Merritt College Library
Service Area Outcome Assessment 2017-2018

Introduction

The Library established student learning outcomes (SLOs) for library services in 2011-2012, but never addressed service area outcomes (SAOs). Now that Library Information Studies (LIS) courses are being offered, we have been advised by Division I Assessment Coordinators to differentiate between SLOs and SAOs in our assessments. As a result, library and information literacy instruction shall be assessed through course SLOs, while library resources and services shall be assessed through SAOs.

SAO Being Assessed in 2017-2018

Services: Students receive accurate, professional, and timely assistance at library service points, both in person and online.

Assessment Participants

All library staff

Assessment Timeline

September 14, 2017, 10:00 a.m.	Planning Meeting (Present: Armando Cerroblanco, Christana Forlastro, Jim Gordon, Tim Hackett, Marianne Morgan, Eva Ng-Chin, Nghiem Thai)
September 2017	Assessment Instrument
October-December 2017	Survey Distribution
January 2018	Results Compilation
February 1, 2018, 10:00 a.m.	Results Discussion Meeting (Present: Christana Forlastro, Jim Gordon, Tim Hackett, Marianne Morgan, Eva Ng-Chin, Nghiem Thai)
February-May 2018	Improvement Plan Implementation
May 2018	Status Update

Assessment Methods

- The assessment instrument is a brief survey with five student demographic questions, five Likert-scale questions on student experiences with five key services (circulation, reference, study space, website, and orientation), and an open-ended comments question.

- The survey was distributed to students in the library, in randomly selected classrooms, and online during the months of October-December 2017.

Assessment Results

Target: 80% student satisfaction with library resources (defined as a rating of "strongly agree" or "agree")

Summary of Results

A total of 342 students responded to the survey. Nine (or less than 3%) of responses were online.

Student Demographics			
Category	**Value**	**Count**	**%**
Gender	Female	237	70.1
	Male	101	29.9
	Total Responses	*338*	*100.0*
Age	20-24	100	29.6
	< 20	75	22.2
	25-29	66	19.5
	30-39	57	16.9
	40-49	20	5.9
	≥ 50	20	5.9
	Total Responses	*338*	*100.0*
Ethnicity	African-American	96	29.4
	Latino	94	28.8
	Asian/Pacific Islander	46	14.1
	White	41	12.6
	Two or more races	30	9.2
	Other	10	3.1
	Filipino	8	2.5
	Native American	1	0.3
	Total Responses	*326*	*100.0*
Enrollment Status	Full-time	205	62.3
	Part-time	124	37.7
	Total Responses	*329*	*100*
Program or Major	Nursing	91	28.5
	Child Development	32	10.0
	Business	26	8.2
	Health Sciences	23	7.2
	Other	20	6.3
	Undecided	13	4.1

	Administration of Justice	12	3.8
	Medical Assisting	12	3.8
	Psychology	9	2.8
	Sociology	9	2.8
	Communication	8	2.5
	Radiologic Science	8	2.5
	Biology	7	2.2
	Counseling	6	1.9
	Anthropology	4	1.3
	Social & Behavioral Sciences	4	1.3
	African-American Studies	3	0.9
	Computer Information Systems	3	0.9
	Natural Sciences	3	0.9
	Paralegal Studies	3	0.9
	Art	2	0.6
	Chemistry	2	0.6
	Community Social Services	2	0.6
	Health Professions & Occupations	2	0.6
	Liberal Arts	2	0.6
	Nutrition & Dietetics	2	0.6
	Real Estate	2	0.6
	Bioscience	1	0.3
	Emergency Medical Technician	1	0.3
	English	1	0.3
	Environmental Management & Technology	1	0.3
	Geology	1	0.3
	Kinesiology	1	0.3
	Landscape Horticulture	1	0.3
	Mathematics	1	0.3
	Political Science	1	0.3
	Total Responses	*319*	*100.0*

Satisfaction with Library Services		
Question	**Count**	**%**
1. I receive courteous, prompt, and satisfactory service at the check-out/reserves counter.	273	84.3
2. I receive accurate and relevant information from the librarians at the reference desk.	271	84.2
3. I can find comfortable and quiet study spaces in the library.	287	86.4
4. I can navigate the library website to access library information and electronic resources.	268	82.0
5. Library orientations help me to conduct research for my class assignments	229	73.2

Analysis of Results

Overall, the results indicate general satisfaction with the services that the library provides in the areas of circulation, reference, study space, website, and orientation. The target of 80% student satisfaction (defined as a rating of "strongly agree" or "agree") was exceeded for all service areas except orientation (73.2%). Fewer students answered the orientation question (229 responses, as opposed to about 270-280 for the other questions), suggesting their lack of exposure to this service. In addition, there were more neutral responses to the orientation question than to any other question, again implying unfamiliarity with orientations.

Since orientations are not mandatory and only provided upon the request of instructors, only a small percentage of the student population ever experience information literacy instruction. Librarians conduct, on average, less than 20 orientation sessions per academic year. The open-ended comments corroborate this deficiency in library services:

- *I never attended a library orientation*
- *I have not had a library orientation. Library orientation should be more publicized.*
- *If there are any library orientations, where would they be located or how do I come about attending them?*
- *I never attended a library orientation. How do I find out about orientation?*
- *I need more training about how to use some of the library's resources.*

In addition, other comments included requests for an earlier opening time, free printing, quieter study spaces, and additional electrical outlets in carrels and tables.

Action Plan

Description of Action Plan

To address students' lack of exposure to information literacy instruction through library orientations, the Library shall implement two activities in Fall 2018:

1. Library tours and orientations for first-time students in conjunction with the general matriculation process
2. Periodic drop-in workshops on library research

Implementation Timeline

Spring 2018 – Spring 2019

Parties Responsible

All librarians

<u>Associated Funding</u>

$20,000 for additional part-time librarian hours to support the planning and implementation of these activities

<u>Expected Outcome</u>

All first-time students shall receive a general introduction to available library services to support their learning.

More students shall have access to library orientation workshops to assist them in conducting research for their assignments.

Status Update

As of spring 2019, the library has not been able to implement this action plan because the necessary funding has not been allocated.