Vernon College
Assessment Activity/Report Communication Form
2015-2016

Title: **Faculty Survey of Library Services**   **Date of completion:** May 2016

Please circle or highlight: <mark>Assessment Activity</mark>   Report   Both

---

Highlights of data:

The library surveys faculty during the Spring Semester to determine user satisfaction with library services.   Data in bold **red** type indicates data collected in 2015 for comparison purposes.   A total of **38** surveys were processed, 9 fewer than the 47 surveys collected in 2015.

Collection Development: If recommendations for the purchase of library materials were submitted, were your requests processed in a timely manner?

- Yes: **100%**   **64%**
- Unaware of the procedure for requesting library materials: **0%**   **36%**
- No Basis for Opinion: 31 out of 38 total respondents

Reserve Collections: Were you pleased with the assistance you received in reserving articles,
books, or other information?

- Yes: **100%**   **69%**
- Unaware that the library offered reserve services: **0%**   **31%**
- No Basis for Opinion: 30 out of 38 total respondents

Interlibrary Loan: If ILL requests were submitted, did you receive the materials in a timely manner?

- Yes: **100%**   **88%**
- Unaware that ILL was available to VC faculty: **0%**   **13%**
- No Basis for Opinion: 32 out of 38 total respondents

Library Instructional Support: If a presentation was scheduled, was the information helpful and relevant to the research assignment?

- Yes: **94%**   **80%**
- Unaware library instructional support was available: **6%**   **20%**
- No Basis for Opinion: 22 out of 38 total respondents

Remote Access to Databases: If off campus access was needed, were you able to access databases efficiently with no technical problems/interruptions?

- Yes: **87%**   **78%**
- No: **13%**   **6%**
- Unaware databases were accessible off campus: **0%**   **17%**

＊   Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

- No Basis for Opinion: 23 out of 38 total respondents

Reference Assistance: The library staff is courteous and professional in assisting with informational needs.
- Agree: **100%**   **100%**
- No Basis for Opinion: 11 out of 38 total respondents

Online Reference Assistance: I received prompt assistance with questions submitted online via email.
- Agree: **100%**   **100%**
- No Basis for Opinion: 29 out of 38 total respondents

Access to Wright Library Collection: Faculty based in Wichita Falls may request books from the main collection in Vernon. If books were requested, did you receive the title/s within a reasonable time period?
- Yes: **100%**   **100%**
- No Basis for Opinion: 29 out of 38 total respondents

Print Collections: How would you rate the overall quality of the book collection in your program or discipline?

Print Collections: CCC		
Excellent:	15%	23%
Good:	38%	36%
Average:	31%	23%
Fair:	15%	9%
Poor:	0%	9%

Print Collections: Vernon		
Excellent:	0%	33%
Good:	80%	50%
Average:	20%	17%
Fair:	0%	0%
Poor:	0%	0%

Print Collections: STC
Spring 2016:
Good: 1 respondent
Fair: 1 respondent
No Basis for Opinion: 1 respondent

Spring 2015:
No Basis for Opinion: 2 out of 2 total respondents

Database Collection: How would you rate the overall quality of the database collection:		
	Spring 2016	**Spring 2015**
Excellent	36%	28%
Good	50%	50%
Average	9%	19%
Fair	5%	3%
Poor	0%	0%

Overall Quality of Library Services: How would you rate the overall quality of library services?		
	Spring 2016	**Spring 2015**
Excellent	63%	41%
Good	27%	49%
Average	10%	10%
Fair	0%	0%
Poor	0%	0%

∗   Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

Vernon College
Assessment Activity/Report Communication Form
2015-2016

Use of data:
Surveys seek to measure user satisfaction with and awareness of the services offered. Data reveals a **significant increase** in awareness of library services. Efforts to raise awareness of library services have included brief email notifications as well as presentations scheduled during the Fall Kickoff and New/Adjunct Faculty Orientations. Additionally, an information kiosk with promotional materials was setup in the foyer during the Fall Kickoff.

Data is also evaluated according to the library's Institutional Effectiveness Plan. The library exceeded the expected outcome of increasing faculty awareness by at least 5%. Increases of 5% and more were noted for all services including reserves, purchase recommendations, Interlibrary Loan, library instructional support, and off campus access options. For several of these services, all respondents offering an opinion were aware that the service was available.

All services received approval rating of at least 85% as stipulated in the IE Plan.

Faculty were asked to rate the overall quality of the book collections in their programs or disciplines. A campus-wide analysis of the data indicated that 62% of faculty rated print collections as good or excellent, 24% as average, and 14% as fair. All ratings of "fair" were registered at CCC (2 of the 13 respondents offering an opinion) and at STC (1 of the 2 respondents offering an opinion). In an effort to address collection quality at both locations, the library will:

- Promote ILL and the ability to request books outside the Vernon College library system.
- Notify faculty that books can be transferred between campuses. Instructors may use the ILL form to request books from the main collection in Vernon.
- Invite faculty recommendations for the purchase of library materials through brief email notifications. As subject matter experts, faculty are aware of the materials needed to help supplement their curriculum.
- Coordinate with Division Chairs in scheduling time to meet with faculty during Division meetings. Promote ILL, purchase recommendations, and the ability to transfer books between campuses.
- Continue to address input collected through program/discipline evaluations. Faculty are asked to evaluate library resources, discuss efforts to correct deficiencies, and note ways in which faculty have assisted in collection development. The report also asks that faculty review lists of library holdings, mark through those titles deemed dated or irrelevant, and provide title recommendations to address gaps in coverage.

∗ Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

Vernon College
Assessment Activity/Report Communication Form
2015-2016

How associated to Student Success:

Survey data provides an impetus for continuous improvement on the quality and effectiveness of the resources and services offered. Faculty input in the evaluation of library resources helps to ensure that the collection is relevant and supportive of the curriculum.

Where the report can be found: A hard copy of the data is included in the assessment notebook at the circulation desk in the Wright Library. The data will also be emailed upon request.

Submitted by: Marian Grona   **Date:**   May 10, 2016
                             (Responsible Party)

Received by Office of Quality Enhancement: 5/16/16
                                                                      (Date)

Presented to SSBTN Committee*:   5/16/16

∗   Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.