

Vernon College
Assessment Activity/Report Communication Form
2017-2018

Title: Faculty Survey of Library Services

Date of completion: May 2018

Please circle or highlight: Assessment Activity Report Both

Highlights of data:

The library surveys faculty during the Spring Semester to determine user satisfaction with and awareness of library services. Forty-three surveys were processed, 9 more than the 34 surveys collected in the spring 2017. Drawings for three \$25.00 Amazon gift cards were held as incentives for completing the survey. The information includes the number of respondents in parentheses along with approval ratings/percentages of those instructors actually utilizing the services. Information in red type indicates data collected in 2017 for comparison purposes.

| Collection Development: If recommendations for the purchase of library materials were submitted, were your requests processed in a timely manner? | | |
|--|--------------------------|--------------------------|
| | 2017-2018 | 2016-2017 |
| Yes | 11 100% | 6 100% |
| Unaware of procedure for requesting library materials | 4 | 2 |
| No Basis for Opinion | 28 out of 43 respondents | 26 out of 34 respondents |

| Reserves: Were you pleased with the assistance you received in reserving articles, books, or other information? | | |
|--|--------------------------|--------------------------|
| | 2017-2018 | 2016-2017 |
| Yes | 6 100% | 7 100% |
| Unaware reserve services were offered | 2 | 1 |
| No Basis for Opinion | 35 out of 43 respondents | 26 out of 34 respondents |

| Interlibrary Loan: If ILL requests were submitted, did you receive the materials in a timely manner? | | |
|---|--------------------------|--------------------------|
| | 2017-2018 | 2016-2017 |
| Yes | 9 100% | 8 100% |
| Unaware ILL was available | 0 | 0 |
| No Basis for Opinion | 34 out of 43 respondents | 26 out of 34 respondents |

* 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
2017-2018

| | | |
|---|--------------------------|--------------------------|
| Library Instructional Support: If a presentation was scheduled, was the information helpful and relevant to the research assignment? | | |
| | 2017-2018 | 2016-2017 |
| Yes | 15 100% | 10 100% |
| Unaware ILL was available | 2 | 0 |
| No Basis for Opinion | 26 out of 43 respondents | 24 out of 34 respondents |

| | | |
|---|--------------------------|--------------------------|
| Remote Access to Databases: If off campus access was needed, were you able to access databases efficiently with no technical problems/interruptions? | | |
| | 2017-2018 | 2016-2017 |
| Yes | 19 95% | 16 89% |
| No | 1 5% | 2 11% |
| Unaware ILL was available | 0 | 0 |
| No Basis for Opinion | 23 out of 43 respondents | 16 out of 34 respondents |

| | | |
|---|-------------------------|-------------------------|
| Reference Assistance: The library staff is courteous and professional in assisting with informational needs. | | |
| | 2017-2018 | 2016-2017 |
| Agree | 37 100% | 25 100% |
| No Basis for Opinion | 6 out of 43 respondents | 9 out of 34 respondents |

| | | |
|---|--------------------------|--------------------------|
| Online Reference Assistance: I received prompt assistance with questions submitted online via email. | | |
| | 2017-2018 | 2016-2017 |
| Agree | 20 100% | 15 100% |
| No Basis for Opinion | 23 out of 43 respondents | 19 out of 34 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? | | |
| | 2017-2018 | 2016-2017 |
| Yes | 8 100% | 9 100% |
| Unaware ILL was available | 0 | 0 |
| No Basis for Opinion | 35 out of 43 respondents | 25 out of 34 respondents |

* 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
2017-2018

| Print Collections: How would you rate the overall quality of the book collection in your program or discipline? | | |
|--|--------------------------|--------------------------|
| | 2017-2018 | 2016-2017 |
| Excellent | 7 22% | 5 22% |
| Good | 16 50% | 7 30% |
| Average | 6 19% | 7 30% |
| Fair | 3 9% | 3 13% |
| Poor | 0 | 1 4% |
| No Basis for Opinion | 11 out of 43 respondents | 11 out of 34 respondents |

| Database Collection: How would you rate the overall quality of the database collection? | | |
|--|--------------------------|--------------------------|
| | 2017-2018 | 2016-2017 |
| Excellent | 16 50% | 7 32% |
| Good | 12 38% | 9 41% |
| Average | 4 13% | 5 23% |
| Fair | 0 | 1 5% |
| Poor | 0 | |
| No Basis for Opinion | 11 out of 43 respondents | 12 out of 34 respondents |

| Overall Quality of Library Services: How would you rate the overall quality of library services? | | |
|---|-------------------------|-------------------------|
| | 2017-2018 | 2016-2017 |
| Excellent | 22 58% | 11 39% |
| Good | 15 39% | 17 61% |
| Average | 1 3% | |
| Fair | 0 | |
| Poor | 0 | |
| No Basis for Opinion | 5 out of 43 respondents | 6 out of 34 respondents |

* 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
2017-2018

Use of data:

The library surveys faculty to determine user satisfaction with and awareness of library services.

Approval Ratings

Data indicates that instructors were either pleased with library services or offered no basis for opinion. All services received approval ratings of 91% or higher from those instructors utilizing the services. Ninety-seven percent of instructors offering an opinion rated the overall quality of library services as good or excellent. The database collection also received approval ratings of good or excellent by 88% of faculty. Faculty responded favorably when asked to rate the overall quality of the book collections. Ninety-one percent of faculty rated the print collections in their programs or disciplines as average or above (22%-excellent, 50% good, and 19% average).

Print Collections: Ongoing efforts are made to improve faculty access to print collections. Efforts have included:

- Working with faculty to update collections in Vernon, CCC, and Seymour.
- Requesting faculty input in the selection of library materials.
- Monitoring faculty recommendations submitted in Program and Discipline Evaluations.
- Notifying faculty of inter-campus borrowing and Interlibrary Loan options.

Awareness

Promotional efforts have proven effective in raising an awareness of library services among faculty. The library will continue presentations at the Fall Kickoff and at New/Adjunct Orientations. Library services for faculty are also included in the *Faculty and Staff Handbook* posted on the library homepage.

Areas showing some decrease in awareness included the following:

- Library instructional support
 - Reserves
 - Procedure for requesting library materials
- The library invites faculty input in the selection of library materials. Faculty may conveniently submit requests online via the Purchase Recommendation form posted on the library homepage.

In response, these services will be promoted through brief, email notifications to faculty during the academic year.

* 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
2017-2018

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.

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:** May 23, 2018
(Responsible Party)

Received by Office of Institutional Effectiveness: May 23, 2018
(Date)

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

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