College of Southern Maryland Student Perception of the Library

Which Measures Really Matter?

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MLLI Showcase
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Do we really know our students?
Library: reference/research assistance (2013)

- Very Satisfied: 29%
- Satisfied: 22%
- Neutral: 10%
- Dissatisfied: 1%
- Very Dissatisfied: 0%
- No Basis to Judge: 37%
What this doesn't tell us
Why students use the library
How students use the library
Why students don't use the library
College of Southern Maryland (some background)
CSM Students
Why ethnography?

General research questions → Select relevant sites/subjects → Choose overt/covert → Gain Access → Collect relevant data → Field notes

- Analytic memos
- Interviews

Collection of more data

Interpret data

Conceptual and theoretical work

Write up findings

End research

Tighter specification of question
Trends
Advantages
What do we want to know?
How will we find answers?
Observation
Partnerships
Resources


<https://nces.ed.gov/collegenavigator/?q=college+of+southern+maryland&s=all&fv=162122&id=162122>.

Connaway, Lynn Silipigni. "Why do we need libraries when everything is on the internet?: Making the Case with User-Centered Assessment." CALD Annual Spring Meeting. Loyola University Maryland, Columbia Campus. 10 Apr. 2015. Lecture.


