Library Student Assessments

Library Assessment Reports, Summaries, and Misc Reports

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Library assessment report 2007/2008

Nelson Poynter Memorial Library.

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2007/2008
Assessment Plan/Report
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 l:

- Means of assessment and criteria for success:

The Collections and Technical Services department did collection assessments to support the College of Education's National Council for Accreditation of Teacher Education (NCATE) and to support proposed new degree programs in Graphic Arts, Journalism, and Environmental Sciences and Policy. Print and electronic resources were evaluated for these subject areas and the resulting data was submitted to the appropriate college or department.

- Summary of assessment data collected:

Counts of monographs by call number ranges in relevant disciplines and lists of print and electronic journals and databases were compiled for accreditors. Reports are available in the library administration office.

- Use of results to improve services:

Although NCATE is still in process and the outcome unknown, the applications for the three new degree programs containing documentation of library support were successful.

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

Assessment l:

- Means of assessment and criteria for success:

Access Services staff did a Circulation Customer Satisfaction Survey for one week in January 2008and another week in February. Individuals who approached the Circulation Desk were given a survey. Twenty-six people completed all or parts of the survey. Criteria for success were a positive impression various aspects of circulation services by a majority of respondents.

- Summary of assessment data collected:

Twenty-six people completed all or parts of the survey. 89% thought that the staff members are helpful; 93% feel that they are knowledgeable; 95% thought that they have a clean and neat appearance; and a full 100% are generally satisfied with the way that they are treated by the circulation staff.

- Use of results to improve services:

To sustain these positive results, customer service training will continue to be an ongoing activity for the Access Services department.

Assessment 2:

- Means of assessment and criteria for success:

During Fall and Spring semesters, Librarians Kaya Townsend and Patricia Pettijohn held focus groups with undergraduate students to determine their feelings about library space and facilities. Criteria for success would be that the majority of students noted positive impressions of library space and facilities and that also new information would emerge for future planning of library facilities and equipment.

- Summary of assessment data collected:

Students made many positive comments regarding comfortable spaces, good natural light, clean restrooms, new vending machine, mixture of public and quiet spaces, library exhibits, and new magazines and books on display. Students pointed out negative issues as well: tables and keyboards need regular cleaning, no easy way to print from laptops, issues with new printer/copier system, better signage, and need for more power outlets for laptops.

- Use of results to improve services:

Responses to concerns include completion of a new laptop area with custom wiring on the first floor, more attention to housekeeping issues, purchase of display cubes to provide more prominence for some library exhibits, new floor plan signage that will include information on contents of other floors, and planned revisions of the library directory found at the building entrance.

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

Assessment l:

- Means of assessment and criteria for success:

The Poynter Library Media Department surveyed faculty members with an online questionnaire on the convenience and effectiveness of classroom technologies. Criteria for success were that a majority of faculty members surveyed had a favorable impression of the equipment, equipment layout and flexibility of use, and availability of information or training for using the equipment.

Additional questions were asked about the faculty member's teaching style and his/her familiarity with 'smart board' technology, questions that would provide guidance for future media improvements.

- Summary of assessment data collected:

19% of faculty contacted responded. Most faculty members seemed to be pleased with classroom facilities, although some had problems with the set up or use of equipment depending on their individual teaching styles or their willingness to take advantage of training offered. Most frequent requests were smart boards (although 53% were unfamiliar with the technology) or wireless remotes.

- Use of results to improve services:

Two comments seemed to refer to DAV219, a small classroom that is now being upgraded with equipment transferred from another unit. In response to another comment, Media Services is using 'carry forward' funds to create two faculty labs containing computers with Captivate and Camtasia programs installed. The Computer Center staff was notified about the need for USB extensions for more convenient access for flash drives and these extensions have been installed. Unfortunately, wireless remotes 'disappeared' shortly after they have been placed in classrooms, so faculty members are encouraged to provide their own. Finally, additional document cameras will be installed as funds allow but smart boards are unaffordable for the near future.

Assessment 2:

- Means of assessment and criteria for success:

Reference librarians conducted both a faculty survey and a student survey in November 2007 on their uses of social networking tools, i.e. MySpace and Facebook, blogs and blog aggregators, wiki software, photo-sharing tool, video-sharing tools, podcasting; social bookmarking, and virtual worlds such as Second Life. Criterion for success was a compilation of information to plan future library and media services.

- Summary of assessment data collected:

Surprisingly few students or faculty were utilizing social networking tools, in fact, 71.8% of student respondents had never heard of Second Life. (Only 4.4% of students responded to the survey, however, compared to 18.4% of faculty.) Faculty members (61 %) wrote blogs or used blogs and blog aggregators, while students are generally more familiar with video sharing and MySpace/Facebook. Students clearly felt that faculty and librarians should communicate primarily through Blackboard. Few faculty members are using social networking tools to enhance classroom teaching.

- Use of results to improve services:

Two Poynter Library/Media Services staff members are taking Blackboard online certification classes and will be offering classes to enhance faculty members' use of various Blackboard

features to enhance instructional experiences, including social networking components. Additional faculty training in other social networking tools may also be desirable in the future.

Assessment Summary

2007/2008

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.

Administrative Objectives:

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.

Assessment Activities Supporting Objective 1:

      The Collections and Technical Services department did collection assessments to support the College of Education's National Council for Accreditation of Teacher Education (NCATE) and to support proposed new degree programs in Graphic Arts, Journalism, and Environmental Sciences and Policy. Print and electronic resources were evaluated for these subject areas and the resulting data was submitted to the appropriate college or department. Although NCATE is still in process and the outcome unknown, the applications for new degree programs containing documentation of library support were successful.

Assessment Activities Supporting Objective 2:

      Access Services staff did a Circulation Customer Satisfaction Survey during Spring 2008. Twenty-six people completed all or parts of the survey. 89% thought that the staff members are helpful; 93% feel that they are knowledgeable; 95% thought that they have a clean and neat appearance; and a full 100% are generally satisfied with the way that they are treated by the circulation staff. To sustain these positive results, customer service training will continue to be an ongoing activity for the Access Services department.

      During Fall and Spring semesters, Librarians Kaya Townsend and Patricia Pettijohn held focus groups with undergraduate students to determine their feelings about

library space and facilities. Students made many positive comments regarding comfortable spaces, good natural light, clean restrooms, new vending machine, mixture of public and quiet spaces, library exhibits, and new magazines and books on display. Students pointed out negative issues as well: tables and keyboards need regular cleaning, no easy way to print from laptops, issues with new printer/copier system, better signage, and need for more power outlets for laptops.   Responses to concerns include completion of a new laptop area with custom wiring on the first floor, more attention to housekeeping issues, purchase of display cubes to provide more prominence for some library exhibits, new floor plan signage that will include information on contents of other floors, and planned revisions of the library directory found at the building entrance.

Assessment Activities Supporting Objective 3:

        The Poynter Library Media Department surveyed faculty on the convenience and effectiveness of classroom technologies. 19% of faculty contacted responded. Most faculty seemed to be pleased with classroom facilities, although some had problems with the set up or use of equipment depending on their individual teaching styles and their willingness to take advantage of training opportunities. Faculty requested smart boards (although 53% were unfamiliar with the technology) or wireless remotes. Budget issues preclude upgrading to smart boards, and wireless remotes disappear frequently. (Remotes are fairly inexpensive and faculty members are advised to purchase their own.) Two comments seemed to refer to DAV219, a small classroom, now being upgraded with equipment transferred from another unit. Media Services is using 'carry forward' funds to create two faculty labs containing computers with Captivate and Camtasia programs installed. The Computing staff was notified about the need for USB extensions for more convenient access for flash drives and these extensions have been installed. Finally, additional document cameras will be installed as funds allow.

        Reference librarians conducted both a faculty survey and a student survey in November 2007 on their uses of social networking tools, i.e. MySpace and Facebook, blogs and blog aggregators, wiki software, photo-sharing tool, video-sharing tools, podcasting; social bookmarking, and virtual worlds such as Second Life. Surprisingly few students or faculty were utilizing these tools, in fact, 71.8% of student respondents had never heard of Second Life. (Only 4.4% of students responded to the survey, however, compared to 18.4% of faculty.) Faculty members used blogs and blog aggregators, while students are generally more familiar with video sharing and MySpace/Facebook and felt that faculty and librarians should communicate primarily through Blackboard. Few faculty members are using social networking tools to enhance classroom teaching.   Two Poynter Library/Media Services staff members are taking Blackboard online certification classes and will be offering classes to enhance faculty members' use of various Blackboard social networking features. Additional faculty training in other social networking tools may also be desirable.