

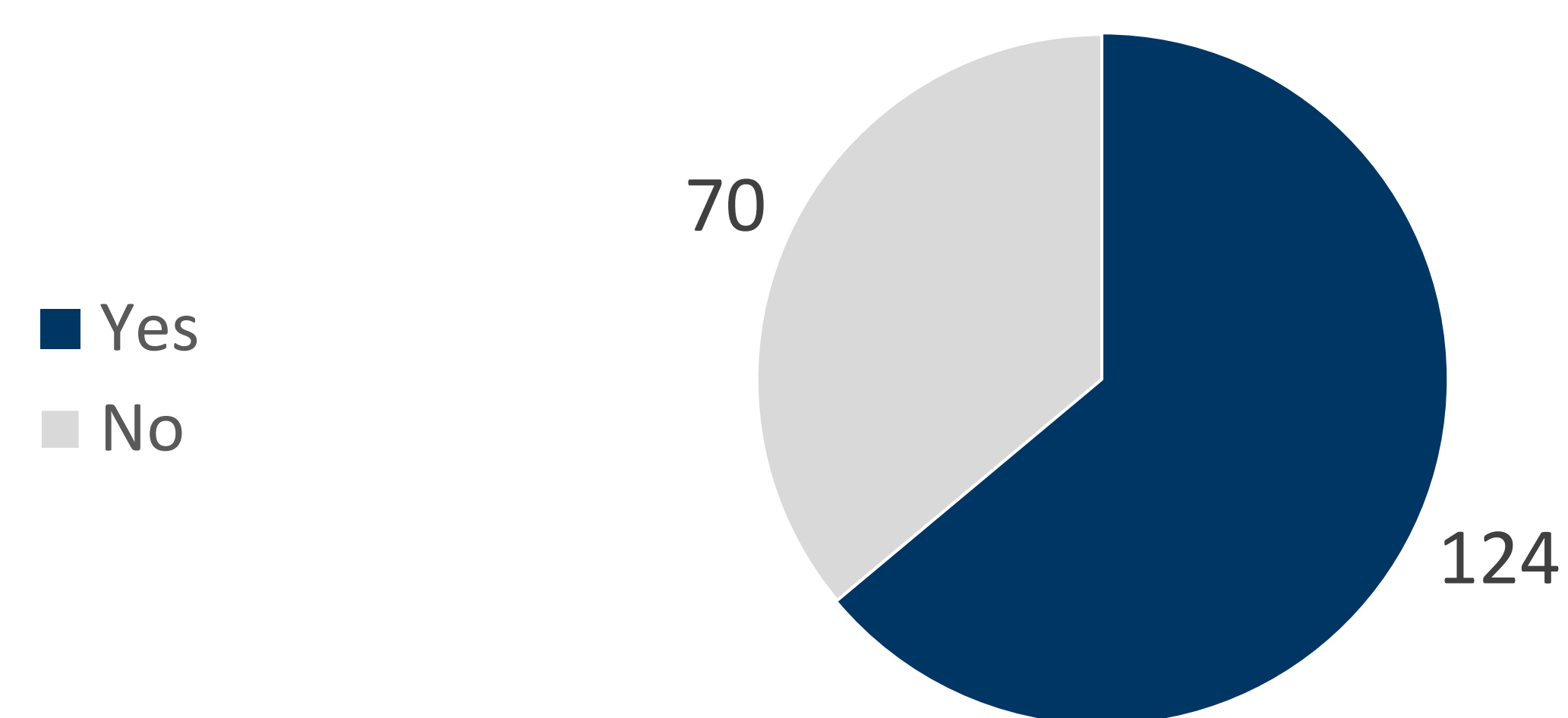
Introduction

The Online Course Librarian Program (OCL) started in 2007 with 8 classes and at the end of 2018 were embedded in 149 classes. Librarians assess this program every 3 years with a survey that is sent to students & faculty. The Assessment Librarian and the Online Course Support Librarian revised the survey questions. The Assessment Librarian created the survey in SurveyGizmo. The surveys were sent out at the end of each semester of FY 2017-2018.

Usage Information

194 Students responded to the survey and 124 or 64% of the students answered that they contacted their Online Course Librarian.

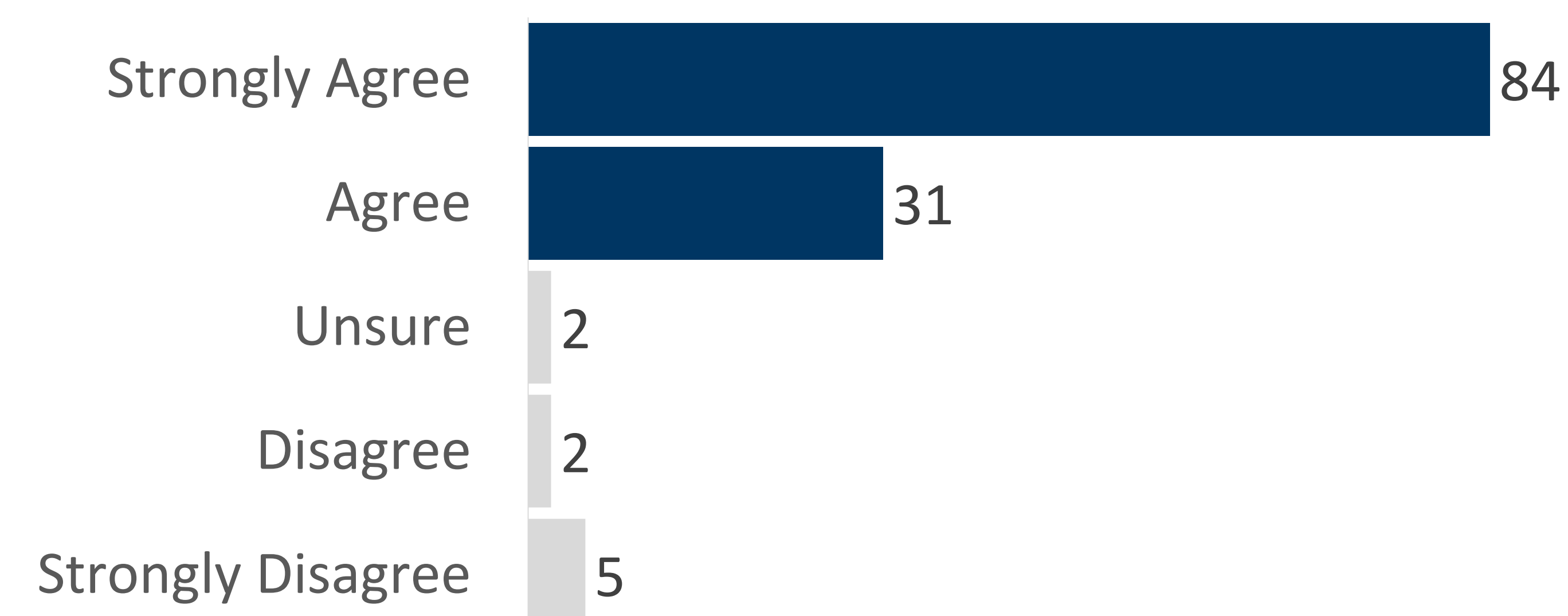
64% of Students Stated they contacted their
Online Course Librarian



Student Satisfaction

Most students agreed or strongly agreed that working with the Online Course Librarian improved their research skills and understanding of library services and resources.

93% of Students Strongly Agreed or Agreed that
working with the librarian helped their research
skills



Student Satisfaction

What compelled you to contact the online course librarian in this class?

Category	Number of Answers
Find Articles	39
Research my topic/narrow my search	35
Find Resources for my paper/project	12
Required	7
Learned to contact them from Library Instruction	6
Database Help	5
Find Books	2
Citation Help	1

It is important to understand why a student contacted the Online Course Librarian. Finding articles and researching or narrowing their topic were the biggest reasons students sought help from the Online Course Librarian.

Name one thing you found particularly helpful about having an online course librarian embedded in your class.

Category	Number of Answers
OCL had good availability/response time	76
Taught me how to research/library instruction	23
Know who to contact	17
N/A	16
Online Chat	12
Librarian knew my assignment/topic/course	10
Helped narrow my search	8
Helped with databases	6
Peace of mind	4
Time management/librarians know how to research	3

The answers are important for it speaks to what the students value in an Online Course Librarian. Knowing that our response time and availability were the most helpful to students, shows the librarians that they are managing their embedded classes appropriately. Students like the fact they know who to contact and that their Online Course Librarian knows about their assignment/topic/course. This speaks directly to being embedded in a course and seeing the syllabus and knowing the requirements of assignments.

Conclusion

Students generally found the librarians very helpful and very responsive to their questions. Students liked that they knew who to contact if they needed help, regardless if they used the service or not. The fact that specific librarians were named **59** times shows the Online Course Librarian Program is making an impact and making connections with students.

Recommendations

- Increase marketing of program to students and faculty
- Share assessment results with faculty members
- More faculty and librarian collaboration

Marketing

- Email Assessment Report to faculty and adjunct faculty members
- Present to the Library Committee
- Added to OCL Program LibGuide
- Liaisons promote the Online Course Support Librarian Program to their departments

Comparisons to Previous Assessments

The percentage of students who contact the
Online Course Librarian has steadily increased
each year

