

# **Assessment of Library Instruction Using Performance Based Software**

Qualitative and Quantitative Methods in Libraries Conference 2009  
Chania, Crete  
Presented by Gayla Byerly

- Collaboration between the University of North Texas Libraries and the English department resulted in about 80 library instruction sessions per year
- After four years of the successful collaboration, I started to wonder how to assess

**Success and After**

- Worked with computer programmer to develop software
- Identified skills necessary for success at research paper assignment
- Prepared questions that demonstrate skills
- Identified URLs that point to success in demonstrating skills
- Named assessment tool: Library Instruction Software for Assessment (LISA)

## **Assessment Tool**

- Administered LISA to students immediately before and after library instruction sessions
- Some classes came back at the end of the semester and we administered LISA again
- 575 LISA results

## **LISA Results**

Library Instruction Assessment - Part 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

UNIVERSITY OF NORTH TEXAS  
Library Instruction Assessment Survey

**Step 1**

How likely are you to ask for help from a librarian?

Very Likely  
 Somewhat Likely  
 Neutral  
 Not Very Likely  
 Not At All Likely

Next Step

UNIVERSITY OF NORTH TEXAS  
**LIBRARIES**


**QUICK LINKS**

- ★ UNT Library Catalog
- ★ Electronic Resources
- Electronic Newspapers
- Library Services for UNT Off-Campus Users

**HELP**

- Ask a Librarian
- How Do I Begin?
- How to Find Books & Articles
- Site Map

Resources for Library Research  
Library Services  
Exhibits & Collections  
About the Libraries  
New & Noteworthy

**New ID Required For Checkout** 

**Library Workshops!**  
View the Schedule

**How Are We Doing?**  
Take the Online Survey 

Search This Site: [Advanced Search](#) [Search Tips](#)

(Does not search [books or articles](#))

[UNT Libraries Home Page](#) / [Resources for Library Research](#) / [Library Services](#) / [Exhibits & Collections](#) / [About the Libraries](#) / [New & Noteworthy](#) / [UNT Library Catalog](#) / [Electronic Resources](#) / [Library Services for UNT Off-Campus Users](#) / [How Do I Begin?](#) / [How to Find Books & Articles](#) / [Site Map](#) / [Search This Web Site](#) / [Accessibility](#) / [Privacy Statement](#)

University of North Texas Libraries

Done Unknown Zone (None)

# Step One in LISA

Library Instruction Assessment - Part 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links

UNIVERSITY OF NORTH TEXAS  
Library Instruction Assessment Survey

**Step 2**

From the UNT Libraries Homepage, find the Webpage that has help from a librarian.

Next Step

UNIVERSITY OF NORTH TEXAS  
**LIBRARIES**

**QUICK LINKS**

- ★ UNT Library Catalog
- ★ Electronic Resources
- Electronic Newspapers
- Library Services for UNT Off-Campus Users

**HELP**

- Ask a Librarian
- How Do I Begin?
- How to Find Books & Articles
- Site Map

**Resources for Library Research**

- Library Services
- Exhibits & Collections
- About the Libraries
- New & Noteworthy

**New ID Required For Checkout**

**Library Workshops!**  
View the Schedule

**How Are We Doing?**  
Take the Online Survey

Search This Site: [Advanced Search](#) [Search Tip](#)

(Does not search [books or articles](#))

---

[UNT Libraries Home Page](#) / [Resources for Library Research](#) / [Library Services](#) / [Exhibits & Collections](#) / [Ask a Librarian](#) / [New & Noteworthy](#) / [UNT Library Catalog](#) / [Electronic Resources](#) / [Library Services for UNT Off-Campus Users](#) / [How Do I Begin?](#) / [How to Find Books & Articles](#) / [Site Map](#) / [Search This Site](#) / [Accessibility](#) / [Privacy Statement](#)

University of North Texas Libraries

Done Unknown Zone (Modem)

# Step Two in LISA

Library Instruction Assessment - Part 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links

UNIVERSITY OF NORTH TEXAS  
Library Instruction Assessment Survey

**Step 3**  
Perform a subject search for Robert Frost in the library catalog.  
[Next Step](#)

UNIVERSITY OF NORTH TEXAS  
**LIBRARIES**

**QUICK LINKS**

- ★ UNT Library Catalog
- ★ Electronic Resources
- Electronic Newspapers
- Library Services for UNT Off-Campus Users

**HELP**


- Ask a Librarian
- How Do I Begin?
- How to Find Books & Articles
- Site Map

Search This Site: [Advanced Search](#) [Search Tips](#)  
   
(Does not search [books or articles](#))

**Resources for Library Research**  
**Library Services**  
**Exhibits & Collections**  
**About the Libraries**  
**New & Noteworthy**

**New ID Required For Checkout** 

**Library Workshops!**  
[View the Schedule](#)

**How Are We Doing?**  
[Take the Online Survey](#) 

UNT Libraries Home Page / Resources for Library Research / Library Services / Exhibits & Collections / Ask a Librarian / How & How Often? / UNT Library Catalog / Electronic Resources / Library Services for UNT Off-Campus Users / How Do I Begin? / How to Find Books & Articles / Site Map / Search This Site / [ASK/OS/Ask](#) / [Library Statistics](#)

University of North Texas Libraries

Done Unknown Zone (None)

# Step Three in LISA

The screenshot shows a web browser window titled "Library Instruction Assessment - Part 1 - Microsoft Internet Explorer". The page is for the University of North Texas Libraries. On the left, a sidebar contains "Step 4" instructions: "Perform a search in Academic Search Premier using the term Robert Frost." and a "Next Step" button. The main content area features the university logo, "QUICK LINKS" (including UNT Library Catalog, Electronic Resources, Electronic Newspapers, and Library Services for UNT Off-Campus Users), and "HELP" (including Ask a Librarian, How Do I Begin?, How to Find Books & Articles, and Site Map). A search bar is present with a "Search" button and a note "(Does not search books or articles)". On the right, there are sections for "Resources for Library Research", "Library Services", "Exhibits & Collections", "About the Libraries", and "New & Noteworthy". The "New & Noteworthy" section includes "New ID Required For Checkout" with a small image, "Library Workshops! View the Schedule", and "How Are We Doing? Take the Online Survey" with another small image. At the bottom, a navigation menu lists various library services and resources.

# Step Four in LISA



	<b>Pretest</b>	<b>Post test</b>	<b>Post post test</b>
Help from Librarian	68.4%	58.56%	73.7%
Catalog	1.24%	11.13%	7.8%
Academic Search Premier	16.49%	49.69%	47.43%

## **LISA Initial Results**

- We added a simple four question worksheet to the catalog instruction
- Successful catalog searching was **38%** with the addition of an active learning component

**LISA Results with Active Learning**

- LISA Posttest includes qualitative question
  - What did you learn that you didn't know before this library instruction?

**Qualitative Question in LISA**

- Comments were voluntary so there are fewer comments than the 575 quantitative results
- Total of 439 responses, only 12 responses said they did not learn anything new
- 2 responses were incomplete or incoherent
- Most students listed more than one thing they learned

## **Qualitative Questions Results**

- Student responses fell into 9 main categories.
- Students reported they learned about:
  - Library Services and Resources- 182 Comments
  - Everything- 89 Comments
  - Instructor's Tips- 41 Comments
  - Library Website- 31 Comments
  - Help from a Librarian- 30 Comments
  - Location of all UNT Libraries- 24 Comments
  - Citations- 12 Comments
  - Catalog- 11 Comments
  - Cybercafe- 5 Comments

## Qualitative Categories

- “I learned so much from doing this. It was very helpful, I did not know that there was so much information on the library website. It is actually pretty cool that I can just find everything I need from home. Thank you so much.”
- “I learned that there are several libraries here on campus, other than Willis. Also, I learned how to use the Library homepage. I feel that it will be quite sufficient to me, while writing papers or researching. This presentation was quite helpful.”

## **Examples of Positive Comments**

- “I ALMOST learned where the media library is, and how to chat with a librarian.”
- “I pretty much knew how to do everything we went over.”
- “Not a lot, as I went to one of these last semester with my English teacher at the time. I think it refreshed my memory, though.”

## **Examples of Negative Comments**

- Quantitative results revealed areas to improve instruction
  - Changed instruction to always start at the UNT Libraries homepage
  - Improved instruction of catalog with active learning component
  - Further results revealed improvement in successful catalog searching
  - Catalog searching needs more improvement

## Conclusions



- Qualitative results reveal
  - What students think is important information, such as Cybercafe, usability of the UNT Libraries website
  - Satisfaction with the UNT Libraries' resources
  - Satisfaction with the UNT Libraries' services

## Qualitative Results

- Librarians require a tool to assess library instruction. The requirements for such a tool are:
  - Performance based
  - Ease of use
  - Small amount of time to administer
- Results can improve student learning

## **Conclusions**

- Many thanks to Annie Downey for countless hours of her work, expertise, and creativity on the LISA project
- The qualitative portion of this research is the work of Lilly Ramin
- LISA technical development by Frank Gosnell
- Statistical analysis performed by Ellen Truax

**Questions?**