

**LIBRARY USER SATISFACTION SURVEY: DEL MAR COLLEGE FACULTY AND STAFF, 2013:
Barth LRC**

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 Oct. 24 to Dec.13 and had 14 respondents.

| STATEMENT | Strongly Agree | Agree | Disagree | Strongly Disagree | Do not know/ Does not apply | %Strongly Agree/Agree | %Disagree/ Strongly Disagree |
|--|----------------|-------|----------|-------------------|--------------------------------|-----------------------|---------------------------------|
| 1. The Library provides quiet areas for students to study. | 6 | 7 | 0 | 0 | 1 | 100 % | 0 % |
| 2. The library maintains adequate hours to meet user needs. | 6 | 6 | 0 | 1 | 1 | 92.3 | 7.7 |
| 3. Library staff members are approachable and helpful. | 10 | 3 | 0 | 0 | 1 | 100 | 0 |
| 4. I receive the help I need using computers in the library, both in the STC and throughout the library. | 8 | 2 | 0 | 0 | 4 | 100 | 0 |
| 5. I receive the help I need using library resources when I am in the library. | 7 | 4 | 0 | 0 | 3 | 100 | 0 |
| 6. Missing library materials are replaced and reference resources are updated regularly. | 4 | 7 | 0 | 0 | 3 | 100 | 100 |
| 7. The number of library staff is adequate to provide services needed by faculty and students. | 5 | 7 | 1 | 0 | 1 | 92.3 | 7.7 |
| 8. Library equipment is up-to-date, in good repair, and adequate to meet the needs of library users. | 4 | 8 | 1 | 0 | 1 | 92.3 | 7.7 |
| 9. The library staff listens to suggestions about library services. | 8 | 4 | 0 | 0 | 2 | 100 | 0 |
| 10. The library's on-line catalog is easy to use. | 4 | 6 | 1 | 0 | 3 | 92.3 | 7.7 |
| 11. The book collection supports the educational needs of library users. | 6 | 6 | 0 | 0 | 2 | 100 | 0 |
| 12. The electronic databases and internet access support the educational needs of library users. | 7 | 5 | 0 | 0 | 2 | 100 | 0 |

| STATEMENT | Strongly Agree | Agree | Disagree | Strongly Disagree | Do not know/ Does not apply | %Strongly Agree/Agree | %Disagree/ Strongly Disagree |
|--|----------------|-------|----------|-------------------|--------------------------------|-----------------------|---------------------------------|
| 13. The magazine and newspaper collections (print format) and the microfilm collection support the educational needs of library users. | 5 | 4 | 0 | 0 | 5 | 100 % | 0 % |
| 14. The audiovisual collection supports the educational needs of library users. | 6 | 5 | 0 | 0 | 3 | 100 | 0 |
| 15. The library's web site is easy to use and supports the educational needs of library users. | 7 | 6 | 0 | 0 | 1 | 100 | 0 |
| 16. It is easy to access electronic library resources from home. | 5 | 5 | 0 | 0 | 4 | 100 | 0 |
| 17. Interlibrary loan service meets my educational and research needs. | 3 | 4 | 0 | 0 | 7 | 100 | 0 |
| 18. Library instruction and orientation sessions support my instructional goals. | 7 | 3 | 0 | 0 | 4 | 100 | 0 |
| 19. Reference services support the educational needs of library users. | 7 | 7 | 0 | 0 | 0 | 100 | 0 |
| 20. Library buildings are large enough to accommodate the services that are needed. | 7 | 6 | 1 | 0 | 0 | 92.9 | 7.1 |
| 21. The library provides study space for students who want to study in groups. | 5 | 7 | 0 | 0 | 2 | 100 | 0 |
| 22. New books, AV resources and periodicals are purchased and processed in a timely manner. | 5 | 4 | 0 | 0 | 5 | 100 | 0 |
| 23. The library's resources, computers, and study areas are accessible to users with disabilities. | 6 | 3 | 0 | 0 | 5 | 100 | 0 |

24. Please “fill in the blanks”:

- a. The main reason I visit the library is
 - Check out resources (books, media) 5
 - Present to class groups 3
 - Assist student with resources 3
 - Read books and do research 3
 - To browse 1
 - Get ID's 1
- b. The main reason I use library materials is
 - Research 5
 - To enhance presentations 3
 - Assist students 3
 - Instructional objectives 2
 - Availability 1
- c. What I like most about the library is
 - Staff: 8
 - Availability 2
 - Allows my students to complete their assignments 1
 - Audiovisuals 1
- d. What I like least about the library is
 - Nothing 3
 - Limited hours 3
 - No parking close to building 1
 - Electronic “theft protection” system that no one pays attention to 1
 - Staff reduction had a negative impact 1
 - At times and it happens to all of us – in bad moods 1
 - Outdated computers 1

25. 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) by checking the space which describe the level of importance of each resource. (To calculate the level of importance as an average, Not important was assigned a 1; Somewhat important, 2; and Very important, 3. Total amount of ranking was divided by number of responses to determine the average.)

- Computer software (Word, instructional support software, etc. in the Student Technology Centers): 2.9
- Links to Internet resources from the library's website: 2.85
- Electronic databases on library's website, such as Academic Search Complete, CINAHL, Newsbank, etc.: 2.8
- General internet: 2.75
- Books (print): 2.7
- Magazines, newspapers, and other periodicals (print): 2.7
- Audiovisual materials, including videotapes, DVD, audio recordings: 2.6
- Books (electronic): 2.5
- Microfilm (of back issues of periodicals): 1.9

26. 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.

No responses.

27. Do you schedule library instruction sessions for your students?

Yes: 8

No: 3

If your answer is no, could you tell us why?

Our students are given everything they need to complete our course. We also have a computer lab in our building which all students have access to.

No but after this survey you be that I will be doing that from now on.

28. If you have any additional comments you wish to make, please do so below.

Lisa is going a great job taking care of the West Campus. She listens to our needs.