Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: Student Survey of Library Services (CCC) **Date of completion:** May 2019

Highlights of data: Student Survey of Library Services, On-site students at CCC
On-site students at CCC are surveyed in the spring to determine user satisfaction with and awareness of library services. The library targets approval ratings of at least 85% for all services as per the library's Institutional Effectiveness Plan. A total of 194 surveys were processed.
All services received approval ratings of 87% or higher. Of those students offering an opinion, 93% rated the overall quality of library services as good or excellent.

	2018-2019	2017-2018
Ability to access databases off campus	93%	92%
Databases and ability to locate articles needed	92%	93%
Book collection	96%	90%
Library website	91%	94%
Computers	96%	98%
Printers	90%	87%
Library hours	87%	81%
Library environment	96%	93%
Photocopiers	93%	91%
Online catalog and ability to locate books within library system	94%	92%
Staff, library assistance on-site	98%	97%
Library assistance online	97%	93%
Received information on library services	84%	81%

Overall Quality of Library Services		
	2018-2019	2017-2018
Excellent	46%	50%
Good	47%	41%
Fair	7%	8%
Poor	0%	1%

Inter-campus Borrowing
Students may request materials from the main collection in Vernon. Of those students utilizing the service, 97% were pleased with the service. However, a significant number of students (75 students) did not know that books could be requested.

Use of data:
<u>Awareness</u>

Intra-campus borrowing: Surveys indicated that a significant number of students did not know that books could be requested from the main collection in Vernon.   Students can request books online via a link posted on the library homepage.

The service is currently advertised on the library orientation, in the flyer emailed to all students at the start of each semester, and in the Library Handbook posted on the library homepage.

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

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

- • Provide instructions for accessing the online Interlibrary Loan form via a video clip or a web-tour developed with Help Hero.

Addition efforts to improve student access to and awareness of library resources and services include the following:

- • The library is currently re-designing the library homepage. The new design/organization will provide a more visually appealing and user-friendly interface for locating and navigating to library content.
- • The library is also exploring the cost of implementing an integrated search feature. With this service, students can search all content simultaneously with a single search command.
- • The roll-out of the new homepage will coincide with the upgrade of the library's online catalog. The catalog upgrade will include several new features including a virtual bookshelf for displaying new titles.

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:**   June 3, 2019
                      (Responsible Party)

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                                              (Date)

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                                              (Date)

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