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

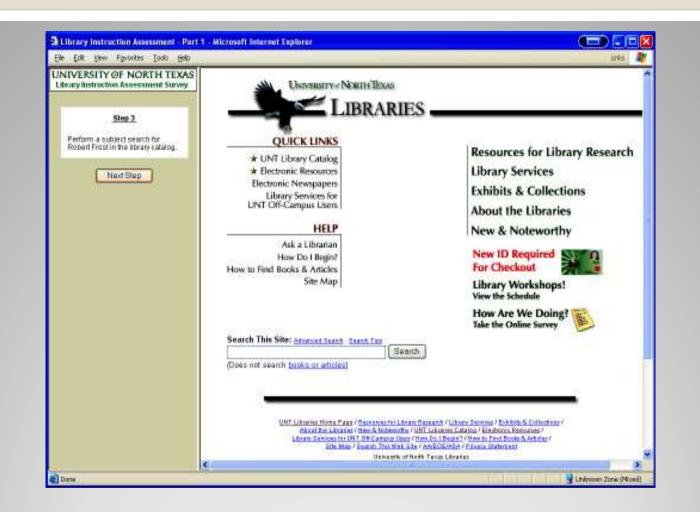
LISA Results



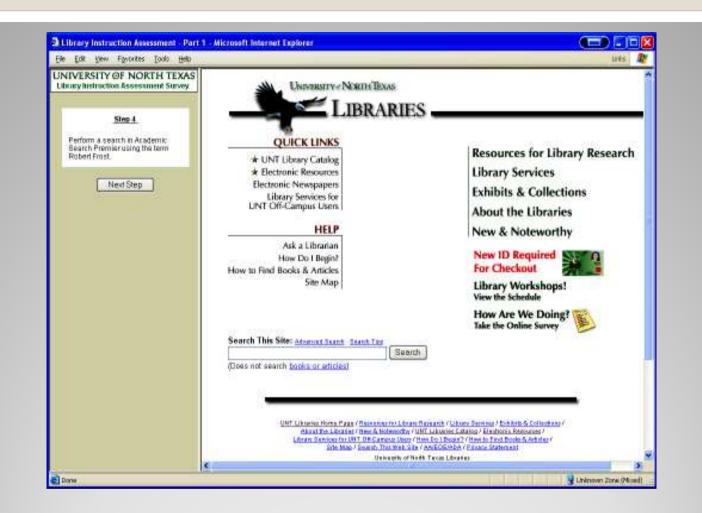
Step One in LISA



Step Two in LISA



Step Three in LISA



Step Four in LISA

	Pretest	Post test	Post post test
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?