

Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: Faculty Survey of Library Services

Date of completion: May 2019

Highlights of data:

The library surveys faculty during the Spring Semester to determine user satisfaction with and awareness of library services. A total of 30 surveys were processed, 13 fewer than the 43 surveys collected in the spring 2018.

Drawings for three \$25.00 Amazon gift cards were held as incentives for completing the survey.

The information includes the number of respondents along with approval ratings/percentages of those instructors actually utilizing the services.

Information in red type indicates data collected in 2018 for comparison purposes.

Collection Development: If recommendations for the purchase of library materials were submitted, were your requests processed in a timely manner?		
	2018-2019	2017-2018
Yes	6 100%	11 100%
Unaware of procedure for requesting library materials	0	4
No Basis for Opinion	24 out of 30 respondents	28 out of 43 respondents

Reserves: Were you pleased with the assistance you received in reserving articles, books, or other information?		
	2018-2019	2017-2018
Yes	10 100%	6 100%
Unaware reserve services were offered	0	2
No Basis for Opinion	20 out of 30 respondents	35 out of 43 respondents

Interlibrary Loan: If ILL requests were submitted, did you receive the materials in a timely manner?		
	2018-2019	2017-2018
Yes	7 100%	9 100%
Unaware ILL was available	1	0
No Basis for Opinion	22 out of 30 respondents	34 out of 43 respondents

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Library Instructional Support: If a presentation was scheduled, was the information helpful and relevant to the research assignment?		
	2018-2019	2017-2018
Yes	9 100%	15 100%
Unaware library instruction was available	1	2
No Basis for Opinion	20 out of 30 respondents	26 out of 43 respondents

Remote Access to Databases: If off campus access was needed, were you able to access databases efficiently with no technical problems/interruptions?		
	2018-2019	2017-2018
Yes	15 100%	19 95%
No	0	1 5%
Unaware of off-campus accessibility	2	0
No Basis for Opinion	13 out of 30 respondents	23 out of 43 respondents

Reference Assistance: The library staff is courteous and professional in assisting with informational needs.		
	2018-2019	2017-2018
Agree	26 100%	37 100%
No Basis for Opinion	4 out of 30 respondents	6 out of 43 respondents

Online Reference Assistance: I received prompt assistance with questions submitted online via email.		
	2018-2019	2017-2018
Agree	14 100%	20 100%
No Basis for Opinion	16 out of 30 respondents	23 out of 43 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?		
	2018-2019	2017-2018
Yes	7 100%	8 100%
Unaware books could be requested from Vernon	0	0
No Basis for Opinion	23 out of 30 respondents	35 out of 43 respondents

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Print Collections: How would you rate the overall quality of the book collection in your program or discipline?		
	2018-2019	2017-2018
Excellent	4 25%	7 22%
Good	8 50%	16 50%
Average	3 19%	6 19%
Fair	1 6%	3 9%
Poor	0	0
No Basis for Opinion	14 out of 30 respondents	11 out of 43 respondents

Database Collection: How would you rate the overall quality of the database collection?		
	2018-2019	2017-2018
Excellent	8 40%	16 50%
Good	11 55%	12 38%
Average	1 5%	4 13%
Fair	0	0
Poor	0	0
No Basis for Opinion	10 out of 30 respondents	11 out of 43 respondents

Overall Quality of Library Services: How would you rate the overall quality of library services?		
	2018-2019	2017-2018
Excellent	16 59%	22 58%
Good	10 37%	15 39%
Average	1 4%	1 3%
Fair	0	0
Poor	0	0
No Basis for Opinion	3 out of 30 respondents	5 out of 43 respondents

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Use of Data:

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

Approval Ratings

The library targets approval ratings of at least 85% as per the library's Institutional Effectiveness Plan.

All resources/services were rated quite favorably by those instructors utilizing the services. Respondents were either pleased with the services or offered no basis for opinion. More than half of the respondents offered no basis for opinion on six of the services being evaluated.

- Database Collection: The overall quality of the database collection was rated good or excellent by 95% of those instructors offering an opinion. The 7% increase in favorability could be attributable to the library's acquisition of a new subscription to JSTOR.
- Book Collections: The overall quality of the book collections was rated average or above by 94% of faculty (75%-good or excellent and 19%-average).
- Overall Quality: Ninety-six percent of instructors rated the overall quality of library services as good or excellent.

Awareness

Surveys indicated that instructors were more familiar with the procedure for submitting recommendations for the purchase of library materials. Increases in awareness were also noted for reserve services and library instructional support.

Areas showing some decrease in awareness included the following:

- Interlibrary Loan
- Ability to access databases remotely

In Response

The library is currently redesigning the library homepage to improve student and faculty access to and awareness of library resources and services. The new organization and layout of the content will improve the ability to locate and navigate to library resources and services.

Other initiatives to improve student and faculty access to library services include the following:

- Explore the costs associated in implementing an integrated search or discovery service. The discovery service will search all resources (books, e-books, and articles) simultaneously for materials supporting the search criteria.
- Coordinate with The Library Corporation in upgrading the library's online catalog.

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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 copy will also be emailed upon request.

Where the report can be found: _____

Submitted by: Marian Grona **Date:** May 29, 2019
(Responsible Party)

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

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

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