I. Student Survey of Library Services, On-Site Students in Vernon – Fall 2019
    A total of 178 surveys were processed. All services were rated above the targeted
    85% approval as stipulated in the library's Institutional Effectiveness Plan.

	Fall 2019	Fall 2018
1. Ability to access databases off campus	99%	94%
2. Databases and ability to locate articles needed	96%	95%
3. Book collection	99%	96%
4. Library website	99%	96%
5. Computers	98%	99%
6. Printers	98%	99%
7. Library hours	86%	85%
8. Library environment	97%	98%
9. Photocopiers	97%	97%
10. Online catalog and ability to locate books within library system	98%	94%
11. Staff, library assistance on site	100%	99%
12. Library assistance online	95%	96%
13. Received information on library services	90%	88%

Overall Quality of Library Services		
	Fall 2019	Fall 2018
Excellent	65%	62%
Good	30%	30%
Fair	5%	9%
Poor	0%	0%

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 2019			Fall 2018	
Yes:	57 students	(89%)	Yes:	59 students	(95%)
No:	7 students	(11%)	No:	3 students	(5%)
Unaware of ILL:	51 students		Unaware of ILL:	46 students	
ILL not needed:	61		ILL not needed:	45 students	
No response:	1		No response:	0	

II. Library Survey of Online Students – Fall 2019

The library processed 154 surveys. All services received approval ratings of 86% or higher.
Red type denotes data collected in the Fall 2018 for comparison purposes.

	Yes		No		Unaware of Service		No Basis for Opinion	
1. Were you able to access databases off campus without any technical problems or interruptions?	114	154	6	9	17	36	17	31
	95%	94%	5%	5%				
2. Were you able to locate the articles needed by searching the databases?	104	145	13	14	17	35	20	36
	89%	91%	11%	8%				
3. Were you able to locate the books needed by searching the online catalog?	82	111	13	13			59	106
	86%	89%	14%	10%				
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?	29	52	2	1	50	63	73	114
	94%	98%	6%	1%				
5. Were you pleased with the assistance you received online via email or live chat?	40	77	2	1	38	49	74	103
	95%	98%	5%	1%				
6. Did any of the online courses you are taking require library resources or research?	113	149	41	81				
	73%	65%	27%	35%				
7. Did you receive information on library services?	110	154	44	76				
	71%	67%	29%	33%				
8. The library website offers convenient access to library resources and services.	105	150	9	8			40	72
	92%	94%	8%	5%				