

Assessment Summary

2006/2007

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:

Personnel from interlibrary loan and collection development queried interlibrary loan patrons on their satisfaction with the service and the appropriateness of the items received on loan. Patrons revealed a high level of satisfaction with services received and placed a high value on this library service. Although the survey response was too small to yield useful collection development data, the raw data available through the interlibrary loan system was determined to have potential to improve collection development practices.

A team of librarians with subject expertise in the sciences assisted the collection development librarian in an effort to determine the adequacy of existing library collections to support a proposed health sciences curriculum. The collection assessment indicated that currently received electronic journals and databases provide an adequate base to begin this program. Over 700 monographs and reference works were added to augment current print resources, and outdated materials were identified and withdrawn to make room for these additions.

Assessment Activities Supporting Objective 2:

Patrons entering the library were surveyed on the usefulness of existing library services and desirable new services or other changes. Patrons placed high value on computer access, reference assistance, books, and quiet study areas. They requested extended hours, more computers, more books, more noise control, a coffee bar, and

cheaper printing. Four additional Apple computers were added to the reference area, more attention was paid to noise control, and various other existing services requested as 'new services' received more publicity.

USF SP students were e-mailed a 'library engagement survey,' similar to the NSSE survey format. 71% of students had used reference services and 36% had participated in a library instruction session. 83% reported positive views of the library and a majority indicated that the library services indicated had contributed to their academic growth. Survey reviewers, however, found indications of service problems on the part of a minority of students and will seek to enhance customer service of library staff.

Freshman composition classes were asked to complete various simple research activities and their responses were compared to a group of students in an advanced literature course. Survey reviewers found that students gain increasing research competencies and increasingly use library licensed databases and the library catalog to gain information.

As an internship project, an LIS student conducted a focus group on the ease of use and utility of Poynter Library's special collections web site. Various deficiencies were uncovered and will be corrected when the web site is redesigned after the official USF SP template for sub pages is approved.

Assessment Activities Supporting Objective 3:

Media services staff queried faculty members teaching in newly renovated classroom space to determine their satisfaction with the new classroom equipment and their suggestions for future improvements. Faculty reported a high level of satisfaction and frequent usage of the new equipment and requested more instruction in the use of the equipment and additional enhanced classrooms. Their suggestions are being implemented or deferred until funding is available.