

Assessment Summary

2004/2005

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

Assessment Activities Supporting Objective 1:

Written surveys were distributed to 20 of the 26 library instruction classes presented during the fall 2004 semester. Surveys asked students to comment on two things they have learned in the session and two things that might still confuse them about library research in that particular subject area. Students commonly reported learning about a specific database and learning new searching techniques. 18% reported learning about library services, most frequently interlibrary loan. Individual instructors were given reports containing all of the reports for the classes they presented to give them specific guidance, for instance to speak more slowly. All of the instruction librarians met as a group and discussed methods to make sessions more interactive, how to improve library handouts, and how to format the sessions to provide information more efficiently. One of the reference librarians produced a display focusing on interlibrary loan services as a means of increasing knowledge of this important library service.

The second assessment activity, to recreate a Fall 2002 reference survey about librarian approachability, was deferred until Fall 2005 and results have not yet been compiled or discussed due to pending personnel changes among the reference librarians.

Assessment Activities Supporting Objective 2:

USFSP honors students—the group the librarians felt would be “power users”—received library surveys from their professors during Spring 2005 regarding their use of

library resources, particularly electronic resources, during Fall 2004. 55% of respondents used online sources in the library, while 63% used these services at home. A significant percentage of Honors-level students apparently relied on commercial search engines and ignored more appropriate research-level resources. Honors faculty members were made aware of these results and encouraged to find more effective ways of integrating library instruction into the Honors curriculum.

Poynter Library's media collection was accessed through survey forms placed in the stack areas of the circulating media collections. Fifty-four surveys were eventually returned and analyzed. The survey confirmed the importance of the media collection and the desirability of continuing to purchase both DVD and VCR formats. The parameters or current media collection development were generally considered satisfactory, although children's films were less important than had been thought and purchases in this area will be decreased. Stack maintenance in this heavily used area was considered deficient, and media staff will provide more attention to shelf reading in this area.

Assessment Activities Supporting Objective 3:

Questionnaires were distributed at college faculty meetings by Library Council members to query faculty on their use of planned use of Blackboard software and their interest in incorporating personalized reference services or customized help sheets linking students to appropriate library resources. The faculty responses expressed a high degree of interest, 85%, in Blackboard-based library services, with 72% willing to allow teaching assistant status to librarians as an addition to their course site. On March 28, 2005, a staff member from Academic Computing at USF Tampa came over to demonstrate Blackboard 6.2 to the library faculty, and Tina Neville, head of public services, took an online course that featured information literacy through course management software. She began a pilot program of Blackboard library services that was well-received and has been expanded as professors request such services.

As an add-on to the surveys distributed to honors students in Objective 2, means of assessment 1, students were questioned on their use of library facilities for writing papers, checking email, studying, writing papers, using Oasis, or meeting for group projects or discussions. These questions were intended to assess the library's contributions to student life and its attractiveness as a campus destination. The survey confirmed the importance of library emphasis on electronic resources, expansion of reference computers, and the use of the library as a favored place for study either individually or in groups. The high level of non-library use of reference computers confirmed the desirability of expanding the reference area computers, and the area was expanded from 20 workstations to 36 during Summer 2005. The library network has also been enhanced to 10 Gigabit capacity to allow for streaming video through Windows Media Player. Funds have been allocated from the Society for Advancement of Poynter Library to expand the library's wireless network and purchase additional laptop computers for check-out.

