

Vernon College
Assessment Activity/Report Communication Form
2019-2020

Title: Student Survey of Library Services (VER)

Date of completion: November 25, 2019

Highlights of data: The library processed 178 surveys. Surveys assist in determining student satisfaction with and awareness of library services and programs. The library targets approval ratings of at least 85% as per the library's Institutional Effectiveness Plan. All services received approval ratings of **86% or higher** among those students offering an opinion.

	2019-2020	2018-2019
Ability to access databases off campus	99%	94%
Databases and ability to locate articles needed	96%	95%
Book collection	99%	96%
Library website	99%	96%
Computers	98%	99%
Printers	98%	99%
Library hours	86%	85%
Library environment	97%	98%
Photocopiers	97%	97%
Online catalog and ability to locate books within library system	98%	94%
Staff, library assistance on-site	100%	99%
Library assistance online	95%	96%
Received information on library services	90%	88%

Overall Quality of Library Services		
	2019-2020	2018-2019
Excellent	65%	62%
Good	30%	30%
Fair	5%	9%
Poor		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 were either unaware of the service or indicated that ILL was not needed.

Use of data:

Information on ILL is currently included in the Handbook and in the flyer emailed to all students at the start of each semester. Information will also be posted on the Orientation Page under the section, "Find Books." The Orientation Page serves as a readily accessible and concise overview of library services.

Additionally, the library plans to redesign the library homepage to improve student access to ILL and other services.

Updating the library's automation software is also planned for the spring 2020. This project will include improvements to the Online Public Access Catalog as well as circulation and cataloging modules within the system.

* 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:** January 16, 2020
(Responsible Party)

Received by Office of Institutional Effectiveness:

January 16, 2020
(Date)

Posted to VC Website*:

February 11, 2020
(Date)

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