



BC LIBRARY ASSESSMENT FALL 2017

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ASSESSING LIBRARY SERVICES

THE GOAL

1. To assess whether the library is meeting the needs of BC students & faculty at its current level of services
2. To determine how the library can improve or change its services to better serve the BC community.

THE ASSESSMENT PROCESS

Assessment was done during **Fall 2017***

- Mixed methods assessment methods
 - **Quantitative data** included:
 - Daily headcounts in the library, statistics on reference questions, study room usage, printer usage, circulation data, and the amount of library instruction done
 - **Qualitative data** was pulled from 5 surveys given to BC students and faculty

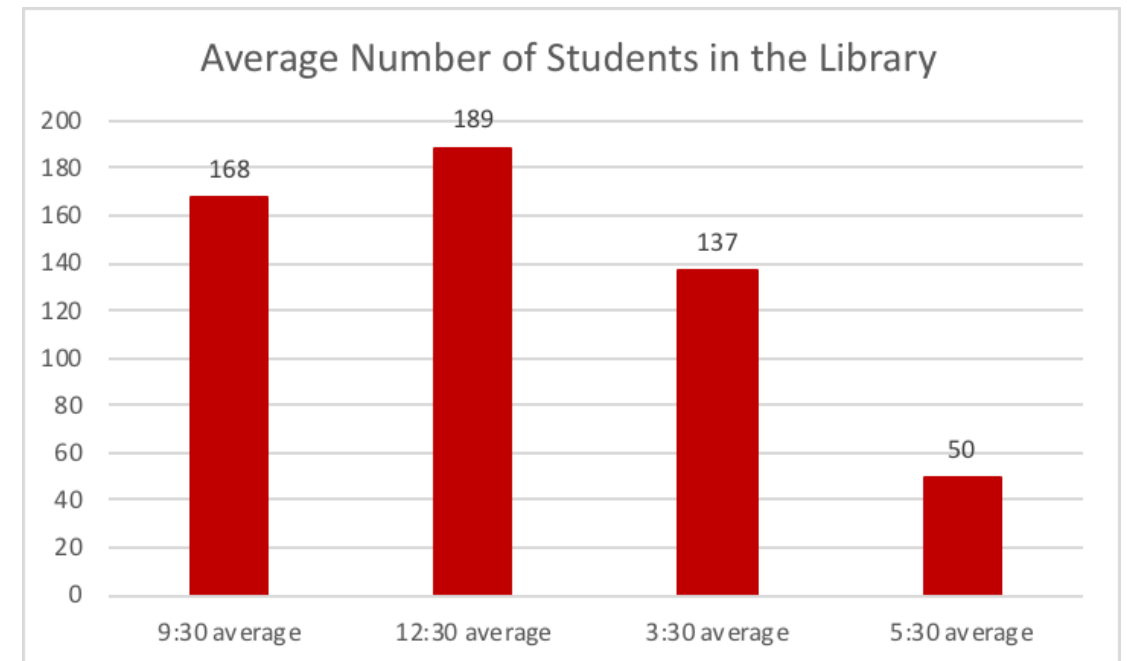
*August 21-December 8

A woman with dark hair and glasses, wearing a patterned top and a blue lanyard, is standing in a library aisle. She is holding a tablet computer in her left hand and a handheld barcode scanner in her right hand. She is looking down at the tablet. The background shows rows of bookshelves filled with books. The text "LIBRARY USAGE DATA" is overlaid in large, bold, dark red letters across the center of the image.

LIBRARY USAGE DATA

STUDENT PRESENCE IN THE LIBRARY

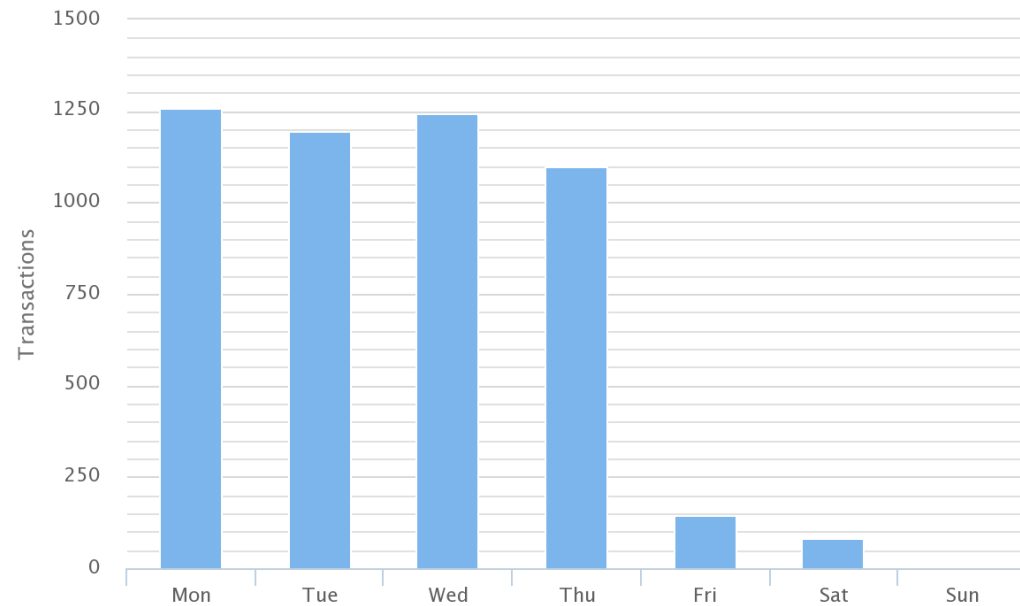
- Manual headcounts were taken 4x daily
 - Headcounts at 9:30a, 12:30p, 3:30p, 5:30p
- **40,035** students in Fall
- Average number of students: **122 per hour**
- Highest headcount recorded: 333 students on October 3



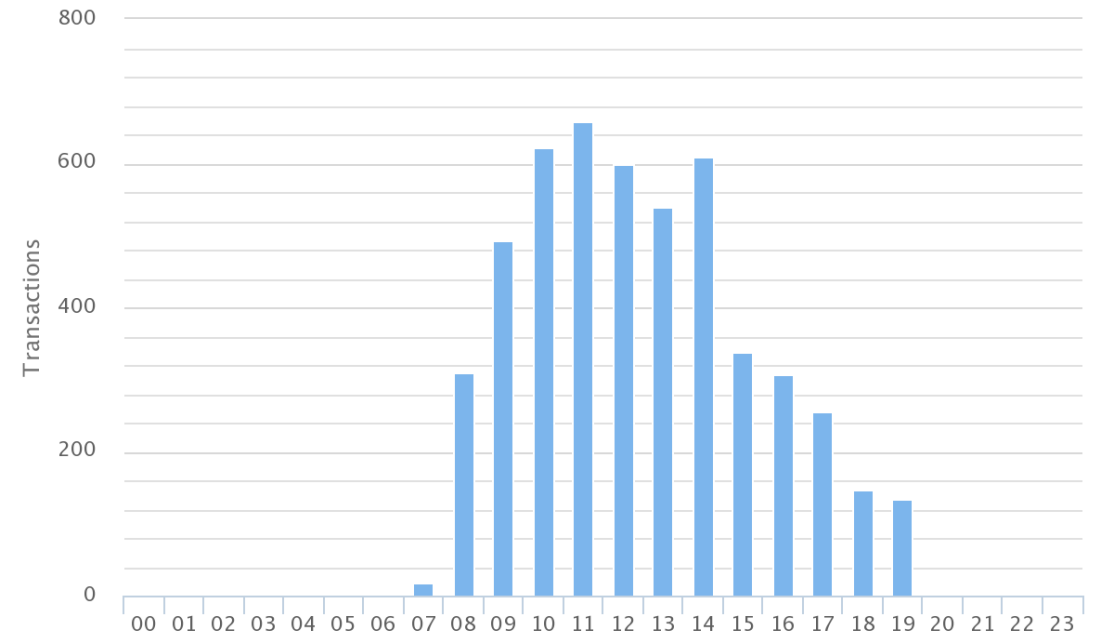
REFERENCE USAGE

Transactions include: the question asked & work involved in answering question.

Transactions By Day of the Week



Transactions By Hour of the Day



- **5025 questions** at the reference desk; 314 questions per week.
- Analysis: library hours aligned with student need, library staffing changed to peak hours

STUDY ROOM USAGE

5 STUDY ROOMS IN LIBRARY



5 Study Rooms Reserved

1,548

times this semester

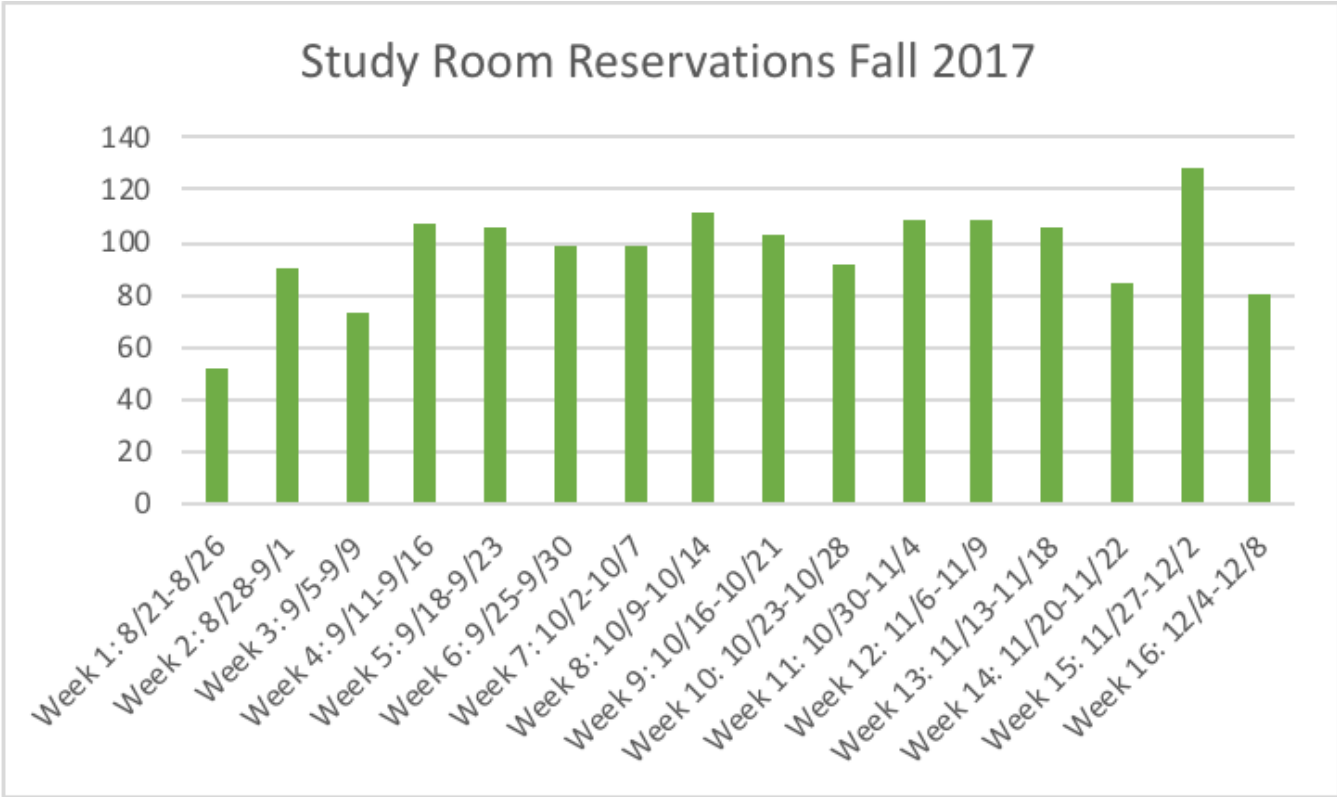


Per Week



Per Day

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PIKTOCHART



LIBRARY BOOK USAGE (CIRCULATION STATISTICS)



Reserve Books
Checked Out

461 items on reserve checked out per week



Items
Checked Out

308 items checked out per week

- The Reference Collection does not circulate and we cannot collect data on it.

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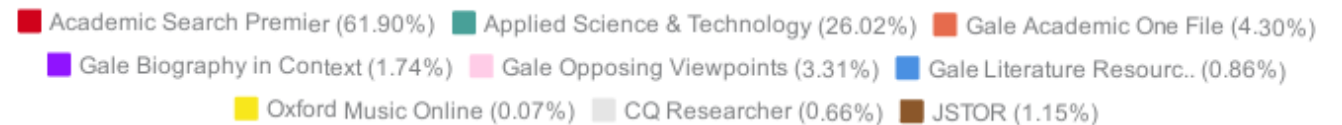
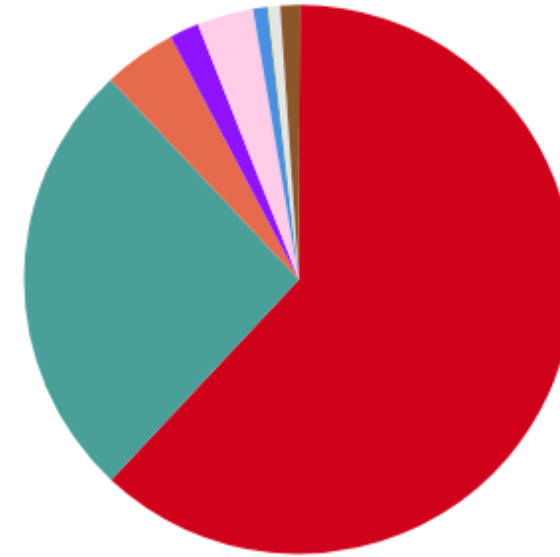
LIBRARY E-BOOK USAGE

- E-book usage has risen steadily over the past few years. We have access to over 140,000 e-books.



LIBRARY DATABASE USAGE

- **391,854 searches**
- 62% were done in EBSCOHost Academic Search Premier



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LIBRARY PRINTER USAGE



27,567

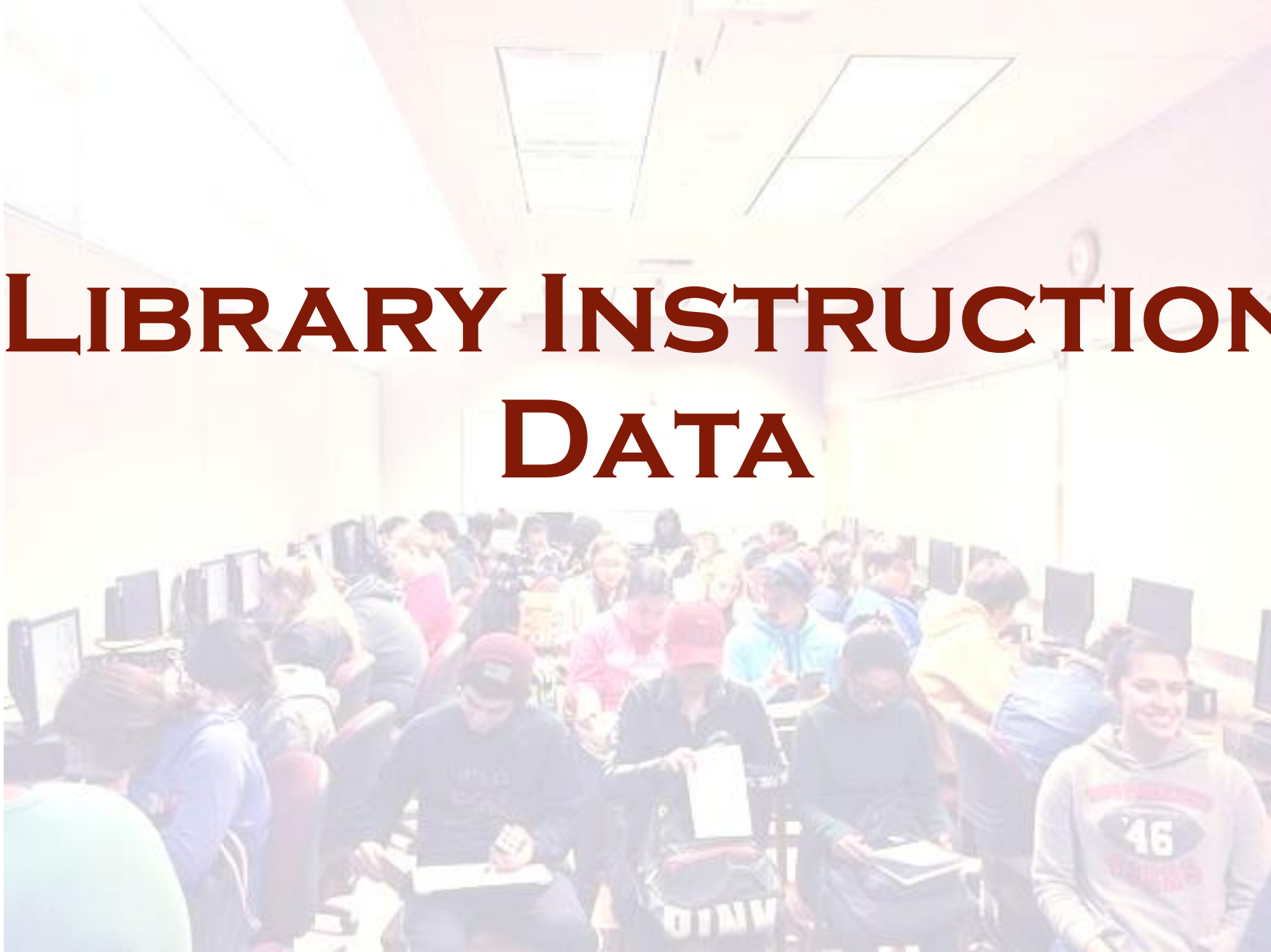
Pages Printed on the Top Floor



That's an average of 3 pages per **8,742** print jobs!

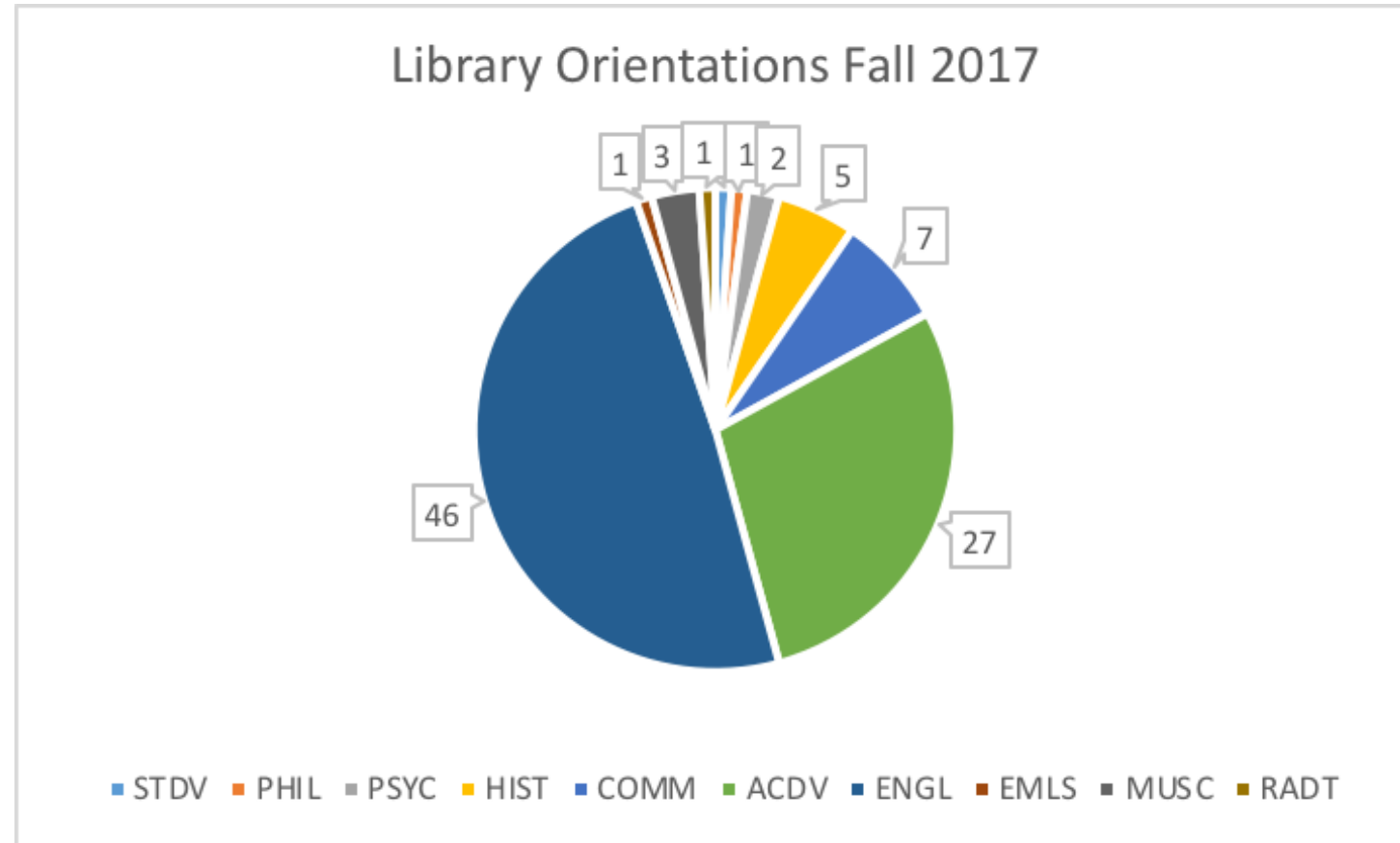
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LIBRARY INSTRUCTION DATA



LIBRARY ORIENTATIONS

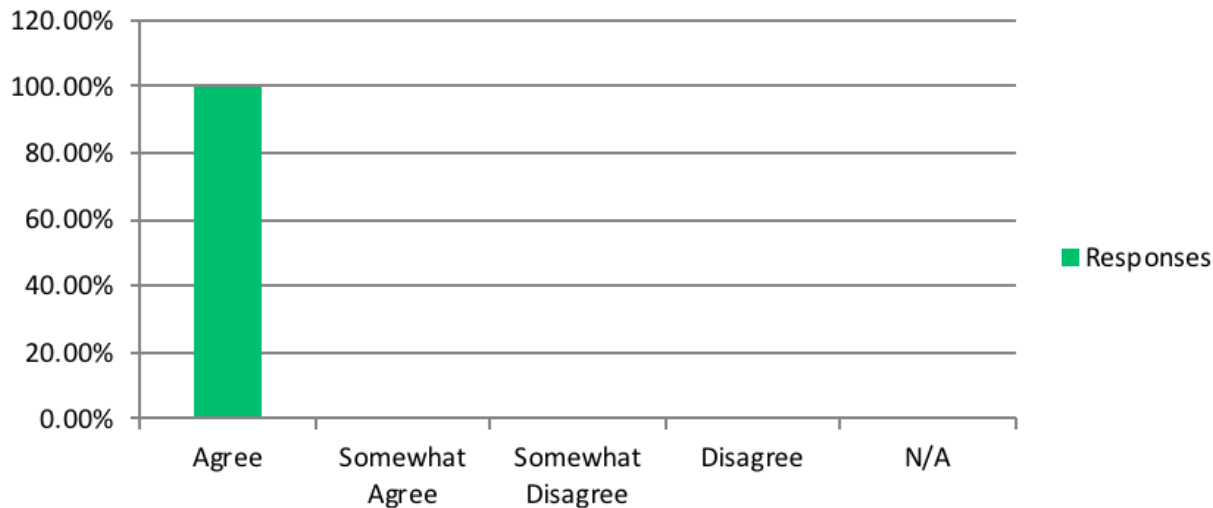
- **94 library orientations** during Fall 2017 to **2,180 students**.
- September was our busiest month, with 39 orientations taught to 953 students.
- 10 different course subjects came to the library



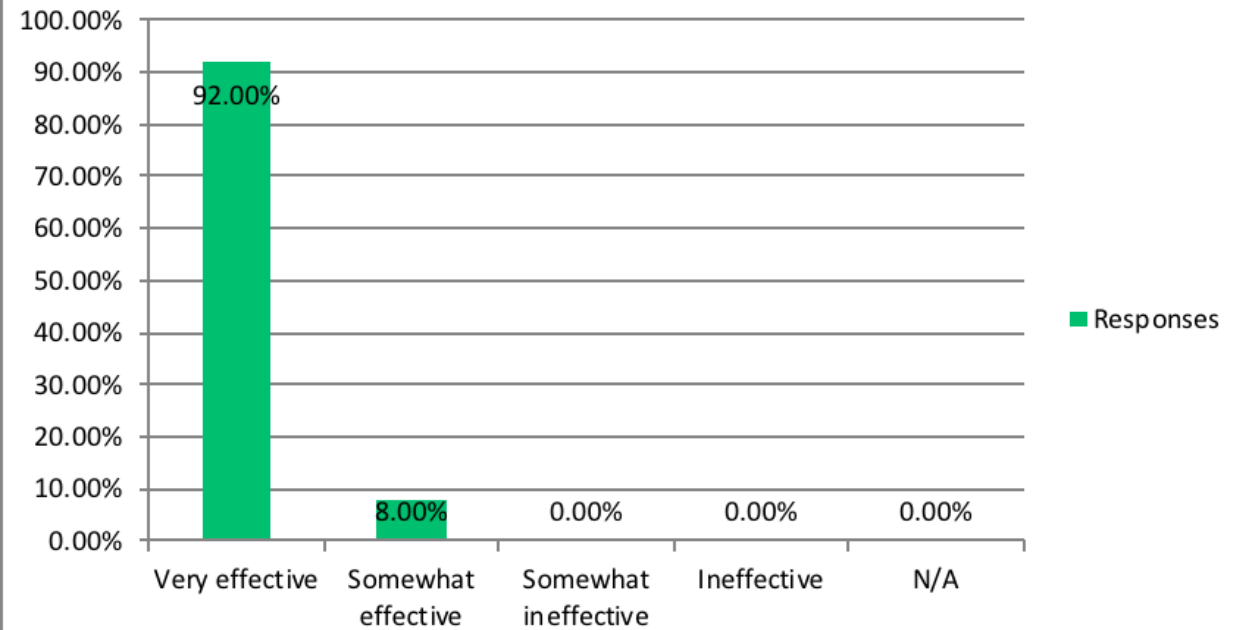
LIBRARY ORIENTATION SURVEY

- 25 faculty (out of 46) responded to our follow-up survey.
- Survey results were overwhelmingly positive.

Based on the instruction you requested, did the orientation meet your expectations?



Please rate the overall session



LIBRARY ORIENTATION SURVEY

Positive responses include:

- “Librarian did such a great job of **customizing the presentation to the assignment.**”
- “Students learned much from the workshop, they feel more **comfortable approaching a librarian and know how to conduct scholarly research.**”

Suggestions include:

- **“I wish the computer lab we go to accommodated a regular 30 student class** with more computers.”

LIBRARY RESEARCH SKILLS WORKSHOPS (LIBR B55)

- 6 different research skills workshops covering 6 different SLOs taught 44 times.
- **343 students** accounted for 642 workshop registrations, for an average of **1.9 workshops per student**.
- On average, **each workshop had 15 students** in attendance.

LIBRARY RESEARCH SKILLS WORKSHOP SURVEY

**82% of workshop attendees
completed our post-workshop survey.**

The quantifiable portion of the surveys is a 5-point scale ranging from 5 (essential) to 1 (not at all).

Question 1:

Before attending this workshop, how would you rate your expectations about what you would learn?

- Average answer = **3.8**

Question 2:

Will this information help you with research for your college classes?

- Average answer = **4.7**



DATA ON LIBRARY PERCEPTION

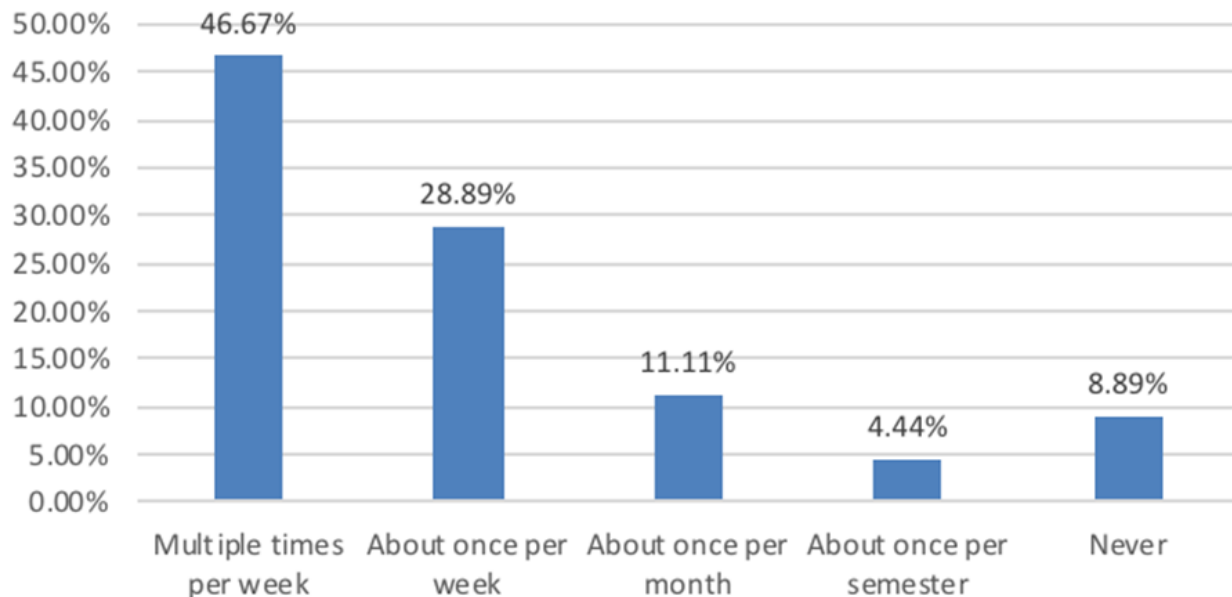
GAINING STUDENT PERCEPTION OF THE LIBRARY

Student Library Survey

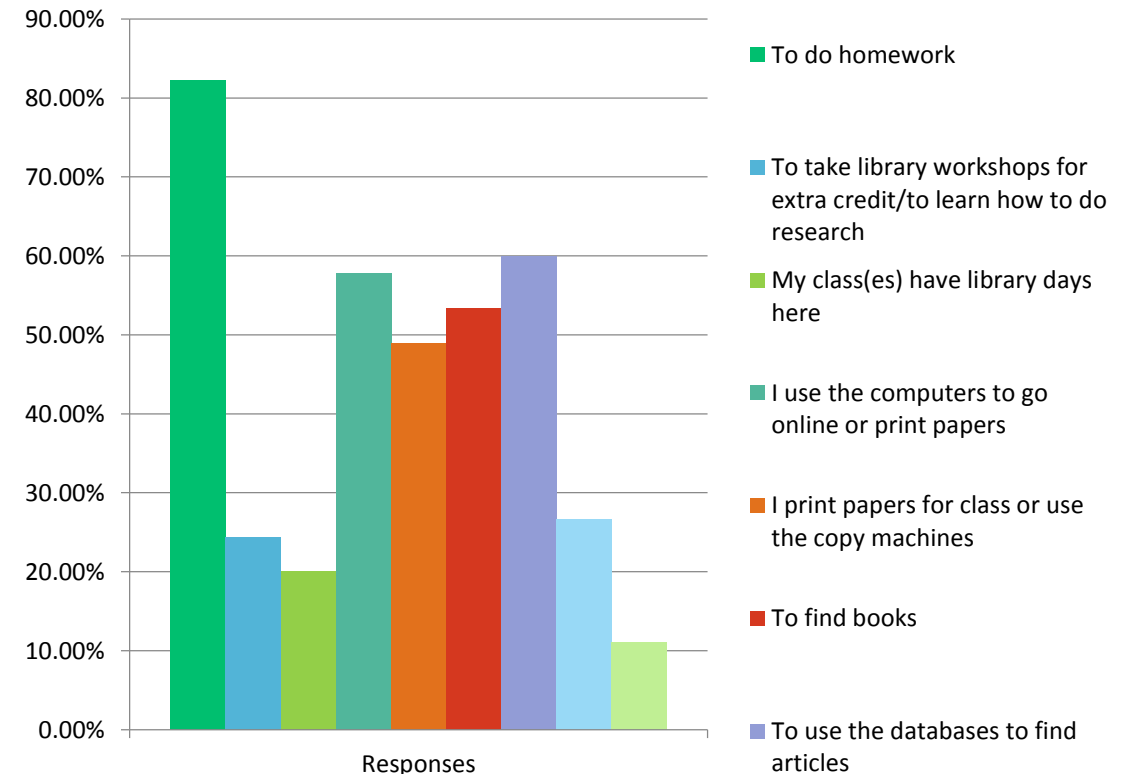
- A survey for all BC students to take
 - Asked general perceptions of the library and which of the library's services they had used
 - Included assessment of BC's ILOs

LIBRARY SURVEY FOR STUDENTS

How often do you use the library as a quiet space to do your homework?

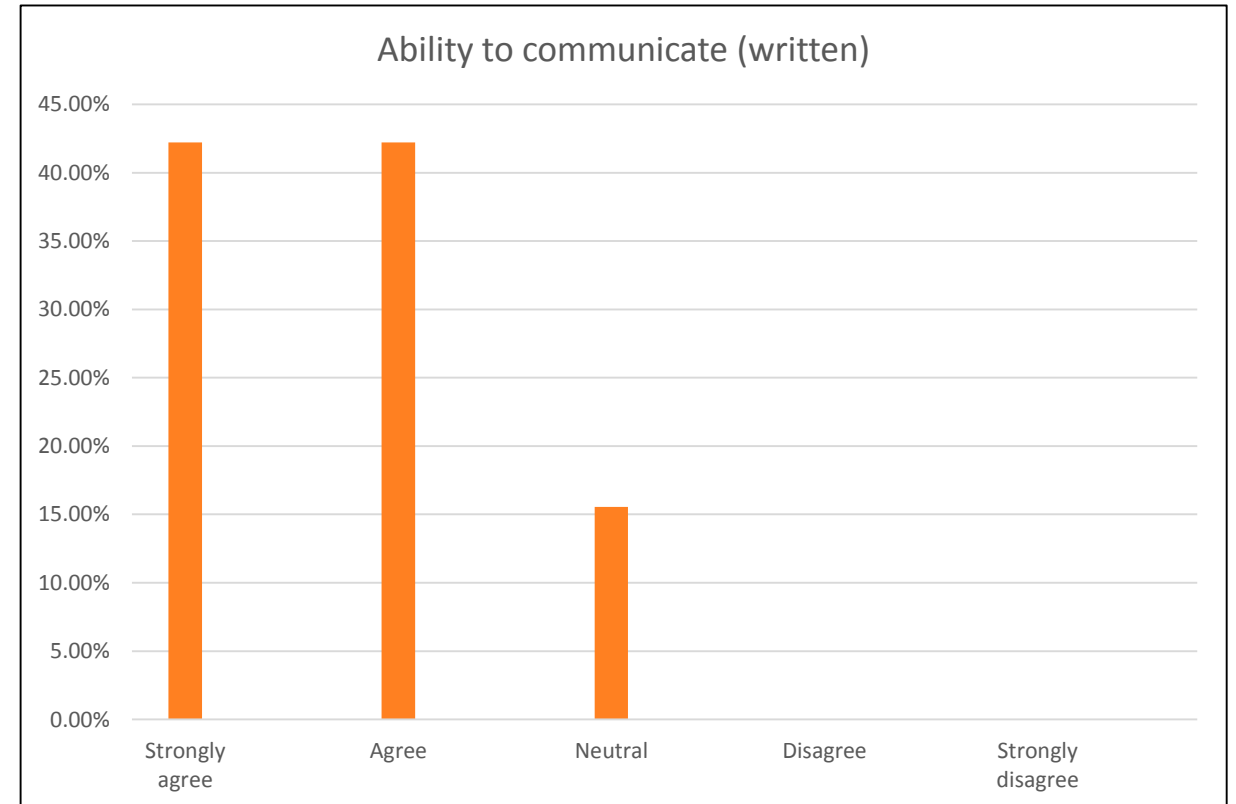
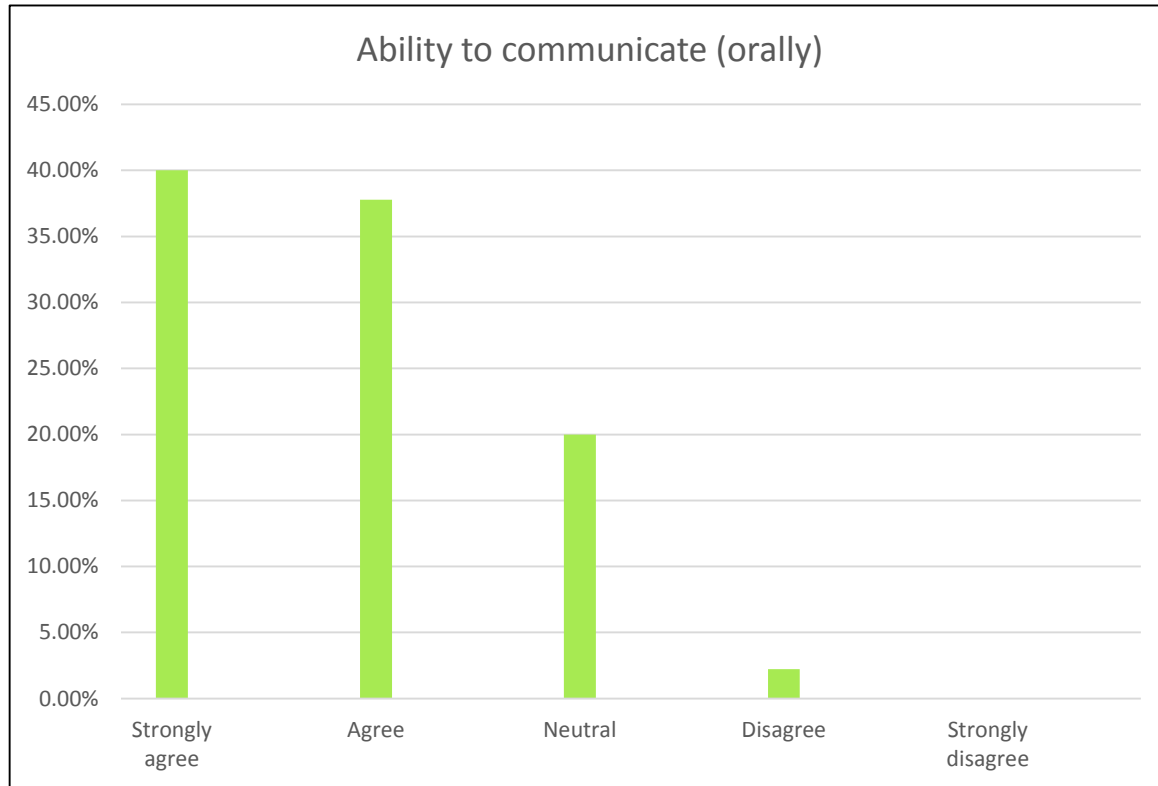


What are the most common reasons you use the library? (Choose all that apply)



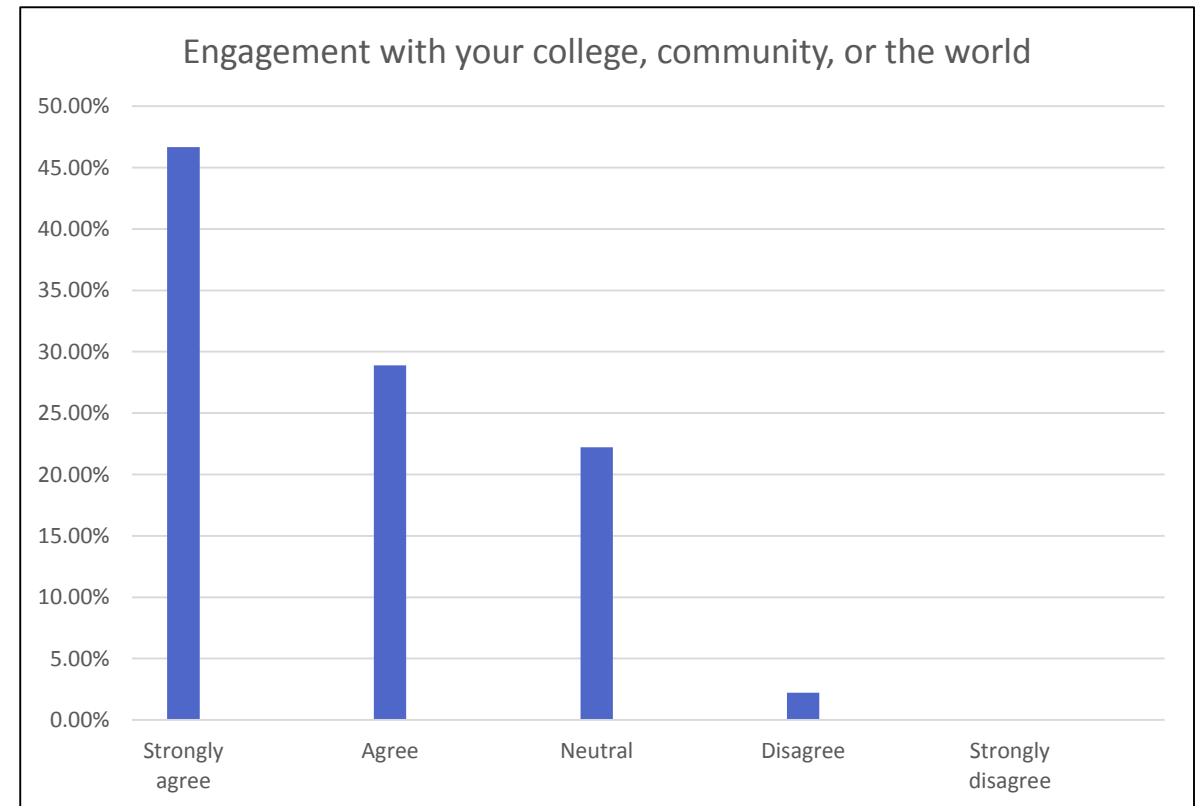
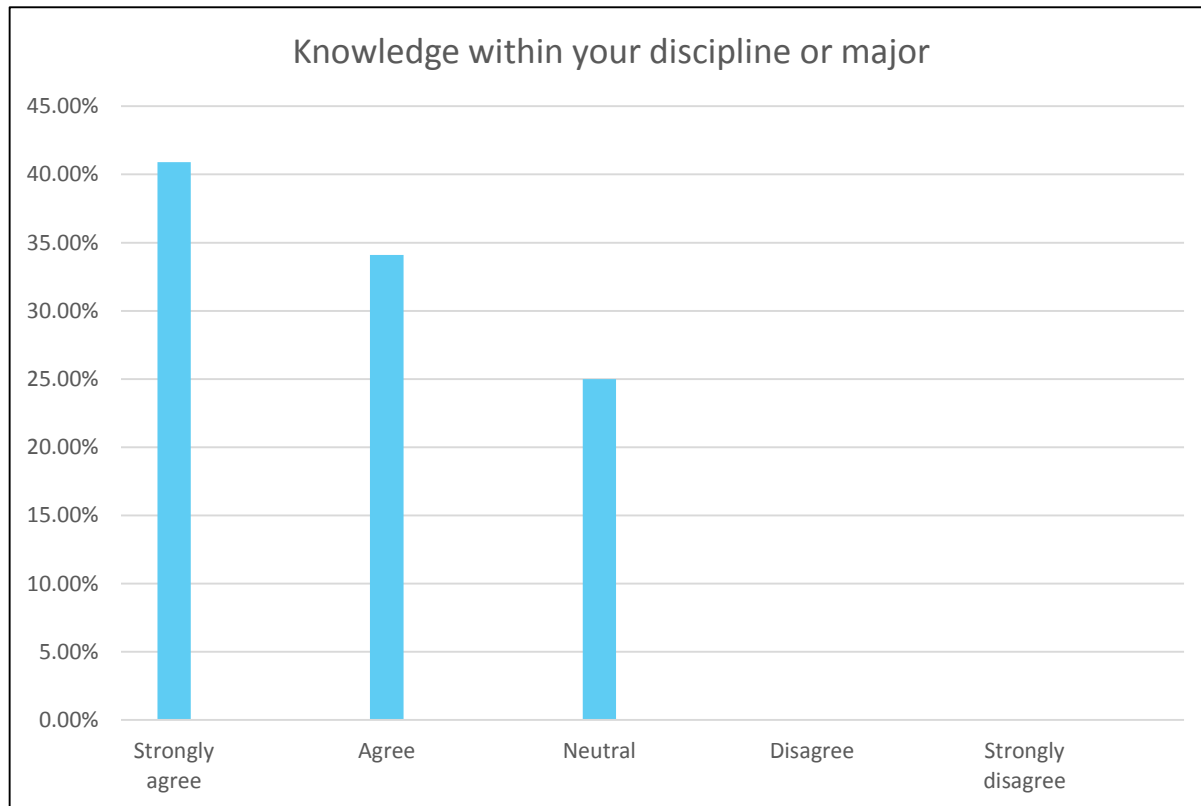
LIBRARY SURVEY FOR STUDENTS

How strongly do you agree or disagree that the services provided by the library have enabled you to fulfill the following institutional outcomes for BC?



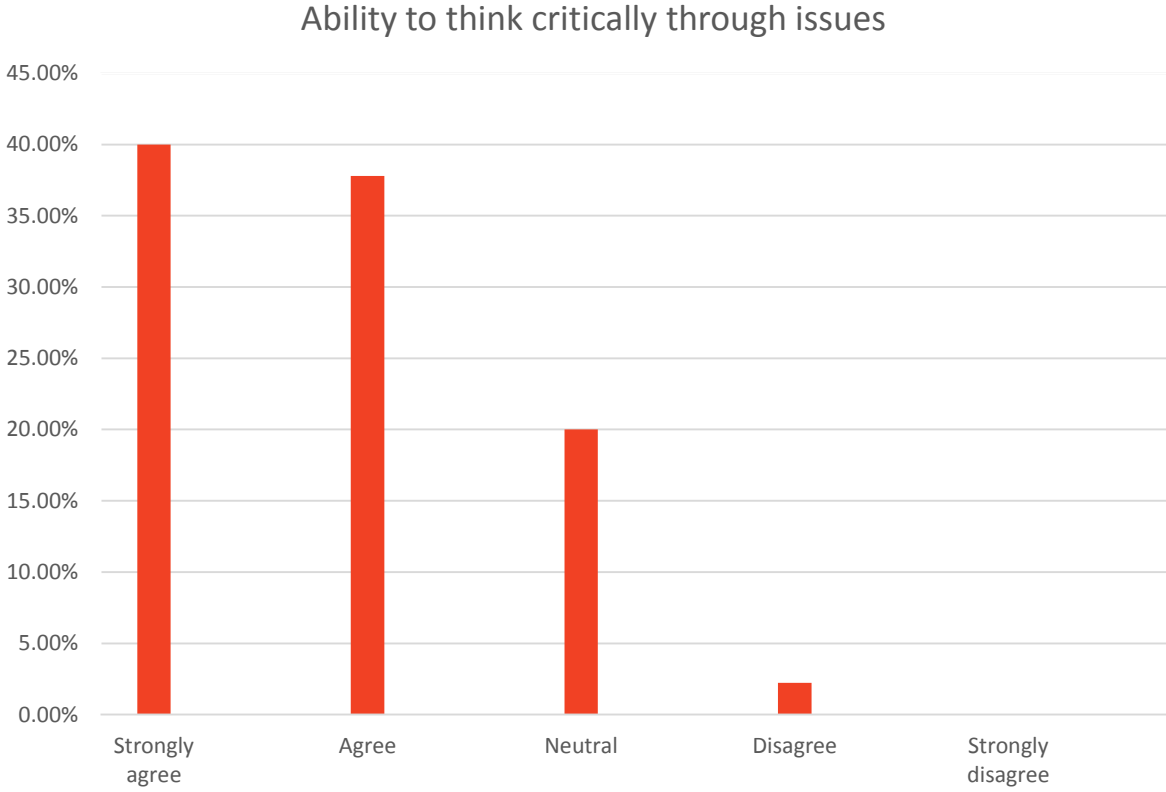
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LIBRARY SURVEY FOR STUDENTS

How well is the library fulfilling your needs as a student? Please explain.

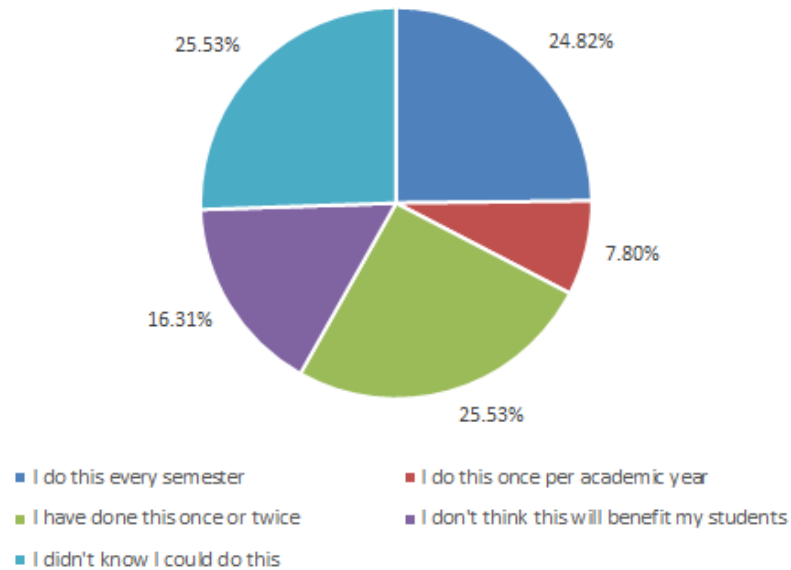
- The **librarians are extremely helpful** and **I feel comfortable asking them for help**. The library workshops are very helpful and I can find whatever I need on the website.
- It **helps me concentrate to do homework** versus doing it at home with a lot of distractions.
- Sometimes I can't use the library because it's **too crowded**

FACULTY PERCEPTION OF THE LIBRARY

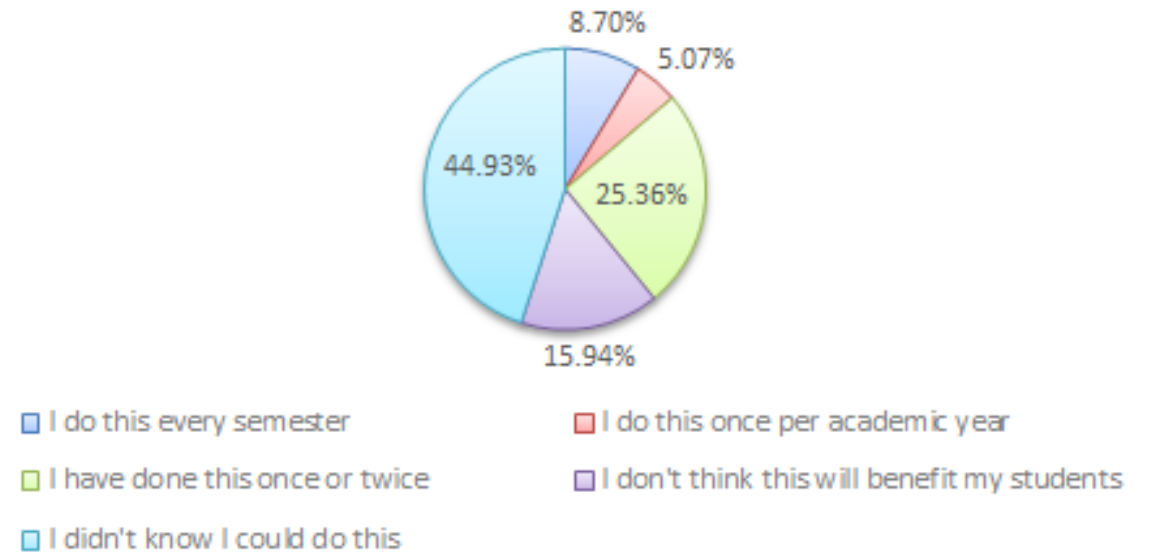
- In December 2017, I sent out a short survey on library perception for all full-time and adjunct faculty.
- Responses showed that library perception among faculty is extremely positive, but faculty are not aware of many of our major services.

FACULTY SURVEY

Have you ever brought a class to the BC library for a research orientation tailored to your class' research needs?



Have you ever consulted with a librarian when designing research projects for your courses?



FACULTY SURVEY

“Please provide feedback or suggestions that can improve library service”

- I think the library provides amazingly useful services to our students. And on top of it, **the reference librarians are all NICE.**
- **A "How to Use the Library" presentation should be included as part of BC students' orientation.** BC's excellent reference librarians play a key role in student success.
- **Can you touch base with instructors via a mass email at start of semester** offering opportunities for tours, research reserve day for a class, or tailoring research?
- Outside of your control but we need to increase funding for the library. **We need more resources - books, streaming videos, and free ILL.**
- **I wish they'd hire more of you.** We do have 30,000 students or something like that.

TAKEAWAYS



POSITIVE TAKEAWAYS

Overall, perception of the library on campus is very positive

- 70% of student survey respondents “strongly agree” or “agree” that the library is helping them meet all of BC’s ILOs
- Students use the library! We have a large student presence in the library and find that all of our services are heavily utilized
- Professors find that their students benefit from information literacy instruction from librarians
- Students are not afraid to ask librarians questions
- Our library hours seem to work for the majority of students on campus

ACTION PLAN

- Over 80% of students report that one of their most common reasons for using the library is a quiet space for homework, yet many students told us that the library is often too crowded or too noisy for them to work effectively
 - **We have begun walking through the library more often to quell any noisiness, and have begun to create a culture of quiet in the back half of the library with new signage**
- Faculty are not aware of the library services that will be most helpful to them
 - **We sent out a newsletter with library services listed, and plan to create a series of workshops aimed towards faculty**