Vernon College
Assessment Activity/Report Communication Form
2017-2018

Title: Student Survey of Library Services - Vernon

Date of completion: November 2017

Highlights of data: <u>Student Survey of Library Services – On-site Students in Vernon</u>
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. All but one service (library hours) were rated above the targeted 85% approval. The library processed a total of 223 surveys.

	2017-2018	2016-2017
Ability to access databases off campus	90%	89%
Databases and ability to locate articles needed	89%	95%
Book collection	91%	91%
Library website	96%	95%
Computers	98%	97%
Printers	97%	93%
Library Hours	81%	81%
Library environment	97%	94%
Photocopiers	92%	94%
Online catalog and ability to locate books within library system	95%	93%
Staff, library assistance on site	98%	96%
Library assistance online	92%	91%
Received information on library services	93%	84%

Overall Quality of Library Services		
	2017-2018	2016-2017
Excellent	61%	55%
Good	31%	33%
Fair	8%	9%
Poor	0%	3%

Interlibrary Loan
Students were asked if they were pleased with the assistance they received in obtaining books which were unavailable within the Vernon College Library System.
Yes: 75 (34%)   60 (28%)
No: 5 (2%)   3 (1%)
Unaware of ILL: 59 (26%)   73 (34%)
ILL not needed: 83 (37%)   80 (37%)

Use of data:
The library targets approval ratings of at least 85% for services as per the library's Institutional Effectiveness Plan. Data indicates that all services, with the exception of library hours, received approval ratings of 89% or higher. Hours of operation received an approval rating of 81%. The library also benchmarks its hours against those offered by the College's cohort group of 8 institutions. The study showed that Vernon College has offered the most weekly operating hours for the last two fall semesters (2016 and 2017). An outcome placed in the library's IE Plan states that library hours will be above the average number of operating hours offered by the cohort group.
Ninety-two percent of students rated the overall quality of library services as good or excellent.

* To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.

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Surveys also seek to determine if students are aware of database availability and inter-library loan. Those students requesting books were pleased with the assistance they received. However, a significant number of students were either unaware of the service or offered no basis for opinion. Interlibrary Loan allows students to request books which are unavailable within the Vernon College Library System.   In an effort to notify students of this service, the library will include information on ILL in the new orientation webpage.   The orientation serves as a readily accessible and concise overview of library services.

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.

Where the report can be found: 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 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)

Posted to VC Website*:   July 10, 2018
                                                                      (Date)

⁎   To be shared with the Student Success Data and College Effectiveness Committees as well as Vernon College constituents.