

Vernon College

Assessment Activity/Report Communication Form 2012-2013

Title: Faculty Survey of Library Services

Date of completion: May 2013

Please circle:

Assessment Activity

Report

Both

Highlights of data:

() = Spring 2012 data

A total of 28 surveys were processed.

Collection Development: If recommendations for the purchase of library materials were submitted, were your requests processed in a timely manner?

Yes: 80% (88%)

Unaware of the procedure for requesting library materials. 20% (13%)

Eighteen of the 28 respondents offered no basis for opinion.

Reserve Collections: Were you pleased with the assistance you received in reserving articles, books, or other information?

Yes: 80% (100%)

Unaware that the library would assist in reserving library materials. 20%

Similarly, eighteen of the 28 respondents offered no basis for opinion when asked to evaluate reserve services.

Interlibrary Loan: If ILL requests were submitted, did you receive the materials in a timely manner?

Yes: 100% (100%)

Twenty-three of those surveyed offered no basis for opinion.

Remote Access to Databases: If off campus access was needed, were you able to access the databases efficiently with no technical problems/interruptions?

Yes: 67% (71%)

No: (29%)

Unaware that the databases were accessible off campus. 33%

No basis for opinion: 19 respondents

Library Instructional Support: If a presentation was scheduled, was the information helpful and relevant in supporting the research assignment?

Yes: 80% (89%)

Unaware library instructional support was available: 20% (11%)

No basis for opinion: 18 respondents

Reference Assistance: The library staff is courteous and professional in assisting with informational needs.

Agree: 96% (100%)

Disagree: 4%

Online Reference Assistance: I received prompt assistance with questions submitted online via email at librarian@vernoncollege.edu.

Agree: 100% (100%)

Over half of those surveyed (17 respondents) offered no basis for opinion.

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?

Yes: 100% (75%)

Unaware books could be requested: (25%)

Only three of those surveyed offered an opinion.

Print Collections: How would you rate the overall quality of the book collection in your discipline or program?

<u>CCC</u>	<u>Vernon</u>	<u>STC</u>
Excellent: 33% (38%)	Excellent:	Excellent: 67% (67%)
Good: 33% (25%)	Good: 71% (100%)	Good: 33% (33%)
Average: 25% (38%)	Average: 14%	Average:
Fair: 8%	Fair:	Fair:
Poor:	Poor: 14%	Poor:

Database Collection: How would you rate the overall quality of the database collection?

Excellent: 30% (42%)

Good: 52% (58%)

Average: 13%

Fair:

Poor: 4%

Overall Quality of Library Services: How would you rate the overall quality of library services and programs?

Excellent: 30% (67%)

Good: 52% (33%)

Average: 13%

Fair:

Poor: 4%

Use of data:

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

Data indicates a need to better promote faculty services such as library instructional support, remote research options, and the procedure for requesting library materials. In response, the library will post an updated orientation video as a means to help promote services and programs.

How associated to Student Success?

Survey data provides an impetus for continuous improvement on the quality and effectiveness of the resources and services offered.

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 11, 2013
(responsible party)

Received by Office of Institutional Effectiveness: 6.24.13

Presented to College Effectiveness Committee: 6.27.13