

Vernon College
Assessment Activity/Report Communication Form
2017-2018

Student Survey of Library Services -

Title: Seymour

Date of completion: April, 2018

Please circle or highlight: **Assessment Activity**

Report

Both

Highlights of data:

Students are surveyed to determine user satisfaction with and awareness of library services.

As stated in the library's Institutional Effectiveness Plan, an approval rating of at least 85% is targeted for library services. A total of **8** surveys were processed. The tables reflect the number of responses as well as the approval ratings (percentages) of those students actually utilizing the service. Red type indicates data collected in **2017**.

1. Were you able to access databases off campus?

Yes	5	83%	3	100%
No	1	17%	0	
Unaware of accessibility	0		1	
Did not attempt access	2		4	

2. Were you able to locate the articles needed through the databases?

Yes	5	100%	2	100%
No	0		0	
No Basis for Opinion	3		6	

3. Were you able to locate the books needed for your research?

Yes	3	60%	1	33%
No	2	40%	2	67%
No Basis for Opinion	3		5	

4. If books were requested from the main library in Vernon, did you receive the book/s in a timely manner?

Yes	0	0%	0	0%
No	0	0%	0	0%
Unaware of ILL	4		1	
ILL was not needed.	4		7	

5. The library website provides convenient access to library resources and services.

Agree	2	100%	0	0%
Disagree	0		1	100%
No Basis for Opinion	6		7	

6. The reading room offers a comfortable and quiet area for research and study.

Agree	6	75%	3	100%
Disagree	2	25%	0	
No Basis for Opinion			4	
No Response			1	

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7. The library catalog is easy to search for books located at any VC library location.

Agree	2	100%	1	100%
Disagree	0		0	
No Basis for Opinion	6		6	
No Response			1	

8. Library assistance via the designated phone and computer in library: The library staff I consulted virtually was knowledgeable and helpful in assisting with the information needed.

Agree	2	100%	1	100%
Disagree	0		0	
Unaware of virtual assist	4		0	
No Basis for Opinion	2		7	

9. I received prompt and professional assistance with questions submitted online via email or live chat.

Agree	1	50%	1	50%
Disagree	1	50%	1	50%
No Basis for Opinion	6		5	
No Response			1	

10. How would you rate the overall quality of library services?

Excellent	3	43%	0	
Good	1	14%	1	33%
Fair	3	43%	1	33%
Poor	0		1	33%
No Basis for Opinion	1		5	
No Response				

11. I received information on how to access databases and other library services.

Agree	3	38%	7	88%
Disagree	5	63%	1	13%
No Response				

Use of data:

The following services fell below the targeted 85% approval as stipulated in the library's Institutional Effective Plan.

- Off campus access procedure
- Ability to locate books
- Library environment
- Online assistance via email or live chat
- Overall quality of library services

Off campus access procedure, question 1: One of the six students offering an opinion was unable to access databases due to technical issues. Issues may have been caused by confusion on login credentials. When logging in to Canvas, students are asked to type chaps in front of the 4-digit PIN. However, chaps is not needed when logging in to the library's databases. To eliminate the confusion,

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the library posted a qualifier on the login screen alerting students to login without including chaps with the PIN.

Ability to Locate Books (question 3): Three of the five students offering an opinion indicated that they were unable to locate the books needed for their research or course assignments. The library has worked with the nursing instructor to update the book collection at Seymour. However, with limited space and collections at Seymour, it is important that students are aware that they can request books from the main collection on the Vernon campus. Students can submit requests online via the form posted on the library homepage. Books will then be mailed to the Seymour Learning Center. The library also maintains a collection of e-books which support the nursing curriculum. The ability to transfer books between campuses is advertised in the new orientation webpage and in the flyer emailed to all students at the start of each semester. The orientation also includes information on how to access e-books from the library catalog.

In response to the data and in an effort to further promote student access to the Vernon collection, the library will:

- Schedule live orientations in the fall and spring for Seymour students. Schedule presentations either on-site or online via web conferencing. Orientations were not scheduled during the 17-18 academic year. This will account for the higher number of students being unaware of intra-campus borrowing and library assistance via the designated computer in the reading room.
- Ensure all students receive customized brochures on library services available to nursing students.
- Work on developing a short video clip to help clarify instructions on accessing and completing the online Interlibrary Loan form for requesting books from Vernon.
- Continue working and coordinating with the Seymour instructor in weeding and updating the collection at Seymour.

Library Environment (question 6): Six of the eight students offering an opinion agreed that the reading room offered a comfortable and quiet area for research and study, thus bringing the approval rating to 75%. In response, the library will work on arranging furniture and shelving to ensure that the limited space is utilized and maximized to be most comfortable and visually appealing.

Online Library Assistance (question 9): Only two students offered an opinion when asked to evaluate the assistance they received with questions submitted online via email or live chat. Approval of online assistance was 50% since one of the two students was displeased with the service. The other 6 students offered no basis for opinion.

The library recently implemented a new chat interface to resolve technical issues associated with the previous software. The library anticipates that the new program will offer a more user friendly and reliable interface for assisting students online.

Overall Quality of Library Services (question 10): When asked to rate the overall quality of library services, 57% of students selected good or excellent while 43% selected fair.

Awareness: The library noted a drop in awareness for intra-campus borrowing and for library assistance via the designated computer in the library. This drop in awareness was probably attributable to the fact that an orientation was not scheduled in Seymour. In response, the library will schedule live orientations in the fall and spring. Although library information is email to all Vernon College students at the start of each semester, orientations serve as ideal forums for highlighting services, answering questions, and clarifying instructions for accessing library resources and services. Additionally, students will receive a brochure of library services available to Vernon College nursing students.

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How associated to Student Success? Library resources and services support student research in all programs and disciplines. Student feedback assists the library in meeting the needs and expectations of the students served. Survey data also provides an impetus for continuous improvement on the quality and effectiveness of the resources and services offered.

A hard copy of the data is placed in the assessment notebook in the Wright Library. A copy may be requested at the circulation/information desk. A

Where the report can be found: copy will also be emailed upon request.

Submitted by: Marian Grona **Date:** June 11, 2018
(Responsible Party)

Received by Office of Institutional Effectiveness: June 12, 2017
(Date)

Presented to SSBTN Committee*: July 10, 2018
(Date)

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