

Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: Student Survey of Library Services (Seymour) **Date of Completion:** April 2019

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 **10** 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 2018.

1. Were you able to access databases off campus?

Yes	8 100%	5 83%
No	0	1 17%
Unaware of accessibility	1	0
Did not attempt access	1	2

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

Yes	6 100%	5 100%
No	0	0
No Basis for Opinion	4	3

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

Yes	3 100%	3 60%
No	0	2 40%
No Basis for Opinion	7	3

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

Yes	1 100%	0 0%
No	0	0 0%
Unaware of ILL	4	4
ILL was not needed.	5	4

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

Agree	6 100%	2 100%
Disagree	0	0
No Basis for Opinion	4	6

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

Agree	10 100%	6 75%
Disagree		2 25%
No Basis for Opinion		
No Response		

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

Agree	5 100%	2 100%
Disagree	0	0
No Basis for Opinion	5	6
No Response		

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

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

Agree	4 100%	1 50%
Disagree	0	1 50%
No Basis for Opinion	6	6
No Response		

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

Excellent	3 43%	3 43%
Good	4 57%	1 14%
Fair	0	3 43%
Poor	0	0
No Basis for Opinion	3	1
No Response		

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

Agree	8 80%	3 38%
Disagree	2 20%	5 63%
No Response		

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Use of data:

Approval Ratings

All services received approval ratings of 100% by those students utilizing the services. The library targets approval ratings of at least 85% as per the library's Institutional Effectiveness Plan.

When asked to evaluate the overall quality of library services, 100% of the students offering an opinion rated the overall quality as good or excellent.

The library noted increases in approval ratings for 3 of the 10 services evaluated on the survey.

Awareness

While increases in awareness were noted, there is still a need to better promote the following services:

- Intra-campus borrowing: With intra-campus borrowing, students may utilize the online form for requesting books from the main collection on the Vernon campus. With a limited number of books housed at the Seymour location, intra-campus borrowing is important in ensuring that all students have equitable access to library resources/services.
- Library assistance via web-conferencing: Web-conferencing is available for assisting students virtually through desktop sharing and audio/video conferencing. Students are first asked to contact library staff via phone. Students/staff can then meet online for demonstrations on how to search the library catalog or nursing database for scholarly articles.

Intra-campus borrowing is advertised in the library brochures, on the Library Orientation, and in the flyer emailed to all students at the start of each semester.

In an effort to better promote services, the library will:

- Coordinate with instructor in scheduling a live orientation either online or face-to-face. A live orientation was not scheduled in the spring. Instead of scheduling an orientation, the instructor placed information on library services within her Canvas course shell. An orientation, however, would provide an opportunity for clarification and Q & A.
- Continue to ensure Seymour students receive library brochures and business cards in the fall and spring.
- Include instructions on intra-campus borrowing in short video clip or in a web-tour using Help Hero.
- Redesign the library homepage to improve student access to library resources. Consider implementation of an integrated search or discovery service.
- Coordinate with the library's automation provider in scheduling a catalog upgrade, which will include 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.

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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)

Received by Office of Institutional Effectiveness: **Date:** June 3, 2019

Posted to VC Website: **Date:** August 23, 2019

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