LIBRARY USER SATISFACTION SURVEY: DEL MAR COLLEGE FACULTY AND STAFF, 2010: White Library

Results below include all faculty and staff responses received. Percentages listed are taken from respondents who agreed/disagreed with statements. The “Do not know/Does not apply” responses from left out of the percentages listed. The survey ran from Nov.13 to Dec. 8 and had 42 respondents.

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Do not know/Does not apply</th>
<th>%Strongly Agree</th>
<th>%Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Library provides quiet areas for students to study.</td>
<td>28</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>100 %</td>
<td>0 %</td>
</tr>
<tr>
<td>2. The library maintains adequate hours to meet user needs.</td>
<td>25</td>
<td>12</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>92.5</td>
<td>7.5</td>
</tr>
<tr>
<td>3. Library staff members are approachable and helpful.</td>
<td>31</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>94.9</td>
<td>5.1</td>
</tr>
<tr>
<td>4. I receive the help I need using computers in the library, both in the STC and throughout the library.</td>
<td>9</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>18</td>
<td>94.7</td>
<td>5.3</td>
</tr>
<tr>
<td>5. I receive the help I need using library resources when I am in the library.</td>
<td>21</td>
<td>16</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>97.4</td>
<td>2.6</td>
</tr>
<tr>
<td>6. Missing library materials are replaced and reference resources are updated regularly.</td>
<td>10</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>27</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>7. The number of library staff is adequate to provide services needed by faculty and students.</td>
<td>11</td>
<td>21</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>94.1</td>
<td>5.9</td>
</tr>
<tr>
<td>8. Library equipment is up-to-date, in good repair, and adequate to meet the needs of library users.</td>
<td>10</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>9. The library staff listens to suggestions about library services.</td>
<td>13</td>
<td>14</td>
<td>1</td>
<td>0</td>
<td>14</td>
<td>96.4</td>
<td>3.6</td>
</tr>
<tr>
<td>10. The library’s on-line catalog is easy to use.</td>
<td>12</td>
<td>12</td>
<td>5</td>
<td>0</td>
<td>11</td>
<td>82.8</td>
<td>17.2</td>
</tr>
<tr>
<td>11. The book collection supports the educational needs of library users.</td>
<td>17</td>
<td>17</td>
<td>1</td>
<td>0</td>
<td>7</td>
<td>97.7</td>
<td>2.3</td>
</tr>
<tr>
<td>12. The electronic databases and internet access support the educational needs of library users.</td>
<td>16</td>
<td>15</td>
<td>1</td>
<td>0</td>
<td>10</td>
<td>96.9</td>
<td>3.1</td>
</tr>
<tr>
<td>Statement</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
<td>Do not know/Does not apply</td>
<td>%Strongly Agree</td>
<td>%Disagree</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
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<td>-----------------------------</td>
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<td>-----------</td>
</tr>
<tr>
<td>13. The magazine and newspaper collections (print format) and the microfilm collection support the educational needs of library users.</td>
<td>8</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td>19</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>14. The audiovisual collection supports the educational needs of library users.</td>
<td>13</td>
<td>15</td>
<td>1</td>
<td>0</td>
<td>13</td>
<td>96.5</td>
<td>3.5</td>
</tr>
<tr>
<td>15. The library’s web site is easy to use and supports the educational needs of library users.</td>
<td>15</td>
<td>21</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>92.3</td>
<td>7.7</td>
</tr>
<tr>
<td>16. It is easy to access electronic library resources from home.</td>
<td>12</td>
<td>13</td>
<td>1</td>
<td>1</td>
<td>15</td>
<td>92.6</td>
<td>7.4</td>
</tr>
<tr>
<td>17. Interlibrary loan service meets my educational and research needs.</td>
<td>13</td>
<td>7</td>
<td>1</td>
<td>0</td>
<td>21</td>
<td>95.2</td>
<td>4.8</td>
</tr>
<tr>
<td>18. Library instruction and orientation sessions support my instructional goals.</td>
<td>12</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>20</td>
<td>95.4</td>
<td>4.6</td>
</tr>
<tr>
<td>19. Reference services support the educational needs of library users.</td>
<td>19</td>
<td>14</td>
<td>1</td>
<td>0</td>
<td>8</td>
<td>97.1</td>
<td>2.9</td>
</tr>
<tr>
<td>20. Library buildings are large enough to accommodate the services that are needed.</td>
<td>15</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>21. The library provides study space for students who want to study in groups.</td>
<td>15</td>
<td>15</td>
<td>3</td>
<td>0</td>
<td>9</td>
<td>90.9</td>
<td>9.1</td>
</tr>
<tr>
<td>22. New books, AV resources and periodicals are purchased and processed in a timely manner.</td>
<td>15</td>
<td>12</td>
<td>1</td>
<td>0</td>
<td>14</td>
<td>96.4</td>
<td>3.6</td>
</tr>
<tr>
<td>23. The library’s resources and study areas are accessible to users with disabilities.</td>
<td>8</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>23</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>24. Computers in the library are easily accessible for patrons with disabilities.</td>
<td>7</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>26</td>
<td>100</td>
<td>0</td>
</tr>
</tbody>
</table>
25. Please “fill in the blanks”:
   a. The main reason I visit the library is
      Research: 14
      Use fourth floor operations or attend meetings (non-library): 10
      Use computers: 2
      Assist students with their studies: 4
      Use/pickup AV equipment and media: 1
      Leisure: 5
      Other: 3
   b. The main reason I use library materials is
      Research: 18
      Classwork/Preparation for class: 9
      Leisure: 1
      Other: 3
   c. What I like most about the library is
      Location/Facilities/Atmosphere: 12
      Resources: 3
      Staff/Services provided: 14
      Teaching/Learning Center: 1
   d. What I like least about the library is
      Location/Facility/Atmosphere: 11 (Mostly elevator complaints)
      Director: 1
      Resources: 1
      Hours/Holiday closure: 2
      Website: 2
      AV equipment: 1
      Other: 3

26. The types of resources the library has available for research and study are listed below. Please rank these resources according to their importance in doing research at Del Mar (either your own or your students). Rank from 1 to 8 with 1 being the most important format to use for research and 8 being the least important. Rankings listed include calculations of total # 1 and 2 rankings each item received.
   1 Electronic databases (17 rankings)
   2 Books (15 rankings)
   3 Periodicals (8 rankings)
   4 Links off homepage (7 rankings)
   5 Computer software (6 rankings)
   6 Audiovisual materials (6 rankings)
   7 General Internet websites (3 rankings)
   8 Electronic books (3 rankings)
   9 Microforms (1 ranking)
27. If you think that the library needs more resources in a particular subject area, by a particular author(s), or in a particular format, please list these below.

I could see a benefit to having more behavioral science databases. DMC has a high number of psychology majors and including databases such as PsychInfo might help their research. Audiovisual equipment (TV, DVD players, etc.) Project Muse is an online catalog of full-text academic journal articles. It would be very nice to have access to it here. It would be great to have a few of the basic science periodicals such as Nature or Science instead of many obscure ones. Geology (from the Geological Society of America) would be nice too. The allotment given to the departments fills this quite nicely.

No.
N/A (3 replies).
Seems OK.
Can't think of any.

28. What additional training/instruction should the library offer to you or your students to assist in the use of library resources and research?

Students need to be constantly reminded that the library exists and has materials they can use. They often don’t seem to know how much is there for them.

More in-depth EBSCO workshops

Maybe the library staff can attend a division meeting at the beginning of the semester to remind everyone of the services available and what kinds of information is covered in a library orientation.

Show students how to search library databases.

I can't think of any additional resources needed.

OK as is now.

No suggestions.

N/A (7 replies)

None thus far.

Some type of recruitment event needs to occur.

Just an introductory orientation every year for new incoming students that may not know how to access the resources but even then, staff is available when needed so …

Check to see if market exists to offer CC citizens instructions to find library resources using 100% automation for those who currently do know know anything about computers –they are out there!
If you have any additional comments you wish to make, please do so below.

N/A (3 replies)
I am thankful for the system that checks out the overhead projectors for me each semester and quickly replaces bulbs when needed.
Everyone at the library does an incredible job. Thanks.!!!!!
Excellent library, excellent resources, excellent staff.
I probably don’t use the library as much as I should, but I appreciate the resource and the availability of training sessions.
Thanks for all the great job that you all do!
I like scones with my coffee too …
I would like it if faculty could keep books out for the entire summer rather than 6 weeks at a time.
   Keep up the good work!
Nice library!
Overall, library service for students and faculty is excellent. Staff very friendly and always very helpful. They are essential and much appreciated, and probably don’t get enough recognition for the service they provide.
The library is a wonderful resource for students and faculty. I appreciate all the help our students receive.
I love using the library. It’s a window to endless opportunities.
GREAT JOB!!
The staff is very accommodating whenever I have interfaced with them.
Library staff is always so helpful, especially in Access Services and STC at the White Library.
The Library personnel makes the library – they’re helpful, friendly, and make you feel welcome.
I enjoy the friendly atmosphere.
Library staff provides outstanding guidance and assistance regarding research, books, films, loan of AV equipment, etc. to enhance student learning.