

Vernon College

Assessment Activity/Report Communication Form 2010-2011

Title: Faculty Survey of Library Services Date of completion: May 12, 2011

Please circle: **Assessment Activity** Report Both

Highlights of data:

- A total of 26 surveys were processed: 16 from faculty based at Century City and 10 from Vernon. This marked the second year that the survey was administered online via Google Docs.
- Data continues to indicate a significant percentage of faculty being unaware of many library services. In an effort to promote awareness, a video orientation to library services was developed and emailed to all faculty at the beginning of the fall 2010 semester. During the Library Committee meeting held on March 23, 2011, it was suggested that the library send *very brief* email reminders/updates on specific services as opposed to more lengthy summaries of services offered. In response, the library will seek to promote library services via brief email notifications on services such as ILL, reserves, off campus access options, and library instructional support. The library will also work to promote our online Purchase Recommendation form as a convenient way for faculty to request library materials.
- Data also indicated a significant number of faculty offering no basis for opinion when asked to evaluate library services.
- Reference Assistance: The data indicates that instructors are pleased with the reference assistance received in person and online. Of those offering an opinion, 95% indicated that the library staff is courteous and approachable in assisting with information needs. When asked to rate online reference support, 100% indicated that they received prompt assistance with questions submitted via email at librarian@vernoncollege.edu.
- Print Collections: Instructors were asked to rate the print collections in their respective programs or disciplines. Faculty based in Vernon rated the Wright Library collection as follows: Excellent-38%, Good-38%, Average-25%. The Century City collection received approval ratings as follows: Excellent-22%, Good-33%, Fair-22%, Poor-22%. In response to survey results and in an effort to improve the collection at Century City, the library will work to better promote our online Purchase Recommendation form as a convenient way for faculty to request library materials. The library will also remind faculty based in Wichita Falls that books may be requested from the Wright Library collection in Vernon. Every effort will be made to ensure that books are received in a timely manner.
- Database Collection: When asked to rate the overall quality of the database collection, 41% of those surveyed rated the overall quality as excellent while 47% indicated good and 12% average.
- Overall Quality of Library Services: An analysis of combined responses from both Vernon and Wichita Falls faculty indicates that 57% rated the overall quality of library services as excellent, 30% good, 9% fair, and 4% poor.

Use of data:

Faculty are surveyed to determine user satisfaction with library services and programs. The results are then used for planning, policy making, and improvement.

Where the report can be found: ___ A hard copy of the data is included in the assessment notebook at the circulation desk. The data will also be emailed upon request.

Submitted by: Marian Grona **Date:** June 15, 2011
(responsible party)

Received by Office of Institutional Effectiveness: 6.16.11

Presented to Planning and Assessment Committee: 6.20.11