

Adlai College Library, Report for the Administration
Collection Evaluation

Goals of Evaluation

A team of librarians interviewed students during 3 focus groups and 17 individual interviews to evaluate the effectiveness of our physical and digital collections. This data was then compared to historical benchmarking data of libraries peer group libraries to offer further insights.

Stakeholders

- Our students
- Adlai College Library staff
- Ramona Flowers – Director of Library Services
- Eleanor Shellstrop – Dean of Academic Services

Summary of Findings

- 96% of students in interviewed reported high levels of satisfaction with library services.
- ACL spends less per student while providing comparable to above average usage rates when compared to peer libraries.
- In 2024 digital material usage made up 77% of total library material usage
- Students interviewed generally appreciated the ability to access sources remotely.
- ACL historically has outperformed its peers in regard to physical media usage
- Some potential deficiencies were identified in the accessibility and marketing of reference and digital video services.

Successes

Spending & Material Usage

When compared to peer libraries ACL has historically spent less per FTE student than it's peer libraries on materials on average (-10%)

Group/College	2024	2023	2022	2021	2020	2019	2018
Peer Group	\$388.50	\$257.30	\$213.50	\$270.30	\$303.40	\$230.40	\$288.80
Adlai College	\$266.10	\$250.09	\$241.88	\$242.70	\$238.50	\$251.30	\$243.80

- On average ACL has seen 13% more digital material usage and 5% more physical material usage when compared to its peer libraries.
- 96% (n=26) of students interviewed as part of focus groups reported high levels of satisfaction indicating that a substantial amount of value is being generated per dollar spent.

Digital Material Usage vs Physical Material Usage

The ACL's physical collection makes up 22% of its total holdings while the digital collection makes up the remaining 78% of total holdings. When compared to peer groups ACL's collection is substantially smaller than its peers (-30%). However, usage is comparable to better than peer libraries:

- **Total Material Usage**
 - Adlai College Library: 155,336
 - Peer group median material usage: 132,505
- **Physical Material Usage**
 - Adlai College Library: 7,966
 - Peer group median material usage: 7,172
- **Digital Material Usage**
 - Adlai College Library: 120,370
 - Peer group median material usage: 125,332

Ultimately, digital materials are still substantially more popular when compared to ACL's physical collection a fact supported by student interviews:

"A big thing with ebooks for research is their accessibility ... this is especially useful when I am working on a paper outside of school, as I can easily access the information I need without having to go to a library or bookstore."

Opportunities

Reference Services

- 2 students who reported feeling dissatisfied with library services, in particular with not finding materials they needed.
- A large minority of the total students interviewed (38%) worked with librarians in some capacity and were generally positive when describing the interaction.

Given the overall high satisfaction levels, the failure to find the needed materials may have been an issue with poor research skills on the part of the students. 38% is a respectable number, given that many majors do not perform research as part of their undergraduate program. However, promoting reference services (in particular chat reference) may be beneficial to students who struggle to find the materials they need.

Ultimately, these complaints do make up a very small minority. So while they are helpful for finding areas of improvement, they are not something indicative of a large scale issue.

Digital Streaming Video

While popular with faculty and staff, 75% of students reported that they were unaware of the library's streaming video services. This number is not terribly surprising, given that most students use the library for research, but it may be worth addressing given the popularity of our digital collection.

Next Steps

- Identify marketing opportunities for reference and digital streaming video services
- Examine the library website for ease of use of finding video service and chat reference