

Library Services Assessment Analysis Form

This is a sample of the Library's assessment process and its analysis. It was designed to be a part of the overall [Assessment Plan](#) and was included in their Instructional Plan and presented to the Council for Instructional Planning in Spring 2007.

Meeting Date	February 3, 2006
Number of Faculty/staff in Attendance and percentage of department represented	9 librarians & 8 classified staff (90% of Library staff)
Services Assessed (what services did you examine?)	As part of our Services Assessment Plan, we chose to begin by assessing general user services. We wanted students to tell us what services they used, and how well they worked for them. With this information, we hope to obtain information that would identify specific areas for us to target future assessment efforts.
Assessment Tool (Briefly describe assessment tool – if using a survey, attach it to this form)	Our Library Services Survey instrument (attached) was designed by a group of library staff (both faculty and classified) meeting over a number of weeks. The survey was reviewed by the campus Office of Planning & Research, and modified accordingly. The survey was conducted in Fall 2005 as a self-serve survey available at both entrances to the library.
Assessment Results (Summarize the overall results . If using a survey, you may also attach detailed results to this form.	Detailed results of Fall 2005 survey attached. Key findings: <ul style="list-style-type: none"> • 115 responses were received, nearly all from students • Most survey respondents did more than one thing in the Library; • Nearly all respondents were either satisfied or very satisfied with their Library activities; • The longer a student has been at Cabrillo, the

<p>What student needs and issues were revealed?</p> <p>Were there any areas that were deemed outstanding?</p> <p>Any areas where they can be improved?</p>	<p>more likely they responded very positively to the survey questions; conversely, newer students were not as aware of or appreciative of library services;</p> <ul style="list-style-type: none"> • The most common areas covered by survey comments were: positive feedback, library hours, & computer issues.
<p>Next Steps to be taken within the Department to Improve Student Learning and/or services</p>	<p>We need to find a way to reach newer students and assist them in understanding & making use of the library. Possibilities:</p> <ul style="list-style-type: none"> • publicity or Voice newspaper articles • new student handout • encourage staff to increase hand-holding efforts with new students • identify internal barriers to service • have librarians roam frequently among students • have clip-board at Reference Desk to share ideas and experiences • library greeters • focus group to talk to new students • streaming video tour of library • orientation for new students • entertaining sign outside the library. <p>Two caveats: we need to be selective in what we pursue, to get the most bang for our buck, and we need to remember that there are 6000-7000 students who do not have library cards that we aren't reaching at all.</p>
<p>Next Steps to be taken with help from the college to improve Student Learning and services</p>	<p>Survey comments indicated a desire for longer hours, with the most frequent request being staying open until 9pm. We would need a budget increase in order to extend our hours. This will be identified and requested in our Program Plan.</p>

<p>Priorities to Improve Student Learning</p> <p>(List the top 3-6 things from the previous two lists that the department felt would <u>most</u> improve student learning or services)</p>	<p>Priorities:</p> <ul style="list-style-type: none"> • Increase hand-holding & identify other ways to reach new students more effectively • Pursue budget for increased evening hours • Repeat survey, to confirm findings
<p>Implementation</p> <p>(List the departmental plans to implement these priorities)</p>	<p>Identified priority activities will be implemented immediately. Other activities will be pursued within the contexts of program planning, accreditation efforts, or division meetings, as appropriate.</p>
<p>Timeline for Implementation</p> <p>(Make a timeline for implementation of your top priorities)</p>	<p>The following will be implemented immediately as of Spring 2006:</p> <ul style="list-style-type: none"> • Circulation & Reference staff will be encouraged to increase hand-holding efforts with new students • All staff have been asked to help identify internal barriers to service • Librarians will roam more frequently among students in the library <p>Program planning efforts in 2006 will reflect and include the need for budget for increased open hours.</p> <p>We need to repeat this survey periodically, to confirm our findings. The group decided to conduct the survey again in Spring 2006, and henceforth once annually.</p>

