		73%				
7. Did you receive information on library services?	77%	71%				
8. The library website offers convenient access to library resources and services.		92%				40

	Spring 2020	Fall 2019
Excellent	56%	
Good	25%	
Average	11%	
Fair	7%	
Poor		
Average		