

Vernon College
Assessment Activity/Report Communication Form
2018-2019

Title: Student Survey of Library Services

Date of completion: November 2018

Highlights of data: Student Survey of Library Services, On-site students in Vernon

On-site students in Vernon are surveyed in the fall 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.

All services received approval ratings of 88% or higher. Of those students offering an opinion, 92% rated the overall quality of library services as good or excellent.

	2018-2019	2017-2018
Ability to access databases off campus	94%	90%
Databases and ability to locate articles needed	95%	89%
Book collection	96%	91%
Library website	96%	96%
Computers	99%	98%
Printers	99%	97%
Library hours	85%	81%
Library environment	98%	97%
Photocopiers	97%	92%
Online catalog and ability to locate books within library system	94%	95%
Staff, library assistance on-site	99%	98%
Library assistance online	96%	92%
Received information on library services	88%	93%

Overall Quality of Library Services		
	2018-2019	2017-2018
Excellent	62%	61%
Good	30%	31%
Fair	9%	8%
Poor	0%	0%

Interlibrary Loan

Students utilizing interlibrary loan were pleased with the assistance they received in obtaining books which were unavailable within the Vernon College Library System. However, a significant number of students did not know that books could be requested.

Use of data:

Surveys indicated that a significant number of students did not know that books, which are unavailable within the Vernon College Library system, can be requested through Interlibrary Loan.

In response, the library will:

- Advertise Interlibrary Loan on the library orientation webpage. The orientation serves as a readily accessible and concise overview of library services.
- Develop a web tour using the software, HelpHero or SideCar Learning with instructions for utilizing and accessing the online request form for ILL.

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

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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.

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:** December 4, 2018
(Responsible Party)

Received by Office of Institutional Effectiveness:

December 12, 2018
(Date)

Posted to VC Website*:

February 18, 2019
(Date)

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