

Learning Resources/Library Committee Meeting  
March 8, 2019

I. Student Survey of Library Services, On-Site Students in Vernon – Fall 2018

A total of 153 surveys were processed. All services were rated above the targeted 85% approval as stipulated in the library’s Institutional Effectiveness Plan.

	Fall 2018	Fall 2017
1. Ability to access databases off campus	94%	90%
2. Databases and ability to locate articles needed	95%	89%
3. Book collection	96%	91%
4. Library website	96%	96%
5. Computers	99%	98%
6. Printers	99%	97%
7. Library hours	85%	81%
8. Library environment	98%	97%
9. Photocopiers	97%	92%
10. Online catalog and ability to locate books within library system	94%	95%
11. Staff, library assistance on site	99%	98%
12. Library assistance online	96%	92%
13. Received information on library services	88%	93%
Overall Quality of Library Services:		
<b>Good or Excellent</b>	92% (92%)	<b>Fair</b> 9% (8%)
		<b>Poor</b> 0% (0%)

Overall Quality of Library Services		
	Fall 2017	Fall 2016
Excellent	61%	55%
Good	31%	33%
Fair	8%	9%
Poor	0%	3%

**Interlibrary Loan**

Students are asked if they were pleased with the assistance they received in obtaining books which were unavailable within the Vernon College Library System.

**Fall 2018**

Yes: 59 students (55%)  
 No: 3 students (3%)  
 Unaware of ILL: 46 students (43%)  
 ILL not needed: 45 students  
 No response: 0

**Fall 2017**

Yes: 75 students (54%)  
 No: 5 students (4%)  
 Unaware of ILL: 59 students (42%)  
 ILL not needed: 83 students  
 No response: 1 student

## II. Library Survey of Online Students – Fall 2018

The library processed 230 surveys. All services received approval ratings of 89% or higher.

**Red type** denotes data collected in the Fall 2017 for comparison purposes.

	Yes		No		Unaware of Service		No Basis for Opinion	
1. Were you able to access databases off campus with no technical problems or interruptions?	154	116	9	7	36	25	31	23
	94%	94%	5%	5%				
2. Were you able to locate the articles needed by searching the databases?	145	117	14	6	35	23	36	25
	91%	95%	8%	4%				
3. Were you able to locate the books needed by searching the online catalog?	111	92	13	6			106	73
	89%	93%	10%	6%				
4. Online students may request books from the main library in Vernon. If requests were submitted, did you receive the book/s within a reasonable amount of time?	52	37	1	0	63	45	114	89
	98%	100%	1%	0%				
5. Were you pleased with the assistance you received online via email or live chat?	77	60	1	0	49	40	103	71
	98%	100%	1%	0%				
6. Did any of the online courses you are taking require library resources or research?	149	118	81	53				
	65%	69%	35%	31%				
7. Did you receive information on library services?	154	119	76	52				
	67%	70%	33%	30%				
8. The library website offers convenient access to library resources and services.	150	111	8	9			72	51
	94%	92%	5%	7%				