

PLO Spring 2013: Reference Desk Survey

Program Learning Outcome:

The library will provide a friendly face in a welcoming environment to guide students to the information they need for their course assignments.

Assessment Method Category:

Survey.

Assessment Method:

Librarians completed [survey](#) after each reference inquiry for fifteen days, April 30-May 20, near the end of the Spring 2013 semester. Librarians developed the survey in order to understand types of inquiries, courses involved, departments involved, time of inquiry, length of inquiry, type of assignment involved, kinds of strategies and library resources that were used, such as specific databases, the library catalog, Google, Super Search, and other strategies and resources. The survey:

Reference PLO Spring 2013

What type of

What class was this for?

What department?

During what hour did you start the session?

How long did you spend with the student?

Briefly describe assignment and type of help student needed.

What sources did you use?

- Article Databases
- Catalog
- eBooks
- EasyBib
- Google Scholar
- Internet
- Reference Databases
- SuperSearch

Please name the specific sources used

What resource was the most helpful in meeting the student's informational need?

Did you use Super Search? Why? Was it helpful?

Results

This PLO will focus on results of two questions: 1) Did you use Super Search? and 2) What sources did you use?

1) Did you use Super Search?

Response	Number	Percentage
No	38	62
Yes	11	18
N/A	12	20
Total	61	100

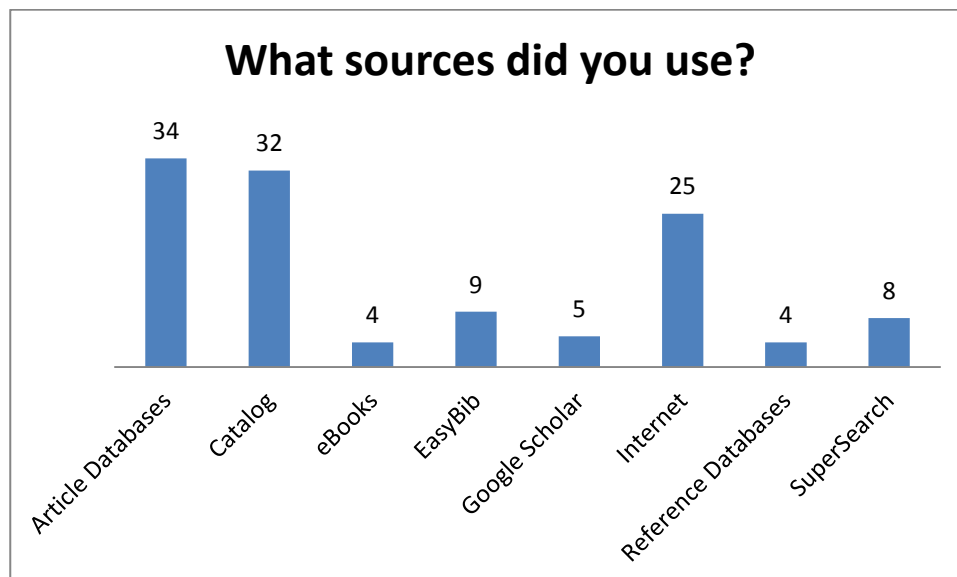
Why?

Most responses involved advanced search techniques and/or difficult questions. Super Search was used twice to search for ebooks and books simultaneously, twice to help the librarian discover most useful databases, twice for difficult topics, twice to identify keywords and subject headings. Twice librarians reported that it was not helpful. One librarian used it to discover which databases indexed JAMA and New England Journal of Medicine.

Was it helpful?

It was usually helpful. 9 out of 11 responses (82%) were positive.

2. What sources did you use?



The three most frequently used sources were databases (28%), catalog (26%) and Internet (21%).

Source	Number	Percentage
Article Databases	34	28
Catalog	32	26
Internet	25	21
EasyBib	9	7
SuperSearch	8	7
Google Scholar	5	4
eBooks	4	3
Reference Databases	4	3
Total	121	99

Actions

Continue to conduct reference survey using same form to gather longitudinal data. Consider collaborating with libraries to collect data that could be compared among campuses (Possibilities: CSM, Skyline, Glendale, Cabrillo, and College of Marin). Also, consider reviewing literature on reference desk statistics to refine assessment tool.