Library Student Assessments

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Library assessment report 2006/2007

Nelson Poynter Memorial Library.

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2006-07
ASSESSMENT PLAN/REPORT
FOR
Poynter Library, USF St. Petersburg

The Library Mission

Nelson Poynter Memorial Library supports the mission and goals of USF SP in three ways: In cooperation with the USF Library System, we provide print, media, and electronic information resources required for teaching, learning, and research. We provide the services and instructional opportunities required for using this information effectively. We support student learning by providing and maintaining classroom technologies.

Objective 1: In cooperation with the USF Library System, we provide print, media, and electronic information resources required for teaching, learning, and research.

Assessment 1:

Means of assessment and criteria for success:

From February 1st to February 28th, 2007, the Library conducted a survey on subjects and perceived wait times of items requested through the library's interlibrary loan (ILL) program.   Print surveys were distributed to patrons when their materials were picked up from the circulation desk. The survey's purpose was to gain information to assist collection development by highlighting the subjects that library users requested from outside resources and to determine patron satisfaction levels with obtaining needed resources in a timely manner.

Summary of assessment data collected:

282 books and articles were requested through ILL, but 32 items were not delivered for various reasons. Only 22 patrons completed and returned the survey. Of these 22 ILL users, 6 were faculty members, 9 were graduate students, 3 were undergraduate students, and 4 were affiliated users. Of those that indicated their educational 'home,' 4 were from the College of Marine Science, 3 were from the College of Arts and Sciences, and 2 were from the College of Business. All respondents reported receiving their requested item in time for its intended use. All found that the item received was what they expected when they submitted the request. Comments revealed a high level of

Assessment Summary

2006/2007

<u>Library Mission</u>:

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<u>Administrative Objectives</u>:

1. Poynter Library will provide print, media, and (in association with the USF Library System) electronic collections that support the curriculum of USF SP.
2. Poynter Library will provide user services and instructional opportunities to support and enrich the education and community outreach missions of USF SP.
3. Poynter Library will provide appropriate technologies and services to support library research and classroom instruction.

<u>Assessment Activities Supporting Objective 1</u>:

Personnel from interlibrary loan and collection development queried interlibrary loan patrons on their satisfaction with the service and the appropriateness of the items received on loan. Patrons revealed a high level of satisfaction with services received and placed a high value on this library service. Although the survey response was too small to yield useful collection development data, the raw date available though the interlibrary loan system was determined to have potential to improve collection development practices.

A team of librarians with subject expertise in the sciences assisted the collection development librarian in an effort to determine the adequacy of existing library collections to support a proposed health sciences curriculum. The collection assessment indicated that currently received electronic journals and databases provide an adequate base to begin this program. Over 700 monographs and reference works were added to augment current print resources, and outdated materials were identified and withdrawn to make room for these additions.

<u>Assessment Activities Supporting Objective 2</u>:

Patrons entering the library were surveyed on the usefulness of existing library services and desirable new services or other changes. Patrons placed high value on computer access, reference assistance, books, and quiet study areas. They requested extended hours, more computers, more books, more noise control, a coffee bar, and

cheaper printing. Four additional Apple computers were added to the reference area, more attention was paid to noise control, and various other existing services requested as 'new services' received more publicity.

USF SP students were e-mailed a 'library engagement survey,' similar to the NSSE survey format. 71% of students had used reference services and 36% had participated in a library instruction session. 83% reported positive views of the library and a majority indicated that the library services indicated had contributed to their academic growth. Survey reviewers, however, found indications of service problems on the part of a minority of students and will seek to enhance customer service of library staff.

Freshman composition classes were asked to complete various simple research activities and their responses were compared to a group of students in an advanced literature course. Survey reviewers found that students gain increasing research competencies and increasingly use library licensed databases and the library catalog to gain information.

As an internship project, an LIS student conducted a focus group on the ease of use and utility of Poynter Library's special collections web site. Various deficiencies were uncovered and will be corrected when the web site is redesigned after the official USF SP template for sub pages is approved.

<u>Assessment Activities Supporting Objective 3</u>:

Media services staff queried faculty members teaching in newly renovated classroom space to determine their satisfaction with the new classroom equipment and their suggestions for future improvements. Faculty reported a high level of satisfaction and frequent usage of the new equipment and requested more instruction in the use of the equipment and additional enhanced classrooms. Their suggestions are being implemented or deferred until funding is available.

satisfaction with Poynter Library's service. Unfortunately, the small response did not provide truly useful information for collection development purposes, but the raw ILL data may provide helpful collection indicators if tallied over an extended period.

Use of results to improve services:

The survey affirmed that Poynter Library's interlibrary loan service is broadly used and appreciated by USF SP and affiliated patrons at all levels, indicating that the department is appropriately staffed and managed to high standards of customer service. Additionally, librarians with subject responsibilities will be encouraged to examine ILL records of books and articles in order to monitor and improve their selections of library materials.

<u>**Assessment 2**</u>**:**

Means of assessment and criteria for success:

In preparation for a proposed health sciences curriculum at USFSP, collection development librarian Patricia Pettijohn, assisted by librarians Deb Henry and Tina Neville, examined print, media, and electronic holdings to determine the adequacy of the library collection to support the anticipated course offerings. Subject bibliographies, comparative library collections, and OCLC collection evaluation software were used to determine the adequacy of collections to support the proposed curriculum.

Summary of assessment data collected:

Current print and electronic resources available in health science fields were identified. Online journals and indexes currently available through the USF Libraries electronic resources were found to be adequate for developing the health science curriculum.   Desirable new publications were selected and were tagged to be ordered if available.

Use of results to improve services:

Over 700 monographs and reference sources were identified to augment existing health science resources in classifications Q and R. Numerous outdated volumes in these classifications were withdrawn to provide space for current imprints. Additional serials were identified for purchase when the health sciences curriculum is securely funded.

Objective 2: We provide the services and instructional opportunities required for using this information effectively.

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Assessment Plan/Report – Form C

<u>**Assessment 1**</u>:

Means of assessment and criteria for success:

During the week of Nov. 27 to Dec 1, 2006, patrons entering the Library were asked to complete a brief survey on library services. The survey included 3 questions: What library service do you find the most useful, and why? Name one new service that you would like the library to provide, and why? If you could change on thing about the library, what would it be, and why? The purpose of the survey was to identify areas for service improvement and desirable new services.

Summary of assessment data collected:

157 surveys were returned. 53% of respondents were female; 83% were undergraduates; and 43% were CAS students. Valued services were computer access, reference assistance, books, and quiet study areas. New library services sought included extended hours, free or cheaper printing, and a coffee/snack bar in the library. Services that patrons would like to see changed are more computers, more books, and more noise control/quiet study areas.

Use of results to improve services:

Systems Administrator Berrie Watson has expanded the student computer area by adding 4 Apple computers and has also provided additional laptops for checkout. The library had requested and received a staff line to allowed extending hours until midnight when the residence halls opened in Fall 2006. Security guards also provide additional late night staffing and allow for more frequent roaming of stack areas to help to control noise. New academic books and recreational reading books are displayed and special exhibits created to draw more interest to the library's current book purchases. Some requested "new services" (e.g. CDs, DVDs, laptop checkouts) were already offered by the library, and marketing efforts are drawing attention to those services. "Free or cheaper printing" was impossible under the terms of the USF-wide copy contract that sets prices under the terms of the contract.

<u>**Assessment 2**</u>:

Means of assessment and criteria for success:

On Feb. 16, 2007, a "Library Engagement Survey" was e-mailed to all USF students listing St. Petersburg as their home campus. The survey queried whether various services were used very often, sometimes, or never; asked specifically about library instruction use; asked for assessments of the student's feelings about the library and the perceived value of the library's contribution to their academic development; and asked for certain demographic information. The survey's purpose was to indicate the value of library instruction in student's academic development.

Assessment Plan/Report – Form C

Summary of assessment data collected:

177 useable surveys (4.9%) were returned. 72% of respondents were female and 68% were non-Hispanic White. 71% had used reference services and 36% had participated in a library instruction session. 83% responded that they have a positive view of Poynter Library's librarians and library staff. 51% say that the library has helped to develop their critical and analytical abilities; 59% say that they have been helped to develop the ability to obtain and use information for problem solving, and 56% have been helped to evaluate information. 47% reported that they have been helped to use information according to ethical academic standards. 72.3% believed library instruction to Excellent or Good.

Use of results to improve services:

Although perceptions of library instruction and services were generally positive, some comments revealed negative experiences. Customer service and "approachability" training for reference librarians remains a constant concern.

<u>**Assessment 3:**</u>

Means of assessment and criteria for success:

During Fall 2006, 6 Composition 1 classes (111 students) were assessed to determine freshman student's information-seeking behaviors. Students were asked questions to see if they could locate and use a full-text article in a subscription database; locate a particular book and identified elements required for its citation; locate a scholarly article; and locate a particular full-text article. The same questions were asked of 19 students in a LIT3102 class in order to determine whether students were gaining competence in information literacy as their academic careers progressed.

Summary of assessment data collected:

A comparisons of the questions revealed that USFSP students gain increasing research competencies and increasing utilize the library catalog and licensed databases rather than Google or other free web-based searching. Nevertheless, a significant minority of upper division students (63-68%) were unable to find a scholarly article on a subject or locate a particular article.

Use of results to improve services:

The value of Poynter Library's increasing emphasis on library instruction was affirmed, but more opportunities to incorporate library instruction sessions into class syllabi will continue to be sought.

Assessment 4:

Means of assessment and criteria for success:

LIS intern Keri Dhondup conducted a focus group to determine the ease of use and utility of Poynter Library's special collections web site. 12 students from a class of 17 participated in a user test. The goal of the assessment was "to discover how well the goals of the site are accomplished with current content, in addition to discovering overall difficulties with navigation, labeling, and usability" and to provide useful guidance for an anticipated redesign of the web site.

Summary of assessment data collected:

Students in the focus group discovered numerous broken links, confusing text and headings, and various difficulties in site navigation. Ms. Dhondup's assessment of the focus group's comments yielded recommendations for clearer main headings and various improvements in site navigation.

Use of results to improve services:

The factors identified will definitely be addressed in a redesign of the site's web pages. These revisions, however, must await the pending redesign of the USF Libraries and USF SP campus web sites that will provide a template for all Poynter Library subpages.

Objective 3: We support student learning by providing and supporting classroom technologies.

Assessment 1:

Means of assessment and criteria for success:

In November 3, 2006, the USFSP faculty was queried on their satisfaction with recently renovated classrooms and their continuing needs for classroom enhancements. 17 faculty members returned the surveys. The survey was intended to evaluate the effectiveness of recently renovated 'smart' classrooms.

Summary of assessment data collected:

76.5% of faculty members report using multiple styles of teaching, and confirm that classroom video/data projectors, DVD/VCRs, document cameras, computers, switchers, and instruction desks

were frequently or occasionally useful in their teaching. Video/data projectors and DVD/VCRs were found useful or very useful by 100% of respondents. 70% were satisfied with equipment arrangement; 59% with equipment flexibility; 76% with location of secured equipment; and 82% satisfied with the ease of learning to use the equipment. 100% would like more media enhanced classrooms. Some respondents revealed dissatisfaction with placement and flexibility of equipment (difficult to correct because of the need for equipment security) and requested additional classroom equipment and training.

Use of results to improve services:

Media staff noted the desire for more updated classrooms when administrative funding is available. Maintenance and training needs are being looked at and improved.

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